

## 1. Policy Statement

St Nicholas is committed to providing children and families with a supportive transition into the service. A welcoming orientation process combined with clear enrolment procedures supports families to begin their collaborative partnership with St Nicholas.

The Education and Care Services National Regulations 2011 require approved providers to ensure their services have policies and procedures in place in relation to enrolment.

## 2. Purpose

This policy aims to ensure that the St Nicholas enrolment and orientation processes meet the needs of each child and family as well as ensure that the St Nicholas enrolment process meets all mandatory requirements under the Education and Care Services National Regulations and the commonwealth Family Assistance Law.

The purpose of this Procedure is to ensure all child enrolments:

- are completed with all mandatory requirements under the Education and Care Services National Regulations and National Law
- meet all requirements under the Family Assistance Law
- meet all requirements under the Public Health Act (NSW)
- are available to all St Nicholas services the child might attend
- remain confidential and are stored according to regulatory requirements

## 3. Procedure Direction

Step	Detail
Eligibility	<ul style="list-style-type: none"> <li>• St Nicholas accepts enrolments for children in accordance with the Priority of Access Guidelines, NSW Department of Education. St Nicholas is committed to equal access for all children and meeting the needs of the local communities in which they operate.</li> <li>• Where the demand for childcare exceeds the available service operational capacity, Family Assistance legislation requires that early education and OOSH services who are approved for CCS, allocate places to families with the greatest need for childcare:               <ul style="list-style-type: none"> <li>○ Priority 1 – a child at risk of serious abuse or neglect</li> <li>○ Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test</li> </ul> </li> </ul>

	<p>under section 14 of the <i>A New Tax System (Family Assistance) Act 1999</i></p> <ul style="list-style-type: none"> <li>○ Priority 3 – any other child</li> </ul> <p>Within these main categories, priority should also be given to the following children:</p> <ul style="list-style-type: none"> <li>○ Children in Aboriginal and Torres Strait Islander families</li> <li>○ Children in families which include a disabled person</li> <li>○ Children in families on low incomes</li> <li>○ Children in families from culturally and linguistically diverse backgrounds</li> <li>○ Children in socially isolated families</li> <li>○ Children of single parents.</li> </ul> <p>When a service has no vacant places and is providing care for a child who is a Priority 3 under the Priority of Access Guidelines, the service may require that child to leave the service, to allow the service to provide a place for a higher priority child, but only if:</p> <ul style="list-style-type: none"> <li>○ The person who is liable to pay childcare fees in respect of the child was notified when the child first occupied the childcare place that the service followed this policy and</li> <li>○ The service gives that person at least 14 days' notice of the requirement for the child to leave the service.</li> </ul> <p><b>OOSH Services</b></p> <p>In addition to the above, the St Nicholas procedure is that children must be enrolled in the school where the OOSH service operates, to be eligible to attend the service. <i>This clause does not apply in rural and remote areas where St Nicholas OOSH may provide services for BASC for children from local schools.</i> However, priority is still given to children enrolled at the host school.</p> <p>Children who have completed Year 6 may be eligible to attend the service at the General Manager Children's Services' approval.</p>
Enrolment Enquiries and Follow-up	<p>Families may enquire about enrolment via:</p> <ul style="list-style-type: none"> <li>○ the St Nicholas website,</li> <li>○ telephone,</li> <li>○ email,</li> <li>○ direct contact with a service, or</li> <li>○ other approved channel</li> </ul> <ul style="list-style-type: none"> <li>● All enrolment enquiries will be recorded in OWNA to support accurate follow-up, vacancy visibility, reporting and continuity of communication with families.</li> </ul>

