

# **Croydon Shire Council Child Care Centre**



## **Orientation for Children & Families/Child Guardian Policy**

### **Policy Statement**

At Croydon Shire Council Child Care Centre one of our highest priorities is establishing a warm, caring and respectful relationship for all new families. Our Educators understand that placing your young children in a new environment or in child care for the first time can be a daunting or stressful time. During this initial orientation period into the centre, we strive to be of service to you by welcoming you and your child into our environment. We aim to gain as much information as we can so we can provide a settling-in period that suits both you and your child.

This time is to ensure families and children have the opportunity to visit the centre, meet the educators, and discuss philosophy, goals and programming offered within the centre and to understand the legislative requirements and organisational routines the centre uses. The orientation will be conducted by the director or a senior educator.

### **Application/Explanation/Procedure**

#### **Inquiry period:**

Telephone discussions will be held regarding the child's age, days required, start date and families requirements. An appointment time to visit the centre and be introduced to the staff will be arranged. (Appointment times ensure there will be someone available to answer all families questions and queries.)

#### **First visit:**

On the first visit, families and children will be given a tour of the centre. All aspects of the program will be discussed with families. Families will also be advised of our policies outlined in the family handbook.

Families will be asked about any needs for their child and any ways that we can help in the orientation period, such as toileting; food likes and dislikes; culture; comforters or fears and expectations of the day. Families are asked about the routines of infants so that the staff can follow this routine as closely as possible.

Children and families will be introduced to the Educators and other staff members present.

Families will be shown the sign in/out area, medication and communication procedures.

The child and parent will be asked to stay for a while so the child can become familiar with the environment.

Parents are provided with enrolment forms, Family Handbooks, copies of policies and any other information pertaining to child care. Enrolment forms are required one week before commencement.

Families are encouraged where possible to visit with their Child for short intervals before commencement of the child's start date to help develop routine and relationships with educators.

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## **First day:**

On the first day of attendance, families are asked only to stay for the time it takes to settle their child into the room. They are then advised that it is usually best to say "Goodbye" - assure their child they will be returning to the centre to collect them, and leave without lingering. Long drawn out separations are unsettling for the children. Families are invited to ring as often as they wish to talk to the staff about their child's progress during the day.

Educators will discuss with families at the end of the first day how their child settled in and what experiences they were involved in. Where possible, educators will take photos for the families to view their child on the first day.

During the orientation period, it is important that staff and families keep communications open so that we are able to provide the best possible settling-in period for both children and families.

Orientation is complete when both the child and the parents are feeling secure and comfortable. Supervisors will discuss this with the parents.

## **Responsibilities of Educators:**

To follow policy and procedure outlined above to ensure all Children and families are received, welcomed and are feeling comfortable and secure in the orientation process.

To discuss with families how the Child is settling and to keep communications open about the progress of their child's settling into routine at the centre

## **Responsibilities of Families:**

To follow the outlined policy to ensure a smooth settling-in period and transition for their Child.

To maintain open communication with carers to ensure they are well informed of how they feel the orientation is progressing for the family and child.

## **Resources:**

Child Care Regulations (2003)  
National Quality Standards 2012  
Putting Children First  
Early Years Learning Framework for Australia

**Policy Updated: 10 July 2013**

**Approved by:** \_\_\_\_\_  
**William F Kerwin**  
**Chief Executive Officer**  
**Croydon Shire Council**

**Approval Date: 31 July 2013**

**Date of Policy Review: July 2014**