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# WOODSIDE PRIMARY SCHOOL OUT OF SCHOOL HOURS CARE

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## **Enrolment & Orientation Policy**

### **Policy statement**

The Woodside Primary School OSHC service will incorporate an orientation process for both children and their families. The purpose of this is to:

- enable educators/staff 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.

The aim of an orientation visit is to ensure that each family is welcomed to the Service and to inform all parents of the Service Policies and involve them in the consultation process. It is also designed to respect parents by giving them the opportunity to discuss their family, values, areas of importance and any concerns or queries they may have and to ensure that child's entry to the Service is a positive experience. All children have the right to be treated equitably in our society. An environment where children are treated equitably relies on adults that accept and respect similarities and differences in children's families' and each other's culture, gender, sexuality, ability and beliefs. An effective orientation visit will provide all the information about our service and our routines and ensure any questions are answered.

### **Background**

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

### **Procedures for Enrolment:**

- A tour of the Centre is given (if that has not occurred previously).
- Provide the family with a copy of the Family Handbook and an Enrolment Form or email to them as soon as practically possible
- Ascertain if the family requires any of the information to be translated.
- Discuss the Family Handbook with reference to the Centre's major policies.
- Ensure families know where they can access the service policies
- Discuss the Enrolment Form.
- Allow the parent to identify any areas of concern, or that require clarification.
- Allow parents to complete the enrolment form and sign appropriate consents.

### **Procedures for Orientation:**

The orientation procedure will depend on the needs of each family. It is preferable that children are shown around the OSHC area before commencing to become familiar with the layout of the service.

### **Orientation for the Child:**

- Ensure children know that they leave their bags in the designated area.
- Ensure children know where the toilets are.
- Buddy them up with a child in OSHC who is already familiar with the routine
- Explain 'OSHC rules' and how they fit with school rules.
- Introduce them to other educators as soon as possible.

When new children arrive, Educators take time to get to know them and this process begins with some written information (eg 'About me sheet'). This information can be the start of developing a child's profile. Consider taking the following actions:

- Check out 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 and OSHC/School rules.
- Frequently take time to ask how they are settling in.

### **Orientation for the parents:**

- Introduction to OSHC staff.
- A staff member from OSHC to show them the, program, routine, communication boards and displays.
- Discuss information about the child and family.
- Invite parents to be involved in activities and to explain the Seesaw program.
- Explain billing method and payment Ensure parents are welcome to be able to drop into the service at any time.
- Stress the need to remind families to update their information (medical and dietary in particular).
- Remind parents to have clear strategies to remind children that they are to come to OSHC.

### **Educator's role in the process of orientation:**

Educators should be well aware of the following h new children need to be collected from and taken to classrooms?

- What is the process when a booked child does not arrive?
- Explain the daily routine to new children (eg coming to OSHC from class, roll call, play and activities)
- food and afternoon tea procedures (including hand washing and toilets).
- Designate a particular educator to a new child.
- 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.

### **General**

Families using the service must take responsibility for advising the service when any of the following changes occur:

- name
- contact information such as phone, mobile phone or email
- emergency contacts that service has been given
- the collection authorisation for the service
- responsibility for the account.

This information is highlighted in the family handbook and also verbally explained as part of the enrolment process.

## **Resources/References**

1. Health Support Planning in Education and Children's Services. <https://www.education.sa.gov.au/supporting-students/health-e-safety-and-wellbeing/health-support-planning>
2. Australian Government—Australian Child Care Service Handbook at [www.acecqa.gov.au](http://www.acecqa.gov.au)
3. OSHCQA Factsheet #8 National Childcare Accreditation Council  
file:///C:/Users/woodsideoshc.WPS/Downloads/F2006B01550SMN01%20(1).pdf