



Woolooware Outside School Hours Care

(02) 9523 9971
34 Wills Road, Woolooware, 2230
info@woshc.com
accounts@woshc.com

ORIENTATION POLICY

POLICY STATEMENT

Woolooware Outside School Hours Care's enrolment and orientation processes are planned and implemented with consideration to the diversity of each family and all documentation including authorisations are obtained.

PROCEDURES

- To ensure all families seeking to enrol children in Woolooware Outside of School Hours Care are valued and respected.
- To provide training to staff and Educators to ensure their knowledge of the enrolment and orientation processes.
- Provide strategies and support to assist with the transition of families into each education and care service.
- An enrolment form must be fully completed for each child before they can attend the centre.

Enrolment

- Coordinator and staff welcome and greet all families respectfully.
- Families are provided with verbal information about the service and an enrolment pack which includes;
 1. Information about the service
 2. Parent Handbook
 3. Information about the NQF
 4. Enrolment form
- Before the new family can commence care at WOSHC staff will need to ensure that all documentation is complete and the following has been explained to the parent;
 1. WOSHC's Policies and procedures and how they can be accessed
 2. Requirements for parents to sign attendance records on delivery and collection via the Ipad
 3. All forms/authorisations that may be required particularly in regard to administering medications, use of creams and lotions, excursions and incident, injury, trauma and illness.
 4. Fee processes eg. CCS, and general terms and conditions
 5. Child health issues or medical requirements
 6. Court orders pertaining to the child.



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- An enrolment interview can be arranged in a parent's or family's first language if necessary.
- Evidence of court orders or agreements will be considered part of the enrolment in order to minimise the likelihood of distressing situations occurring in the future.
- All enrolment forms are to be kept in a locked file and kept confidential from all but the approved persons who enrolled the child, relevant staff, management and Commonwealth and/or Department Officers.
- Enrolment forms are to be updated yearly or when there are changes to the family's circumstances.
- Parents are advised that it is their responsibility to notify staff of any changes to their current details throughout the year.
- Depending on the availability of care, children may be enrolled at any time throughout the year. Parent may also place their child on a waiting list for the current or upcoming year if they do not require care immediately. Care will be determined by availability and priority of access guidelines.

ORIENTATION

- Prior to the child commencing care all child enrolment documentation and any authorisations pertaining to that child are copied and sent to the Educator who will maintain a confidential file for each child.
- Where practicable families are encouraged to transition children into the education and care service by way of using shorter hours or less days to provide settling in time.
- Educators are encouraged to provide welcoming environments with appropriate activities arranged to help ease any new children into care (refer to Delivery, Collection and Access to Children Policy).
- Educators are encouraged to provide comfort to distressed children and consider the emotions of the parents when transitioning new children.
- Educators are encouraged to practice open communication with the parent in regard to the child's daily requirements, interests and routines.

DATE ENDORSED: August 4, 2020

DATE FOR REVIEW AND EVALUATION: August 3, 2021