

St Raphael's OSHC service will incorporate an orientation process for both children and families. The purpose of this is to:

- Enable educators to meet and greet children and their families
- Provide operational information, including fees, opening times, signing in/out process
- Establish positive, caring and welcoming relationships between Educators, children and families.

Enrolment Process

- ❖ Prior to attending the service, children must be enrolled through our online enrolment and booking system, "Fully Booked".
- ❖ Up to date medical information must be included for each child attending the service and where necessary a health support and personal care plan provided.
- ❖ Families must take responsibility for updating their child's enrolment or advising the service when any of the following changes occur:
 - name
 - contact information
 - emergency contacts
 - the collection authorisation for the service
 - responsibility of the account
 - medical conditions
 - changes to bookings
- ❖ The names and contact information of all people authorised to collect children from the service will be included in their enrolment information and kept up to date by the custodial parent/guardian.
- ❖ If the custodial parent/guardian arranges for an unauthorised person to collect his/her child from the service, the parent/guardian must advise the service. Educators/staff will seek proof of identify in cases where the person authorised to collect children is not known to staff. Educators/staff will contact the parent/guardian when an unauthorised person arrives to collect a child without prior notification.

Access to the service and pick up of children

- ❖ Educators/staff will not discuss the families' confidential information with any other child or family within the service.
- ❖ Families may visit the service at any reasonable time while their child is in care but are not permitted to "hang out" with their child in OSHC for extended periods.
- ❖ Families will have access to the director via email, face to face (during OSHC opening hours or by appointment) or telephone to discuss any concerns regarding their child.
- ❖ In the case of a parent/guardian arriving at the service in a visibly intoxicated or otherwise unfit state to drive to collect a child, the person will be encouraged to contract another adult to drive him/her and the child home, or the service will offer to call a taxi (it is the parent/guardian's responsibility to pay the fare). If the person insists on taking the child, the police will be immediately notified. The parent/guardian shall be advised that such will occur.



St Raphael's School OSHC

2024

Enrolment and Orientation Policy