	<ul style="list-style-type: none"> <li>• Families will be provided with clear information about next steps in the enrolment process including: <ul style="list-style-type: none"> <li>○ being invited to tour the service,</li> <li>○ being placed on a waitlist,</li> <li>○ being contacted to discuss care requirements, or</li> <li>○ being advised a suitable place is not currently available.</li> </ul> </li> <li>• Where possible, St Nicholas will respond to new enrolment enquiries within <b>two business days</b>.</li> <li>• Enquiries will be reviewed by the relevant Service Leader or delegated team member to determine the family's requested service, preferred days or sessions, child's age, proposed commencement date, and any additional information required to assess availability and suitability.</li> <li>• Where further information is required, St Nicholas will contact the family before progressing the enquiry.</li> <li>• Where an enquiry cannot progress immediately, the family will be offered the opportunity to remain on the waitlist, consider alternative days or sessions, or consider another St Nicholas service where appropriate.</li> <li>• All relevant enquiry updates, family preferences and follow-up actions will be recorded in OWNA</li> </ul>
Early Education Service tours	<ul style="list-style-type: none"> <li>• St Nicholas welcomes visits from prospective families and children. The Director or delegated educator may provide the visiting family with a tour of the Service and information including: <ul style="list-style-type: none"> <li>• service philosophy and curriculum,</li> <li>• educators and indoor/outdoor environments</li> <li>• fees, inclusions and CCS information</li> <li>• enrolment requirements and process</li> <li>• communication methods and how to provide feedback.</li> </ul> </li> <li>• After an initial pre-enrolment tour, a family may wish to place their child's name on the waiting list or commence the enrolment process.</li> </ul>
Wait list	<ul style="list-style-type: none"> <li>• A waiting list may be created where the demand for the service exceeds the approved positions which are available. In this case a child will be placed on a waiting list that will also correspond with the Priority of Access Guidelines as determined by the Family Assistance legislation.</li> <li>• Waiting lists will be regularly reviewed by the Director or OOSH Coordinator</li> <li>• Families are responsible for advising St Nicholas if their care requirements, contact details or circumstances change while their child is on the waitlist</li> </ul>

