

Our Lady of Hope Greenwith Campus Outside School Hours Care



POLICY DOCUMENT

ENROLMENT AND ORIENTATION

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BACKGROUND

All children have the right to be treated with equity in our society...An environment where children are treated with equity relies on adults that accept and respect similarities and differences in children's families' and each other's culture, gender, sexuality, ability and beliefs.

OSHCQA Factsheet #8 from National Childcare Accreditation Council

In approved OSHC services, enrolments will be accepted according to the Australian Government Priority of Access Guidelines (refer to the *Australian Government Child Care Service Handbook* at www.acecqua.gov.au, go to publications).

POLICY STATEMENT

The Our Lady of Hope Greenwith Campus OSHC service will incorporate an orientation process for both children and their families. The purpose of this is to:

- enable educators 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

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

RELATIONSHIP

Regulations	National Quality Standard	Other policies/Service documentation	Other legislation/Guidelines
160, 161, 162, 177 & 168	6.1 7.3	Enrolment form Administration of First Aid Policy	Australian Government Child Care Service Handbook
		Governance and Management Policy Confidentiality Policy Family handbook	

HOW THE POLICY WILL BE IMPLEMENTED

ENROLMENT

General

1. To be eligible to enrol in our service children must be a student at Our Lady of Hope or Greenwith Primary Schools.
2. Families will be required to submit an enrolment package prior to the first attendance; an enrolment package is available on our website.
3. On receipt of an enrolment the service will provide an orientation for the family, including the provision of information in relation to supervision, program, fees, late fees, cancellation, etc (refer to page 6).
4. Access and enrolments will be subject to the Priority of Access Guidelines (Family Information Booklet).
5. Families not fluent in English will be provided with support to complete the enrolment—translation may be required in some areas.
6. Enrolment information will be stored in a family's file and in a locked secure location.
7. Families are responsible for advising the service if their details change throughout the year.
8. The names, addresses and contact details of all people authorised to collect children from the service will be included on the enrolment form and signed by the parent/guardian. Any changes to these must be advised in writing to the service by the custodial parent/guardian as soon as possible.

Where the custodial parent/guardian arranges for an unauthorised person to collect his/her child from the service, the parent/guardian must firstly advise the service via a telephone conversation and then give written advice of this arrangement and confirm who will collect the child. An email or text message can be verification of a phone call. Educators/staff will seek proof of identity in cases where the person authorised to collect children is not known to staff.

9. Educators will be kept informed about custodial issues in the daily staff communication book.
10. Families are required to drop off their children for before school and vacation care no earlier than 7.00am and collect their children no later than 6.15pm for after school care and vacation care. We do not operate on pupil free days.
11. Families will have access to the director at any reasonable time, to discuss any concerns regarding their child. This may be upon arrival, by telephone or by appointment. Educators/staff will not discuss with families confidential information regarding any other child or family within the service.
12. Families may visit the service at any reasonable time while their child is in care.
13. Where an Intervention Order exists, staff will uphold the efficacy of the order where it is reasonably practical and safe to do so. If there is an immediate danger to the child as a result of carrying out or complying with any provision of an Intervention Order, then those provisions should not be carried out. Further information can be accessed at <http://www.crisis.sa.edu.au>
14. In the case of a parent/guardian arriving at the service in a visibly intoxicated or otherwise unfit state to drive or collect a child, the person will be encouraged to contact another adult to drive him/her and the child home, or the service will offer to call a taxi. If the unfit person insists on taking the child, staff will inform this person that they will be obliged to call the police and report the matter to Child Protection SA. In these circumstances staff should make all reasonable attempts to prevent the parent\ guardian from taking the child from the service or delay the child leaving the service until police arrive, however they must not put their own personal safety at risk in attempting to do so. These situations should be followed up with a report to the Child Abuse Report Line (CARL) and where necessary a Police report will need to be made.
15. Where any perceived safety to a child is at risk (in relation to access to that child), the police will be immediately requested for assistance.
16. All information collected about the child and their family will be treated as confidential and the procedures in the Confidentiality policy will be followed.

Late Collection of Children

- Any parent/guardian who collects their child after 6.15 pm will be charged \$3.00 per child, per minute and \$5.00 for repeat offenders. Special circumstances will be given consideration in relation to collection of late fees but a fee will be still be applicable at the Director's discretion using the \$1.00 per minute as the minimum fee.
- If a parent/guardian continues to collect their child after 6.15pm, the Director will need to discuss other care options with them, and suitable arrangements made or the child's place in the centre will be cancelled.
- Parents who are unavoidably detained and unable to collect their child by 6.15pm must telephone the service to advise of their lateness and expected time of arrival.
- When a parent/guardian is unable to collect their child before closing time, they should arrange for another responsible adult to collect the child and advise the service of this arrangement.
- If a parent/guardian does not contact the service and their child has not been collected 5 minutes after closing time, the service will telephone the parent/guardian. If contact can not be made with the parent/guardian then the child's emergency contact will be contacted to arrange for the child's immediate collection.
- If the parent/guardian can't be contacted or an authorised person are unable to collect the child 30 minutes after the service's closing time, **the police** will be contacted and asked to take responsibility for the child. The Principal from Our Lady of Hope will be notified throughout this process and if the child is a Greenwith Primary student then the Principal of Greenwith Primary will be notified as well. CESA will be notified the following morning or Monday morning if the event occurs on a Friday.

