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 6: COLLABORATIVE PARTNERSHIPS		
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. 165	Offence to inadequately supervise children
S. 167	Offence relating to protection of children from harm and hazards
S. 170	Offence relating to unauthorised persons on education and care service premises
82	Environment to be free from tobacco, vaping devices, vaping substances, drugs and alcohol
84	Awareness of child protection law
155	Interaction with children
157	Access for parents
161	Authorisations to be kept in enrolment record

168	Education and care service must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedure
181	Confidentiality of records kept by approved provider

RELATED POLICIES

Celebrations Policy Child Safe Environment Policy Code of Conduct Policy Dealing with Complaints Policy Enrolment Policy Family Communication Policy	Interactions with Children, Family and Staff Policy Orientation of Families Policy Safe Use of Digital Technologies and Online Environments 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, educators, 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 (provided the parent's entry would not pose a risk to the safety of children or staff of the Service, conflict with any duty of the provider, supervisor or educator under the Law or contravene a court order).

There are many opportunities for family involvement, and we communicate these through regular newsletters, our family notice board, and our digital communication app- [Xplor]. 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 National Principles for Child Safe Organisations – Child Safe Standards [Vic] and implements child safe policies and procedures to ensure child safety is paramount.

"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, 2022, p. 9)

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

- that obligations under the *Education and Care Services National Law and National Regulations* are met
- educators, staff, students and volunteers have knowledge of and adhere to this policy
- 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
- to prioritise children's safety and wellbeing and provide a child safe environment
- children's enrolment records are maintained that include details of any court orders, parenting orders or parenting plans
- that a parent is not permitted access to the Service or their child when a court order or parenting order restricts such access
- that all 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 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 and visitors to our Service are required to abide by our *Family Conduct Guidelines -Code of Conduct*
- parents, families and visitors are aware of National Model Code
- environments remain free from the use of tobacco, including vaping substances/devices, alcohol and drugs (Reg. 82)

- 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 Ceremonies and events
    - Christmas Celebrations
    - Excursions
    - Cultural visits
    - Story Time
    - Cooking Experiences
    - Parent-lead learning experiences
- 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.

FAMILIES CAN:

- visit the Service at all times education and care is provided. 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 restricting entry to education and care settings (e.g., during an outbreak of an infectious disease) or that their entry would pose a risk to the safety of children and staff at the Service (including conflict with any court order)
- participate in our program by sharing their skills and experiences with the children such as This playing an instrument, storytelling, cooking, cultural traditions, workshops or other activities
- make an appointment with management to discuss their child's learning and development, provide feedback on their program, raise concerns or set 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
- stay informed about what is happening within the Service through discussions, newsletters, social media and other communication methods
- support our Service to maintain a child safe environment by promptly notifying
- management of any change to current court orders, parenting orders or access arrangements.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Open Door Policy* will be evaluated and reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or incidents related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

Family Conduct Guidelines

SOURCES

Australian Children's Education & Care Quality Authority. (2025). *Guide to the National Quality Framework*
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 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 2025)
Education and Care Services National Regulations. (Amended 2025)
Western Australian Legislation Education and Care Services National Law (WA) Act 2012 (For WA Services only)
Western Australian Legislation Education and Care Services National Regulations (WA) Act 2012

REVIEW

POLICY REVIEWED BY	[NAME] Amy Flockhart	[POSITION] office admin	[DATE] 16/07/2026
POLICY REVIEWED	NOVEMBER 2025	NEXT REVIEW DATE	NOVEMBER 2026
VERSION NUMBER	V11.11.25a		
MODIFICATIONS	• annual policy review • updated related law and regulations • use of personal electronic devices section for families/visitors- Services to adjust for their own context • added enrolment information/ court order		

	• updated 'Families can' section • sources checked for currency and updated as required	
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
NOVEMBER 2024	• annual policy maintenance • additional related policies added • inclusion of National Model Code and guidelines (not mandatory) • minor edits within policy • sources checked for currency and updated as required	NOVEMBER 2025