

Enrolment and Orientation Policy

Effective Date: September 2017

1 Aim

To provide a smooth transition from home to the Centre by ensuring that information is effectively communicated between all parties involved.

2 Background

Children often feel insecure in new environments or when they are separated from their familiar carers. Similarly, family members often feel anxious and unhappy about leaving their child/ren in new and unfamiliar settings. Staff can help relieve this process by adopting a variety of strategies to help both family members and children feel comfortable and supported within the Centre environment. This includes new families who are enrolling at Five Dock Leisure Centre's Services for the first time, existing families that are re-enrolling or transitioning into other programs.

3 Practices

The Team Leader will take reasonable steps to ensure that this policy is current, reviewed regularly and communicated to staff and stakeholders.

The Team Leader will take reasonable steps to inform and support staff of their responsibilities in implementing these policies at all times.

Five Dock Leisure Centre will support a smooth transition for children and family members during orientation and enrolment by adopting a variety of strategies that meet individual needs.

- On booking into the Centre's service, staff will ensure the relevant information is read and complete such as forms, parents handbooks and Centre information.
- If children have a medical condition that requires additional support from staff, families, in consultation with their health care provider are required to provide information and action plans on care strategies and needs prior to commencement at the centre (refer to Diabetes, Anaphylaxis and Asthma Policy for further information on these medical conditions)
- During the orientation process 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.
- During orientation visits, parents must stay with their child and assume responsibility for their supervision and care during this period.
- All relevant staff will be provided with a copy of the child's enrolment information as it relates to their area.

- Staff will access support and resources from external agencies to assist children and families who have additional needs to settle in to the centre.
- On the child's first day of attendance staff will welcome the family and the child. Staff will reassure the family and assist with separation if required.
- During the settling period, staff will provide honest feedback to families about their child's progress, interests and participation.
- Staff will contact families and provide feedback regarding their child as appropriate.
- Parents are encouraged to call the Centre at any time to enquire about their child.
- After orientation families are provided with an opportunity to provide formal and informal feedback on the orientation process via discussion and Centre surveys. Feedback will be reviewed and changes adopted as appropriate.

Enrolment of staff's children

This policy is for all employees at Five Dock Leisure Centre whose child or children are enrolled in care at the service.

Practices

Five Dock Leisure Centre will:

- Advise staff that Five Dock Leisure Centre booking procedure for enrolment will be followed.
- The child's attendance will be under review on a continual basis to ensure the wellbeing of all children and staff. If the arrangement does not meet the needs of the Centre, the child or the staff member, the enrolment may be terminated.
- All staff members will conduct themselves in a professional manner and observe the requirements of confidentiality in regard to a staff member's child at the service.
- Staff must abide by the conditions of the Enrolment Agreement.
- If a staff member's child is sick, the staff member may need to take Carer's Leave, or must find alternate care for the child, until the child is able to return to the Centre.
- It is preferred that staff do not work in the same room as their child, however Centre operations, staff skills, qualifications and experience will also be considered when determining placement of staff. In this case, staff should work collaboratively with the staffing arrangements.
- Staff members with their child attending the service must allow other staff to be the primary guide in managing their child's behaviour and tending to their needs. In addition the staff member who is the parent must interact with their child appropriately in supporting the other staff working with their child/ren.
- If a staff member is breast feeding, she must discuss suitable arrangements with their Coordinator

Relevant Legislation:

Education and Care Services National Regulations 2011 Regulation 168(2)(k); Early Years Learning Framework, 2009

Source: The Australian Government Priority of Access Guidelines; Australian Children's Education and Care Quality Authority, National Quality Standards, Standard 6.1.

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Date Reviewed:	
Implementation Date:	