Procedure for enrolment and re-enrolling families

- New and annual re-enrolling families can access the Enrolment Package and all other enrolment information, including policies, online.
The enrolment package includes a
 - Enrolment Form
 - Debit Request Form
 - Booking Details Form
 - Medical Details Form
 - Dietary Details Form
 - All About Me Form
 - Acknowledgement of Policies form
 - 4-7 Club Consent Form
 - Movement Form
- New families are required to complete an Enrolment Package then make an appointment to meet with either the Director, Assistant Director or a nominated staff member to discuss their enrolment application. A \$50 Application Fee is payable at the appointment. New families submit their enrolment package at this time.
- All existing families re-enrolling are required to complete a new enrolment package before the conclusion of each school year to ensure that legislative requirements are maintained and details are kept up to date and a place is allocated for their child for the new school year.
- All existing families that are enrolling a new sibling on the enrolment form will need to make an appointment to enrol their child.
- Existing families that do not submit an Enrolment Package before the conclusion of the current year are required to pay a re-enrolling fee of \$25.
- Families are required to submit their Enrolment Package before bookings will be accepted.
- Families with children who have special needs will be referred to the Principal of Our Lady of Hope (the sponsoring body) who will work through CESA procedures to determine how best to meet these needs.
- During the interview, the family's requirements will be discussed and the family will be taken through an orientation of the service. A starting date will either be given at the conclusion of the interview or the family will be contacted when a starting date becomes available.

ACCESS

- Enrolments will be accepted according to the Commonwealth Government Priority of Access Guidelines. An enrolment form must be completed by each family. When a parent is not fluent in English, the enrolment interview will, wherever possible, be conducted in their first language. On enrolment, parents will be given an 'Information Booklet', advised about access to service policies and asked to complete the Enrolment Form.
- Children must be enrolled to attend the service.
- Equal opportunity principles will be observed in relation to access to the service for children and families.
- Staff and committee members must pay the standard fee if their children attend the service and abide by the same conditions as all enrolled families.
- Access to the service will be denied in the case of children being suspended or excluded from the service. Exclusion will occur only after all other avenues of communication and support have been exhausted and when:
 - a child is suspended or expelled from the service (see Interactions with Children Policy)
 - a child is suspended or expelled from the school
 - a child has an infectious disease (see Infectious Diseases and Infestations Policy)
- a child's needs are such that specific staff training or venue adaptation may be required—in such instances the child should be able to access the service when appropriately qualified educators are identified and the necessary physical support requirements can be met.
- All children are required to be toilet trained.
- In the event of special circumstances children not attending Greenwith Campus will be given special consideration for enrolment in vacation care.

ORIENTATION

Our OSHC service uses the following strategies to introduce a new child into the service:

- By providing an About Me form - This information is the start of developing the child's portfolio.
- Review all the information on the enrolment form.
- Spend time explaining how the session will work and what they may and may not do.
- "Buddying" a new child with someone who has used OSHC for some time is useful.
- Explain boundaries.
- Explain 'OSHC rules' and how they fit with school rules.
- Introduce them to other educators as soon as possible.
- Frequently take time to ask how they are settling in.

For Families

Families are to provide information in relation to:

- How their child is settling in.

For Educators

- Keep an up to date collection list of children.
- When a booked child does not arrive, educators will follow the procedure in the Delivery and Collection of Children policy.
- Explain the daily routine to new children (e.g. coming to OSHC from class, roll call, play and activities, food and afternoon tea procedures including hand washing and toilets).
- Educators familiarise themselves with new children via the communication book.
- 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.

New Family Enrolment - Interview Process

Welcome & Enrolment Forms

- Introduce yourself and other key staff members
- Sight families enrolment forms ensuring all is completed and signed including policy acknowledgement form
(Date of birth for each child and CRN, date of birth for enrolling parent and CRN & no. of children in care)
- Sight health and dietary information and copies of Health Care Plans, if relevant and discuss further detail
- Sight booking form and required care, discuss in further detail if required
- Sight About Me form for each child being enrolled
- Family's responsibility to inform the service of any change of details and family circumstances.

