



POLICY

Enrolment is a vitally important step receiving information about children and providing information about the service and communicating expectations for each. Parents want to be reassured that their child will be safe, happy and well cared for and they want to know that those entrusted with the care of their child are capable, knowledgeable, caring, trustworthy, honest and reliable.

From the services perspective this is the opportunity to proudly illustrate the value of early childhood and provide families with a range of information about what their child will be experiencing during their day at North Edge.

Link to North Edge Philosophy

- *The role of parents is supported and valued. We meet the expectations of families in a flexible, non judgmental and responsive manner*
- *We foster trusting, secure relationships with children, families, staff and the broader community and acknowledge building these successful relationships is a fundamental aspect for further personal development.*

Related Documents

CHS19	Arrival and Collection of Children	LSMO5F01	Parent Orientation Checklist
PE02	Engaging with Children & Families		
LSM04	Payment of Fees		

Relevant Legislation

- Education and Care Services National Law Act 2010:
- Education and Care Services National Regulations 2011

PROCEDURE

Families will either be sent or download an enrolment package. At this stage the service will determine if additional support will be required for the family. Links can be made with external support agencies.

During the enrolment process the Director and families will work through a checklist of information to assist with the orientation process.

During orientation there will often be a great deal of information for families to absorb. The process of information sharing needs to be established with the family so that information can be shared over a period of time. This will help establish a routine and expectation of an ongoing exchange of information. This period of time is vital for establishing relationships with families and it will be one of mutual trust and respect. Parents should be encouraged to ask questions or clarify concerns.

Settling Children

The service understands that settling into childcare can be an emotional time for both children and their parents. It may be the child's first experience or your child may be transitioning to a new room in the centre. At times children have difficulty separating from their families and each child's reactions and length of time they take to settle into their environment depends on each child, their previous experiences and their age.

Families can assist their child by

- Spending time at the centre with their child before and as they settle into care.
- Show confidence about your decision for the child to attend the service. Displaying trust with the service will send the message of reassurance and that it is a wonderful place to be.
- Ensure you have informed educators about your child's likes, dislikes, routines and individual preferences for food and drink.

North Edge will assist your child by

- Ensuring that each family has participated in the enrolment and orientation process.
- Allowing the orientation process to be flexible to meet the needs of all families. (Normally two weeks)
- Ensuring that there are effective procedures for moving to a new room.

LSMO5 V1 – ENROLMENT AND ORIENTATION

POLICY AND PROCEDURE

- Rostering educators allowing for consistency for new children and families.

Early Childhood Educators will

- Be aware of new enrolments, their commencement day, their background information their interests and needs.
- Encourage a separation routine, does the child need to wave at the window, the gate or do they need to become involved in a favourite activity.
- Encourage the parent to let you know approximately what time they will collect their child as this will allow educators to honestly tell a child whether it will be soon or later.
- Immediately let children know where they can find the toilet, keep their bag or lunch box. Discuss with the child how they will receive their meals. All children need to know their basic needs will be met.
- If appropriate, Buddy new children with long term children. This will ensure that children feel welcome and accepted.
- Children will often feel that their family is not ever going to return. A picture book made of

photos of the centre routine will be compiled and discussed. This will reassure the child that at a specific time their parents will come back.

- A photo of the child's parents laminated may also comfort a child.
- Encourage the family to ring and check on their child's progress and provide honest feedback.

Children

Children are important in the enrolment and orientation process. They should be allowed to explore their environment, meet their educators and be shown where their personal belongings are to be kept while at the centre. Children should be asked what they would like to do when they come so planning can begin.

Families

Orientation is the most valuable way of sharing information about care routines that best suit the child and it allows parents to observe the program and educator interactions. Reviewing how we orientate families is also an important way of improving customer service and the quality of the service provided. Parents may often be asked to complete a questionnaire about how they felt upon entering the service and the enrolment process.

Educators

Educators will also have valuable ideas about the enrolment and orientation process and how children are transitioned into their group. Their feedback will be gathered through their appraisal process and by informal discussions.