



# Enrolment and Orientation Policy

## BACKGROUND

All children have the right to be treated with equity in our society. An environment where children are treated with equity relies on adults that accept and respect similarities and differences in children's families' and each other's culture, gender, sexuality, ability and beliefs. Enrolments will be accepted according to the Australian Government Priority of Access Guidelines.

## POLICY STATEMENT

Holy Family Catholic School OSHC service will ensure that our enrolment and orientation process meet the unique needs of each family. The Service will support the families during their transition to the services, help develop collaborative partnership and promote a sense of belonging to the community.

The policy incorporates an orientation process for both children and their families. The purpose of this is to:

- enable educators to meet and greet children and their families
- provide essential operational information
- form the foundation for a successful and caring partnership between home and the OSHC service

An enrolment package must be completed for each family and, where necessary, a health support and personal care plan provided for individual children. Families have access to a Family Handbook as they enrol to ensure that they have easy reference to the information they will need.

## HOW THE POLICY WILL BE IMPLEMENTED

### Enrolment

- Families will be required to submit an enrolment prior to the first attendance through Holy Family Catholic School website.
- On receipt of an enrolment the service will provide a family handbook available on the school website, including the provision of information in relation to supervision, program, fees, late fees, cancellation.
- Families are required to submit their enrolment through the Xplor app before bookings will be accepted.
- Families with children who require support will be referred to the Principal of Holy Family Catholic School to determine how best to support the family.
- Families not fluent in English will be provided with support to complete the enrolment with translation may be required in some areas.
- Families are responsible for advising the service if their details change throughout the year. The names, addresses and contact details of all people authorised to collect children from the service are included in the enrolment process. Any changes to these must be advised in writing to the service by the custodial parent/guardian as soon as possible. Where the custodial parent/guardian arranges for an unauthorised person to collect his/her child from the service, the parent/guardian must firstly advise the service via a telephone conversation and then give written advice of this arrangement and confirm who will collect the child. An email or text

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message can be verification of a phone call. Educators/staff will seek proof of identity in cases where the person authorised to collect children is not known to staff.

- Educators will be kept informed about custodial issues in the daily staff through group email.
- Families are able to drop off and sign in their children for Before School Care and Vacation Care from 6.30am and collect their children by 6:00pm for After School Care and Vacation Care.
- Families will have access to the Director at any reasonable time, to discuss any concerns regarding their child. This may be upon arrival, by telephone or by appointment. Educators will not discuss with families' confidential information regarding any other child or family within the service.
- Where a Court Order exists, staff will uphold the efficacy of the order where it is reasonably practical and safe to do so. If there is an immediate danger to the child as a result of carrying out or complying with any provision of an Order, then those provisions should not be carried out.
- In the case of a parent/authorised contact arriving at the service in a visibly intoxicated or otherwise in an unfit state to drive or collect a child, the person will be encouraged to contact another adult to drive him/her and the child home.
- If the unfit person insists on taking the child, educators will inform this person that they will be obliged to call the police and report the matter. In these circumstances educators should make all reasonable attempts to prevent the parent/authorised contact from taking the child from the service or delay the child leaving the service until police have arrived, however they must not put their own personal safety at risk in attempting to do so. These situations should be followed up with a report to the Child Abuse Report Line (CARL) and where necessary a Police report will need to be made.
- Where any perceived safety to a child is at risk (in relation to access to that child), the police will be immediately requested for assistance.
- All information collected about the child and their family will be treated as confidential and the procedures in the Confidentiality Policy will be followed.

### Bookings

All bookings must be completed using the Xplor app prior to the booking sessions. Bookings can be rejected due to the Australian Government Priority of Access Guidelines.

### Sign In and Out

- It is the responsibility of the parents/caregiver to sign the child in and out of the Service using the Xplor app.
- Children are not allowed to sign themselves into or out of the OSHC service.
- Parent/caregiver must walk the child into the Service for Before School Care handing over to the Educators. Should a child be at the OSHC before the opening time without the parent/caregiver, the Nominated Supervisor will be contacted and the Responsible Person in charge may report the incident to the Child Abuse Report Line (CARL) and where necessary a report with SAPOL will need to be made.

### Late Collection of Children

- Where a parent/authorised contact is unable to collect their child by 6pm, there will be a charge of \$1.00 per child, per minute. Special circumstances will be given consideration in relation to collection of late fees.
- If a parent/authorised contact continues to collect their child after 6pm, the Director will need to discuss other care options with them, and suitable arrangements made or the child's place in the Service will be cancelled.

