

## POLICY

### POLICY 31: ENROLMENT AND ORIENTATION

#### OVERARCHING PERSPECTIVE:

**Perspective:** Quality Services

**Policy:** Services and Programs

#### POLICY:

The process of enrolling and orientating new families will be conducted in a sensitive and supportive way so the experience can build the foundations for an ongoing partnership between the family, Educators and the service.

#### SCOPE:

This document applies to all Educators, Families, Coordination Unit Staff of Our Village Family Childcare Service.

#### RATIONALE:

Our Village Family Childcare Service will **ensure** there is a smooth transition for children and families from home to the service. The service will endeavor to ensure that children are placed where a suitable vacancy occurs and where there is a match between the needs of the child, family expectation and the Educators program. At all times the needs of the child\$ will be paramount.

#### PROCESS:

- On enquiry/interview for education and care, families will be provided with a service information and documentation package including:
  - Information Handbook
  - Application and Contract of Care Form (including Family Childcare Parent Agreement)
  - Educator and Parent Agreement
  - Enrolment Record (for the Educator)
  - Fee Schedule
  - Child Care Benefit, Child Care Rebate and JET Fee Assistance (JFA) information.
- On receipt of application and signed participation agreement, requests for education and care will be assessed to ascertain priority of access (refer to Priority of Access Policy)
- The Coordination Unit will identify vacancies and contact Educators with an offer of care and details of the education and care required. If the Educator/s is/are available, the family name and care request details will be provided to the Educator.
- The names and telephone numbers of available Educator/s are given to the family who may make an appointment with the Educator/s to visit and interview the Educator/s

- The Educator should:
  - Discuss all aspects of the placement. The expectation and needs of the child, family and Educator
  - Provide information to the family about themselves, their family, their philosophy, expectations and routines
  - Promote themselves and their business . discuss education qualifications (child care, first aid, anaphylaxis, etc), years of experience, programming approach, routines, behaviour guidance techniques, excursions
  - Show the family the areas of the residence that are registered to provide care
  - Discuss with the family the orientation and settling process
  - Provide the family opportunity to ask questions
  - Discuss with the family the service they provide and gather knowledge about the child they will be providing education and care for
  - Provide Medical Management Plans (if relevant)
  
- Families have the right and responsibility to determine that the Educator shares similar values and can meet the expectation of the education and care required for their child. The Educator has the right and responsibility to decide whether the child's needs and parents expectations will be met through the placement. Families and Educator are under no obligation at this stage to accept any placement.
  
- It is the responsibility of the parent to contact the Educators interviewed, to notify them whether they will or will not be starting care with them. The Coordination Unit must also be notified about the parent's choice of Educator.
  
- No child is to commence care until the Educator has received a copy of the Enrolment Record and medical management plans if require (see Policies 1: Anaphylaxis, 4: Asthma, 45: Dealing with Medical Conditions).
  
- Parents must advise the Coordination Unit of any alterations to their family or child's information or booked hours of care.

### **ORIENTATION PROCESS:**

To minimise distress to the child/Educator and other children and to facilitate a smooth transition from home to care it is important that an appropriate orientation process is discussed and provided that suits the individual needs of the child.

- Discussion and agreement is made with families regarding the needs of the child and the preferred orientation program
- Families are encouraged to stay with the child for a settling period (the time frame can be in consultation with the Educator and the family)
- Families are encouraged to develop and maintain a routine for saying goodbye to their child
- A communication plan will be discussed with families about the preferred method of informing them of how their child is settling into care during the orientation phase.

**DEFINITIONS:**

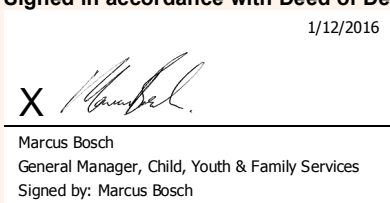
**REFERENCES:**

Education and Care Services National Regulations, 2011 . Regulation 168

**RELATED DOCUMENTS:**

Excursions Policy - 16  
 Dealing with Medical Conditions Policy - 45  
 Asthma Management Policy - 4  
 Anaphylaxis Management Policy - 1  
 Medication Policy - 25  
 Delivery and Collection of Children Policy - 3  
 Priority of Access Policy . 33  
 Health and Safety . Nutrition, Food and Beverages, Dietary Requirements and Food Handling Procedure - 20  
 Health and Safety . Sun Protection - 38  
 (SCH) Duty of Care Policy

*This box to be completed after final draft has been approved.*

<b>Issue Date:</b>	November 2016	<b>Previous Review(s):</b>	Jul '10, Nov '11, Feb '14, Jul '15
<b>Issue Number:</b>	Five (5)	<b>Next Review:</b>	November 2019
<b>Owner:</b>	Manager, Family Day Care	<b>Signed in accordance with Deed of Delegation:</b> <div style="text-align: right;">1/12/2016</div>  <p>X <i>Marcus Bosch</i></p> <hr/> Marcus Bosch General Manager, Child, Youth & Family Services Signed by: Marcus Bosch	