

OPEN DOOR POLICY



Related Quality Area	QUALITY AREA 7: GOVERNANCE AND LEADERSHIP QUALITY AREA 6: PARTNERSHIP WITH FAMILIES
Related Policies	Enrolment and Orientation Policy

Nightcliff Family Centre (NFC, the Centre) 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 the 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. NFC believe in offering an open-door policy welcoming family to visit the Centre.

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 everyone. 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 and visitors of the Centre.

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 newsletters, website, apps, emails and the family notice board. 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, p.9)

CHILD SAFE ENVIRONMENT

Child Safety is paramount. All persons in the Centre (including families) are required to abide by the:

- A. National Principles for Child Safe Organisation
- B. All relevant Child Safe Policies and Procedures
- C. National Model Code and Guidelines for taking images / videos of children (as adopted by the Centre).

MANAGEMENT AND EDUCATORS WILL ENSURE:

- families are always welcome to spend time in the Centre and share special moments with their children
- 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 Centre
- **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 Centre**
- 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/Incursions
 - 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 Centre at all times. To avoid overcrowding in the Centre, visitors (responsible persons) are requested to arrange the time and the date for the visit with the manager or administration staff in advance.
- visit their child who is already enrolled, or visit as a new 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 events held at the Centre 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.

In addition, families must be aware of, and respect, all Centre policies around Child Safety. Including:

- (a) not taking photos / videos of children; and
- (b) leaving their personal electronic devices out of the room / in their pockets, whilst engaging with children in the Centre.

REVIEW

POLICY REVIEWED	May 2021	NEXT REVIEW DATE	November 2022
MODIFICATIONS	<ul style="list-style-type: none"> The Policy was created in participation with Educators and management staff 		

POLICY REVIEWED BY	Judy Rondon	Director	NOVEMBER 2022
POLICY REVIEWED	NOVEMBER 2022	NEXT REVIEW DATE	NOVEMBER 2024
MODIFICATIONS	<ul style="list-style-type: none"> No changes or Additional information added Sources checked for currency Spell check 		

POLICY REVIEWED BY	Judy Rondon	Director	November 2025
POLICY REVIEWED	November 2025	NEXT REVIEW DATE	November 2026
MODIFICATIONS	<ul style="list-style-type: none"> Sources checked for currency Spell check 1 x additional sections added 		