

Policy Overview

Enrolment and Orientation at Wingate Avenue Children's Co-Operative is an exciting and emotional time for children and families, and often represents a family's first experiences with childcare. The Orientation process allows families and children to ease into care at their own pace and build trusting relationships with their educators while building the foundations for an ongoing partnership between the family and the Centre. This partnership will enable the Centre and families to work toward the common goal of promoting consistent quality outcomes for individual children.

Who does this Policy apply to?

This policy applied to Management, Families, Educators and Children.

Policy Guidelines

Waiting List

Families can register their child on the internal waiting list by contacting the Centre directly or following the links on the Centre website.

Wingate Avenue has an agreement with the Department of Human Services that 50% of its places must be available to families within the Ascot Vale Housing estate, therefore a Priority of Access applies to all waitlist bookings.

Places will be offered based on a range of factors, such as:

- Child's Age
- Days required
- Start Date required
- Siblings attending the service
- Priority of Access

Places will be allocated according to the Commonwealth Priority of Access Guidelines.

Enrolment

We insist all families visit the service prior to accepting an offer to ensure our philosophy matches your expectation of care.

Once a position has been offered and accepted by the family, the family will be sent an enrolment package which contains the following:

- enrolment form
- child routine form
- payment form
- Child Care Benefit and Rebate information
- Family Handbook
- Orientation dates and times

The Family Handbook explains the Centre's policies and procedures, along with other vital information and it is expected families read and understand this clearly.

Families must complete and return their completed enrolment form, along with relevant payment and immunisation forms prior to their first orientation session.

Orientations

1-hour orientation

Prior to commencing care, children are required to attend an initial 1-hour orientation session with a family member. This orientation is free of charge.

During this 1-hour orientation, families will meet with an educator to discuss their child's routine, familiarise themselves with their child's room and meet the group of educators who will be caring for their child.

This orientation session allows children to explore their new setting with a familiar person close by. It is often an opportunity to assess how your child will cope with separation from their families and a time that educators can implement comfortable strategies with parents/guardians.

3.5-hour orientation

After the initial one-hour orientation, two additional 3.5-hour sessions will be booked in for the week prior to the child commencing care.

The 3-hour sessions allow the children to take part in the daily routines, and ease into their new environment without their family members in attendance.

Educators will spend this time building each child's confidence within their new environment and introducing them to the routines within each room.

If children are distressed throughout these sessions, families will be contacted and can decide to collect their child earlier if they choose.

Wingate Avenue Children's Co-Operative have the flexibility to extend the orientation periods for children if we feel it necessary.

Specific Practices and Procedures

Being flexible and sensitive to each family and their children will assist to make the orientation process a positive experience. Centre Management and educators consider the individual needs of children and families at this time, as well as any previous experiences that the family have had with children's services. When personalising the orientation process the following issues may be considered:

- the family's cultural and/or linguistic background for families from non-English speaking backgrounds (external support may be required)
- the family's need in relation to work or other commitments
- the family's previous knowledge or experience of children's services
- any additional needs of the child and/or their family
- the child's age

The Centre's aim is to ensure that orientation programs are tailored to meet individual needs of children and families. The Centre considers how best it can provide a number of orientation options for new families and children without compromising the Centre's current educational programs, children, families or educators.

Responsibilities

Centre Management will:

- provide all families with an enrolment package
- maintain children's enrolment records
- ensure all required forms are completed and any relevant paperwork is sighted and copied
- ensure any medical information included on the enrolment form is accompanied with relevant management plan (is applicable)
- archiving enrolment forms in accordance with archiving policies and procedures.

Educators will:

- provide families with all relevant information about the educational program
- develop relationships with each child and their parents/guardians
- consistently record child interactions, interest and needs according to the Early Years Learning and Development Framework and National Quality Standards.

Families/Guardians will:

- participate in parent/educator meetings
- provide the Centre with as much information about their child as possible
- ensure all information about their child and family is up to date.

