

ORIENTATION OF FAMILIES

Out of School Hours Care (OSHC) Services provide high quality care for children before and after school, on pupil free days and during school holidays as Vacation Care programs. Enrolment and orientation to the OSHC Service is an exciting and sometimes, an emotional time for children and families whether they attend only occasionally or on a regular basis. It is important to manage this time with sensitivity and support, building partnerships between families and the Out of School Hours Service. Such partnerships enable the OSHC Service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the Service.

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	
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
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
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RELATED POLICIES

Arrival and Departure Policy Administration of Medication Policy Anaphylaxis Management Policy Asthma Management Policy Child Safe Environment Policy Code of Conduct Policy	Enrolment Policy Family Communication Policy Incident, Injury, Trauma and Illness Policy Open Door Policy Payment of Fees Policy Privacy and Confidentiality Policy Sick Children Policy
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PURPOSE

We aim to ensure children and families are provided with an orientation procedure that allows the family to transition into the Out of School Hours Care Service positively and well-informed, meeting the children and families’ individual needs. We strive to establish respectful and supportive relationships between families and the Service to promote positive outcomes for children whilst adhering to legislative requirements.

SCOPE

This policy applies to children, families, educators, staff, management, approved provider and nominated supervisor of the OSHC Service.

IMPLEMENTATION

Orientation is an important process for children, families and educators to gain vital information about the individual child’s needs, interests and strengths. To enable children to feel safe and secure, and to set the foundations for a trusting partnership, we feel that it is necessary for the family to attend an orientation visit. This visit, or visits, assist the child to adjust to a new setting and helps to make the transition from home to the Service and from school to the Service a smooth and positive experience.

During orientation, educators will discuss the following in order to gain a better understanding in supporting the family:

- the cultural and/or linguistic background for families from non-English speaking backgrounds (external support may be required)
- the family’s needs in relation to work or other commitments
- days and sessions Out of School Hours Care is required

- any additional needs of the child and/or their family
- any court orders, parenting orders that are applicable to the child
- service philosophy and curriculum
- the child's interests
- family goals and expectations
- any allergies or dietary needs for the child
- emergency or health care plans for the child, if relevant
- the Service's before and after school care routines.

MANAGEMENT WILL ENSURE:

- the orientation process is well organised, flexible, and informative
- the child and family visit the Service and familiarise themselves with the environment. The child may participate in the activities and experiences if they feel comfortable.
- the family and child/children are introduced to the educators at the Service
- to create a welcoming environment and interact positively with the child and family
- the child and family are respected at all times, acknowledging the individuality of each parenting style
- families are provided with detailed and up to date information about the service and its operations (Family Handbook)
- families are encouraged to phone, email, or visit the Service as often as they like when their child has commenced care
- families are reassured that if the child is distressed over a long period of time the educators will contact them
- support agencies are contacted for children with additional needs
- families know how to provide feedback
- families are informed that critical information from their child's enrolment form is communicated with educators- (emergency contacts, authorised nominees, court orders, immunisation status, medical and health conditions where relevant)

EDUCATORS WILL:

- greet children and families upon arrival
- create a welcoming and inviting environment
- discuss with families the best transition process for their child
- encourage families to stay as long as they need to in order to reassure their child

- encourage families to say good-bye to the child when dropping off
- phone families if the child remains distressed
- seek information about the child and family throughout the orientation process

DURING THE ORIENTATION OF THE SERVICE, FAMILIES WILL BE:

