

# OPEN DOOR POLICY

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 Centre. Participation by parents, guardians and other family members, conveys a positive impression to children. Children feel supported and a sense of belonging and well-being is promoted.

We believe in offering an open-door policy welcoming family to visit the Centre 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 Centre	Families are supported from enrolment to be involved in their Centre and contribute to Centre 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 Centre and relevant community Centres 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 Centre builds relationships and engages with its community.

**RELATED POLICIES**

Child Safe Environment Policy Code of Conduct Dealing with Complaints Policy Enrolment Policy	Family Communication Policy Interactions with Children, Family and Staff Policy Orientation of Families Policy
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**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 acknowledge that families provide a wealth of valuable information and understanding about their child and we foster strong, respectful partnerships between our staff and educators and families. 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, approved provider, nominated supervisor student, volunteers and visitors of the Service.

**IMPLEMENTATION**

We operate with an open-door policy, where families are welcome to visit our Centre anytime during operating hours. There are many opportunities for family involvement, and we communicate these through regular newsletters, our family notice board, and our Families Xplor “HOME” digital communication app. We recognise that time is valuable to all families, which is why we accommodate many forms of participation and contribution.

*“Children thrive when families and educators work together in partnership to support young children’s learning.”*

(Early Years Learning Framework (EYLF), V2.0, 2023, p.9)

## THE APPROVED PROVIDER/ NOMINATED SUPERVISOR/ MANAGEMENT AND EDUCATORS WILL ENSURE:

- educators, staff, students and volunteers have knowledge of and adhere to this policy
- families are aware of this *Open Door Policy*
- families are always welcome to spend time in the Service and share special moments with their children [provided there are no recommendations from the Public Health Unit or other Government authority suggesting families and visitors do not enter ECEC services]
- 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 and visitors to our Service are required to abide by our *Family Conduct Guidelines -Code of Conduct*
- families are provided with information about special days and events they may want to participate in. For example:
  - Celebration of Special People in your child's life
  - Open Day
  - Graduation Ceremonies and events
  - End of Year Celebrations
  - Excursions/Incursions & regular external visitors
  - Cultural visits and events
  - Cooking Experiences
  - Parent-lead learning experiences
- the Centre is flexible and works with the family to accommodate involvement by family members.
- a variety of activities within the Centre are organised at different times of day and week to include as many parents as possible.

## FAMILIES CAN:

- visit the Centre 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 evaluating their child's program and providing feedback, raising concerns or setting new goals
- donate recyclable material that can be used within our early childhood program.
- discuss any changes that have occurred in the child's life, for example, changes in family circumstances, moving to a new house, death of a family member or friend in order for educators to best support all children through difficult times
- attend any Centre events and celebrations that are organised throughout the year
- share feedback, ideas and thoughts about the Centre
- remain informed about what is happening within the Centre through discussions, newsletters, social media etc.

## CONTINUOUS IMPROVEMENT/REFLECTION

Our *Open Door Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

## CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

<i>Family Conduct Guidelines</i>
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## SOURCES

Australian Children's Education & Care Quality Authority. (2014)  
Australia Children's Education & Care Quality Authority. (2023). [Guide to the National Quality Framework](#).  
Australian Government Department of Education. [Belonging, Being and Becoming: The Early Years Learning Framework for Australia. V2.0, 2022](#)  
Early Childhood Australia Code of Ethics. (2016).  
Education and Care Services National Law Act 2010. (Amended 2023).  
[Education and Care Services National Regulations](#). (Amended 2023).  
Revised National Quality Standards. (2018).  
[Western Australian Education and Care Services National Regulations](#)

## REVIEW

POLICY REVIEWED BY	Beck Seager	Head of Operations	Dec 2023
POLICY REVIEWED	NOVEMBER 2023	NEXT REVIEW DATE	NOVEMBER 2024
VERSION NUMBER	V9.11.23		
MODIFICATIONS	<ul style="list-style-type: none"> <li>• annual policy maintenance</li> <li>• updated content to reflect EYLF 2.0, 2023</li> <li>• hyperlinks checked and repaired as required</li> </ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
NOVEMBER 2022	<ul style="list-style-type: none"> <li>• Annual policy maintenance</li> <li>• hyperlinks checked and repaired as required</li> <li>• continuous improvement/reflection section added</li> <li>• link to Western Australian Education and Care Services National Regulations added in 'Sources'</li> </ul>	NOVEMBER 2023	
NOVEMBER 2021	<ul style="list-style-type: none"> <li>• inclusion of Public Health Orders/Gov't recommendations that may prevent families/visitors from entering ECEC service during pandemic</li> <li>• National Regulations added</li> <li>• Reference to implementing Child Safe Standards added</li> <li>• Sources checked for currency</li> </ul>	NOVEMBER 2022	
NOVEMBER 2020	<ul style="list-style-type: none"> <li>• Minor edits to policy</li> <li>• sources checked and updated</li> </ul>	NOVEMBER 2021	
NOVEMBER 2019	Sources checked for currency- small edits revise some wording and additional information	NOVEMBER 2020	
NOVEMBER 2018	Grammar, punctuation and spelling edited. Sources/references alphabetised	NOVEMBER 2019	
OCTOBER 2017	Updated references to comply with the revised National Quality Standard	AUGUST 2018	
AUGUST 2017	Minor changes made to improve operational understanding & delivery	AUGUST 2018	

OCTOBER 2016	New format created and policy created	NOVEMBER 2017
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