

POLICY – ORIENTATION OF FAMILIES

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1. National Quality Standards

Quality Area 6: Collaborative Partnerships		
Area	Concept	Descriptor
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in their service and contribute to service decisions.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.3	Community and engagement	The service builds relationships and engages with its community.

2. Purpose

- 2.1 Baringa Early Learning Centre aims to ensure children and families are provided an orientation procedure that allows the family to transition in to our Service positively and well-informed. We strive to establish respectful and supportive relationships between families and Baringa to promote positive outcomes for children whilst adhering to legislative requirements.
- 2.2 Baringa Childcare Centre encourages parents and carers to work with educators to establish a secure and warm environment in which both the parents and child feel comfortable. We support and encourage the interest and involvement of parents to share in, contribute and feel a part of their child's experience at the Centre. The quality of early relationships and experiences and the environment strongly influence children as they grow into adulthood and positive early experiences lay a solid foundation for later life.

3. **Scope**

3.1 This policy applies to children, families, staff, management and visitors of Baringa.

4. **Implementation**

4.1 Parents/Guardians will complete the online Enrolment Form and Contract of Care with Baringa at the time of enrolment of a child/children and will be invited to bring the child/children for a tour of Baringa.

4.2 Parents will be informed that:

- The Centre is open from 7.30 am to 6:00 pm, Monday to Friday.
- The Centre is closed on Public Holidays and usually between Christmas Day and New Year's Day.
- Two weeks' notice must be given when withdrawing a child from the Centre.
- Parents are welcome to visit the Centre at any time of the day and participate in the Centre's activities and they will have the opportunity to look at and discuss;
 - Programmes
 - Policies and procedures Manual
 - Accreditation Committee
 - Meet Educators
 - Parental Involvement
 - Educators development programmes
 - Newsletters
 - KidsXap

4.3 Baringa Childcare Centre educators will:

- Share Parent Handbook
- Answer queries etc.
- Direct their attention to items related to helping child(ren) settle into the Centre environment.
- Enquire as to whether parents/guardians would like any material translated into a different language.
- Ensure that an enrolment form is completed in full.
- Encourage parents to consider an induction. This enables the child and parent to settle in and interact with other children and educators, establishing relationships and familiarising faces.
- Invite parents to make an appointment for the induction of the child(ren) into the Centre.
- Advise parents to become familiar with the Baringa Childcare Policy and Procedure Manual.

4.4 Communication, understanding and patience will expedite the achievement of a sound, trusting relationship between parents, educators and child.

- The parents and educators need to discuss the child's routine in terms of eating, likes and dislikes, sleeping and playing.
- Never leave your child without saying GOODBYE.

4.5 A secure and warm environment can be achieved in the following ways:

- The parent is encouraged to leave their child for short periods of time to settle the child into the centre. No payment is charged if the child stays less than 2 hours at a time.
- On return, the parent is encouraged to spend time in the Centre with their child before taking them home.

- Settling in to childcare is as individual as your child. Parents are encouraged to stay as long as possible. It is important to understand that your child may have a period of distress. Sometimes it may be better to leave your child BUT return early and spend time at the Centre - it all depends on your child.
- Please speak to the educators if you are worried or unsure of what to do. Together, you may be able to work out a strategy that will be beneficial to you and your child's needs.
- Parents are asked whether they wish to stay for the duration of the initial visit for the induction and also how long the visit may be.
- If the child(ren) are in the Toddler or Babies rooms, parents are requested to complete the Individual Routine Sheet and bring it to the first day of the induction.
- Parents are to be advised that the Centre encourages approximately one (1) hour visits, so that child(ren) get the opportunity to see how the Centre runs, but not too long to be daunting.
- After the initial visit, discussion with parents & team leader on how the visit went and if more such visits are required.

- 4.6 Once induction is considered by parents to be satisfactory, parents will be asked for an approximate time of arrival on first morning where fees will be applicable. Parents and the team leader will discuss what will happen on the first morning they arrive (separation – stay for a while, leaving-handing over to educators, reading a story).
- 4.7 Once induction has been completed and the child and family have settled into care, families are asked to complete our orientation evaluation survey.

5. Feedback

- 5.1 Families and staff may provide feedback about this document by emailing admin@baringa.org.au.

6. Approval and Review Details

Approval and Review	Details
Approval Authority	Centre Management
Administrator	Centre Director
Next Review Date	November 2020

History	Details
Original Approval Authority and Date	November 2017
Amendment Authority and Date	N/A

7. Appendix – Education and Care Services National Regulations

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
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

