

ENROLMENT AND ORIENTATION POLICY

The Kapunda OSHC service will incorporate an orientation process for both children and their families. The purpose of this is to:

- **enable educators/staff to meet and greet children and their families**
- **provide essential operational information**
- **form the foundation for a successful and caring partnership between home and the OSHC service.**

An enrolment form must be completed for each family and, where necessary, a health support and personal care plan provided for individual children. Families will receive an information pack as they enrol to ensure that they have easy reference to the information they will need.



ENROLMENT AND ORIENTATION POLICY

Access to the service

- Access and enrolments will be subject to the Priority of Access Guidelines (Child Care Service Handbook).
- Equal opportunity principles will be observed in relation to access to the service for children and families.
- Staff and committee members will pay the standard fee if their children attend the service for work, study or respite care. Placement is to be organised through the director.
- Committee member's children can be cared for by the service with no fee payable if the committee member is engaged on committee business, for the duration of that business only, at the discretion of the KOSHC committee and will be subject to maintenance of child ratios.
- If a place is not immediately available at the service, the child may be put on a waiting list. Details about priority of access eligibility, and care requirements will be required. Once on the waiting list, the family is asked to contact the service regularly to confirm they wish to remain on the list. When a place becomes available, the family will be contacted by the director and enrolment may proceed.
- Access to the service will be denied in the case of children being suspended or excluded from the service. Exclusion will occur only after all other avenues of communication and support have been exhausted and when:
 - a child puts one or more children at risk through inappropriate/dangerous behaviour (see Interactions with Children Policy)
 - a child has an infectious disease (see Infectious Diseases and Infestations Policy)
 - a child's needs are such that specific staff training or venue adaptation may be required—in such instances the child should be able to access the service when appropriately qualified educators are identified and the necessary physical support requirements can be met.

Orientation

Children

When new children arrive at the service, they will receive a welcome pack which includes an "About Me" sheet and checklist for orientation to be completed with a responsible older child or educator. This information will be the start of developing a child's profile. New children will also be given a "buddy", another child who has been at KOSHC for some time.

A designated educator will:

- Explain boundaries.
- Explain 'OSHC rules' and how they fit with school rules.
- Introduce them to other educators as soon as possible.
- Frequently take time to ask how they are settling in.

ENROLMENT AND ORIENTATION POLICY

Families

Educators will talk to families and collect information (**Getting to Know Your Child** – Family Enrolment Pack) about their expectations for their child while attending the service. Eg

- When children first begin school or if there is a need, parents may arrange for educators to take the children to their classroom.
- Classroom teachers will be informed of the agreed procedure and it is their responsibility to inform relief teachers when relevant
- The agreed practice can be modified only after there has been consultation with the families. **(see Delivery and Collection of Children Policy)**

Educators

As part of the orientation process educators are responsible for:

- Keeping up to date with which new children need to be collected from and taken to classrooms.
- Knowing and implementing the process when a booked child does not arrive **(see Delivery and Collection of Children Policy)**
- Explaining the daily routine to new children (eg coming to OSHC from class, roll call, play and activities, food and afternoon tea procedures including hand washing and toilets).
- Outlining for children and families what happens on excursions (when applicable).
- Describing to children and families what happens with accidents and first aid.
- Demonstrating and practicing the emergency procedures with the children.
- Talking to children about what to do if they feel unsafe or anxious.
- Asking children if there are special things they would like to tell us about themselves.

Enrolment Procedures

Enrolling families are given a family enrolment pack to read and complete which includes:

- An enrolment form
- A list of session times and fees
- An “exchange of information with the school” permission form
- Policy information
- Health updates and care plan requirements
- Service philosophy
- Community information

Families are required to make time to enrol children with the Director so that they can be fully informed about the service and its requirements.

Families are required to complete enrolment forms at time of enrolment and to provide updated details yearly or as requested by the service.

ENROLMENT AND ORIENTATION POLICY

Yearly enrolment update forms are sent to all families by the service.

The names and contact numbers of all people authorised to collect children from the service must be included on the enrolment form. Any changes to these must be advised in writing to the service by the custodial parent/guardian as soon as possible.

If the custodial parent/guardian or authorised person arranges for an unauthorised person to collect their child from the service, they must contact the service to advise of this arrangement and confirm who will collect the child. **The collecting person must also bring their ID with them to show staff.**

If the service has not been notified and someone other than the custodial parent/guardian or authorised person arrives to collect the child, the director will contact the custodial parent/guardian to get their authorisation. Wherever possible, prior notification in writing should be provided by the parent. The child will not be released until the custodial parent/guardian's authorisation has been obtained. If that authorised person is not known to the service, the custodial parent/guardian will be asked to provide a description of the person concerned, who will also be required to provide proof of their identity.

Families are responsible for advising the service when any of the following changes occur:

- Name
- contact information such as phone, mobile phone or email
- emergency contacts that service has been given
- the collection authorisation for the service
- responsibility for the account.

Family contact

- Staff will communicate with parents in a positive and supportive manner that encourages the parent/child relationship and the parent/staff relationship: Information about family issues and personal lives will be handled confidentially. Every effort will be made to treat both parents equally.
- Parents will have access to the director at any reasonable time, to discuss any concerns regarding their child. This may be on the spot, or by telephone or by appointment. Staff will not discuss with parents confidential information regarding any other child or family within the service.
- Parents may visit the service at any reasonable time while their child is in care.
- Where a child attending the service is not living with both parents or where disputes arise or have arisen about the responsibility of the child, the following will apply:
 - Parent responsibility remains with both parents jointly and individually except where it is altered by a Parenting Order. In the

ENROLMENT AND ORIENTATION POLICY

absence of a Parenting Order the child will be released to either parent.

- A Parenting Order may determine where the child will reside (Residence Order), which parent will have contact with the child and how this contact will happen (Contact Order), which parent has maintenance liabilities for the child (Maintenance Order) and which specific aspects of parental responsibility are given to one parent (Specific Issues Order).
- Where a non-enrolling parent cites a Parenting Order giving himself or herself lawful access to the child, the Parenting Order needs to be produced for inspection by the director. The enrolling parent will be telephoned, to both check the existence of the Parenting Order and to be informed about the situation.
- The child will only be released into the care of the parent with Parental Responsibility.
- In the case of a parent arriving at the service to collect a child in a visibly intoxicated or otherwise unfit state to drive, the person will be encouraged to contact another adult from the child's emergency contact list to drive them and the child home. If the unfit person insists on taking the child, the police will be informed.
- Where human life is at risk, despite staff efforts, the police will be immediately informed.

Regulations	National Quality Standard	Other Policies/Service documentation	Other Legislation/Guidelines
160,161,162,177 &168	6.1 7.3	Enrolment form Administration of First Aid Policy	Australian Government Child Care Services Handbook
		Governance and Management Policy Confidentiality Policy Family Handbook	

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