

# Nambucca Valley Family Day Care

## ORIENTATION OF FAMILIES POLICY

Nambucca Valley Family Day Care (NVFDC) recognizes that beginning Family Day Care is a momentous occasion for children and families—filled with excitement and sometimes mixed emotions. NVFDC is committed to ensuring this transition is positive and supportive for all families. We approach orientation with sensitivity and care, taking time to build strong partnerships between families, the Service, and our educators, while nurturing trust and connection with each child. Through NVFDC's commitment to collaborative relationships, we work in partnership with families to achieve our common goal: promoting consistent, high-quality outcomes for individual children and the Service community. 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 STANDARD (NQS)

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
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.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
82	Environment to be free from tobacco, vaping devices, vaping substances, drugs and alcohol
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
168	Education and care service must have policies and procedures
169	Additional policies and procedures- family day care
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedure
171	Policies and procedures to be kept available
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents

## RELATED POLICIES

Administration of Medication Policy Anaphylaxis Management Policy Asthma Management Policy Child Safe Environment Policy Code of Conduct Policy Dealing with Complaints Policy Delivery of Children to, and Collection from EEC Service Premises Policy	Enrolment Policy Family Communication Policy Incident, Injury, Trauma and Illness Policy Payment of Fees Policy Privacy and Confidentiality Policy Safe Arrival of Children Policy Safe Use of Digital Technologies and Online Environments Policy
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## PURPOSE

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

## SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, Coordinators, educators, educator assistants, students, families, children, volunteers and visitors of NVFDC Services.

## IMPLEMENTATION

Orientation is an important process for children, families, educators/educator assistants and NVFDC to gain vital information about the individual child's needs, interests, and strengths. 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 an orientation visit. This visit or visits assist the child to adjust to a new setting and helps to make the transition from home to the NVFDC residence/or venue a smooth and positive experience.

### ORIENTATION OF THE FAMILY DAY CARE SERVICE

Prior to an orientation visit, the NVFDC Coordination Unit will discuss the following to gain a better understanding in supporting the family:

- Cultural and/or linguistic background for families from non-English speaking backgrounds (external support may be required)
- Family's needs in relation to work or other commitments
- Hours of care required (including weekend or after-hours care)
- Family's previous knowledge or experience of other children's services, including Family Day Care Services
- Any additional needs of the child and/or their family
- Any court orders or parenting orders that are applicable to the child
- Any allergies or dietary needs of the child
- Emergency or health care plans for the child if relevant
- NVFDC Service routines.

### THE APPROVED PROVIDER/MANAGEMENT/COORDINATOR WILL ENSURE:

- Obligations under the *Education and Care Services National Law and National Regulations* are met
- Educators, staff, students and volunteers have knowledge of and adhere to this policy
- Families are aware of our *Orientation of Families Policy*
- Environments remain free from the use of tobacco, including vaping substances/devices, alcohol and drugs (Reg. 82)
- The orientation process is well organised, flexible and informative
- The NVFDC educator creates a welcoming environment and interact positively with the child and family

- They respect the child and family at all times, acknowledging the individuality of each parenting style
- They reassure families that if their child is distressed over a long period of time during orientation and transition to care, the NVFDC educator will contact them
- They contact support agencies for children with additional needs to assist in transition
- They encourage families to provide feedback about the orientation process
- Families are informed that critical information from their child's enrolment form is communicated with NVFDC educators (emergency contacts, authorised nominees, court orders, immunisation status, medical and health conditions where relevant)
- They provide families with a list of documents that will be required for enrolment - birth certificates, immunisation records, relevant court orders, parenting orders etc.

