

WELCOMING CHILDREN AND FAMILY POLICY

Quality Areas: NQS 7 Governance and Management

Policy Owner: Compliance

A light teal speech bubble with a white outline, containing the text 'Why this is important' in a dark teal, cursive font.

Why this is
important

1.0 Introduction and Purpose

We welcome families and children into our centres from the moment we meet. Welcoming our families and children begins from our first conversation and are the start of forming the foundation for strong partnerships between the team members, families, and children.

Good procedures include consistent information around centre operation and authorisations, promoting compliance and ensuring a safe and secure environment for children and families.

2.0 Who does this policy apply to:

All Team Members, Children, Families, and Contractors

3.0 What is our policy:

Our centre will implement a process to ensure our welcoming processes are planned and implemented to meet the needs of each child and family as well as ensuring all legislative requirements are met.

Our welcoming processes are important because they:

- build a sense of belonging to our centre from the beginning.
- provide support and comfort to settle into the centre and establish new friendships and partnerships.
- support both child and family.
- allow time to get to know families before children start,
- develop strategies to support families and children become a part of our centre, time to develop close professional relationships with families, and seek support from referral agencies and information about custodial issues.

3.1 Tours

Tours are an opportunity to showcase our centre and make connections with possible new families. These tours will be provided to families in a professional, unhurried and be unique for each family. The centre will develop key statements that all families should know about their centre. The tours should be conducted by the Nominated Supervisor, Tour Champion or person who knows how to showcase the centre. More information is available on the Guardian Way at High Quality Tours .

Tours can be conducted in families home language, if you have an team member who speaks the language. If this person is not confident in conducting the tour on their own, they can accompany the tour as a translator. It is important that all Team Members and team members are welcoming and acknowledge the family and child who are entering into their space.

3.2 Enrolment Form

Each enrolling family must fully complete the enrolment form prior to the child's commencement of care. This includes providing associated supporting documents, such as parenting and custody orders, plans to support diagnosis, medical management plans and immunisation certificates etc. If a child's enrolment form is not fully complete and provided to the Centre Manager prior to their commencement date, they cannot attend care. The *enrolment form* is a

legal document and must be completed in full and must be accurate.

One Enrolment Form must be fully completed per child. Where enrolling families are not fluent in English, families will be supported to complete this form with a team member who speaks the families' primary language (where possible). At enrolment, parents are encouraged to provide any further information about their child that will support continuity between home and the centre.

The Enrolment Form sets out, in the terms and conditions high temperature requirement. This is consistent with information in the Illness Policy.

Enrolment forms will be updated annually or earlier when a family's circumstances change, to ensure information is current and correct or there has been a legislative change.

3.3 Custody Arrangements

The Education and Care Services National Law requires our centres to have details of all custodial and access arrangements.

Enrolling family members are responsible for informing the Nominated Supervisor of custody and access arrangements on enrolment and must advise the Nominated Supervisor immediately of any subsequent alterations to these arrangements.

All relevant legal documentation is to be shown to the Centre Manager and a copy will be maintained in the child's enrolment record.

3.4 Orientation

The orientation and settling in period will consider and respect the needs of both families and children. Families will be encouraged to remain with their child when delivering or collecting them for as long a period as the families and/or Team Members feel may be necessary to ensure the child's wellbeing.

We will always consider the feelings families may have regarding participating in orientation processes and aim to make the experience a positive and welcoming introduction to the centre.

Our centre will provide options for orientation to the centre for families which include:

- inviting new families to visit the centre with their child at times that suit them, to familiarise families with the centre.
- prior to the child's attendance providing all new families with a conducted tour of the premises which will include introductions to other Team Members, children, and families, and that highlights specific policies and procedures that families need to know about our centre.
- ensuring each family has a copy of the Family Handbook, medical conditions policy (if medical condition is identified) and an opportunity to have any questions answered.
- supporting family members with the opportunity to stay with their child during the settling in process.
- ensuring all new families are encouraged to share information about their child and any concerns, doubts, or anxieties they may have in regard to enrolling their child at the centre.

4. Responsibilities

4.1 Approved Provider will:

1. Ensure that *Enrolment Forms* comply with the requirements of the Regulations.
2. Ensure that enrolment records are stored in a safe and secure place and kept for three years after the last date on which the child was educated and cared for by the centre.
3. Ensure that parents/guardians of a child attending the centre can enter the centre premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or Team Members, or conflict with any duty of the Approved Provider, Centre or team members under the Law.

4.2 Centre Manager / Nominated Supervisor (NS) will:

Pre-Enrolment / Tours

1. Maintain a waitlist and continually work on building the waitlist for future enrolments.
2. Provide reports (when requested) to the Approved Provider regarding the status of enrolments.
3. Contact the family via My Waitlist; the information on My Waitlist will include an enrolment pack, comprising of an enrolment form, a direct debit form, the fees policy and the fee structure, the medical conditions policy, the Family Handbook, the centre's philosophy and any other information that is relevant to the parent and the centre at the time of enrolment.
4. Offer places in line with this policy and criteria for priority access and provide relevant paperwork to families in accordance with this policy (if applicable).
5. Organise a time suitable to the team members and families to tour the centre.
6. Ensure all Tour Champions are confident and capable of facilitating a tour.
7. Communicate scheduled tours in advance (where possible) with all team members to ensure staffing arrangements are maintained.
8. Conduct a tour of the centre, introduce team members and provide time for families to ask questions.
9. If possible, conduct the tour in the family's home language, the Centre Manager could lead the tour with another team member who speaks the home language of the family.
10. Discuss the centre philosophy, curriculum and approach to education and documentation.

