

# Open Door

We value and pride ourselves on our partnership with families. We believe families are children's first teachers and therefore we embrace parents, guardians and family involvement within our Service. Participation by parents, guardians and families conveys a positive impression to children and allows them to feel supported and promotes a sense of belonging.

We believe in offering an open-door policy in which families are welcome to visit the Service when it is convenient for them.

## NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
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.

## PURPOSE

To ensure the best care for children and families, we believe it is important to provide families with the opportunity to visit our facilities and participate in our program at a time that is convenient for them. We encourage families to join in on our learning activities and celebrate events and special days with us.

## SCOPE

This policy applies to children, families, staff, management and visitors of the Service.

## IMPLEMENTATION

We operate with an open-door policy, where families are welcome to visit our Service anytime during operating hours. There are many opportunities for family involvement. We recognise that time is valuable to all families, which is why we accommodate many forms of participation and contribution.

### MANAGEMENT AND EDUCATORS WILL ENSURE:

- Families are always welcome to spend time in the Service and share special moments with their children.
- Families are aware of our open-door policy and are welcome to join in learning activities and celebrate events and special days held at the Service.
- Families are provided with information about special days and events they may want to participate in. For example:
  - Disco
  - Easter Hat Parade
  - Mother's Day
  - Father's Day
  - Open Day
  - Grandparents Day
  - Graduation
  - Christmas Celebrations
  - Excursions/Incursions
  - Cultural visits
  - Story Time
  - Cooking Experience
  - Parent-lead learning experiences

### FAMILIES CAN

- Visit the Service at all times. This may include visiting their child who is already enrolled, or as an enquiry prior to enrolment.

- Participate in our program by sharing their skills with the children. This may include playing an instrument, telling a story, sharing cultural traditions, cooking experiences, workshops etc.
- Make an appointment with management to discuss their child. This may include the child’s progress, concerns, setting goals, etc.
- Donate recyclable material that can be used within our early childhood program.
- Discuss any changes that have occurred in the child’s life, such as changes in family circumstances, moving to a new house, death of a family member or friend etc., in order for Educators to best support all children through difficult times.
- Attend any Service events and celebrations that are organised throughout the year.
- Share feedback, ideas and thoughts about the Service.
- Remain informed about what is happening within the Service through discussions, newsletters, social media etc.

**SOURCE:**

Australian Children’s Education & Care Quality Authority. (2014).  
 ECA Code of Ethics.  
 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2015.  
 Guide to the National Quality Standard.  
 Revised National Quality Standards

**REVIEW**

POLICY REVIEWED	NOVEMBER 2018	NEXT REVIEW DATE	NOVEMBER 2019
MODIFICATIONS	<ul style="list-style-type: none"> <li>• Grammar, punctuation and spelling edited.</li> <li>• Sources/references alphabetised.</li> </ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
OCTOBER 2016	New format created and policy created	NOVEMBER 2018	
AUGUST 2017	Minor changes made to improve operational understanding & delivery	AUGUST 2018	
OCTOBER 2017	Updated references to comply with the revised National Quality Standard	AUGUST 2018	