
	Management Area: Children's Services	Version No: 6.0 Pages: 5
	Category of Procedure: Operational	Approval Date: 07/07/2023 Procedure Approver: Head of Children's Services
Procedure Title: Enrolment and Orientation Procedure		Author: Head of Children's Services

YMCA SOUTH AUSTRALIA

Enrolment and Orientation Procedure

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1. Purpose

YMCA SA Children's Services ensure that a thorough and comprehensive enrolment and orientation process is provided to all new and existing children and their families. The enrolment procedure ensures a safe, welcoming, and engaging environment is provided from the outset and that YMCA teams have all required information to provide the best possible service and care, as well as managing our legal obligations. By facilitating the initial and ongoing gathering of information, the service is able to be responsive to individual needs while supporting the child in their new environment.

2. Scope

The scope of this procedure applies to all Board members, Sub Committee members, educators, and volunteers. This procedure 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 procedure.


3. Procedures

Families will be directed to the YMCA SA website to complete an enrolment form online via Xplor.

In order to achieve a comprehensive orientation and enrolment process, the Children's Services Support Team will collaborate with Service Directors to will a full and complete enrolment form, including Direct Debit Information is obtained for each child attending the service, prior to their first day of attendance.

This includes information about the child such as:

- The contact details for the parents and all emergency contacts.
- Any authorised person who has been given permission by a parent or family member to collect the child from the service.
- Details of any court orders, parenting orders or parenting plans.
- Current written authorisations signed by the parent (e.g. consent to medical treatment from a doctor, hospital or ambulance service and transportation of the child by ambulance).
- Current information about the healthcare needs of the child.
- Current medical-management plans.
- Details of any dietary restrictions.
- Immunisation status.
- **ELC only** – Up to date, approved Immunisation record to be provided, prior to commencement as per "No Jab, No play" law (*South Australian Public Health Act 2011*).
- Behaviour Guidance strategies (where applicable).
- Access to the service may be restricted until all information is completed and up to date.
- Families are provided access to Family Assistance Office/Centrelink information to register for financial assistance toward the cost of care.

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- The Australian Government's Priority of Access Guidelines are implemented where applicable.
- Once the enrolment is complete, the Support Team will provide the family with relevant information on booking, billing, and service information.


Family Responsibilities

It is the parent/guardian/account holder's responsibility to.

- Ensure all information relating to the child is current and provide updated information when requested by the service (at least annually) or whenever details provided on the enrolment form are no longer current.
- Inform the service via the Xplor Home App or contacting the Support Team, of the cancellation of care or of any requests to change days/sessions adhering to the applicable notice period.
- Ensure all details are updated when required with the Family Assistance Office.
- Read, understand, and agree to the relevant service Family Handbook, Policies and Procedures prior to attending the service for the first time and when requested thereafter.
- Download the Xplor Home app, use this to sign their child in and out each session, notify of absences, update billing information or request additional bookings.

Orientation

- It is the Nominated Supervisor's responsibility to ensure an effective orientation occurs for all new children. Children may require an additional orientation period where appropriate.
- Written information will be attained (within the enrolment form) to be used to start developing a child's profile to be added to throughout their time in the service.
- All children will be offered a buddy of choice to help settle in the service and learn the expectations and routines from a child focused point of view.
- Transportation of children to and from the service will be explained to child as well as the parent/guardian/account holders to ensure meeting points, transportation procedures and sign in / out procedure are clear.


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4. Roles and Responsibilities

Department / Area	Role / Responsibility
Children's Services Management	<p>Is responsible for the development, monitoring, and review of the procedure and related systems, ensuring content meets all legislated requirements.</p> <p>To facilitate procedure awareness to all educators on the appropriate implementation and use of the procedure.</p>
Responsible Persons	<p>YMCA nominated supervisor/ and or service management will oversee the implementation and service adherence of the procedure.</p> <p>Nominated supervisor/person with management and control will seek individual community feedback and facilitate an active consultation process with service users as appropriate.</p> <p>Is responsible for addressing any instance of non-compliance with this procedure- and implementing strategies to help prevent non-compliance with this procedure.</p> <p>Responsible for ensuring suitable resources and support systems to enable compliance with this procedure.</p> <p>Drive the consultation process and provide leadership and advice on the continuous improvement of the procedure.</p>
All employees, volunteers & students	<p>Responsible for meeting the requirements outlined in this procedure.</p> <p>Responsible for raising concerns or complaints in accordance with this procedure.</p>

5. Key Relevant Documents

- YMCA's of Australia Enrolment and Orientation Policy
- [National Quality Framework | ACECQA](#)
- [National Regulations | ACECQA](#)
- Priority of Access [Microsoft Word - Instruction sheet 10_100610.doc \(dss.gov.au\)](#)
- Education and Care Services National Law and Regulations
- Family Assistance Law
- National Priority of Access Guidelines

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6. Monitoring Evaluation and Review

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

7. Version History

Version	Date	Description of changes	Effective Date	Review Date
3.0	03/05/2016	Reviewed - updated legislation and incorporated details to comply with National regulation 168.		
4.0	07/08/2019	Converted to Procedure.		
5.0	07/07/2023	Updated links and reviewed.	07/08/2023	July 2025
6.0	26/05/2025	Amended wording of scope to include all YMCA SA. Removed expired links. Amended sections for clarity.	26/05/2025	May 2027