Absences & Sick Days

Once your child has settled into our program, we would request that if your child is absent for the day the Centre is notified as soon as possible. This allows Wingate Avenue enough time to notify parents who may be requiring extra care days or make up days. Fees are payable for all absences.

Public Holidays

Wingate Avenue Children's Co-Operative is closed for all gazetted Public Holidays.

- Australia Day
- Labour Day
- Good Friday
- Easter Monday
- Anzac Day
- Queen's Birthday
- Melbourne Cup Day
- Christmas Day
- Boxing Day
- New Years Day

Families are required to pay for public holidays. In lieu of this payment Wingate Avenue will offer a make-up day for each public holiday. Families will need to contact the Centre to redeem this day. The day is only redeemable within a 3-month period and is subject to availability.

Cancellation or Alteration of Care Requirements

If a parent wishes to cancel a child's place or reduce a child's days, **2 weeks' notice** must be given in writing to the Director to provide adequate opportunity for the position to be filled by other children in need.

Written notice is required if you wish to alter your days of care.

When ceasing care, it is a requirement by the Department of Education, Employment and Workplace Relations (DEEWR) that Child Care Benefit (CCB) is not applied for the notice period should the child not attend their last day at the Centre.

Please note: Children leaving the Centre to go to school, or a sessional kindergarten are required to leave the Centre at the end of the calendar year. This is to enable the Centre to co-ordinate all the children moving up to their new class at the commencement of each year, Wingate Avenue is unable to end the booking at the end of January.

There will be opportunities to pick up casual days in January if required as children may be on holidays. Days can only be booked subject to availability.

Centre Closure

Wingate Avenue will be closed for two weeks at the end of the year, covering the Christmas and New Year weeks. These dates will be provided to all families at the beginning of each year.

Casual Days

Casual days are available to families on top of their booked days where vacancies are available. These must be booked in with management.

Booked Hours of Care

Booked hours of care relate to the hours that you select at the time of enrolment and at the end of each year for your child(ren) to attend Wingate Avenue. This assists in the rostering of Educators and we rely on parents to notify us of any changes.

The *Education and Care Services Regulations 2011* have strict guidelines about the number of Educators required to care for children. If parents increase their hours without notification we may find that there is an inadequate number of Educators to care for the number of children left at Wingate Avenue eg, particularly at the beginning and the end of each day. This places children and Educators at risk of not having their needs met, and alters the program quality and safety immensely and may also result in the loss of Wingate Avenue's license.

Please ring the Centre if you are running late to collect your child so we are aware that ratios could change.

If you wish to alter your booked hours of care from those selected by yourself at enrolment notice needs to be given to the Centre Director.

Hours of Operation

Wingate Avenue Children's Co-operative is open Monday to Friday from 7:00am to 6:00pm and is open 50 weeks of the year. We are unable to allow children to be signed into the Centre before 7:00am as we are only licensed to open at 7:00am.

Late Pick up Fee

Children are required to be collected from the Centre by 6:00pm.

A late fee of \$20 will be charged to families for collection of children within 15 minutes of closing time. After this it will be charged at \$1 per minute.

Fees will be added to your account.

Date created	2 nd of January 2021
Date for review	2 nd of January 2022
Relevant Policies	Payment of Fees Privacy Policy
Relevant Legislation	<p>Education and Care Services & regulations 2011 National Quality Standards Guide 2018</p> <p>Education and Care Services National Law 2010 175 Offence relating to requirement to keep enrolment and other documents</p> <p>Education and Care Services National Regulations 2011 160 Child enrolment records to be kept by approved provider and family day care educator 177 Prescribed enrolment and other documents to be kept by approved provider 181 Confidentiality of records kept by approved provider 161 Authorisations to be kept in enrolment record 162 Health information to be kept in enrolment record</p> <p>National Quality Standards Guide 2011 6.1.1 <i>Engagement with the service</i> Families are supported from enrolment to be involved in the service and contribute to service decisions. 6.1.2 <i>Parent views are respected</i> The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.</p>