Before school care

- Fees
- Opening times
- Breakfast available 7.00-7.50am
- Signing in
- Activities offered
- Sign out procedure and drop off, if relevant to children's age

After school care

- Fees
- Collection procedure if relevant to child's age
- After school procedure
- Collection of children including ID check requirements
- Closure time including fees associated

Vacation Care

- Fees
- Menu
- Excursions
- Released online Friday Wk 7 bookings taken from week 8
- Bookings – non refundable

Pupil Free Days

- Fees
- Booking procedure

Collection of Children

- Authorised persons need to bring ID with them (authorised are listed on the enrolment form)
- We need an email to verify when an unauthorised person is collecting the children and they also require ID
- Children will not be released to any adult if their identity can't be verified or written permission has not been received for an unauthorised person to collect their child

Illness

- Children can't attend the Service if they are unwell and/or have an infectious disease

Court Orders

- The Service requires a copy of any court orders applicable

Hats

- OSHC hat fees

Bookings

- 1 week cancellation policy
- Casual bookings – sometimes we are full and can't accommodate extra bookings

Office Hours

- Opening hours 8.30-9.00am & 2.30-6.15pm

Communication

- Telephone – leave message if unattended or outside of office hours
- Email
- Mobile phone – Vacation care only

Accounts

- Generated weekly (posted or emailed)
- Accounts are paid on a fortnightly basis using the Paystream system
- Having fees debited from a credit card or bank account is the only form of payment
- They need to ensure that have sufficient funds in their bank account for their balance to be debited
- If their payment is declined 3 times in a calendar year then a \$200 bond is applicable to continue to use the Service.

Policies and Philosophy

- Advise parents that the Policies and Philosophy can be found on our website

New children to the Service

- Orientation of service undertaken by children of OSHC Committee
- Buddy system - new friends, safety
- All staff made aware of new children through Communication Book

Orientation of the Service

- Including Art n craft room – menu, group list board, parent information, emergency procedures, health and programming, AV Room, Snack/Verandah Area, Activities Room, Toilet/Drink Taps
- OSHC gates opening times

Staff Members Signature_____

Parent Signature_____

Date_____

New Family Enrolment – Office Procedure

SPIKE Enrolment

- Create new child
 - Entering all details, repeat if more than one child
- Create new account, linking to new child/ren
 - Create Misc Transaction for Application Fee in Fees tab, add receipt for Application Fee
 - Add account details (address, phone number, email)
- Open Person Tab for enrolling parent
 - Add details (phone numbers, D.O.B, CRN)
 - Open In Care Tab creating new tab for no. of children in care
- Add New Person
 - Add details (phone numbers)
- Open Child Tab
 - Add person's to people tab
 - Add health and Dietary information, if relevant
 - Add bookings (ensuring deletion of public holidays, pupil frees and early finishes)

Gmail Email Account

- Add new contact to family email addresses

Custody Order List

- Add child/ren's names and reprint, if relevant

Health & Dietary Information

- Photocopy Health Care Plan/Modified Diet Care Plan (one for Individual folder & one for relevant folder)
- Add Health Care Plan with label of Child's name to the Health Care Plans & Medication Folder (H109) or Add Modified Diet Care Plans with label of child's name to the Modified Diet Care Plans Folder (H110)
- Add Medication to the Medication Held at OSHC list and reprint, store labelled medication in Cupboard, if relevant
- Take picture of child for Health & Dietary Photo book
- Complete the information that is required to go with the photo
- Print out and place the picture & information and place in the Health & Dietary Photo book

Child Collection List

- Add child/ren's name to OLOH/Greenwith Collection List and reprint, if relevant

New Children Label List

- Add child/ren's names and D.O.B to label list

Family Folder (Blue)

- Create new folder for the family
- Add first 3 letters of last name to side of folder
- Add enrolment form and policy acknowledgement form

Communication Book

- Record child/ren's name in the communication book on the date of their first day including age and school.

All About Me

- Put on database

Child Portfolio

- Create a new folder for child/ren and file their About Me form
- Add child to learning story list

Hats

- Label a hat and make a sleeve in the filing cabinet

Staff Members Signature _____

Date _____

RESOURCES/REFERENCES

- Health Support Planning in Education and Children’s Services. CHES 2006 at www.chess.sa.edu.au
- Australian Government—Australian Child Care Service Handbook at www.acecqa.gov.au
- OSHCQA Factsheet #8 National Childcare Accreditation Council at www.acacequ.gov.au (go to NCAC archive)
- Police 131 444 www.police.sa.gov.au
- Crisis Care 13 1611 Crisis assistance, 08 8124 4424 Administration, www.dfc.sa.gov.au.

(Chairperson)

(Date Reviewed)

(Principal)

(Date Reviewed)