



6.04 Open Door Policy

POLICY STATEMENT

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 as well as 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.

AIM

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

STANDARDS AND PROCEDURES

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 conscious of our open-door policy and are welcome to join in learning activities, 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:
 - Hero's Day
 - Open Day
 - Grandparents Day
 - Graduation
 - Christmas Celebrations
 - Excursions/Incursions
 - Cultural visits
 - Story Time
 - Cooking Experiences
 - Parent lead learning experiences

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 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 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.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

Children (Education and Care Services) National Law NSW

- 157- Access for parents

SOURCE LIST

This section contains websites, industry bodies, or Legislation that have been used to assist in sourcing the information for this policy. It also acts as a guide to sourcing further reading on each relevant policy.

- [Australian Children's Education & Care Quality Authority](#)
- [Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011](#)
- [Guide to the National Quality Standard](#)
- [Revised National Quality Standard](#)
- [ECA Code of Ethics](#)

RELATED POLICIES

- 6.02 Family Communication Policy

POLICY REVIEW

The review schedule has been developed using a risk assessment methodology with consideration given to sector, industry, and legislative changes.

Date reviewed	Policy changed		Modifications	Next Review Date
June 2018	Yes	No	None	September 2019