Orientation for Families Policy

**Quality Area 6: Collaborative partnerships with families and communities**

**Standard 6.1:** Respectful supportive relationships with families are developed and maintained.

**Standard 6.2:** Families are supported in their parenting role and their values and beliefs about child rearing are respected.

**Standard 6.3:** The service collaborates with other organisations and service providers to enhance children’s learning and wellbeing.

Being flexible and sensitive to each family and their children will assist to make the orientation process a positive experience. The Nominated Supervisor along with the Educators will consider the individual needs of children and families at this time as well as any previous experiences that the family may have had with other children’s services.

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 orientation visits.

When planning an orientation process for a family the following issues may be considered:

- The cultural and/or linguistic background for families from non-English speaking backgrounds (external support may be required)
- The family’s need 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

We use the orientation visits as an opportunity to share information such as unique cues, routine and settling techniques that will assist your child and support them in the transition to our Service.

Children are encouraged to attend the Service for orientation visits at least three times before they start. To facilitate opportunities for successful information exchange between the Service and families the Service offers a number of strategies to support the orientation process these include:

- Holding orientation evenings
- One-on-one meetings with families during the orientation process to exchange information
- Inviting families to visit the Service and participate in the program at a time mutually suitable to both parties before the child starts at the Service

The Service’s objective is to ensure that orientation programs are successful in meeting individual needs of children and families. Orientation is available at any time throughout the year. The best
time to visit is between 9am and 11.30am to experience exploration time, morning group and morning tea.

A few points that we are mindful of:

- The parent must remain present to enable the Centre to stay within its licensed staff/child ratio.
- Families are welcome to stay with their child throughout the settling in process and we encourage families to use this time to communicate and share as much information with staff to help with programming and goal setting.
- The Service is committed to adjust the orientation process to suit individual families and their needs.
- The Service relies on information gathered from family surveys to review and assess our orientation experience for our new families.
- Educators will assist both adults and children with the daily routine so that the Service is a familiar place by the time the child’s first day arrives.
- Families are encouraged to ask any questions they may have.

An Orientation Evaluation Form will be provided to new parents to complete and return to the Service. This will allow Educators to reflect upon the orientation process and gain ideas to better provide for individuals and meet needs, interests and cultural beliefs/diversity.

Families can expect that:

Management will:

- Provide all families with an enrolment package
- Maintain children’s enrolment records
- Ensure all required forms are completed and any relevant paperwork is sighted and copied
- Ensure any medical information included on the enrolment form is accompanied with relevant management plan (If applicable)
- All information is treated confidentially

Educators will:

- Provide families with all relevant information about the educational program
- Develop relationships with each child and their families
- To consistently record child interactions, interest and needs according to the Early Years Learning Framework and National Quality Standards.
The Service asks that families:

- Participate in parent/Educator meetings
- Provide the Service with as much information about their child as possible
- Ensure all information about their child and family is up to date
- Provide feedback on the program and observations relating to their child

This policy was made with consideration to National Law and National Regulations; Standard 6.1 Section 175 Regulation 74, 75, 76, 168(2) (k), 171, 172, 177, 172, 181, and 183. Section 175, National Law and National Regulations; Standard 7.3 Regulation 158-162, 168-172, 181-184

Date that the policy was last updated or revised: January 2016

12/02/2016

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Director