

Enrolment and Orientation

Policy introduction

Enrolment and orientation procedures form the foundation for strong relationships between families and education and care settings, and promote a quality experience for children. Good procedures include consistent information around the operations of the program and authorisations that promote compliance and a safe and secure environment for children and families. A planned orientation process provides the opportunity for educators and families to share information about the program and expectations, which can assist the child, settle into the program.

Our enrolment process is open and equitable. Enrolments will be subject to the Australian Government Priority of Access Guidelines.

Our policy in action

We will ensure that:

- Enrolment and orientation processes are planned and implemented
- Each child's enrolment will be completed as required by legislation
- Due consideration is given to culture and language in undertaking enrolment processes
- Documentation, including authorisations, will be completed during the enrolment and orientation process
- A thoughtful process will be planned in consultation with families, to orient a child and family to our programs

Statutory legislation and considerations

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Priority of Access Guidelines

Strategies for policy implementation

Attendance Options

Weldon Children's Services offers school age programs for children aged 5 – 12 years old and early childhood programs for children birth to five years. In addition we provide family support services and access to a toy library.

School Age Care (5 to 12 years)

- School age care is offered during school terms and throughout the school holidays. Access to these programs is available on permanent and casual basis depending on availability. During school terms care is offered in the mornings and in the afternoon (before and after school). During the school holidays and on pupil free days care is offered on a full day basis

Early Childhood (birth to 5 years)

- Full day early childhood programs are offered on a permanent, permanent part time and occasional basis depending on location and availability

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Allocation of Places

Our programs are licensed under the Education and Care Services National Law Act (2010). Under State and Commonwealth government agreements we are able to offer fee subsidies to parents. Under these agreements we are required to follow priority of access guidelines.

Priority of Access Guidelines (Department of Education, Employment and Workplace Relations)

Demand for care varies from across our program locations. In situations where a waiting list exists and more families require care than places available we must offer places according to the following guidelines:

- Priority One: a child at risk of serious abuse or neglect
- Priority Two: a child of a single parent who satisfies, or of parents who both satisfy the work, training study test
- Priority Three: any other child

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families, which include a disabled person
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents

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Our programs welcome visits from prospective families and children. All families are invited to visit the program to discuss their care needs and availability of places. If a position is available the family may choose to enroll immediately or be placed on the programs waiting list. The nominated supervisor or delegated authority may provide the visiting family with a tour of the program environment and enrolment information which may include either: an overview of the program and information relating to fees and enrolment process or an enrolment pack, an agreed start date and information relating to the enrolment meeting. In addition, families will be provided with our website address.

The family is required to commence care within a two week time frame from the offer of the position and provision of the enrolment pack. Families must return the enrolment form and all supporting documentation two days prior to commencement of the agreed starting date.

Our nominated supervisor/program coordinator will:

- Once the family has accepted a position, conduct a family enrolment process which will include an enrolment meeting at the program
- Provide each family with an enrolment package which will include:
 - an enrolment form that includes information set out in Regulations 160-162 *Enrolment Form*
 - an agreed start date
 - a parent information manual including fee structure and payment details
- Prior to conducting the meeting consider the language and cultural needs of the family. A

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translator may be required along with an alternative venue for the enrolment visit.

- In collaboration with the family plan an orientation process to provide the best possible start for the child at the program
- Ensure that enrolment information is kept at the program premises in accordance with our policies and the Education and Care Services National Regulations

Families will:

- Prior to the agreed start date of care attend an enrolment meeting and program orientation visit
- Bring to the enrolment meeting:
 - a completed enrolment form including authorisations
 - a bond payment as outlined in our fee policy
 - current immunisation history status
 - birth certificate, passport or other identification
 - current contact information for parents and emergency contacts
 - information on the child's special rights (including medical conditions, health and developmental concerns)

Prior to the child formally commencing at the program

The nominated supervisor/program coordinator will:

- Inform educators and staff of the intended time for any pre-commencement orientation visits
- Inform educators/staff of the child's commencement date and provide enrolment information that will support the day to day care needs of the child. Ensuring educator/staff are aware of medical conditions and how to manage them if required

OOSH specific:

- Inform educators of specific drop off and collection from school information, with a particular focus on the drop off and collection of new school starters and kindergarten age children

Orientation

Educators will:

- Interact with the child and actively encourage the child to engage in the educational program and program activities
- Be available to the family to answer any questions they may have, whilst ensuring they are not compromising the supervision of other children or required ratios

Families will:

- Ensure a family member remains at the program during the orientation visit/s
- Sign the visitor's book on arrival and when they leave

NOTE: The child cannot be formally left at the program until they have formally commenced at the program and are therefore not included in the staff:child ratio

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On Commencement

On the child's first the Nominated Supervisor/Coordinator will:

- Undertake a final check of the enrolment details, authorizations and information updates prior to the family leaving the program
- Collect fee payments as required by our fees policy (as required)

On the child's first day educators/staff will:

- Welcome the family and child into the program
- Ensure there is a space for the child's belongings
- Reassure the family and assist with separation if required
- Contact the family throughout the day (as appropriate to the care situation) to let the family know how the child is settling
- Ensure that OOSH drop of and collection from school information is understood by all parties

Procedures

- [Enrolment Form](#)
- [Sign in, sign out - HubWorks](#)
- [Parent Manual – website, hard copy at centre](#)

Links to other policies

The following policies may be linked to this policy:

- Arrival and Departure
- Complaints and Feedback
- Confidentiality and Privacy
- Equal Opportunity
- Establishing a Protective Environment
- Fees Policy
- Health Hygiene and Infection Control
- Partnerships and Communication with Families
- Record Keeping

National Quality Framework

Education and Care Services National Regulations 2011: [160](#), [161](#), [162](#)

National Quality Standard for Early Childhood Education and Care and School Age Care

Standard [6.1](#) Element [6.1.1](#), [6.1.2](#) Standard [7.1](#) Element [7.1.3](#)

Sources

- PSC National Alliance – IPSP Online Library - policies
- Community Child Care NSW NQF in a Box – policies
- DEEWR Child Care Handbook 2012 - 2013

Policy Details

Review Date: February 2018

Date for next Review: February 2019