



## Enrolment & Orientation of Children Policy

### Aim

Our aim is to provide a safe and warm environment where parents are comfortable in communicating their child's needs and the family's needs to the centre and to ensure that the orientation process is carried out in a manner in which all new families feel acceptance, respect, reassurance and support.

### Rationale

The transition from home to childcare can be a positive and fulfilling experience for both child and parents, and is one of the many rewarding transitions children make in their lives. Orientation of a child from home to childcare is a progressive process at CSIROCare. We endeavour to create an environment in which each child and their families are acknowledged as individuals, with their own needs and requirements.

### Body

All waiting list enquires are directed to the centre's website where parents can send through a digital booking request. The parents are invited to tour the centre before they request a booking. Vacancies will be filled as per the Priority of Access Policy. CSIROCare ensures that:

- Parents are provided with written information on every aspect of the service by various means including a comprehensive Parent Handbook, regular newsletters, parent memos and emails. We will endeavour to provide any written information in various languages where possible.
- Parents are provided with ample opportunity to provide the centre with feedback on any aspect of the service both verbally or in writing.
- We encourage all parents to communicate openly with staff and management on relevant aspects of their child's development, temperament, life experience and wellbeing in various ways: formally – by mail, telephone, email, in writing, or informally via incidental discussion.

CSIROCare provides the following means to assist families with the orientation process:

- Two half-day (maximum four hours) orientation where the child is able to spend time familiarising themselves with the new environment and their new carers. We encourage parents to leave the room for a brief period of time, so that the child can adapt to their new environment and educators.
- Strategies and suggestions on gentle and gradual transition between home and childcare to ease the stress of separation for both child and parents prior to beginning care.
- Prior to a child beginning the orientation process the centre must receive the child's enrolment form, all up-to-date immunisation records as per the government's No Jab

No Play policy, and any allergy, dietary, asthma or anaphylaxis notification.

- Parents are encouraged to feel comfortable in contacting the centre as often as they feel the need, to check on their child's wellbeing.
- Parents can ask to be contacted during the orientation process, to be reassured that their child is settling in well. Parents are reassured that the centre will contact them if their child is suffering undue distress at separation, with a view to working together to implement agreed strategies to minimise any distress.

To assist in the orientation process, parents are encouraged to:

- Return promptly all paperwork required for enrolment prior to any orientation visits including relevant information on their child's habits, routines, temperament and relevant life experiences.
- Engage in formal (written) or informal (verbal) discussion with staff or management about any aspect of their child's care not covered in the enrolment forms that they feel may impact on their day at CSIROCare.