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	<ul style="list-style-type: none"> <li>• Placement on the waitlist does not guarantee an offer of enrolment</li> </ul>
Offer of Enrolment	<ul style="list-style-type: none"> <li>• When a suitable position becomes available, St Nicholas will offer enrolment to a family</li> <li>• An offer will specify the proposed start date, approved days or sessions and actions required by the family to accept and complete enrolment</li> <li>• Families must respond to an enrolment offer within the timeframe indicated</li> <li>• If the enrolment offer is not accepted within the specified timeframe, the position will be offered to another family</li> <li>• Commencing care is not confirmed until: <ul style="list-style-type: none"> <li>○ The offer has been accepted</li> <li>○ All required enrolment documentation is completed, and</li> <li>○ The Service has confirmed the booking and commencement date</li> </ul> </li> </ul>
Enrolment	<ul style="list-style-type: none"> <li>• Following acceptance of an offer, the family will be required to complete all enrolment documentation and requirements prior to the child commencing care.</li> <li>• A digital enrolment package will be provided to the family and will include: <ul style="list-style-type: none"> <li>○ Enrolment form with appropriate authorisations</li> <li>○ Current fee structure and payment details</li> <li>○ Parent handbook</li> <li>○ A full list of service policies required under regulation 168</li> <li>○ Information on the National Quality Framework and the Early Years Learning Framework (EYLF) or My Time, Our Place (MTOF)</li> <li>○ Information on Child Care Subsidy (CSS)</li> <li>○ Media release consent form</li> </ul> </li> <li>• Prior to commencing care families will provide the service with the following: <ul style="list-style-type: none"> <li>○ A completed enrolment form including authorisations</li> <li>○ A bond payment as outlined in the fee policy (Early Education Only)</li> <li>○ Current immunisation history record</li> <li>○ Birth certificate, passport, or other identification</li> <li>○ Current contact information for parents and emergency contacts</li> <li>○ Information on children's additional needs (including medical conditions, health, and developmental concerns)</li> <li>○ Any parenting or court access orders</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>Families must ensure all information provided is accurate. A child will be unable to commence care until all documentation has been provided and is complete</li> <li>Once all enrolment documentation has been received, St Nicholas will confirm the child's booking including approved days/sessions, start date and any relevant commencement information.</li> </ul>
Orientation and settling in – Early Education Service	<p>St Nichols will support each child and family to transition into the Service in a way that is responsive to the child's age, needs, routines, previous care experiences and family circumstances.</p> <ul style="list-style-type: none"> <li>Primary caregivers will work with the family to gather information about the child's routines (eating, sleeping, toileting, play, interests), recording this information and using it to help provide continuity of care between home and the service.</li> <li>A family member will remain on the premises during these orientation visits. The family must sign the visitors book on arrival and when they leave. The child cannot be left at St Nicholas until they have formally commenced at St Nicholas and are therefore included in ratios</li> <li>Family members will be encouraged to stay at the service and help settle their child over the first days of starting at the service. They will be encouraged to continue for as long as it takes the child and family to settle in. Depending on individual needs, families may prefer to start with shorter days, building up the time spent at the service as the child settles.</li> <li>The settling-in process is tailored to meet the needs of the families and the children. As such it will differ for each family and child.</li> <li>Educators will introduce the child to other children from their room and help them join in experiences. They will discuss with the child what happens throughout the day, and when to expect a family member to come back and take them home.</li> <li>Educators will give information and reassurance to families about the way their child is settling in. They will take the time to discuss the child's day, their achievements, the activities they did, incidents, and friendships. Family members will be encouraged to phone the service.</li> <li>Educators will contact family members if they are concerned with a child's emotional state or let them know their child is having a great day and has settled.</li> <li>Educators will support family members throughout the settling-in process by listening to their concerns, answering questions, discussing how the child and family is coping, and reassuring them.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Educators will support children throughout the settling-in process by supporting and comforting them when their parents leave, learning key phrases of a child's home language, introducing them to other children and educators, and ensuring routines are consistent between home and the service (as much as possible).</li> </ul>
Orientation – OOSH services	<p>Although there is no formal orientation process in St Nicholas OOSH services, families are welcome to visit the OOSH space during school enrolment events or prior to enrolling their child, once they commence at school.</p>
Enrolment of children with additional support needs	<ul style="list-style-type: none"> <li>• Access to care will focus on the specific needs of the child and the service's ability to meet those needs. Enrolment offers may not always occur in sequence from the date of enquiry or placement on the waiting list and there will be occasions where a child's specific additional needs or requirements may be too complex and cannot be met by the service and the child's enrolment will not be progressed.</li> <li>• Offers will not be sent for enrolment until all medical paperwork has been received, the family have had a 'meet and greet' at the service and a full risk assessment of the child's attendance in the service environment has been reviewed.</li> </ul> <p><b>OOSH Procedures</b></p> <ul style="list-style-type: none"> <li>• St Nicholas has a discretionary threshold of 10% of placements in each session for children with diagnosed disabilities/high medical needs/challenging behaviours. This benchmark has been formulated with the understanding that children may already be enrolled in the service without a diagnosis and/or are also experiencing learning and behaviour challenges and are seeking diagnosis which will mean that the desired threshold will not always be static or maintained.</li> <li>• The provision of places for children with additional needs will be made available wherever possible and involve regular consultation and reviews. Our goal is for children to have an environment that best meets their individual needs and supports them in the large group setting of OOSH where they can participate safely, and meaningfully alongside similar aged peers supported by reasonable adjustments</li> <li>• The Coordinator must explain the operation of OOSH and the differences between the school environment and the more open environment of an OOSH service and differences in supervision and, qualifications of staff.</li> </ul>

