



## Mountain Community Children's Centre Inc.

### Enrolment and Orientation Policy

**Rationale:** Enrolment and orientation procedures form the foundation for strong relationships between families and early education and care settings and promote a quality experience of education and care for children. Good procedures include consistent information around service operation and authorisations promoting compliance and a safe and secure environment for children and families.

**Aim:** Enrolment and orientation processes are planned and implemented. Due consideration is given to culture and language in undertaking processes. Documentation, including authorisations, are completed during the enrolment and orientation process. A thoughtful process is planned in consultation with families, to orient a child and family to the education and care service.

#### Procedure:

##### Pre-enrolment orientation

Our centre welcomes visits from prospective families and children at any time of the day. The Nominated Supervisor or delegated authority may provide the visiting family with a tour of the service environment and information that will include:

Parent/Carers Information/Enrolment Package containing the following

- An enrolment form that includes information set out in Regulations 160-162;
- Current fee structure and payment details;
- A Handbook on the our centre;
- Policies including, but not limited to, those required under Regulation 168;
  - Medical Conditions/Unwell Children Policy
  - Nutrition/Food/Beverages/Dietary Requirements Policy
  - Road Safety Policy and Map of the Car Park
  - Medication Policy and Medication Record
  - Accident and Administration of First Aid Policy
  - Immunisation and Infectious Diseases Policy
  - Birthday Cake Food From Home Policy
  - Child Protection Policy
  - Positive Guidance of Children's Behaviour Policy
  - Clothing and Footwear Policy
  - Grievance/Complaints Policy-Families/Staff
  - Late Pick Up Policy
  - Sun Protection Policy
- Information on National Quality Framework, National Quality Standards, and the EYLF;
- ECA Code of Ethics brochure;
- Feedback form.
- Information on Child Care Subsidy (CCS)

- Information on Immunisation
- Membership to the Mountain Community Children’s Centre Inc. Form

The Nominated Supervisor or delegated authority will then outline;

- service philosophy and curriculum;
- approaches to documentation, curriculum and planning;
- introduction to educators and staff;
- the physical environment;
- administrative matters, cost, and fee payment methods;
- how to provide feedback.

### **Next steps**

Following a pre-enrolment orientation a family may wish to place their child’s name on the waiting list. After consideration of access guidelines and availability of a position by the Nominated Supervisor, the child/ren may be offered a position at the centre.

### **Enrolment**

The information in the enrolment package is retained by the family for future reference.

Prior to conducting the enrolment interview the Nominated Supervisor should consider the language and cultural needs of the family. A translator may be required for the enrolment visit.

During the enrolment interview a process of orientation will be planned in collaboration with families to provide the best possible start for the child at the service.

Families will provide the following, prior to the agreed start date for the child:

- A completed enrolment form including authorisations;
- A completed DEBIT SUCCESS form for payment of bond, maintenance and membership
- Current Immunisation status;
- Birth Certificate, Passport or other identification;
- Current contact information for parents and emergency contacts;
- Information on children’s additional needs (including medical conditions, health and developmental concerns).

This information will be kept at the service premises in accordance with service policies and the Education and Care Services National Regulations

### **Prior to formally commencing at the service:**

1. Prior to the child’s first day educators and staff will familiarise themselves with information about the child from the enrolment information provided. They will ensure they are aware of any medical conditions and how to manage them if required.
2. The Nominated Supervisor will inform the educators and staff of the intended time for any pre-commencement orientation visits.

3. A family member will remain in the premises service during these orientation visits. The family must sign the visitors book/register on arrival and when they leave. The child cannot be left at the service until they have formally commenced at the service and are therefore not included in the ratios.
4. During the orientation process educators and staff will interact with the child and actively encourage them to engage in the service program and activities. They will also 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.

### **Upon commencement**

On the child's first day of attendance educators and staff will welcome the family and the child, ensuring that there is a space ready for the child's belongings. Educators will reassure the family and assist with separation if required. Throughout the day, educators will contact the family to let them know how their child is settling.

The Nominated Supervisor and or Administration Officer will undertake a final check of enrolment details, authorisations and information updates prior to the family departing the service.

Successful orientation and enrolment procedures promote smooth transitions between home and service. Information sharing and the signing of authorisations ensures a safe and secure environment for the child