

ENROLMENT AND ORIENTATION OF NEW FAMILIES POLICY

Rationale

'Services can also encourage families to express their preferences about how the orientation of their child into the service will occur. This helps families to feel supported from the beginning and to understand that the service values their input about what is best for their child.' (NQS 6.1.1)

The Queen Elizabeth Hospital Community Child Care Centre (TQEHCCCC) is committed to making the enrolment; orientation and transition process for families a positive and supportive experience.

Pre-enrolment

As a part of our pre-enrolment process, we offer families an opportunity to visit the service whereby the nominated Supervisor will take you on a tour and provide you with the following information:

- Service philosophy
- Curriculum and approaches to documentation and planning
- The physical environment
- Administration matters and fees structure
- Introduction to Educators and staff

Families are welcome to place their child on the Centre's wait list (nil fee). The nominated Supervisor will contact Parents when a position is available.

Enrolment Process

The nominated Supervisor will conduct an Enrolment Induction upon the acceptance of the offer. Families are provided an Enrolment Package which includes:

- Enrolment form
- Information booklet
- [Child Care Subsidy \(CCS\) immunisation requirements](#)
- [New Child Care Package overview fact sheet](#)
- [Early Years Learning Framework Information for Families](#)
- Service policies (e.g. Enrolment and Orientation of New Families, Medication and Medical Condition Policy, Exclusion, Infectious and Notifiable Diseases Policy, Sun Smart Policy, Food and Nutrition Policy, Fee Policy)

Family Law Orders

Orders relating to children are to be provided to the Centre. The Centre is to be notified of any changes. This includes but is not limited to Parenting Plans, Parenting Orders, Custody Orders and Intervention Orders.

Children will be accepted into our care once an Enrolment form is received and processed, their immunisation record is received and a start date is confirmed.

Visit Structure

The Centre encourages all new families to have weekly visits over the December & January period (or over a four-week period if starting at a different time of the year). These visits are prearranged with Educators in the relevant room.

When children are due to start, the Centre encourages flexibility with the possibility of a couple of shorter days, e.g. less than six hours (a half-day session) depending on the age and stage of the child and their transition progress. This enables children to gradually adjust to the routine, environment and their educators.

First Visit

On your first orientation visit, families will be introduced to the room Educators. A suitable time and date will then be arranged for subsequent visits. Educators will show families through and settle them into their child's room. The room Educators will provide families with their Room Information Package. Families are welcome to stay with their child in the room for approximately half an hour.

Second Visit

Families will come and spend time in the relevant room with their child and Educators. Extended periods will be provided to enable families to become familiar with the new environment and begin to form attachments with Educators.

Third Visit

Visits will be arranged to incorporate a routine time, e.g. morning/afternoon tea or lunch. During this session, families can leave their child with Educators and spend some time outside of the room, e.g. in the Staff Room.

Fourth Visit

Families are to return all information sheets to room Educators

Visit times will vary depending on day, Educators and room numbers. Educators will assist families in setting up separation routine and, if appropriate, families may leave the room for the duration of the visit.

Parents are required to stay on site for all orientation visits. Additional visits can be scheduled to support individual needs of children and families.

Reference:

National Quality Standard 2018, Quality Area 6 – Collaborative partnerships with families and communities 2018

<https://www.acecqa.gov.au/nqf/national-quality-standard/quality-area-6-collaborative-partnership-with-families-and-communities>

Guide to the National Quality Framework

<http://files.acecqa.gov.au/files/NQF/Guide-to-the-NQF.pdf>

Australian Government Department of Education and Training-Immunisation

<https://www.education.gov.au/ChildCarePackage>

Community Children's Centres

<https://www.communitychildrencentres.com.au/>

Australian Government Department of Education and Training-New Child Care Package-information resources for families.

<https://www.education.gov.au/new-child-care-package-information-resources-families>

Australian Government Department of Education and Training-The Early Years Learning Framework – Information for families

https://docs.education.gov.au/system/files/doc/other/belonging_being_and_becoming_the_early_years_learning_framework_for_australia_information_for_families_0.pdf

Reviewed	Reviewer	Approved	Next review
November 2018	Senka Jelic Assistant Director	Management Committee	November 2020