
	<b>Management Area:</b> Children's Services	<b>Version No:</b> 3.0 <b>Pages:</b> 4
	<b>Category of Policy:</b> Operational	<b>Approval Date:</b> 12/07/2023 <b>Policy Approver:</b> Head of Children's Services
<b>Policy Title:</b> Enrolment and Orientation Policy		<b>Author:</b> YMCA of SA

# YMCA SOUTH AUSTRALIA

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## Enrolment and Orientation Policy

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## 1. Purpose

YMCA Children's Services will facilitate a smooth transition for children and families from home/school to the service. We aim to ensure that each child and family receives an enrolment process that meets their needs, allowing the family and child to feel safe and secure in the level of care that we provide.

## 2. Scope

The scope of this policy applies to all Board members, Sub Committee members, educators, and volunteers. This policy applies to all YMCA Member Associations. For the purposes of this document, we refer to these as the YMCA. All Policies and Procedures must conform to this policy.

## 3. Policy Statement


The process of enrolling and orientating new families will be conducted in a sensitive and supportive way so the experience can build the foundations for ongoing partnership between the family, educators, and the service.

Ideally, parents/guardians will complete, sign, and submit an enrolment via Xplor at least five working days prior to the child's first attendance, allowing time to complete all requirements for health and safety. Parents/guardians can enrol earlier, as long as all health and safety requirements are met prior to care commencing. If parents/guardians wish to claim Child Care Subsidy, the enrolment must be confirmed on MyGov within two weeks of the commencement date.

When children are enrolled it is necessary to gather personal information relating to the child and the child's parent/guardian. The number of children wishing to attend may, at times, exceed the number of children legally allowed to attend. In this case, a waiting list will be established.

## 4. Roles and Responsibilities

Department / Area	Role / Responsibility
Children's Services Management	<p>Is responsible for the development, monitoring, and review of the policy and related systems, ensuring content meets all legislated requirements.</p> <p>To facilitate policy awareness to all educators on the appropriate implementation and use of the policy.</p>

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Responsible Persons	Nominated supervisor/service management will oversee the implementation and service adherence of the policy.
	Nominated supervisor/person with management and control will seek individual community feedback and facilitate an active consultation process with service users as appropriate.
	Is responsible for addressing any instance of non-compliance with this policy and implementing strategies to help prevent non-compliance with this policy.
	Responsible for ensuring suitable resources and support systems to enable compliance with this policy.
All employees, volunteers & students	Drive the consultation process and provide leadership and advice on the continuous improvement of the policy.
	Responsible for meeting the requirements outlined in this policy.
	Responsible for raising concerns or complaints in accordance with this policy.

## 5. Definitions

### Volunteer


Can be a YMCA volunteer, student on practicum placement.

## 6. Key Relevant Documents

- Education and Early Childhood Services (Registration and Standards) Act 2011
- Education and Care Services National Regulations (2011 SI 653)
- Children and Young People (Safety) Act 2017
- Australian Government Priority of Access Guidelines
- Child Care Provider Handbook
- Enrolment and Orientation Procedure

## 7. Monitoring Evaluation and Review

This policy will be reviewed every two years or earlier for reasonable cause or upon the request of the YMCA South Australia Board.

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## 8. Version History

Version	Date	Description of changes	Effective Date	Review Date
2.0	12/07/2023	Removed irrelevant definitions. Removed interstate references. Updated legislative and industry requirements. Updated document name. Added procedure reference.	12/08/2023	July 2025
3.0	26/05/2025	Reviewed. No changes needed.	26/05/2025	May 2027