

# Orientation of Families Policy

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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.

## National Quality Standards (NQS)

Quality Area 6: Collaborative partnership with families and communities	
6.1	Respectful supportive relationships with families are developed and maintained.
6.2	Families are supported in their parenting role and their values and beliefs about child rearing are respected.
6.3.1	Links with relevant community and support agencies are established and maintained

## Education and Care Services National Regulations

Children (Education and Care Services) National Law	
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

## PURPOSE

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

## SCOPE

This policy applies to children, families, staff, management and visitors of the Service.

## IMPLEMENTATION

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 & secure and to set the foundations for a trusting partnership we feel that it is necessary for the family to attend an orientation visit, making the transition from home to the Service composed, assisting the child to adjust to a new setting.

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 families needs in relation to work or other commitments
- The families previous knowledge or experience of other children's services
- Any additional needs of the child and/or their family
- The child's age

### 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.
- They 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, the educators will contact them.
- Support agencies are contacted for children with additional needs

### Educators will:

- Greet children and families upon arrival
- Discuss with families the best transition process for the child
- Encourage families to stay as long as they need to in order to reassure their child
- Phone families if the child remains distressed
- Seek information about the child and family throughout the orientation process.

During the orientation of the service, families will be:

- Given the Service enrolment form to be completed before the child/ren starts at OSCA
- Provided with information as to where the policies, procedures and parent handbook can be accessed (OSCA webpage) <http://mthawthornosca.com.au/>
- Spoken to about the session fees
- 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 the Educators
- Taken on a tour around the Service
- Discuss medical management plan and allergies completed on file (if applicable)
- Informed about Service communication –FlexiBuzz, emails, verbal communication, phone and meetings etc.
- About Hats and Sunscreen
- Confirm preferred method of communication

Transitioning:

- Transitioning to and from school will be discussed with parents upon enrolment
- Vacation care transitioning and routines will be discussed upon vacation care enrolment

Source

- The Business of Childcare, Karen Kearns 2004
- Education and Care Services National Regulation 2015
- National Quality Standards
- Managing Emergency Situations in Education and Care Services

Review

Policy Review Date
November 2019