



LIWARA CATHOLIC OUTSIDE SCHOOL HOURS CARE ORIENTATION POLICY

POLICY STATEMENT

Following confirmation of enrolment at Liwara Outside School Hours Care Service, each enrolling child and their family will be provided with an orientation to our service before the child commences.

The orientation process will provide an opportunity for the sharing of information between families and educators as well as providing an opportunity for the enrolling child to explore and experience the service with the security of having a parent or trusted adult close by.

RATIONALE

The Mandate for the Catholic Education Commission of Western Australia 2009 – 2015, asserts that “Catholic schools can serve as models for all within Western Australia who seek to create genuine communities”. Orientation is the start of a process in which enrolled children and families become part of our community.

It is important for children to feel safe in our care and the formation of relationships between educators, families and children is fundamental in achieving this outcome. By providing a comprehensive orientation process we aim to help families and children settle into the service successfully.

A comprehensive orientation will also assist all parties to understand their role and to work in partnership to provide quality outcomes for children. Partnerships will be based on understanding of each other’s expectations and attitudes and will build on the strengths of each other’s knowledge.

PROCEDURES

Before the child commences

Families are invited to visit the service with their child at times that suit them, to familiarise themselves with the service prior to the child’s attendance.

Emergency contacts and those who are authorised on the enrolment form to collect a child from the service will also be welcome to attend a centre orientation.

The service will always consider the feelings and time constraints that families may have in regard to participating in orientation processes and aim to make the experience a positive and welcoming introduction to the service.

During orientation

The service will use an orientation checklist to ensure that every important aspect of the service’s operations and procedures are discussed with each new family.

The nominated supervisor or educator conducting the orientation visit will ensure each family has received a copy of the Parent Handbook (Located on the Liwara Website) and provide an opportunity for children and families to have questions answered.

Families will be acquainted with the policy and procedures file and encouraged to familiarise themselves with the centre’s policies. Relevant policies will be highlighted and discussed.

Families will be acquainted with the procedures they need to be aware of such as the signing of attendance records, completion of medication forms and booking process.

Families will be made aware of the daily routines of the service that are relevant to their child.

Families will be encouraged to share information about their child and any concerns, doubts or anxieties they may have in regard to enrolling their child at the service.

During the orientation with families, staff will explain the importance of receiving feedback from families about ways to make the service even better. This information can later be documented in the service Quality Improvement Plan which is also available to families.

Starting at the service

Children commencing at our OSHC service will be welcomed by an educator and reminded where to store their personal belongings. A tour of the premises may be repeated if the child and/or parents require.

Parents will be encouraged to remain with their child for as long a period as the parent and/or educators feel may be necessary to ensure the child's wellbeing.

Where appropriate other enrolled children will be encouraged to assist new children by introducing them to their friends and the routines of the service, and acting as a 'buddy' for the new comer's first few weeks at the service.

The nominated supervisor or educator will follow up with families to ensure they are happy with the care their child is receiving.

REFERENCES

Australian Children's Education and Care Quality Authority (2012), Education and Care Services National Regulations (WA) 2012. ACECQA, NSW.

Australian Children's Education and Care Quality Authority (2011), The Guide to the National Quality Standard, ACECQA, NSW.

Australian Children's Education and Care Quality Authority (2011), The Guide to the Education and Care Services Law and the Education and Care Services National Regulations, ACECQA. NSW.

Department for Local Government and Communities and the Education and Care Regulatory Unit <http://www.communities.wa.gov.au/education-and-care/Pages/default.aspx>

FOR MORE INFORMATION

Review History		
Previous Review	Year of Review	Next Review
April 2017	May 2018	May 2019
May 2018	April 2020	April 2021