

ORIENTATION POLICY

Happy Haven OSHC recognises the importance of a thorough induction and orientation process for all families and children enrolled at our services. Happy Haven OSHC acknowledges the value in having an orientation process to ensure all families and children feel welcomed and informed of all relevant information prior to their children's attendance at our services. Enrolment and orientation can be an exciting and emotional time for families and children, and Happy Haven OSHC understands the importance of managing this time with sensitivity and support. The orientation process enables Happy Haven OSHC to work toward supportive and positive relationships with all enrolled families and children.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in their service and contribute to service decisions.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.3	Community and engagement	The service builds relationships and engages with its community.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
S175	Offence relating to requirement to keep enrolment and other documents
77	Health, hygiene and safe food practices
78	Food and beverages
85	Incident, injury, trauma and illness policies and procedures

86	Notification to parents of incident, injury, trauma and illness
88	Infectious diseases
90	Medical conditions policy
91	Medical conditions policy to be provided to parents
92	Medication record
93	Administration of medication
96	Self-administration of medication
97	Emergency and evacuation procedures
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
101	Conduct of risk assessment for excursion
102	Authorisation for excursions
102D	Authorisation for service to transport children
157	Access for parents
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
173	Prescribed information is to be displayed
177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents

RELATED POLICIES

Acceptance and Refusal Authorisation Policy Additional Needs Policy Arrival and Departure Policy CCS Governance Policy Children's Belongings Policy Control of Infectious Disease Policy Dealing with Complaints Policy Excursions/Incursion Policy	Incident, Injury, Trauma and Illness Policy Interactions with Children, Families and Staff Policy Medical Conditions Policy Orientation of New Families Policy Payment of Fees Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy
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Family Communication Policy
Immunisation Policy

Safe Transportation Policy
Sun Safe Policy
Withdrawal of a Child Policy

PURPOSE

Happy Haven OSHC aim to ensure children and families receive a positive and informative orientation process that meets their individual needs. We strive to establish respectful and supportive relationships between families and the Happy Haven OSHC community to promote positive outcomes for children whilst adhering to legislative requirements.

SCOPE

This policy applies to children, families, educators, Nominated Supervisors, Responsible Persons and staff of Happy Haven OSHC.

IMPLEMENTATION

ORIENTATION OF THE SERVICE

During the orientation of the Happy Haven OSHC service, families will:

- Be provided with a tour of approved spaces within the OSHC service, along with best access points, and parking locations.
- Be provided with a copy of, or shown where to find, service routines for care types that they operate (Before School Care, After School Care etc.)
- Introduced to educators working at the service, the service director, and the Parent Information area (staff photo wall, Responsible Person signage etc.)
- A Family Handbook is provided to new families that details information on Child Care Subsidy, Absent Days, Fees, and where to find out further information they may require.
- Families are told where to find Service policies (Regulation 168) which will include key policies such as: *Payment of Fees, Sun Safe, Incident, Injury, Trauma and Illness, Control of Infectious diseases, Sick Child Policy and Administration of Medication*
- Shown the signing in/out process (where applicable, changes may be made due to COVID-19)

- If a child is enrolled that requires additional support (diagnosis, medical requirements, etc.) an Inclusion meeting is organised between the service director and the family prior to attendance at the service. Families are asked to share information on any medical management plan or specific healthcare needs of their child during this meeting, and any other relevant documentation is to be brought to this meeting.
- Families are given a brief overview of the service's programming (observations, daily activities) as well as the relevant program used to convey this information (Seesaw, etc.)
- Given the opportunity to ask any questions they may have, as well as convey any interests their child may have.

ENROLMENT EMAIL (EMAIL)

Once an enrolment has been completed online, the Families Relations Team will send out an email containing the following information:

- Family Handbook, which outlines the Service's operation and philosophy
- Current fee structure and payment details
- Child Care Subsidy information
- Information on the National Quality Framework and *My Time Our Place* learning framework

ON THE CHILD'S FIRST DAY

Consideration will be made to each family regarding the initial settling in period and strategies may be offered to assist in this transition- for example, organising a buddy in the same class to remind the child to attend OSHC on that particular day; notifying the child's classroom teacher that the child will be beginning OSHC on certain days.

- The child and their family will be welcomed to the service upon drop off
- They will be greeted by one of the educators who will show them where to sign in and out, discuss what is happening within the Service, and show where children can store their personal belongings whilst attending at a Happy Haven OSHC service
- Information about collecting their child at the end of the day will be discussed
- Upon collection (in the case of an After School Care booking) the Responsible Person will speak with the family about how their child's first session went, what activities they participated in.
- Effort will be made by educators to ensure an initial observation is completed and posted to Seesaw on the child's first attendance

SOURCE

Australian Children's Education & Care Quality Authority. (2014).

ACECQA. (2021). Policy and procedure guidelines. *Enrolment and Orientation*.

Australian Government Department of Education, Skills and Employment. (2019) Child Care Provider handbook

<https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook>

Education and Care Services National Law Act 2010. (Amended 2018).

[Education and Care Services National Regulations](#). (2011)

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2020).

Revised National Quality Standard. (2018).

REVIEW

POLICY REVIEWED	MARCH 2022	NEXT DATE	REVIEW	MARCH 2023
MODIFICATIONS	Policy separated from archived Enrolment and Orientation Policy. New formatting and information collected from current service directors			
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT DATE	REVIEW
Month YYYY	•		Month YYYY	
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