



Enrolment and Orientation Policy

Enrolment and orientation are exciting and emotional times for children and families. It is important to manage this time with sensitivity and support and build personal partnerships between families and the Service. These partnerships enable the Service and families to work toward their common goal of promoting consistent quality outcomes and support for individual children at the Service. We want families to feel safe, secure, and trusting in the Service that their children will enjoy themselves, feel safe and respected and ultimately look forward to coming to OSHC each day.

National Quality Standards

Area 6 - Collaborative partnerships with families and communities

Standard 6.1 - Supportive relationships with families

Elements:

6.1.1: *Engagement with the service*

Families are supported from enrolment to be involved in the service and contribute to service decisions.

6.1.2: *Parent views are respected*

The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.

6.1.3: *Families are supported*

Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.

Standard 6.2 - Collaborative partnerships

Elements:

6.2.1: *Transitions*

Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.

6.2.3: *Community engagement*

The service builds relationships and engages with its community.

Children (Education and Care Services) National Regulations (2011 SI 653):

Reg. 77	Health, hygiene and safe food practices
Reg. 78	Food and beverages
Reg. 88	First Aid kits
Reg. 90	Medical conditions policy



Reg. 92	Medication record
Reg. 93	Administration of medication
Reg. 96	Self-administration of medication
Reg. 97	Emergency and evacuation procedures
Reg. 99	Children leaving the education and care service premises
Reg. 100	Risk assessment to be conducted before excursion
Reg. 101	Conduct of risk assessment for excursion
Reg. 102	Authorisation for excursions
Reg. 157	Access for parents
Reg. 160	Child enrolment records to be kept by approved provider and family day care educator
Reg. 161	Authorisations to be kept in enrolment record
Reg. 162	Health information to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures
Reg. 173	Prescribed information to be displayed
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider
Reg. 181	Confidentiality of records kept by approved provider
Reg. 183	Storage of records and other documents

Related Policies:

- Providing a Child Safe Environment
- Interactions with Children
- Child Protection
- Payment of Fees

Policy Statement:

At Adventure OSHC, we aim to ensure children and families receive a positive and informative enrolment and orientation experience that meets their individual needs.

Purpose:

Our main goal is to establish respectful, supportive and mutually trusting relationships between families and staff at our OSHC Service to promote positive outcomes and experiences for children whilst always adhering to the legislative requirements.



Scope:

This policy applies to children, families, staff, management, Co-Ordinators and visitors of the Service.

Implementation:

Our OSHC Service accepts enrolment from children who are already formally enrolled in the school. Enrolments will be accepted providing:

- (a) The maximum daily attendance does not exceed the licensed capacity of the Service,
- (b) A vacancy is available for the place required,
- (c) The Educator to child ratio is maintained at the Service,
- (d) Priority of access guidelines are adhered to.

Our Service recognises the Educator as an agent for the Service regarding the enrolment of children into the Service. This is permitted by the *National Education and Care Services Regulations*. We provide an efficient enrolment procedure that is clear and easy to navigate for our families and Educators.

Priority of Access Guidelines:

At Adventure OSHC, we desire to assist families who are most in need and we may prioritise filling vacancies for children who are:

- At risk of serious abuse or neglect,
- A child of a sole parent who satisfies, or both parents who satisfy, the Centrelink Activity Test through paid employment.

Enrolment:

When a family has indicated their interest in enrolling their child in our Service, they will be invited for a tour of our Service. During the tour, families will be provided with a range of information about the Service, including:

- Collection/drop-off procedures and ensuring children are signed in and out of the Service,
- Programming methods, menu, incursions, excursions, inclusion, fees, policies, procedures, sun smart requirements, the National Quality Framework, our routines, our Educators' qualifications, introduction to the service and learning environment, and parent communication strategies,
- Families are invited to ask questions and seek any further information they require,
- Families are provided with a copy of the Parent/Family Handbook, which outlines the Service operation and Adventure OSHC philosophy,
- Families will be provided with vacancies, a start date, and a suitable time for the child to be orientated to the Service,



- Families will need to complete the enrolment form informing management of their child's interests, strengths, individual needs, and allergy/dietary requirements,
- If a family or child uses English as a second language or speaks another language at home, we request that the family provides us with some key words in the child's language so that the Educators can learn these words to better communicate with the child. Educators will also use visuals to assist the child to understand and to be able to communicate with others,
- Families must complete a Child Care Subsidy assessment to check eligibility and entitlements to the CCS. This can be done online through the myGov website,
- Families will be invited to bring their child into the Service at a time that is mutually convenient to the family and the Service, to familiarise themselves with the environment and Educators,
- It is a legal requirement that prior to the child starting at the Service, we have all the required documents from the family, including the completed enrolment form, medical plans, immunisation records and any court orders,
- It is the family's responsibility to keep the Service informed of any changes to the information recorded on the application form.