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	<p>Prior to the child attending OOSH the following information must be on hand:</p> <ul style="list-style-type: none"> <li>○ The child must attend the school in which the OOSH service operates. Children who do not attend the school will only be enrolled at the discretion of Senior Managers.</li> <li>○ The support the child receives at school and if they in a support class</li> <li>○ Copies of all current diagnostic and therapist reports</li> <li>○ Information on any physical supports the child requires such as assistance with toileting</li> <li>○ Details of any medications that will be administered to the child while at School or while at OOSH</li> <li>○ Any self-regulation aids that the child requires such as fidget toys, headphones, or weighted blankets etc.</li> </ul> <p>All the information above will inform the development of an <i>Individual Support Plan</i>. This will be developed in consultation with the family and must be signed by the family/parent and service representative before the child attends OOSH.</p> <p>Prior to the child attending OOSH the following internal risk assessment reviews must be undertaken:</p> <ul style="list-style-type: none"> <li>○ Will any changes to the environment need to be made</li> <li>○ Will changes need to be made to the program of activities</li> <li>○ Is there any training (medical) that staff members might need to undertake</li> <li>○ What are the risks in the environment for the child</li> <li>○ What potential risks are posed to other children and staff</li> </ul>
Changes to bookings/care requirements	<ul style="list-style-type: none"> <li>● Families may request to change their child’s booked days, sessions, commencement date or care requirements</li> <li>● Request for change are subject to availability</li> <li>● Changes are not confirmed until approved by St Nicholas and updated in OWNA</li> <li>● Changes to contact details, authorised nominees, medical information, parenting orders or emergency contacts must be notified immediately to the service</li> </ul>
Annual re-confirmation and review of booking	<p>Each year families will be requested to review their current booking and re-confirm their booking for the following year. Families will need to:</p> <ul style="list-style-type: none"> <li>● Reconfirm their booking pattern</li> <li>● Request any extra days or changes to the current booking pattern</li> <li>● Update their child/ren’s immunisation status</li> </ul>

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	<ul style="list-style-type: none"> <li>• Check all family contact details, including emergency contacts and other authorised nominees</li> </ul>
Notice period for ceasing enrolment	<p>Families wishing to cease their care with St Nicholas must:</p> <ul style="list-style-type: none"> <li>• Provide the service with 2 weeks written notice of their intent to finish care</li> <li>• Attend on their child's last day of care to still be eligible for CCS</li> <li>• Any Bond amounts (EE Only) will be refunded after the child has attended their last day of care.</li> </ul>
Termination of Enrolment	<p>The Approved Provider of St Nicholas, or their representative, reserves the right to cancel a child's enrolment to attend any St Nicholas service, including Vacation Care programs, in any of the following instances:</p> <ul style="list-style-type: none"> <li>• Aggressive or abusive behaviour by an adult, including but not limited to physical interactions, abusive emails or texts and phone calls</li> <li>• Any sustained behaviour which places the safety of the individual child, other attending children or staff at risk, including behaviour of a child attending any St Nicholas service.</li> <li>• Sustained non-payment of fees</li> </ul> <p>The Approved Provider of St Nicholas, or their representative, reserves the right to refuse the enrolment of any child to attend any St Nicholas service, including Vacation Care programs, in the instance that they:</p> <ul style="list-style-type: none"> <li>• have complex medical needs requiring specialist care, training, or the assistance of a non-St Nicholas team member</li> <li>• have diagnosed behavioural conditions which the service may not have the resources, capabilities, or additional staff numbers to adequately support care requirements</li> <li>• attend a school other than the school in which the OOSH service operates</li> </ul> <p>The Approved Provider of the St Nicholas, or their representative, reserves the right to review and place on hold the enrolment of any child to attend any St Nicholas service, including Vacation Care programs in the instance that they:</p> <ul style="list-style-type: none"> <li>• continually display inappropriate behaviour, including but not limited to physical violence toward other children and St Nicholas staff</li> <li>• continually use inappropriate language</li> <li>• wilfully damage St Nicholas or school property</li> <li>• undergo formal assessment for behavioural or medical needs</li> </ul>

