

ENROLMENT AND ORIENTATION POLICY

Policy Statement

Highgate School Outside School Hours Care (Highgate OSHC) 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 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 the Family Handbook as they enrol to ensure that they have easy reference to the information they will need.

Enrolment

General

- To be eligible to enrol in Highgate OSHC children must be a primary school student. Exceptions apply for December and January Vacation Care, children may attend if they are enrolled to begin Reception in the January/February.
- Families will be required to submit an enrolment form prior to the first attendance via the online Xplor portal.
- 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 via the Family Handbook.
- Families not fluent in English will be provided with support to complete the enrolment—translation may be required in some areas.
- All information collected about the child and their family will be treated as confidential and the procedures in Highgate OSHC's *Privacy and Confidentiality policy* will be followed.

Access

- Enrolments will be accepted according to the Commonwealth Government Priority of Access Guidelines.
- 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 *Behaviour Guidance Policy*)
 - a child is suspended or expelled from Highgate School
 - a child has an infectious disease (see *Dealing with Infectious Diseases 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.

Orientation

Highgate OSHC uses the following strategies to introduce a new family into the service at their first session.

For children:

- Review all the information on the enrolment form.
- Inform all staff at the daily briefing of any new children in the session.
- Spend time explaining how the session will work and what they may do.
- “Buddying” a new child with someone who has used OSHC for some time and they are familiar with, ideally from the same school class or year level.
- Explain ‘OSHC Expectations’ and how they fit with Highgate School values.
- Introduce them to other educators.
- Frequently take time to ask how they are settling in.

For families:

- Introduce OSHC Director, Assistant Director and staff team.
- Show them the family board including staff photos, program, routine, menu for the week and other displays.
- Go through the sign in/out process.
- Report on the child's session and how they settled in.

Approved by Highgate School Governing Council 19th May 2021

DATE OF EFFECT: 31st May 2021

REVIEWED: 2nd November 2022

TO BE REVIEWED: 2nd November 2023

Related Documents

<http://www.acecqa.gov.au/national-quality-framework/national-law-and-regulations/national-regulations>

Education & Care Services National Regulations (2011) – Regulations 177

National Quality Standard for Early Childhood Education and Care & School Age Care (2010) – Standard 6.1.1, Standard 7.3.5

Australian Government – “Priority of Access Guidelines”

<https://www.education.sa.gov.au/working-us/out-school-hours-care-oshc>