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 Service. 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 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.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 170	Offence relating to unauthorised persons on education and care service premises
84	Awareness of child protection law
155	Interaction with children
157	Access for parents
161	Authorisations to be kept in enrolment record

181	Confidentiality of records kept by approved provider

RELATED POLICIES

Celebrations Policy	Family Communication Policy
Child Safe Environment Policy	Interactions with Children, Family and Staff Policy
Code of Conduct Policy	Orientation of Families Policy
Dealing with Complaints Policy	Photograph Policy
Enrolment Policy	Student, Volunteer and Visitors Policy

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, eductors, 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 Service anytime during operating hours. There are many opportunities for family involvement, and we communicate these through regular newsletters, our family notice board, and our digital communication app- Kindyhub
We recognise that time is valuable to all families, which is why we accommodate many forms of participation and contribution. Our Service is committed to creating and maintaining a child safe environment and embeds the Victorian Child Safe Standards and implements child safe policies and procedures to ensure child safety is paramount. In addition, our Service has adopted the National Model Code and Guidelines for taking images or videos of children which applies to volunteers, students and visitors.

"Children thrive when they, their families and their educators work together in partnership to support their learning, development and wellbeing."

(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 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 and visitors are aware of guidelines adopted by the Service around the use of personal electronic devices and refrain from taking images or videos of children whilst visiting the Service
- families are provided with information about special days and events they may want to participate in. For example:
    - Graduation Ceremonies and events
    - Christmas Celebrations
    - Excursions/Incursions
    - Cultural visits
    - Story Time
    - Cooking Experiences
    - Parent-lead learning experiences
    - Special Events/Days held by the service.
- the Service is flexible and works with the family to accommodate involvement by family members
- a variety of activities within the Service are organised at different times of day and week to include as many parents as possible
- to prioritise children's safety and provide a child safe environment
- that reasonable steps are taken to ensure any parent, family member or visitor that may pose a risk to the safety of the children and staff of the Service are not permitted entry.

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- subject to any Public Health Orders or Government recommendations for families or visitors not entering ECEC (e.g., during an outbreak of an infectious disease)
- 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 Service events and celebrations that are organised throughout the year
- share feedback, ideas and thoughts about the Service including policies and procedures
- remain informed about what is happening within the Service through discussions, newsletters, social media etc.
- assist our Service provide a child safe environment by notifying management of any change to current court orders or parenting orders

SOURCES

Australian Children's Education & Care Quality Authority. (2024). *Taking Images and Video of Children While Providing Early Childhood Education and Care. Guidelines For The National Model Code*
Australian Children's Education & Care Quality Authority. (2024). *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).

REVIEW

POLICY REVIEWED BY	Krystle Hills	Centre Manager	11/02/2025
POLICY REVIEWED	February 2025	NEXT REVIEW DATE	February 2026
MODIFICATIONS	• annual policy maintenance • additional related policies added • inclusion of National Model Code and guidelines • minor edits within policy		

	• sources checked for currency and updated as required	
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
November 2023	• annual policy maintenance • updated content to reflect EYLF 2.0, 2023 • hyperlinks checked and repaired as required	NOVEMBER 2024