

# Open Door Policy

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All aspects of our Service show families that they are valued as partners in the care of their child. 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 Standards (NQS)

Quality Area 6: Partnership with families and community	
6.1.1	There is an effective enrolment and orientation process for families.
6.1.2	Families have opportunities to be involved in the service and contribute to service decisions
6.1.3	Current information about the service is available to families.
6.2.1	The expertise of families is recognised and they share in decision making about their child's learning and wellbeing
6.2.2	Current information is available to families about community services and resources to support parenting and family wellbeing
6.3.1	Links with relevant community and support agencies are established and maintained.
6.3.2	Continuity of learning and transitions for each child are supported by sharing relevant information and clarifying responsibilities.
6.3.3	Access to inclusion and support assistance is facilitated
6.3.4	The service builds relationships and engages with their local community.

## PURPOSE

To ensure the best care for children and families, we believe it is important to provide them with the opportunity to visit our facilities at a time that is appropriate for them.

## SCOPE

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

## IMPLEMENTATION

We operate as an open-door policy, where families are welcome to visit our Service during operating hours. We believe families are children's first teachers and therefore embrace family involvement and participation within our curriculum. We consider family participation to send a strong, positive message to children of collaboration and harmony.

### Management and Educators will ensure:

- Families are always welcome to spend time in the service and share special moments with their children
- Families are conscious of our open-door policy and are welcome to join in learning activities, celebrate events and special days held at the Service.

Families can:

- Visit the Service at all times. This may include visiting their already enrolled child 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 reachable material which 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 or friend etc.
- Attend any Service events and celebrations that are organised throughout the year
- Share 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).
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2015,
- ECA Code of Ethics.
- Guide to the National Quality Standard.

Review

Policy Review Date
October 2019