Families will be asked to provide the following information:

1. Both parent's full legal names, residential address/addresses, places of employment and contact telephone numbers.
2. The full legal name, residential address, place of employment and contact telephone number of an individual authorised by the parent who may be contacted in an emergency concerning the child if the parent is unable to be contacted.
3. The full legal name, residential address, place of employment, and contact telephone number of any individual authorised by the parent to collect the child from the Service.
4. The child's full legal name.
5. The child's date of birth.
6. The child's residential address/addresses.
7. The gender of the child.
8. Whether provision of care at the Service will be in a routine (e.g. every Monday, Wednesday and Friday), or on a casual basis (e.g. whenever care is required).
9. Session start and end times (e.g. whether the child will be enrolled in morning or afternoon care or both).
10. Writing agreement regarding Fee information.
11. Any court orders or parenting agreements regarding the child.
12. The child's cultural background.
13. Any special requirements of the family, including cultural or religious requirements.
14. The specific needs of a child with a disability or with additional needs.
15. A written statement indicating parental permission for any medications to be administered to the child whilst at the Service. Only a parent on the enrolment form can authorise the administration of medication.



16. An action plan for a child with an allergy/allergies, e.g. Anaphylaxis Emergency Management Plan or Risk Minimisation Plan.
17. The child's Medicare number.
18. Specific healthcare needs of the child, including allergies and intolerances, or any dietary requirements.
19. A written statement indicating parental permission for the Service to seek emergency medical treatment at a hospital or from ambulance services.
20. The name, address and telephone number of the child's doctor.
21. Excursion permission for regular occurring outings.
22. The immunisation status of the child.
23. Customer Reference Number (CRN) number for the child and the claimant (for Child Care Subsidy).
24. A copy of the child's birth certificate.
25. Child Care Subsidy Assessment confirmation.
26. Confirmation of enrolment.

Orientation of the Service:

During the orientation of the OSHC Service, families will be:

- Shown the signing in/out process,
- Advised of appropriate clothing for children to wear to the Service for mufti days or vacation care, including shoes,
- Introduced to the child's Educators,
- Taken on a tour around the Service and the environment,
- Asked to share information on any medical management plan or specific healthcare needs of their child (if applicable),
- Introduced to the Service's routines and program, including the observation cycle to aid programming,
- Informed about the Service's communication strategies, including meetings, interviews, newsletters, emails, and Instagram, and confirm preferred method of communication,
- Informed about the Service's *Sun Safe Policy* regarding hats and sunscreen.

Adventure OSHC will ensure:

- The enrolment form is completed accurately and, in its entirety,
- The Educators are informed of the new child, including any medical conditions, interests, developmental needs, and strengths,
- Immunisation certificate and birth certificate has been sighted and photocopied,
- The child is added to the Service's medical characteristics sheet (if necessary) and this information is distributed to Educators and displayed in the staff only space,
- The Child Care Subsidy is explained to families.



Child Care Subsidy:

The Child Care Subsidy (CCS) replaces the Child Care Benefit (CCB) and Child Care Rebate (CCR) with a single, means-tested subsidy. Families must complete the 'Child Care Subsidy Assessment' online through the myGov website. The Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction. Families will contribute to their fees and pay the Service the difference between the fee charged and the subsidy amount.

Enrolment Record Keeping:

Please see Adventure OSHC Record Keeping Policy.

The Child's First Day:

- The child and their family will be welcomed to the Service.
- They will be greeted by one of our Educators who will show them where to sign in and out, discuss what is happening within the Service that day, and show the child where they can store their personal belongings such as their bag at the Service.
- Management will ensure the orientation checklist has been completed and all required documents and information has been received from families.

Sources:

- Education and Care Services National Regulations (2011 SI 653)
- National Quality Standards

Version control created	16 March 2021
Reviewed	11 March 2022 - No changes
Reviewed	2 February 2023 - Minor changes (format, business name change)
Reviewed	11 September 2023 - Minor changes (formatting), related policies added
Next review	September 2024