



Orientations

First impressions count, this is why orientations are essential for new staff, new families and new committee members commencing at your service. Proper orientation can achieve the following outcomes:

- ★ People feel welcomed
- ★ People understand the organisation in a broad sense, for example, its past, present and its vision for the future; as well as specifics in key areas, for example, its structure, culture, policies and procedures.
- ★ People are clear about what is expected of them.

Orientation may involve a combination of meetings, familiarisation with people, premises or facilities and written information. This can be a process over time rather than all done at once.

■ WELCOMING NEW STAFF

The first day is all-important – new staff can acquire a greater understanding of the organisation through a formal orientation process. They should receive the information they need to be productive and meet people who will provide continuing support during the orientation process, for example, members of the management committee, school staff (if appropriate), a peer adviser or “buddy”.

- ★ Give a proper guided tour of the premises.
- ★ They will need to be shown where a copy of the award is kept, given a letter of employment, job description and centre policies.
- ★ Create a staff handbook, with the most relevant policies and procedures outlined (i.e. arranging time off, sick leave, dress code etc) for staff to keep and refer to.



- ★ Find out what unique skills and talents that person can bring to the centre.
- ★ Introduce them to the staff team, committee members, families and children.
- ★ Write something about them in the centre newsletter, put a sign on the notice board or get them to make a poster about themselves.
- ★ Ensure they are aware of grievance procedures or who to turn to if they have a problem/ questions.

■ WELCOMING NEW FAMILIES

- ★ New families will feel more comfortable and confident in contributing to the organisation if they are made to feel welcome, valued and well supported.
- ★ Making a presentation at the primary school Kindergarten orientation is a great way of having first contact with new families. Have a kit available to hand out to prospective clients, for example, enrolment form, information about CCMS, example of the program, etc.
- ★ Ensure that the centre is well sign-posted so families can find it easily.

- ★ Provide a family handbook detailing centre management, philosophy, main policies and important information (fees, opening times etc.)
- ★ Go through the enrolment form with new families, taking extra time if needed for families with special needs or CALD background.
- ★ Hand out a copy of a recent centre newsletter.
- ★ Ensure families are clear on the monies and documentation needed upon enrolment.
- ★ Consider running a family introduction evening or fun day at the centre.

WELCOMING NEW COMMITTEE MEMBERS

The information that a management committee member needs in order to perform their role varies from organisation to organisation, according to the legal status, size and stage of development of the organisation and/or the management committee. However, at a minimum, all management committee members should be provided with:

- ★ The group's governing document, for example, constitution;
- ★ Annual report and accounts;
- ★ Minutes of previous three or four management committee meetings; and
- ★ Code of conduct (for management committee and/or staff).

Ideally, new committee members should be provided with a Handbook that includes general information about the organisation, roles and responsibilities, staffing, finance, strategic plan and policies and procedures. The chairperson could give a summary of this at the induction.

OTHER USEFUL TIPS FOR CONDUCTING AN ORIENTATION FOR NEW COMMITTEE MEMBERS INCLUDE

- ★ Ensuring there is a thorough handover from old to new committee members
- ★ Introductions to all committee members and staff at the centre. Also to the school principal if appropriate.
- ★ Advise of meeting procedures and any special arrangements, for example, child minding provided, refreshments served, etc.
- ★ Advise of organisations available for support, for example, Network of Community Activities, DEEWR, Fair Work, WorkCover, etc.
- ★ Advise of staff commitment, professionalism, achievements and centre direction.

ESSENTIAL RESOURCES AVAILABLE FROM NETWORK

- ★ Trouble Free Transitions
- ★ Staff Matters

OTHER RELEVANT OOSH DEVELOPMENT FACTSHEETS:

- ★ Management Committees – Roles and Responsibilities # 8b



66 Albion Street, Surry Hills, NSW, 2010
 Telephone: 02 9212 3244 Fax: 02 9281 9645
www.netoosh.org.au