



ENROLMENT – ORIENTATION – BOOKING POLICY

(M)

Mandatory – Quality Area 6

PURPOSE

The aim of this policy is to:

To detail and deliver a clear booking procedure for all childcare provided at Outlets Co-operative Neighbourhood House LTD.

Under no circumstances will we allow your child to commence care without all appropriate enrolment forms completed, **including immunisation records and lawful authority orders**. Only under extenuating circumstances will we enroll your child without adequate orientation.

To ensure that availability of childcare is equal and accessible to the whole community no matter what socio economic or cultural background.

To ensure that occasional childcare is delivered in line with the National occasional childcare standards.

To outline the various forms of childcare provided at Outlets Co-operative Neighbourhood House LTD and the procedures involved in making bookings.

Implementation Priority of Access:

The Australian Government provides guidelines in regard to access that is prioritised according to need. Relevant Legislation Education and Care Services National Regulations (regulation 168 (2) (k) National Quality Standard 6.1

These guidelines are:

- Priority 1 - a child at risk of serious abuse or neglect
- Priority 2 - a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test (refer to FAO)
- Priority 3 - any other child (refer to Child Care Provider Handbook)

A further consideration is whether your family is a sole parent or a two-parent family.

Although all effort would be made to avoid such occasions, because of these government guidelines it may be necessary to change either the time of attendance's, or number of attendance's, for families considered of lower priority under these guidelines, to make room for a family requiring care for reasons of what is considered within these guidelines as a higher need.

Please be assured that you will only be asked if absolutely necessary, and that our Centre is in no way making a value judgement of your family.

These are simply Government guidelines, developed to ensure that working and studying families have access and priority to available childcare places.

On the occasion that we do make a request of you, your understanding and co-operation would be greatly appreciated.

Lawful Authority and Contact:

The Children's Services Regulations (Vic) require all Centre's to keep records of lawful authority, contact and residence arrangements for children. During enrolment you will be asked to fill in an authorisation statement in regard to lawful authority and contact relating to your child.

All sections of the enrolment form must be completed prior to enrolment, as staff will not permit a child to leave the Centre without the appropriate written authorisation from you.

Persons unknown to staff will be questioned on their arrival, and lawful authority forms checked. If the person collecting your child is not listed, he or she will be unable to leave the Centre with your child, and we will notify you by phone.

Confidentiality:

Confidentiality is of paramount importance in our centre. All of the information provided to us by you, such as addresses, phone numbers, and custody information, is seen and recorded only by our Approved Provider/CEO, Nominated Supervisor and the staff directly responsible for the care of your child. At no



time will information be given out without your consent, and any individual meetings that take place between you and our staff will be undertaken with the highest degree of professionalism.

SCOPE

This policy applies to parents/guardians, the Committee, the staff, and volunteers involved in taking bookings for childcare at Outlets Co-operative Neighbourhood House LTD.

This policy applies when an enquiry is made regarding childcare bookings or when a booking is being made.

Background and relevant legislation

Outlets Co-operative Neighbourhood House LTD has had a long history of providing children activities and childcare for the surrounding community. It has a highly established name in providing a quality childcare service to all and prides itself on the program it delivers.

Outlets Co-operative Neighborhood House LTD is an approved center under the commonwealth law and processed to offer the Child Care Subsidy CCS

Outlets Co-operative Neighborhood House LTD is licensed under Victorian law as a Children's Care service

Children's Service Regulations (VIC) 32/2020

Children's Service Act (VIC) 1996

Child Care Provider Handbook (Cwth)

DEFINITIONS

Class care: Childcare provided for parents/guardians who are undertaking a course at Outlets during licensed childcare times.

Emergency care: childcare provided to those on an emergency situation where child: staff ratio is adequate.

Occasional care: Childcare booked on a weekly basis not exceeding a total of 15hrs of care per week.

Occasional care is a unique childcare service that supports families by providing flexible care for children from birth to school age. Families can access occasional care regularly or irregularly. Occasional care allows the flexibility to leave children in an early childhood learning environment to socialise and interact with other children. We also call this **transitional care** for children attending childcare for the first time.

Permanent care: childcare booked on a term basis for hour sessions only with payment in advance to secure that position.

Staff: relates to all Approved Provider, Nominated Supervisor, Day-to-Day Supervisor, Office Admin, Volunteers

Transitional care: to assist children and parent/s to transition into formal care or education.

