

Enrolment & Orientation

POLICY STATEMENT

Family and child orientation is a vital and necessary process in ensuring our customers feel safe, comfortable and free to access any information, or address any concerns they may have at the Service.

An orientation process has been developed and will be carried out for all new families enrolled at the centre. This will provide them with a clear understanding about the service, its operations and the expectations within the service. It will also help children to develop a sense of belonging, feel accepted, develop attachments and trust those who will care for them ("My Time, Our Place", Outcome 1). Furthermore, this will also help to develop respectful and supportive relationships with new families, forming a foundation for a successful and caring partnership between home and the service, and contributing to building a strong and inclusive community within the Centre.

CONSIDERATIONS

National Regulations: Regulation 160 (enrolment records), 161 (authorisations to be kept in enrolment record), 162 (health information to be kept in enrolment record) 168 (policies and procedures).

NQF Standard 6.1 (supportive relationships with families)

Service Policies and Documentation: Centre enrolment form, Family handbook, Fee policy, Confidentiality policy, Service Access policy, Governance and Management Policy

PROCEDURE

Enrolment

Enrolments will not be accepted from families without full completion of the Centre's enrolment form. Enrolment records will be kept at the service for each child and, in accordance with the National Regulations, will contain:

- Full name, date of birth, address and gender of the child
- Name, address and contact details of: each known parent of the child, emergency contact, authorised nominee, and any person authorised to consent to medical treatment of the child.
- Details of any court orders, parenting orders or parenting plans in relation to the child
- Language spoken at home, cultural background
- Special considerations (e.g. cultural, religious or dietary requirements) and health information for the child
- Authorisations, including medical treatment (including transport if necessary) and photographic consent

Where it has been noted on a child's enrolment form that the child has a medical condition/ concern, including but not limited to asthma, allergies, diabetes or anaphylaxis, a separate health management plan and action plan will need to be

provided to the Centre, prior to the child's first attendance. A child will not be allowed to attend the Service until all the required health management documentation has been completed, signed by a parent/ guardian and returned to the Centre, as per the Dealing with Medical Conditions Policy.

Where the number of enrolments exceeds the service's number of approved places, children will be placed on the service's waiting list. This waiting list will be updated regularly, and places will be given, according to the Service Access Policy.

If a child who is enrolled with the service but is not on the attendance register for a particular day arrives at the service, the responsible person in charge will be notified immediately to see if the child has been booked in for the day. If the child has not been booked in for the day, their parents will be contacted.

If a child has not been enrolled or the Service does not have a fully completed enrolment form and health management documents (where necessary), they will not be taken into care at the service, and the school and/ or the child's parents will be contacted immediately should the child arrive at the Service for care that day.

Cancellation of Enrolment

If a family wishes to cancel a child's enrolment or permanently cancel a regular booking within that enrolment,, families should notify the Director in writing and they must provide at least two weeks notice of this cancellation. Fees are payable until the end of the two weeks notice.

Orientation

The Co-ordinator will conduct the orientation process for families upon enrolment and preceding the initial date of the child's attendance.

The orientation process will include:

- Introductions to existing staff and management.
- Information about programs, daily routines and menus
- Guided tour of the service.
- Opportunities to ask any questions regarding the centre or expectations.

The family will be provided with the following information at the orientation day, or prior to their child's first day at the service:

1. *Family Handbook* (contains confidentiality and grievance procedures, other key policies and general information about the service, including programs offered, daily routines and menus.)
2. *Enrolment Package* (enrolment form, child profile, medication and administration permission.)
3. Location of the *Policies and Procedures* Folder.
4. Appropriate lines of communication with staff and management.

Parents should advise staff when they are greeted, that it is their child's first day at the service, and the staff member will introduce themselves and guide them through the sign-in/out process, check that all relevant forms have been signed, and show them around the centre. The staff member or Nominated Supervisor will answer any questions that the parent may have. Staff members will introduce the child to other

children and engage them in an activity. The staff member will remain with the child until they are settled and comfortable in the new environment.

DATE ENDORSED _____
DATE FOR REVIEW AND EVALUATION _____