#### FDC EDUCATORS AND EDUCATOR ASSISTANTS WILL:

- Greet children and families upon arrival
- Discuss with families the best transition process for their child
- Reassure families that they will phone parents if the child remains distressed
- Seek information about the child and family throughout the orientation process
- Discuss suggestions for developing a routine to say goodbye to their child each day
- Create a welcoming and inviting environment for children and families
- Respect the culture, values and beliefs of families
- Become familiar with any information provided by the family about the child to assist in a smooth transition to the service
- Invite families to NVFDC playgroups and other opportunities to connect with a larger group of families with young children in their area

#### DURING THE PRE-ENROLMENT AND/OR ORIENTATION OF THE FAMILY DAY CARE SERVICE, FAMILIES WILL BE:

- Provided with an enrolment form to be completed (assistance to complete this form is available if required)
- Provided with access to NVFDC policies - which will include *Payment of Fees, Sun Safe, Incident, Injury, trauma and Illness, Safe Use of Digital Technologies and Online Environments, Child Protection and Medical Conditions Policies*
- Provided with information about Child Care Subsidy (CCS) through the [myGov website](#)

- Provided with a *Family Handbook*
- Asked to provide their child's immunisation history statement when enrolling their child- Australian Childhood Immunisation Record
- Advised of the enrolment fee and bond
- Advised of appropriate clothing for the child to wear including appropriate shoes
- Shown the sign-in/out process for the Service
- Advised of what the child will be required to bring each day
- Informed about policies regarding children bringing in toys from home
- Informed about wearing sun safe hats and application of sunscreen.
- Required to discuss medical management plan and allergies (if applicable)
- Advised about how learning is recorded and shared with parents/carers
- Informed about how NVFDC embeds the National Principles for Child Safe Organisations ([Child Safe Standards](#)) including the adoption of the [National Model Code and Guidelines](#) for visitors, volunteers, educator assistants and facilitators
- Introduced to the routine and educational program and the observation cycle.
- Informed about NVFDC Service communication methods including meetings, interviews, newsletters, emails, Harmony Web etc.
- Discuss their child's interests, strengths and challenges; family goals and expectations; strategies to help settle into the NVFDC environment and able to set family goals for their child
- Asked to confirm their preferred method of communication
- Taken on a tour around the NVFDC residence
- Invited to visit the NVFDC residence on other occasions to assist in the orientation process.

## EVALUATION AND FOLLOW UP

Once the child has attended the NVFDC Service for a few days, the educator will ensure they:

- Speak directly with the family to ask how their child and the family has settled into the routine of childcare
- Welcome any questions or concerns the family may have
- Provide information to the family of how their child has settled in these early days (interests, friends, songs they like to sing, craft activities etc.)
- Request families to offer suggestions of how the NVFDC Service could improve the orientation process (provide families with the option to complete an Orientation Survey).

## CONTINUOUS IMPROVEMENT/REFLECTION

Our *Orientation of Families Policy* will be evaluated and reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or incidences related to child safety. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

## CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

Family Conduct Guidelines Family Handbook	Orientation Satisfaction Survey for New Parents
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## SOURCES

Australian Children’s Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)  
 Australian Children’s Education & Care Quality Authority. (2024). [Taking Images and Video of Children While Providing Early Childhood Education and Care. Guidelines For The National Model Code](#)  
 Australian Government Department of Education. [Belonging, Being and Becoming: The Early Years Learning Framework for Australia.V2.0, 2022](#)  
[Education and Care Services National Law Act 2010](#). (amended 2025)  
[Education and Care Services National Regulations](#). (Amended 2025)  
 The Australian parenting website Raising children: [Starting preschool](#)

## REVIEW

POLICY REVIEWED BY	Tella Markham	Nominated Supervisor	28/12/2025
POLICY REVIEWED	DECEMBER 2025	NEXT REVIEW DATE	DECEMBER 2026
VERSION NUMBER	V25.1		
MODIFICATIONS	<ul style="list-style-type: none"> <li>• annual policy maintenance</li> <li>• additional regulations added</li> <li>• minor additions to strengthen policy</li> <li>• sources checked for currency and updated as required</li> <li>• educator and coordination unit responsibilities reviewed and updated where required</li> </ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
NOVEMBER 2024	<ul style="list-style-type: none"> <li>• annual policy maintenance</li> <li>• additional related policies added</li> <li>• sources checked for currency and updated as required</li> <li>• added CCD related resources</li> </ul>	NOVEMBER 2025	

