



Woden Early Childhood Centre

"Creating the Future"

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ENROLMENT AND ORIENTATION POLICY

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITY

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- Links to Education and Care Services National Regulations 2011: 177
- Links to National Quality Standards / Elements: 6.1.1, 7.3.5

Introduction

Enrolment and orientation procedures form the foundation for strong relationships between families and Woden Early Childhood Centre (WECC) 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.

Goals – What are we going to do?

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

Strategies – How will it be done?

Pre-enrolment orientation

WECC welcomes visits from prospective families and children between 9.30 and 10.30 am each working day. WECC believes in the importance of local families considering utilising our services visiting the centre prior to putting their name on the waiting list so that they can observe and make enquiries into the high quality care that is provided. Where a family is living interstate WECC asks

Acknowledgement to Community Child Care Co-operative (NSW).

them to email a request to us and educators will then email a waiting list form to them which can then be emailed, faxed or mailed back to join the waiting list.

The educator who welcomes a visiting family will provide the family with a tour of WECC and WECC's website information that will provide:

- 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. Families are required to maintain contact with WECC to ensure their name remains on the waiting list¹. Those families who do not make contact with WECC within six months are removed from the list as it is assumed that care is no longer required.

The Nominated Supervisor or Director will maintain an up to date waiting list. Other bodies (such as Care for Kids) often request details of waiting lists so that demand for childcare can be monitored. After consideration of access guidelines and availability of a position by the Nominated Supervisor or Director, the child/ren may be offered a position at WECC.

The family will be asked to accept the offer of the position if they wish to have a place at WECC, and will be required to commence care within two weeks of the offer being made.

Enrolment

The Nominated Supervisor or Director will conduct an enrolment process following the acceptance of an offer. An enrolment package will be given to the family and will include:

- an enrolment form that includes authorisations
- current fee structure, payment policy and direct debit payment details
- an information booklet on WECC
- a CD of policies including, but not limited to, those required under Regulation 168²
- information on the National Quality Framework, National Quality Standards, and the EYLF
- ECA Code of Ethics brochure
- orientation checklist
- feedback form
- information on Child Care Benefit (CCB)
- information on Child Care Rebate (CCR).

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

¹ A phone call or email to the Nominated Supervisor or Director every five to six months advising of whether a place is still required is recommended.

² Families will also be advised that they are welcome to read the hard copies of policies.

Prior to conducting the enrolment interview the Nominated Supervisor or Director should consider the language and cultural needs of the family. A translator may be required along with an alternative venue 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 WECC.

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

- completed enrolment form including authorisations
- current immunisation records
- current contact information for parents and emergency contacts
- information on the children's additional needs, if any (including medical conditions, health and developmental concerns).

This information will be kept at WECC's premises in accordance with service policies and the *Education and Care Services National Regulations 2011*.

Prior to formally commencing at the service

- Prior to the child's first day educators 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
- The Nominated Supervisor or Director will inform the educators of the intended time for any pre-commencement orientation visits
- A family member of the child will remain on WECC's premises during these orientation visits. The family member must sign the visitors' book/register on arrival and when they leave. The child cannot be left at WECC until they have commenced paid care at WECC and are therefore included in the ratios
- During the orientation process educators will interact with the child and actively encourage them to engage in WECC's program and activities. Educators 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 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 (if needed).

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

Evaluation

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

Related policies / documents

- *Anaphylaxis management*
- *Asthma management*
- *Medical conditions*

Statutory legislation and considerations

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011

Sources and references

- Department of Social Services – www.dss.gov.au

Authorisation

Jessica York
President
2014-15 WECC Management Committee