



## 6.05 Orientation of Families Policy

### POLICY STATEMENT

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Enrolment and orientation is an exciting and emotional time for children and families. It is important to manage this time with sensitivity and support, building partnerships between families 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.

### AIM

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We aim to ensure children and families are provided with an orientation procedure that allows the family to transition into the service positively and informatively, meeting the children and families' individual needs. We strive to establish respectful and supportive relationships between families and the service to promote positive outcomes for children whilst adhering to legislative requirements

### STANDARDS AND PROCEDURES

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Orientation is an important process for children, families and educators to gain vital information about the individual child's needs and interests. To enable children to feel safe and secure, and to set the foundations for a trusting partnership, we feel that it is necessary for the family to attend multiple orientation visit. These visits assist the child to adjust to a new environment and form relationship with the educators to help make the transition from home to the service smooth.

During orientation, educators will discuss the following requirements in order to gain a better understanding in supporting the family:

- The cultural and/or linguistic background for families from non-English speaking backgrounds (external support may be required)
- The family's needs in relation to work or other commitments
- The family's previous knowledge or experience of other children's services
- Any additional needs of the child and/or their family
- The child's age
- Any court orders that are applicable to the child
- Service philosophy and curriculum

Management will ensure:

- The orientation process is well organised, flexible and informative
- The child and family visit the service and familiarise themselves with the environment. The child may participate in the activities and experiences if they feel comfortable.
- The family and child/children are introduced to the educators in the room
- To create a welcoming environment and interact positively with the child and family
- The child and family is respected at all times, acknowledging the individuality of each parenting style.
- To encourage families to ring, email or visit the Service as often as they like once enrolment has commenced
- Families are reassured if the child is distressed over a long period of time, the educators will contact them.
- Support agencies are contacted for children with additional needs

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Educators will:

- Greet children and families upon arrival
- Discuss with families the best transition process for the child
- Encourage families to say good-bye to the child when dropping off
- Phone families if the child remains distressed
- Encourage families to stay as long as they need to in order to reassure their child
- Seek information about the child and family throughout the orientation process.
- Create a welcoming and inviting environment

During the orientation of the Service, families will be:

- Provided with an outline of the service policies which will include fee payment, sun safety, illness and accident and medical authorisation and exclusion periods
- Provided with a Family Handbook
- Spoken to about the enrolment fee and bond
- Shown the signing in/out process
- Spoken to about appropriate clothing worn to the service, including shoes
- Informed about children bringing in toys from home
- Introduced to the child's educators
- Taken on a tour around the service
- Discuss medical management plan and allergies completed on file (if applicable)
- Advised about Seesaw (Daily updates) and how families can view the information
- Introduced to the room routine and service program. This includes portfolios (If applicable) and the observation cycle.
- Informed about service communication – meetings, interviews, newsletters, emails etc.
- Informed about wearing sun safe hats and application of Sunscreen
- Able to set family Goal's for their child

Room Transition

- Children will only be transitioned when they are ready in all aspects of their development and in accordance with their age
- Room transitions will occur once there is a vacant position for the child
- Management will consult with families when a child is transitioning to the next room, discussing their expectations and requirement to ensure the child settles into their new environment.
- Management and educators aim to ensure the transition between rooms is positive and smooth, communicating with families about how the transition is progressing.
- Children will visit the new room for short intervals over a month, slowly increasing the period of time spent in the new room. This will be guided by the child and their comfort.

### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

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Children (Education and Care Services) National Law NSW

- 157- Access for parents
- 160 - Child enrolment records to be kept by approved provider and family day care educator
- 161 - Authorisations to be kept in enrolment record
- 162 - Health information to be kept in enrolment record
- 177 - Prescribed enrolment and other documents to be kept by approved provider
- 181 - Confidentiality of records kept by approved provider
- 183 - Storage of records and other documents

### SOURCE LIST

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This section contains websites, industry bodies, or Legislation that have been used to assist in sourcing the information for this policy. It also acts as a guide to sourcing further reading on each relevant policy.

- [Australian Children's Education & Care Quality Authority](#)
- [Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011](#)
- [Guide to the National Quality Standard](#)
- [Revised National Quality Standard](#)

### RELATED POLICIES

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- 6.01 Enrolment Policy
- 6.02 Family Communication Policy
- 6.03 Open Door Policy

### POLICY REVIEW

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The review schedule has been developed using a risk assessment methodology with consideration given to sector, industry, and legislative changes.

Date reviewed	Policy changed		Modifications	Next Review Date
June 2018	Yes	No	None	September 2019