

McKay Children's Centre Childcare Incorporated

Enrolment and Orientation Policy & Procedure

Policy Reviewed Date	26/03/2026
Reviewed By	Governing Council
Next Review Date	March 2028

RELATED POLICIES

Confidentiality Policy & Procedure Waitlist Policy & Procedure	Governance Policy & Procedure Account and Finance Policy & Procedure
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RATIONALE

Enrolment and orientation processes form the foundation for strong relationships between children, their families and Early Education and Care settings. We aim to ensure that each child and family receives an enrolment and orientation process that meets their needs, allowing the family and child to feel safe and secure in the care and education that we provide.

SCOPE

This policy applies to families, the Approved Provider, Nominated Supervisor and employees of McKay Children's Centre Childcare Incorporated.

IMPLEMENTATION

McKay Children's Centre Childcare Incorporated welcomes visits from prospective families and their children. McKay Children's Centre Childcare Incorporated offers childcare to children up to the age of 6 unless they have commenced school and within the OSHC program, children up to age of 13 if they are still in Primary School. All McKay Children's Centre Childcare Incorporated employees have a legal obligation regarding Child Protection.

ENROLMENT

Enrolments will be accepted provided:

- the maximum daily attendance does not exceed the approved number of places of the service
- child: educator ratios are maintained across the service

Parents / Guardians

Care families will be asked to complete an initial details form. This information will be added to the waitlist by administration staff. Once McKay Children's Centre Childcare Incorporated can offer a child a place, the parent / guardian will then complete an enrolment form and enrolment agreement form.

It is compulsory for families to attend an orientation for childcare.

Enrolment details will be updated when there is any change in circumstances for the family to ensure that information is current and correct. This will be the responsibility of the parent / guardian / enrolling parent

Employees

- The Director / Assistant Director / Admin Officers will share pertinent information
- At the time of enrolment, an orientation meeting will be booked with the assistant director/educational leader or a delegated educator
- Administrative employees will assist families with queries about fees, bookings, OWNA and other information

ORIENTATION

McKay Children's Centre Childcare Incorporated recognises that an orientation visit is a valuable way of sharing information between families and the care setting. At this visit educators will ask families to share information about their child that will help to establish care routines, inform educators of any health considerations, and help educators become familiar with each child's interest.

Educators will:

- give families an overview of the service including how our integrated service works and the Governing Council. They will also go through the orientation pack with families to ensure that all necessary information has been collected and that authorisations have been signed
- support for setting up and using OWNA will be offered
- during the orientation meeting the educator and family will discuss the child's interests and needs. Comprehensive information will be provided about the service's philosophy, program, policies and procedures
- ensure that there is a comprehensive process in place to support children transitioning from age groups
- families and children will be given a tour of the site they are enrolling at. Children will be encouraged to explore and become familiar with their care environment
- educators will show families where to sign their child in and out on SPIKE and where the policies manual is kept
- encourage parents / guardians to ask questions, clarify any concerns and share any additional information that they feel will benefit their children with their transition to the care environment
- encourage parents / guardians to have at least 2 visits with their child before the first day of childcare begins

Coming into care

Guardians are encouraged to say goodbye to their child and to let educators know an approximate collection time so that educators can give the children an appropriate response regarding 'soon or later' if they ask when their family will be back

MANAGEMENT

Orientation will be reviewed by management on an annual basis. New parents will be given a questionnaire at their orientation visit that they will be asked to complete and return to the service. Families will be consulted on how the service met their needs and their satisfaction with the service's enrolment and orientation process. All the information gathered will be used to review and make changes, if necessary, to the service's processes.

CODE OF CONDUCT

Families, visitors and children will:

- treat all children at the service equally and respectfully
- report any suspicious behaviour to the Nominated Supervisor or Approved Provider and encourage a safe and supportive Service environment
- respect the rights, dignity and worth of every person, regardless of their abilities, gender, religion or cultural background
- understand that McKay Children's Centre Childcare Incorporated has zero tolerance for disrespectful communication, bullying and harassment and endorses upholding respectful relationships
- respect the decisions of educators and staff members and teach children to do likewise
- tell an educator (if a child) or the Approved Provider or Nominated Supervisor if witness to any instances of bullying, harassment or discrimination at the service
- cooperate and follow group rules
- listen to educators' instructions and follow them
- control our emotions and talk to an educator (if a child), if we are feeling upset
- speak to an educator (if a child) or the Approved Provider or Nominated Supervisor if we are worried, concerned or have a grievance about something
- abide by McKay Children's Centre Childcare Incorporated policies

Families and visitors will not:

- drink alcohol or use illicit substances while on the Service's premises or come to the Service under their influence
- smoke on the service's premises including in the car park
- use inappropriate language on the service's premises
- act inappropriately on the service's premises
- treat staff in a disrespectful manner
- should a situation arise that is unresolvable McKay Children's Centre Childcare Incorporated reserves the right to refuse care