

Enrolment and Orientation Policy

St Pius X OSHC recognizes the need for effective enrolment and orientation procedures for families enrolling and participating in the service. It is essential that strong positive relationships are formed and information is shared from an early stage in the process.

Enrolment:

When families first enquire about their child/ren attending St Pius X OSHC, they are invited to come and visit the service with their child/ren. At this time they are given a family information package including the service's philosophy, programming, payment and booking details, a medical conditions policy if their child has any medical condition and the value of their input into the service. They are given an enrolment form, booking form and have CCB explained to them.

Information required on the enrolment form includes the names, addresses and contact details of people authorised to collect the child/ren from the service, any changes to the authorized people must be communicated to OSHC as soon as possible. Where arrangements for an unauthorised person are made to collect the child/ren it is required that the parent/guardian notifies the OSHC educators in advance.

Families who need assistance in English will be provided with support to complete their enrolment form.

Procedures for new families:

When a young child (8 years or less) attends after school care for the first time their teacher is requested to bring them over to the program.

- An OSHC educator then shows the child the around the service and asks questions trying to gauge what the child is interested in and thus what activities the child may like to get involved in during the session.
- The child is introduced to all educators working on the day so that all educators are familiar with the new child and can keep an eye out to ensure that the child is coping with the new environment.
- Most importantly the child is asked whether they know anyone in the service. If not, the child is introduced to children his/her own age. The educator only leaves the child when they feel confident that the child is comfortable playing with the other children. This ensures that the child's first session at the program is a positive one.

When an older child first attends after school care they usually venture over with friends after school. An educator will show the child around the service for the first time in the company of their friends. However, if the child has no friends attending the program an

educator will ask an older child if they could show the new child around and introduce him/her to all educators. This gives the older children in OSHC responsibility as well as potentially involving the new child in a friendship group. An OSHC educator is to follow up with the child later in the session, to review if they have gathered all the essential information and assess whether they are settling in okay.

New children are closely monitored in their first few sessions, to establish if they seem comfortable and confident in their new setting, but more importantly to ascertain if they have established friendships with other children. Friendships are crucial to a successful experience in OSHC.

When the family collects the child/ren the director or assistant director make contact with the parent to discuss how their child settled in to OSHC. If this is the first face to face contact that is made with the parent a staff member may show them around the facilities and ensure a family information booklet has been given to them.

After the first couple of sessions, the director or assistant makes contact with the parent again to ask if their child is happy in OSHC, and enquire if they have experienced any problems. The parent is then encouraged to approach staff or the director at any time if they are experiencing any difficulties or would like any more information or help.