

Parent Information Fact Sheet 2

ENROLMENT AND ORIENTATION

ENROLMENT

Welcome to [Mt. Carmel Outside School Hours Care (OSHC)]. All Centacare Child Care Services are licensed under the Corporation of Trustees of the Roman Catholic Archdiocese of Brisbane. Services support families and others within the wider community, and provide care for children attending the service within a Christian environment. Families from other faith traditions who demonstrate that they share our expressed values are welcome to enrol at the service.

Centacare Child Care Services, as the Licensee of the OSHC service is required to maintain a record of each child to ensure the safe and appropriate care of children and compliance with legislation. Children may enrol into any component, Before and After School Care and Vacation Care at the commencement of Prep. Children must be at least 4 years old and attending Prep to attend the service. Once families have enrolled their child into the service, a yearly enrolment update is to be completed prior to the commencement of each new school year.

It is important that all information is updated regularly and communicated with the OSHC in writing. Bookings are essential, and are not transferred from each school year or from one vacation care to the next. Limitation on vacancies is dictated by licensed capacity, approved CCB places and staffing availability. The enrolment form comes in two parts, family information and child details. Please ensure that you complete one child details form per child.

At the time of enrolment Parents/Carers will be required to nominate days/sessions on which children will be attending either on a Permanent or Casual basis. **Permanent Bookings** are where a child attends on regular booked days. **Casual bookings** are where a child attends on an irregular basis, and depends upon availability of vacancies at any one session. These bookings will remain in place for the remainder of the year/ nominated period or until written notification is received by the service. Further information on bookings can be found on the **Parent Information Fact Sheet 4 Bookings, Absences and Cancellations**.

ORIENTATION

CCCS acknowledges the importance of an effective and positive orientation process. Orientation is an exciting time for children and families and often can represent a family's first experience with child care. Part of our orientation process is an interview with new families and the Coordinator.

Enrolment and orientation experiences can build the foundations for an ongoing partnership between the family and the service. Such partnerships enable the service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the service as a whole.

The orientation interview provides the opportunity for staff, children and families to discuss with staff the individual needs and care arrangements of your child/children with you. New families will be provided with comprehensive information about the service's operation, staffing and management at this time.

The service recognises the varying needs and perspectives of families, including families from culturally and linguistically diverse backgrounds. New children will be introduced and welcomed to the group and staff will show new children safe and suitable licensed areas the children can access. Staff will assist all new children to settle in at the OSHC to ensure they are feeling safe and welcome. The service has an open door policy and encourages families to spend time with their children in the service. At all times families are encouraged to ask questions, provide feedback and suggestions.

Further information and Policies regarding this information is available upon request.