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- A parent/authorised contact who are unavoidably detained and unable to collect their child by 6pm must telephone the service to advise they are running late and their expected time of arrival.
- When a parent/authorised contact is unable to collect their child before closing time, they should arrange for another responsible adult to collect the child and advise the service of this arrangement.
- If a parent/authorised contact does not contact the service and their child has not been collected by closing time, the service will telephone the parent. If contact cannot be made with the parent/guardian, then the child's emergency contact will be contacted to arrange for the child's immediate collection.
- If the parent/guardian or an authorised person are unable to collect the child 20 minutes after the service's closing time and cannot be contacted, the police will be notified and asked to take responsibility for the child. The Principal from Holy Family Catholic School will be notified throughout this process.

### Access

An enrolment form must be completed by each family. When a parent is not fluent in English, the enrolment interview will, wherever possible, be conducted in their first language. On enrolment, parents will be provided with the Family Handbook including the Service policies.

- Children must be enrolled to attend the service.
- Equal opportunity principles will be observed in relation to access to the service for children and families.
- Staff and committee members must pay the standard fee if their child/ren attend the service and abide by the same conditions as all enrolled families.
- Access to the service will be denied in the case of children being suspended or excluded from the service. Exclusion will occur only after all other avenues of communication and support have been exhausted and when:
  - a child is suspended or expelled from the service; a child is suspended or expelled from the school
  - If the service is notified that a child has suffered or is suffering from an infectious illness, the service will exclude the child from attending the service for the time specified in [SA Health website](#).
  - a child's needs are such that specific staff training or venue adaptation may be required. In such instances the child should be able to access the service when appropriately qualified educators are identified, and the necessary physical support requirements can be met.
  - The child is a continual threat to the safety and wellbeing of other children, educators and/or themselves.

### Orientation

Our OSHC service uses the following strategies to introduce a new child into the service:

- Staff will introduce the new child and encourage them to play with others and participate in activities.
- Review all the information on the enrolment form.
- Spend time explaining how the session will work and what they may and may not do.
- Explain boundaries.
- Explain OSHC rules and how they fit with the School rules.
- Introduce them to other educators as soon as possible.
- Frequently take time to ask how they are settling in.

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### **Educators**

Educators will support the transition of a child to the Service:

- Keep an up-to-date collection list of children.
- When a booked child does not arrive, educators will follow the procedure in the Delivery and Collection of Children policy.
- Explain the daily routine to new children (e.g. coming to OSHC from class, roll call, play and activities, food procedures including hand washing and toilets).
- Educators familiarise themselves with new children.
- Outline what happens on excursions (when applicable).
- Describe what happens with accidents and first aid.
- Describe the emergency procedures.
- Talk to children about what to do if they feel unsafe or anxious.
- Ask children if there are special things, they would like to tell us about themselves

### **Communication**

Our Services welcome families' thoughts, opinions and feedback on our program and service. We continually communicate with families on a one-to-one basis at the service, which allows us to maintain healthy relationships and obtain important, updated information about their child and their experiences throughout the service. We post regular updates, us on events and individual child observations via Xplor. Any concerns can be raised to the Director via phone, email or person.

At Holy Family OSHC we provide guidelines to promote desirable and appropriate behaviour to ensure all interaction with children, families and educators are respectful. We believe that all parents/guardians, family members and visitors play a crucial and valuable role in the effective operation of the centre.

Family members or authorised contacts shall be expected to communicate appropriately with all Educators and children whilst dropping off or collecting their children, to and from the service. Inappropriate communication and behaviour will not be tolerated. This may include but is not limited to:

- When a parent or caregiver exhibits behaviour prohibited by law.
- When a parent or caregiver threatens physical or intimidating actions towards a child or adult.
- When a parent or caregiver exhibits bullying behaviour or is verbally abusive towards staff or a child.

If a parents or caregiver demonstrate inappropriate behaviour, they may be faced with appropriate outcomes which may result in the suspension or cancellation of their family's enrolment with the OSHC.

### **REFERENCES:**

- Quality Area 2 – Children's health and safety
- Quality Area 6 – Collaborative partnerships with families and communities
- Quality Area 7 – Leadership and service management
- Education and Care Services National Law Act (2010), S 168, S 175
- Education and Care Services National Regulations (2011), R 160, 161, 162

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