



4 Enrolment and Orientation



INCLUSION IS
EVERYONE'S
BUSINESS

TIP SHEET

Enrolment and orientation provide opportunities to get to know children and their families. When conducted well they help children and families to feel welcome.

Enrolment

The enrolment process is an important first step in getting to know the child and family.

- Ensure that the enrolment or registration process is family friendly, easy to access and uses [inclusive language](#).
- Ensure that it captures important information about the child including details of medical and other conditions that may require attention.
- Set up procedures for your team to follow when families make initial inquiries. This could include a guide for answering queries.
- Consider using an interpreter if needed.
- Provide opportunities for families to ask questions and seek clarification.
- Take the time to understand what families want for their child. Find out what is important to them and if they have any concerns.

Orientation

Orientation is crucial when settling a child into your program.

- Be FLEXIBLE.
- Provide a tour of the facilities.
- Offer a no-obligation free trial so children and families can try out the program. A one-on-one trial may work better for some children before introducing them to a group.
- Get to know the child and begin to build a rapport by finding out what interests them. The '[All About Me](#)' worksheet and/or the '[Snapshot](#)' can be used to find out more about the child.
- Work with the child's family when deciding on the best way of settling the child into the program. This may include the day and time of the program, the group size and length of the session.
- If required provide the family with a [social story](#) that includes photos of the venue, instructors etc. This can be read by or to the child prior to starting a session.
- Work with the child's family on any modifications, adaptations or strategies that will support the child's participation.
- If the child is receiving funding through the [NDIS](#), find out how this could be used to support their participation.