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	<p>In the instance where the child undergoes formal assessment for medical diagnosis or behavioural additional needs, the child's enrolment will be placed on hold until such time as:</p> <ul style="list-style-type: none"> <li>• the formal assessment report has been received by the service</li> <li>• a <i>Medical Conditions Risk Minimisation and Communication Plan</i> has been developed in consultation with the family, including the administration of specific medication and any training required by staff to administer that medication</li> <li>• an <i>Individual Support Plan</i> has been developed in consultation with the family, including de-escalation strategies, any medication which might be required to be administered and a plan for collection of the child should the behaviours continue to be heightened, or other children and adults put at risk</li> </ul>
Enrolment record	<p>The approved provider must ensure that an enrolment record is kept for each child enrolled at the service. The record must include:</p> <ul style="list-style-type: none"> <li>• Full name, date of birth and address of the child</li> <li>• The name, address and contact details of: <ul style="list-style-type: none"> <li>○ each known parent of the child</li> <li>○ any emergency contacts</li> <li>○ any authorised nominee</li> <li>○ any person authorised to consent to medical treatment or administration of medication</li> <li>○ any person authorised to authorise the education and care service to transport the child or arrange transportation of the child</li> </ul> </li> <li>• Details of any court orders, parenting orders or parenting plans</li> <li>• Gender of the child</li> <li>• Language used in the child's home</li> <li>• Cultural background of the child and their parents</li> <li>• Any special considerations for the children such as cultural, dietary, or religious requirements and additional needs</li> <li>• Authorisations for: <ul style="list-style-type: none"> <li>○ the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child</li> <li>○ the service to take the child on regular outings</li> <li>○ regular transportation of the child</li> </ul> </li> <li>• Name, address, and contact number of the child's registered practitioner or medical service</li> <li>• Medicare number (if available)</li> </ul>

	<ul style="list-style-type: none"> <li>• Details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis</li> <li>• Any medical management plan, anaphylaxis medical management plan or risk minimisation plan</li> <li>• Any dietary restrictions</li> <li>• Immunisation status</li> <li>• Details of any other issues which the service should be aware of, for example a child who may have a specific fear or phobia</li> </ul>
Record keeping	<ul style="list-style-type: none"> <li>• All children’s enrolment details and all other relevant information pertaining to bookings will be kept in OWNA.</li> <li>• Records will be managed in accordance with privacy, confidentiality, record keeping and legislative requirements</li> </ul> <p>The Nominated Supervisor will ensure:</p> <ul style="list-style-type: none"> <li>• the enrolment form has been fully completed.</li> <li>• a copy of the child’s immunisation history statement (IHS) is on file</li> <li>• a copy of the child’s birth certificate or passport is on file.</li> <li>• children’s enrolment records are updated every 12 months and when their circumstances change (EE Only)</li> <li>• children’s enrolment records remain secure and ensure all information collected is maintained privately and confidentially.</li> <li>• ensure that enrolment records are archived appropriately and kept for a minimum of three years after the last date on which the child was educated and cared for by the service as specified in the Education and Care Services National Regulations 2017.</li> </ul>

## 4. Roles and Responsibilities

Role	Responsibility
Approved provider	<ul style="list-style-type: none"> <li>• ensure that obligations under the Education and Care Services National Law and National Regulations are met</li> <li>• ensure that an enrolment record is kept for each child which contains all the information set out in regulation 160, as well as authorisations from parents relating to medical treatment, regular outings, health information and transportation</li> <li>• keep prescribed enrolment and other documents as set out in regulation 177, including a medication record and children’s attendance record</li> <li>• keep records confidential, and stored safely and securely for the relevant period listed in regulation 183</li> <li>• consider quality practice approaches to enrolment and orientation</li> </ul>

