



## SECTION 2 MANAGEMENT POLICIES

### 2.4 Enrolment and Orientation Policy

#### **Enrolment & Orientation Aims:**

1. To establish procedures for new families enrolling at the Centre.
2. To ensure the enrolment system has in place procedures for wait-list families
3. To ensure fair and equitable dealings with families according to Commonwealth guidelines
4. To promote the aspects of the services' provision in a professional manner
5. To ensure prospective families are provided with a thorough overview of the Centre.
6. To enable families an opportunity to evaluate the enrolment and orientation process.

#### **Transition Aims:**

1. To ensure the smooth transition for both children and parents/caregivers into the centre
2. To ensure children feel comfortable, safe, and welcome at The Gums.
3. To provide each child with a sense of security away from their parents/guardians.

#### **Enrolment & Orientation Process:**

##### *Telephone and email enquiries*

1. The Centre welcomes phone and email enquiries and encourages parents to organise a time to visit the centre.

##### *Walk in "off the street" enquiries*

1. If the Director/ Assistant Director is not available, new families are given an enrolment pack and asked to phone the centre and make an appointment with the Director/Assistant Director to be shown through the centre.

##### *Initial walk through*

1. The Director/Assistant Director will be responsible for escorting potential clients through the Centre. The Director will record the walk through in the centre diary.
2. The Director/Assistant Director will ask initial questions of the client to ascertain they are a bona fide potential client and will ask in particular:
  - Whether care is required because the parent(s) is working/non working
  - the type of care required (number of sessions per week)
  - age of child/ren
  - familiarity with childcare services/ any other centres attended
  - understand CCB and CCR
3. The Director/ Assistant Director will highlight aspects of centre including:
  - rooms and ratios
  - programs and parent communication (use of whiteboards, weekly emails, facebook)

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- extra activities/excursions
- meals and bottles
- sleep/ rest routine
- indoor & outdoor environments
- fee policy and fee reduction through CCB/CCR
- session times, availability, possible start dates
- transition visits process

### **Transition Visits**

1. The Director/ Assistant Director will organise with families the first transition visit, close to the proposed starting date. Transition visits are designed to assist both the family and child to become familiar and comfortable in their new environment. Parents are not charged for these visits.
2. On the first visit, parents are encouraged to chat with the Team Leader in the room about their child's usual routine, likes and dislikes, the weekly program, and allergies / intolerances. At this time, families are encouraged to fill out a personal profile on their child.
3. After the first visit the Director/ Assistant Director will then organise with the family additional transition visits as needed.
4. The child's personal profile is kept by Educators in the child's room. All other documentation is stored in the child's file in the locked filing cupboard in the Office and kept confidential.

### **Waiting List Process:**

1. Where there is no availability, vacancies are filled according to Commonwealth guidelines:

#### Priority of Access

- Priority 1      a child at risk of serious abuse or neglect
- Priority 2      a child of a single parent who is, or of parents who are both employed, seeking employment or studying / training for future employment
- Priority 3      any other child

2. Families wishing to add their names to waiting lists are asked to complete an enrolment form.
3. Parents waiting for places should maintain regular contact with the Centre.

**Relates to Quality Area 6: Collaborative partnerships with families and communities, standards 6.2, 6.3, National Regulations 168**

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