Orientation

1. Make a time that suits the family, child, and centre to orientate children before the initial start date.
2. Add the family to the mailing list so the relationship can be strengthened by having access to communication about the centre before their child's start date.
3. Review and discuss the enrolment form and make any changes required and gather further clarity if necessary.
4. Allow adequate time with the family to discuss and share important information about their child, such as any medical conditions, goals and expectations for their child.
5. Allow time to get to know the family and begin to build partnerships.
6. Engage with the child and the family during the orientation process, asking questions about how we can best support the family requests and their child's learning and development.
7. Provide relevant policies and discuss practices that are required for the family (e.g.
8. If family identifies a medical condition, then NS must provide the medical conditions policy to the family, safe sleeping policy and relevant forms that the children's routines are recorded on)
9. Record all information required in QikKids, set up a file that is to be placed in a locked filing cabinet, and if a medical condition is known, a Medical Management Plan and Risk Minimisation and Communication Plan are required to be developed in consultation with family.
10. Ensure all documents required for enrolment of a child is collected and filed, birth certificate, current immunisation status, Debit Success Form.
 - Enter direct debit details into the computer, then shred the direct debit form as per the confidentiality policy.
 - Store completed Enrolment Forms in a lockable file.

Before Child's First Day

- Ensure that all team members know and expect the arrival of a new child.
- Document and share the information gathered on tours and at orientation with the team.
- Ensure all information about a child will be given to the team, including specific child.
- guardianship and custody arrangements, who is authorised or prohibited to collect medical conditions etc.
- Ensure that Team Members have created a sense of belonging for the child before the initial start date; this could be by making sure the family has a place to hang the child's bag, a completed Visible Learning locker label, a photo of their child displayed in the room and getting to know the families' names.
- From information gathered from orientation, program for child's transition into the centre.

4.3 Team Members will:

- Implement the policy.
- Respond to enrolment enquiries on a day-to-day basis and refer people to the person responsible for the enrolment process, as required.
- Ensure that parents/guardians of a child attending the centre can enter the centre premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or Team Members in accordance with the Authorisations and Refusals Policy.
- When families and children are touring the centre, introduce yourself, say hello and smile. REMEMBER: to acknowledge both family and child, ask the child's name, invite them to 'play'. This creates a welcoming, friendly environment that both families and children will want to be in.
- Develop strategies to assist new families to:
 - feel welcomed into the centre.
 - have a locker, hat, drink bottle (if supplied) ready for the child.
 - know the name of the family and child and something about them.
 - become familiar with centre policies and procedures develop and maintain a routine for saying goodbye to their child.
 - provide comfort and reassurance to children who are showing signs of distress when separating from family members.
 - share information with parents/guardians regarding their child's progress.
 - create a safe and secure environment and provide ample time and space for children to settle.
- Implement a thorough orientation process for new children that supports the child to settle into care whilst developing a relationship with family that includes gaining information about their child in accordance with the information on the Guardian Way at Onboarding & Orientation .
- Complete the My First Day Learning Story in Story Park on the child's first day of attendance. Contact the family if their child is not settling so families can collect their child if necessary.
- Be honest with families about how their child is settling in, this builds strong trusting partnerships.

4.4 Families and communities will:

- Read and comply with this policy.
- Understand it is the responsibility of the family to keep their child's immunisation status up to date and provide centre with the latest copy.
- Receive an email from My Waitlist and allow time for a tour.
- Attend the centre prior the child's first day and return the Enrolment Form, including a copy of the child's current immunisation status and birth certificate (if the child does not have a copy of the birth certificate, then a passport can be used) the direct debit form, and full payment of the bond.
- Consult with Nominated Supervisor and devise a plan for orientation.
- Be supported by a team member when separating from the child.
- Keep a copy of the enrolment form and the Terms & Conditions or request your CM to take a copy.

5. Tools and Resources

<p>The most important documents I need are: Insert hyperlinks to internal resources located on Guardian Way</p>	<p>Other supporting documents will include: Insert hyperlinks to internal resources located on Guardian Way</p>
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6. Sources

Education and Care Services National Law Act 2010
 Education and Care Services National Regulations 2011
 Guide to the National Quality Framework 2018

7.0 Links to the National Law and Regulations

- Section 165 Offence to in adequately supervise children.
- Section 167 Offence relating to protection children form harm and hazards.
- Section 175 Offence relating to requirement to keep enrolment and other documents Regulation 92 Medical record.
- Regulation 93 Administration of medication
- Regulation 99 Children leaving the education and care service premises Regulation 102 Authorisation of excursion.
- Regulation 157 Access for parents.
- Regulation 160 Child enrolment records to be kept by approved provider Regulation 161 Authorisations to be kept in enrolment record.
- Regulation 162 Health information to be kept in enrolment record.
- Regulation 168 Education and care services must have policies and procedures.
- Regulation 177 Prescribed enrolment and other documents to be kept by the approved provider .
- Regulation 183. Storage of records and other documents.

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