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# Orientation Procedure

## Orientation Procedures

The key purpose of orientation is to establish positive relationships with Educators, Children and Families

The first contact may be

- Phone contact
- Walk in
- Web presence

What information 'captures' the inquirer

- Clear concise information
- Personal communication style
- Acknowledgement of family and child

First contact information often includes families seeking information about

- Hours the service operates
- Vacancies
- Session configuration
- Costs
- How to enrol child, including providing a copy of birth certificate, Centrelink document with name and age etc and immunisation record.
- Family given an information pack to take home that includes the 'parent

handbook'

When a starting date has been determined for the child, the child and family are invited for a visit/interview

- Opportunity for one to one conversation with the family and child
- Opportunity for the family to share information about their context and the child's needs
- Details about the program and pertinent information contained in the parent handbook
- Completion of enrolment details

- Walk around the centre so that the child and family can see 'the program in action'

### **Children with additional needs**

- Children with health care needs may be invited for a follow up meeting to develop a support plan and if necessary arrange for parent/carer to provide a Medical Support Plan.

### **Additional Strategies**

- If appropriate a home visit may be one of the orientation strategies
- Orientation meeting for small groups of families with children starting in the same group - opportunity to introduce staff and clarify centre routines and programs.