

A-5 New Children Orientation

NQS

QA. 6.1.1	Engagement with the service.
QA. 6.1.2	Parents views are respected.
QA. 6.1.3	Families are supported.
QA. 7.1.2	Management systems.

National Regulations

Reg. 160	Child enrolment records to be kept by approved provider and family day care educator
Reg. 161	Authorisations to be kept in enrolment record
Reg. 162	Health information to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider

My Time, Our Place

LO. 1	Children and young people feel safe, secure, and supported
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Policy Statement

We aim to provide a positive orientation procedure to welcome all new children and families to the Service. Families will be made aware of the Service's policies, aims, goals and procedures and be encouraged to actively participate in their child's involvement at the Service. We aim to assist children in their transition into a new environment and in doing so actively minimise the distress involved in entering a new Service.

Related Policies

- NOOSH Policy A-1: Hours of Operation
- NOOSH Policy A-2: Priority of Access
- NOOSH Policy A-3: Philosophy
- NOOSH Policy A-4: Enrolment
- NOOSH Policy A-6: Fees
- NOOSH Policy A-8: Dropping off and Picking Up
- NOOSH Policy A-13: Participation and Access
- NOOSH Policy A-14: Complaints
- NOOSH Policy A-15: Role of the Management Committee
- NOOSH Policy D-1: Dealing with Medical Conditions

- NOOSH Policy D-9: Emergency Procedures
- NOOSH Policy D-15: Allergies
- NOOSH Policy D-16: Asthma
- NOOSH Policy D-17: Anaphylaxis
- NOOSH Policy D-18: Diabetes
- NOOSH Policy D-23: Child Management

Procedure

Families (including the child to be enrolled) are offered the ability to visit the Service prior to attending the service to provide opportunity to:

- Go through the child's enrolment information addressing any allergies or medical conditions (see Enrolment policy)
- Discuss any individual needs of the child, particularly in relation to behaviour and personality
- Learn about the child and family, including any relevant background information pertaining to the care of the child
- Outline the daily routines of the Service to assist in informing the child as to what they can expect from a normal session of care
- Understand the layout of the Service to assist in making the child familiar and comfortable with their surroundings
- Meet some of the Educators and other children attending the service

For children commencing school in the following year, Kindergarten Orientation Day is attended by Service Educators and/or the Nominated Supervisor. The Nominated Supervisor will provide a brief overview of the Service's fees and routines and encourage families to come and visit the Service at a later date.

All families will be encouraged to attend the Management Committee meetings for further involvement in their child's attendance at the Service. The meeting times and dates will be displayed on the Service website.

Families will be provided with information on how to pay their fees through both verbal instructions, emailed statements, website and via the Family Handbook. For more information, please see the Policy A-6: Fees Policy.

On enrolment, families will be notified of the Service's current policies in regard to the following:

- Emergency Evacuation and Lockdown Procedures and Drills
- Complaints

- Child Management
- Allergies
- Anaphylaxis
- Diabetes
- Asthma
- Fees
- Hours of Operation
- Dropping off and Picking Up Policy (Late Pickup Fee)
- Priority of Access Policy in regard to Wait List

The above may be brought to the attention of families through signage at the Service, full policies or brief explanations included in the Family Handbook.

Service Policies and Procedures are available to all families on the Service website.

Once the child is attending the service, educators will:

- Introduce themselves to the child and family
- Ensure the child is actively included in group activities
- Converse with the family and guardians as the child settles in at the Service

Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- My Time, Our Place Framework for School Age Care in Australia – V2.0
- Network of Community Activities Factsheet – ‘Orientations’
- Privacy Act 1988

NOOSH Policy A-5

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