**Enrolment and Orientation Policy**

Aim:

1. To ensure that all necessary information is collected about a child and that enrolment forms are filled out.
2. To ensure parents understand the fees and fee paying process.
3. To make the parents and children feel welcome and relaxed at the Centre.
4. For parents to know that communication with them is valued, important and encouraged.
5. To ensure parents have sufficient initial information about the daily routine and operations to ensure the transition for them and their child is successful.
6. To make the orientation and transition process responsive to individual families.
7. To ensure that support for the parents and the child is continued throughout the transition period.

Procedure

1. Families are offered a position as per priority of access guidelines.
2. The Families are invited to a welcome orientation meeting at a mutually

convenient time.

Upon being offered a position, parents are invited to come in to pick up an enrolment pack. The Nominated Supervisor will explain the forms in the pack to the parents, show them the room their child will be going into again and invite the parent back for a time to return the forms and have an orientation visit. The Nominated Supervisor will also explain CCB information and immunisation to the parents

The parents and child meet staff in the child’s room for further discussion specific to the child’s requirements. At this time they will go through the routines etc within the room.

Parents may like to meet the cook and discuss their child’s specific food requirements.

Parents will be introduced to the Administration Assistant in case they need to make inquiries about fees.

Parents will then be encouraged to bring their child in for at least three orientation visits where the child can spend time in the room or outside while the parent remains with them. This allows the child to familiarise him/her self with the environment, other children and Educators. It also allows the parents to build relationships with the Educators in the room.

Once given a starting date parents have the option of starting for the whole day or gradual part-day attendance for their child to assist with transition.

The child might start for only a few hours and gradually extend to full days. Parents are also welcome to stay with their child at the Centre for as long as they would like during this transition period.

Every effort will be made to introduce new parents to other parents in the child’s room in the first weeks of attendance.

Every effort will be made to introduce new parents to a member/s of the Management Committee in the first weeks of attendance.

On the child’s first day of attendance the Director (or a room Educator) will be available to welcome the family and ensure that they are comfortable with the arrival procedures. The Director will also be available to support the parents after they leave their child.

On the child’s first day of attendance every effort will be made to help the child to feel comfortable, to settle into and become familiar with the new environment. On this day and subsequent days in the transition period, staff make a particular effort to communicate with parents about their child’s day and how they are settling, becoming part of the group etc (depending on the age of the child). They will attempt to email the parent with pictures and information regarding their child throughout the day.

In the days and weeks following the starting date staff will be particularly aware that new parents are still in transition and may need some support for new procedures such as paying fees, reading the daily program, staff shift changes, attending meetings, etc.

Parents are encouraged to phone the Centre throughout the day to ensure they are settling in and for reassurance for the parent.

Mothers who are breast feeding are welcome to visit during the day. Any parent is welcome to visit during the day, if this is convenient.

Sources: 1, 2

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