PROCEDURE

Enrolment Procedure

When enrolling your child into the Centre the following will be followed:

- We will determine our vacancies
- An appointment will be made for your family to look through the Centre
- When looking through the centre your questions will be answered
- You will receive an Enrolment form and details of the process to complete and to register for the Child Care Subsidy CCS. If you are not sure how to do this:
- An appointment will be made to hand over **completed** enrolment forms with **immunisation record** and other required documents to begin the orientation process
- Begin care Orientation Procedure.

Outlets Co-operative Neighborhood House LTD childcare has developed and fine-tuned a comprehensive and effective orientation process to ensure that you and your child have a smooth transition into our Centre.

We recommend that all families should complete this process, as we feel it is very important that both you and your child feel welcome, comfortable, and settled into the program, before commencing care.



The orientation process may take one or more visits, having been tailored to meet the individual needs of your family.

We also do understand that Children adapt differently as do the parents, so your needs are considered, often the Children are quite happy to start straight away.

Outlets Co-operative Neighborhood House LTD will always be in contact with you, if your child has not settled and we will commence adequate orientation. Most recommended is Orientation 1 and then Orientation 4

Orientation 1

You stay in the playroom room with your child and pass all relevant information onto the staff about your child , such as (usually 1/2hr)

- Routines
- Food likes/dislikes/allergies/intolerance
- Strengths
- Interests
- Family/siblings/extended family
- Pets
- Discuss individual expectations ie: shoes can be off when playing outdoors

Orientation 2

Your child stays in the playroom while you complete the relevant enrolment forms (usually 1hr)

Orientation 3

You leave your child for approx. 1hr in the playroom while you stay in the centre (have a coffee and bring a book to read)

Orientation 4

You leave your child for 2-3 hrs (we will contact you if we feel you need to come back earlier should your child be distressed)

Begin Care If you feel ready and your child is settled, they can begin their normal booking.

Any of these steps can be modified to suit your child's needs.

Outlets Co-operative Neighbourhood House LTD is in constant contact with you as to your needs and orientation. This is to gain feedback regarding the orientation process and to ensure both the parents and the child/ren are welcomed and settled into their new environment.

TYPES OF CARE:

CLASS CARE

The Approved Provider shall ensure:

There are adequate positions allocated/provided for children requiring care for the duration of the course their parent/guardian is enrolled in.

The class care hours and costs for a particular course are promoted and displayed clearly on all promotional and centre notices.

That children's service Regulations and Act are adhered to at all times.

Any relevant policies to this policy are made readily available to parents/guardians on request.

The Nominated Supervisor, Day-to-Day Supervisor taking class care bookings shall:

Ask adults upon enrolling in a course at Outlets if childcare will be required and how many positions.

Book the child/ren into the crèche bookings book for the duration of that course.

Advise parent/guardian, that notification of non-attendance would be appreciated if their child/ren will not attending on any particular day.

Advise parent/guardian of the cost involved for class care and the hours care will be provided.



EMERGENCY CARE

The Approved Provider, Nominated Supervisor, Day-to-day Supervisor shall ensure that:

They will do all that is feasible to accommodate those in need of emergency childcare.

That (VIC) Children's Service Regulations 32/2020 and Act 1996 are adhered to at all times.

Staff responsible for the care of that child/ren are aware of the emergency booking.

Confidentiality is maintained and only necessary information will be given to the Head Childcare worker.

The cost involved with emergency care is stipulated at time of booking and advertised in all relevant information brochures.

All Emergency care bookings are made at the discretion of the Approved Provider.

Request that when the booking is made notification is required if the booking is to be cancelled.

Any relevant policies relating to this policy are made readily available to parents/guardians on request.

OCCASIONAL CARE

The Approved Provider, Nominated Supervisor shall ensure:

The occasional care hours and costs are promoted and displayed clearly on all promotional and centre notices.

That (VIC) Children's Service Regulations and Children's Services Regulations (Vic) Act are adhered to at all times.

That occasional care bookings operate according to the standards set by the National occasional care standards.

Any relevant policies relating to this policy are made readily available to parent/guardians on request.

The Nominated Supervisor, Day-to-day Supervisor shall ensure that:

The staff responsible for taking occasional care bookings shall ensure:

Bookings are made on a weekly basis.

The children's names and ages are recorded in the childcare booking book accordingly.

If a particular session is requested but unavailable the child and parent contact details will be recorded in the waiting list section for notification of availability in case of a cancellation.

Every effort is made to contact parent/guardian on the waiting list to notify them of a cancellation.

If a particular booking is cancelled it is noted beside the child's name for the particular session which is being cancelled.

Children's service Regulations 32/2020 and Act 1996 will be adhered to all times.

The general booking process is adhered to and parent/guardians understand that their booking is not a permanent booking.