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	<ul style="list-style-type: none"> <li>• take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the Enrolment and orientation policy and procedures</li> <li>• ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff, volunteers and families, and available for inspection</li> </ul>
Nominated Supervisor Responsible Person	<ul style="list-style-type: none"> <li>• The Nominated Supervisor will inform educators of the time for any pre-commencement orientation visits.</li> <li>• Work with all staff to ensure a smooth transition for all children enrolled within the service.</li> <li>• Read and comply with the Enrolment and Orientation Policy and Procedure</li> <li>• Familiarise themselves with information about the child, ensuring that they are aware of any additional information such as medical conditions and additional support needs and how to manage them if required.</li> <li>• Communicate with the team any child's medical conditions, additional needs, <i>Individual Support Plans</i>, emergency medications, court orders, and any other support strategies</li> <li>• Develop site specific procedures that ensure all eligible families are able to access the service. Consider any potential barriers to inclusion and develop strategies to overcome any obstacles.</li> <li>• Ensure that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the Approved Provider, Nominated Supervisor or educators under the law.</li> <li>• Ensure families are aware of St Nicholas reporting requirements</li> <li>• Ensure any query, complaint or feedback is addressed as soon as possible</li> </ul>
Educators	<ul style="list-style-type: none"> <li>• Prior to the child's first day educators will familiarise themselves with information about the child from the enrolment information provided. They will ensure they are aware of any medical conditions and how to manage them if required.</li> <li>• On the child's first day of attendance children will be supported by educators from their room, with educators working to develop a positive, caring relationship with the child and their family. Primary educators will assist in greeting the children upon arrival, and helping them settle into their day.</li> </ul>
Families	<ul style="list-style-type: none"> <li>• Complete the online Enrolment Form in full and supply all required documentation prior to child's commencement at the service. This includes a current photograph of the child and any documentation</li> </ul>

- relating to medical management plans, prior to the child commencing at the service.
- Provide the service with copies of any current Court/Parenting Orders regarding the child that may be in place. Original documents will need to be sighted upon enrolment and forms updated if there are any changes
  - Update information by notifying the service, of any changes, as they occur and annually reviewing/updating the child's enrolment form online
  - Comply with Family Assistance Law by notifying any absences online or via contacting the service
  - Sign the child In and Out of every session attended

## 5. Related Documents

### Policies and Procedures

- Medical Conditions Policy and Procedure
- Delivery and Collection of Children Policy and Procedure
- Administration of Medication Policy and Procedure
- Finance Policy and Procedure
- Acceptance and Refusal of Authorisations Policy and Procedure
- Record Management Policy and Procedure
- Infectious Diseases Policy and Procedure
- Incident, Injury, Trauma and Illness Policy and Procedure
- Behaviour Management Procedure
- Complaints and Grievance Policy and Procedure

### Legislation

- [Education and Care Services National Regulations \(2011 SI 653\) - NSW Legislation](#)  
Regulations: 85, 86, 88, 90, 91, 92, 99, 157, 160, 161, 177, 181, 183.
- [Children \(Education and Care Services\) National Law \(NSW\) No 104a of 2010 - NSW Legislation](#)  
Sections: 175
- Family Assistance Law (FAL)
- Public Health Act (immunisations)

### Other References

- Enrolment form OWNA
- Individual Support Plan
- Parent Manual OWNA

### National Quality Standard

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Quality Area 6 - 6.1, 6.1.1, 6.1.2, 6.2, 6.2.1

Quality Area 7 - 7.1, 7.1.1, 7.1.2

## 6. Definitions

Term	Definition
Staff	A St Nicholas team member whose primary role is not working directly with children including cooks, support office team members, administration team members, support workers, volunteers
Early Education	St Nicholas service providing education and care to children aged 0 – 5 years
OOSH	St Nicholas service providing education and care to school aged children
Enrolment	<b>Enrolment</b> is an enrolment record kept that includes the information set out in sub-regulation (3) for each child enrolled at the education and care service.
Parenting Order	<b>Parenting Order</b> means a parenting order within the meaning of section 64B(1) of the <i>Family Law Act 1975</i> of the Commonwealth
Children with additional needs	Children whose development or physical condition requires specialist support, require the administration of specific medication or children who may need additional support due to behavioural, language, cultural or economic circumstances
Approved Provider	The legal entity with ultimate responsibility for the service under the National Law
Nominated Supervisor	A person with management or control of an education and care service, responsible for its day-to-day management.
Responsible Person	A Responsible Person is present at an education and care service to ensure compliance, safety, and wellbeing when the Approved Provider or Nominated Supervisor is not.
Service	Education and care service providing, or intended to provide, education and care on a regular basis to children under 13 years of age

## 7. Document Review

- 7.1. This Policy will be reviewed when there is a legislative change, organisational change, delegations change, technology change or at least every 1 - 2 years to ensure it continues to be current and effective.

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