- provided with the OHSC Service enrolment form to be completed (assistance to complete this form is available if required)
- provided with an outline of the OSHC Service policies, which will include, but not limited to: Payment of Fees, Sun Safety, Incident, Injury, Trauma and Illness, Safe Transportation and Medical Conditions Policy
- advised of the procedure for arrival and departure of children to and from before and after school care, including additional procedures for the safe delivery and collection of Kindergarten and additional needs children
- provided with information about Child Care Subsidy (CCS) and myGov website
- provided with a Family Handbook
- asked to provide their child's immunisation history statement when enrolling their child- Australian Childhood Immunisation Register
- shown the signing in/out process
- provided with information about the software app our Service uses for CCS, communication with parents [insert related information]
- informed about policies regarding children bringing in toys from home
- informed about wearing sun safe/ school hats and application of sunscreen
- introduced to the child's educators
- taken on a tour around the Service
- shown where children's bags and belongings will be kept each day/session
- informed about meals (breakfast and afternoon tea) and drinks provided by the Service
- required to discuss medical management plans and allergies (if applicable)
- advised about the daily report/journal and how parents can view this
- introduced to the before and after school care routines and Service program. This includes the planning cycle.
- informed about communication methods including meetings, interviews, newsletters, emails etc.
- invited to set family goals for their child
- asked to confirm their preferred method of communication.

EVALUATION AND FOLLOW UP

Once the child has attended the Service for a few days, educators will ensure they:

- speak directly with the family to ask how their child and the family has settled into the before and/or after school care routine
- welcome any questions or concerns the family may have
- provide information to the family of how their child has settled in these early days (interests, friends, games they enjoy playing, craft activities etc.)
- request families to offer suggestions of how the Service could improve the orientation process (provide families with an Orientation Survey to complete).

SOURCE

Australia Children’s Education & Care Quality Authority. (2014).
 Australian Government Department of Education Skills and Employment. (2011). *My Time Our Place: Framework for School Age Care in Australia.*
[Education and Care Services National Regulations](#). (2011)
 Guide to the National Quality Framework. (2017). (Amended 2020).
 Revised National Quality Standard (2018).

REVIEW

POLICY REVIEWED BY	TRACEY RYAN	DIRECTOR	JULY 2022
POLICY REVIEWED	FEBRUARY 2022	NEXT REVIEW DATE	JULY2023
MODIFICATIONS	<ul style="list-style-type: none"> • New policy created for OSHC services 		

APPENDIX 1-

ORIENTATION SATISFACTION SURVEY FOR NEW PARENTS

At 'Name of OSHC Service' we are continually committed to improving the school age care experience for you and your child/children. To do this properly, we need to know how you feel and then respond swiftly to your suggestions.

When convenient please complete the following survey. The information will be used to critique the Service's initial orientation process.

A rating of '1' meaning, needs improvement and a rating of '5' meaning, outstanding					
Relevance of information provided in the orientation package	1	2	3	4	5
Relevance of information provided verbally	1	2	3	4	5
Staff friendliness	1	2	3	4	5
Staff communication/correspondence	1	2	3	4	5

Please answer <u>Yes</u> or <u>No</u> to the following:					
Were you provided with sufficient information prior to orientation?	Yes	or	No		
Did you receive a detailed tour of the Service?	Yes	or	No		
Did the Service feel welcoming?	Yes	or	No		
Was there adequate time made for you and your child for orientation?	Yes	or	No		
Were you introduced to all staff members?	Yes	or	No		
Were you given an opportunity to ask questions?	Yes	or	No		
Were your questions adequately answered?	Yes	or	No		
Were you shown the location of the program, menu & day journal?	Yes	or	No		
Did educators support you when leaving your child?	Yes	or	No		
Were you shown the signing in and out requirements?	Yes	or	No		
Were you provided with a Family Handbook?	Yes	or	No		
Did you find the information in the handbook useful?	Yes	or	No		
Were you provided with information about Child Care Subsidy?	Yes	or	No		
Did you feel safe when visiting our Service (sign in/out, WHS, COVID safe practices)	Yes	or	No		
Overall rating of the orientation and transition experience:	1	2	3	4	5

Please identify 3 areas that could be improved:

Please identify 3 areas that met your needs:

Thank you for your assistance

Quality Area 6: Collaborative partnerships with families and communities

6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.2	Parent views are respected	Families have opportunities to be involved in the service and contribute to service decisions