General booking process for occasional care bookings (*Transitional Care)

Bookings for occasional care will commence on the week prior to care being needed

Enrolment forms must be completed in full prior to leaving children for care (*as per Children's services regulations*).

Bookings for Outlets Childcare and Occasional Care preferably week or day in advance though can be made on the day of session, prior to beginning.

Bookings are to be made on weekly basis; they are positions allocated by Outlets on a continuous basis of first in first served.

All children (full name and age) are to be signed into the sign in/out process provided – iPad QKids Kiosk, by authorized persons.

All children are to be signed out of the sign in/out on iPad provided (as per Children's services regulation) by authorized persons.

Notification needs to be given to Approved Provider, Nominated Supervisor or Supervisor Day-to-Day worker if someone other than parent or guardian are collecting the child. This person must be listed on the child's Enrolment form. (**Refer to Delivery and Collection of Children Policy and Enrolment Policy*)



Any changes affecting the information given in your child's Enrolment/emergency must be amended immediately.

Parent/Guardian is responsible for:

It is the responsibility of the parent/guardian/career to ensure that the necessary items are provided for their children during their booked session (lunch, snacks, drinks, nappies, wipes *refer to Information DL) Payment for all sessions need to be made either on arrival or departure for the booked session. (*refer to Fees and Payment Policy – Fees Policy)

PERMANENT CARE

The Approved Provider, Nominated Supervisor shall ensure:

That permanent bookings only apply to the 5-hour sessions.

That **no more than 10 permanent care bookings** are allocated for any particular day

The Approved Provider, Nominated Supervisor responsible for taking bookings shall ensure:

Confirmation letter will be sent to Permanent position holders outlining term dates and costs.

Children's Services Regulations (Vic) and Children's Services Regulations (Vic) Act are adhered to.

Fees and Payment policy - Permanent care is adhered to.

A waiting list of families expressing interest in a permanent position will be kept and they will be contacted when a position becomes available.

Preference will be given to families on the waiting list that use our services on a regular basis, families requiring the position for work purposes or respite care. If when contacted they would like to defer their position for a later time, they will remain on the waiting list and re contacted again if a position becomes available. If they no longer require the position, they will be removed from the waiting list.

Approval must be sought from the Approved Provider/CEO if families holding a permanent position want to do a "swap" for a particular session.

The Child Care Educators, Staff members responsible for caring for children that are booked into any of the childcare sessions at Outlets Co-operative Neighbourhood House LTD shall ensure:

Children's Services Regulations and Act are adhered to

Stimulating programs are provided for the children and displayed clearly for families to view.

Ensure all policies and procedures relating to children and services at the Centre are adhered to at all times.

That information relating to a child or booking which is relevant is relayed back to the Approved Provider/CEO

All childcare is promoted in a positive manner to prospective families and families currently utilizing the service.

They foster a caring and supportive environment for children and families at all times.

They foster equality and cultural diversity at all times.

They distribute relevant and approved notices and information to families.

They promote the centre as a whole informing families of Centre activities, classes, and courses.

Ensure enrolment process is completed and any supporting documents are obtained prior to the child being left in care.

A professional relationship is maintained with families and children attending the service.

The parents/guardians of children requiring or attending childcare at Outlets shall ensure:

On arrival children must be taken into creche, this ensures that all staff are aware your child has arrived in the centre. Children must not be left in the foyer at any time.

It is the responsibility of the adult who brings and collects the child to "sign in" on arrival and sign in out on the iPad (Kiosk QKids) in centre office or specific area.

The front gate and door must be closed to ensure it is secure each time you enter or leave the centre, for the protection of all children.

Please do not hold the gate or door open for other children on departure.



Adhere to stated times of attendance and childcare booking.

Complete all required enrolment forms and documents prior to leaving your child/ren in care.

Supply all necessary items for the booked session.

Adhere to booking procedures and payment policy.

Inform staff if someone other than yourself will be collecting your child from care and ensure they are listed on the enrolment form.

Communicate any relevant information to staff as required.

Relevant documents and policies

Children's Services (VIC) regulations 32/2020

Children's Services (VIC) Act 1996

Childcare Enrolment form and associated documents ie. anaphylaxis, asthma etc

Childcare Fees and Payment policy

Emergency policy and procedure

Parent Information Handbook

Childcare Information DL 3fold

Interactions with Children Policy

Celebration policy

Parent involvement policy

Children's rest and sleep policy

Hygiene policy

Childcare brochure

Sun Smart policy

Privacy and Confidentiality Policy

ATTACHMENTS

AUTHORISATION

This policy was adopted by the Approved Provider of Outlets Co-operative Neighbourhood House LTD on Oct 2020

REVIEW DATE: 23/05/2023