ENROLMENT

Welcome to Holy Cross OSHC. All services within the Brisbane Archdiocese are managed by Centacare Child Care Services on behalf of the Corporation of Trustees of the Roman Catholic Archdiocese of Brisbane. Our services support families and children within a Christian environment.

Centacare Child Care Services, as the Approved Provider of the service, is required to maintain a record of each child to ensure safe and appropriate compliance with legislation.

*Outside School Hours Care (OSHC)*
- Children may enrol in any component of the service Before, After and Vacation Care.
- Prior to the commencement of each new school year an enrolment update must be completed for continuing children.
- Children can attend OSHC from 1st January in the year they start Prep. (proof of enrolment for Prep is to be provided with enrolment application for new prep children)

It is important that all information is updated regularly and communicated to the service in writing. Bookings are essential. Limitation on vacancies is dictated by approved capacity of the service 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. **Permanent Bookings** are where a child attends on regular booked days. Permanent bookings will remain in place for the nominated period or until written cancellation is received by the service. **Casual bookings** are where a child attends on an irregular basis, and depends upon availability of vacancies at any one session. Further information on bookings can be found on the Parent Information Fact Sheet 4 Bookings, Absences and Cancellations.

ORIENTATION

Enrolment and orientation experiences 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 process provides the opportunity for families and staff to discuss the individual needs and care arrangements for each child.

New children will be introduced and welcomed to the group and staff will show new children safe and suitable approved areas the children can access. Staff will assist all new children to settle in to ensure they are feeling welcome. The service has an open door policy and encourages families to spend time with their children in the service. At all times families and children are encouraged to ask questions, provide feedback and offer suggestions about the service and its program.

Further information and Policy documents regarding enrolment and orientation are available upon request.

**PLEASE NOTE:** THE SERVICE WILL ENDEAVOUR TO ACCESS AN INTERPRETER SERVICE IF REQUIRED.