



# ENROLMENT AND ORIENTATION POLICY

## Aim

Your child is the most precious thing in the world to you and we understand how overwhelming it will be to entrust their care to people you don't even know.

So the aim of this policy to ensure the transition is a seamless and as comfortable as possible. The Little Village is meant to be a home away from home, so the process is crafted to support you and your child during the different phases.

## National Quality Standard

This policy links to the following NQS: National Quality Standards 6.1.1, 6.1.2, 6.1.3

## Links to other policies

- Fees Policy

## Statutory legislation and consideration

- Education and Care Services National Regulations 2011

## Sources

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011: 168
- Work Health and Safety Act 2011



## Strategy

To make the transition into The Little Village as smooth as possible, we have thought about every detail. Beginning with Enrolment.

### ENROLMENT

- Look at our Website: Parents are welcome to acquaint themselves with The Little Village concept on our website, which has information on all aspects of our service. From our philosophy and educational approach to meeting key staff members.
- Making initial contact: Once the parent is comfortable with our ethos, they are welcome to contact us through the different avenues, via phone, email or online submission.
- Book a Tour: From here, parents are invited to book a tour. The tour will start at time that is suitable for the parent, but does not impact on the rest time of the Little Villagers. We can provide an interpreter on the day, if required.
- See it for Yourself: We encourage all parents to make an appointment to see the centre for themselves. We want you to make the right choice, based on what feels fitting for you and your child. Your comfort is the most important point, and by visiting the centre, you will get a feel for the environment and whether it is suitable.
- Take a Tour: After signing in, parents are introduced to relevant staff and are invited to sit down to observe a targeted learning session. You are then welcome to walk around to view the indoor and outdoor facilities as well as the variety of resources available to children.
- Question the Suitability: During this time, you are encouraged to ask as many questions as you want. You will be given The Little Village Policy handbook to help you make an informed decision.
- Making an Enrolment: Once you have decided that you want to be a Villager, you are asked to register the days you require via the website and join the waiting list.



You are also asked to fill in an enrolment form at this time that includes information that will remain on file if your position is accepted. This includes:

- Contact information
  - Birth certificate
  - Authorisation of access (with 2 types of ID)
  - Emergency contacts
  - Medical details and doctor contact
  - Medicare number
  - Immunisation record
  - Information on additional needs (including medical conditions, mental health or any developmental concerns)
  - Health Management Plans (if any)
  - CCB information including CRN of primary carer and child/ren (Parents will need to contact Centrelink to have their eligibility for CCB assessed. An offer of position cannot be given, unless assessment has been finalised. We are happy to help you with the process)
  - Bank details for direct debit
- Priority of Access: Children at risk of serious abuse or neglect are given priority. As well as children of parents that are both working or children of single parents. Families that require extra care due to an exceptional circumstance that is demanding on their time will also be considered first. As will siblings of children already enrolled at The Little Village.
  - Acceptance: If the days you required are available, you will be given a formal offer of position. Once you accept the offer of position, you will be automatically enrolled into The Little Village. You will also be asked to pay an enrolment acceptance fee that covers all administration costs.
- Welcome to The Little Village!

## ORIENTATION

Before your child's first day, we need to ensure all information is collected and enrolment form is complete as set out per National Regulation 160. At this time, we also ask you to pay your bond and two weeks in advance as set out in the [Fees Policy](#).

- Receive a Welcome Pack: When this is completed, you will receive your Welcome Pack to help you prepare for your child's first day. In this pack, you will get:
  - Information brochure, which includes an orientation checklist of things to bring on the first day and a fee schedule with payment details
  - A signature logo water bottle
  - A signature logo pen
  - The Little Village bucket hat (available in 3 sizes)
  - A magnet with contact details for convenient reference
  - Information on Child Care Benefit (CCB)
  - Information around Child Care Rebate (CCR)
- Pre-commencement visits: Before the first day, parents are strongly encouraged visit two or three times to orientate their child to the carers and the new environment.
  - As the parent will be with the child, this will accrue no fees.
  - Parents may sit with their child, or sit back and let their child explore safe in the knowledge that you are not that far away.
  - The aim is to give them more and more distance, so they become increasingly comfortable in their new environment.
  - A primary carer will be there for your child, so they may get used to a familiar face.
- Information: You will be asked to bring a few things from home to make the transition as seamless as possible.
  - A favourite toy or comforter from home.
  - Information about siblings, favourite things to do, sing, draw, etc.
  - If the child speaks a language other than English, a few words will help as cues to help the child achieve things and communicate their needs.



**First Day:** All children react differently to separation, and we want all parents to know that all behaviours are normal and we will support them in every way.

- The first day should be a shortened session, perhaps 2-3 hours.
- The primary carer will be there to greet and comfort your child, so the unfamiliar may be limited.
- Take your child to place their bag in the locker, and then lead them to a spot they have shown interest in during their previous visits.
- Ensure you say a quick good-bye and be clear that you will be back soon. It has been shown that children respond well to assertive and clear directions, and telling them that you will be back at an exact time may reassure them. This will also be used by the primary carer to reinforce that time that you will be back.
- You may call at any time to check on their progress and their settling-in.
- Upon pick-up, you will be given feedback on their behaviour and what they did to settle-in. Feel free to chat to the primary carer or Room-Leader to discuss further strategies to make the transition easier.
- Some children like talking about their day and others don't. On the way home, you can try and prompt them to talk about their day, or just be there to listen to what they want to say.

**Second Day:** Some behaviours continue for several days, but know that this is the transition stage and will come to a smooth end. Keep this in mind, as we know that this may be harder for you than the child. Remember, we are here for you too.

- Develop a routine on how you say good-bye. Take them to their locker, lead them to a spot of interest, then say a quick good-bye, asserting the time you will be back.
- Extend their stay to half a day. Align your pick-up time with our routine. Tell them after lunch or before afternoon-tea.
- Again, feel free to call at any time to check up on their progress. Look out for the email, for an illustrated look at your child's day.
- Talk to the primary carer or Room Leader to further develop their daily routine and the strategies to smooth out their transitions.
- Try and prompt your child on the way home. Remember to use positive language about their day. If they feel that your positive, then they will be comforted to know that you're okay too.



**Third Day:** if all goes well, by this day you will be able to leave them until they finish after-noon tea.

- Reinforce your routine of saying good-bye
- Stay in contact or keep up-dated with our emails.
- Talk to the primary carer to fine-tune routine and strategies.
- Keep conversations positive.

Our Village is your village. We want to be your home away from home. We want to be a source of comfort for you and your family. Whatever we can do, please let us know how we can help. Our experience has taught us how to care and love, but we are here to keep learning, so if you can see a way we can improve, help us grow.