

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 Family Day Care 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 our Family Day Care residence 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 REGULATIONS	
84	Awareness of child protection law
155	Interaction with children
157	Access for parents

161	Authorisations to be kept in enrolment record
165	Record of visitors
181	Confidentiality of records kept by approved provider

Victorian Child Safe Standards	
Standard 1	Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued
Standard 2	Child safety and wellbeing is embedded in organisational leadership, governance and culture
Standard 3	Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously
Standard 4	Families and communities are informed, and involved in promoting child safety and wellbeing
Standard 5	Equity is upheld and diverse needs respected in policy and practice
Standard 6	People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
Standard 7	Processes for complaints and concerns are child focused
Standard 8	Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training
Standard 9	Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed
Standard 10	Implementation of the Child Safe Standards is regularly reviewed and improved
Standard 11	Implementation of the Child Safe Standards is regularly reviewed and improved

RELATED POLICIES

Child Safe Environment Policy Code of Conduct Dealing with Complaints Policy (Family) Enrolment Policy	Family Communication Policy Interactions with Children, Family and Staff Policy Orientation of Families Policy
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PURPOSE

To ensure the best care for children and families, we believe it is important to provide families with the opportunity to visit their child's Family Day Care residence and participate in the 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 participate in family play sessions and home visits.

SCOPE

This policy applies to children, families, educators/educator assistants, management and visitors of the Family Day Care Service.

IMPLEMENTATION

We operate with an open-door policy, where families are welcome to visit our Family Day Care residence during operating hours. There are many opportunities for family involvement, and we communicate these through regular newsletters and emails, 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)

MANAGEMENT AND FAMILY DAY CARE EDUCATORS WILL ENSURE:

- families are always welcome to spend time at their child’s FDC residence and share special moments with their children, provided their entry would not pose a risk to the safety of the children at the residence
- 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 residence or family play sessions
- 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 morning teas
 - Father’s Day BBQ breakfast
 - Open Day
 - Grandparents Day
 - Graduation Ceremonies or events
 - Christmas Celebrations
 - Excursions/Incursions
 - Cultural visits

- Story Time
- Cooking Experiences
- FDC educators will provide families with information about their usual routine to ensure any visits are planned during normal activities
- FDC educators are flexible and will try to accommodate involvement by family members on different times and days of the week.

FAMILIES CAN:

- visit the FDC residence at all times
- 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 the educator or coordinator 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 such as changes in family circumstances, moving to a new house, death of a family member or friend in order for the FDC educator to best support children through difficult times.
- attend events and celebrations that are organised throughout the year
- share feedback, ideas and thoughts about the FDC Service
- remain informed about what is happening within the FDC Service through discussions, newsletters, social media etc.

SOURCE

Australia Children's Education & Care Quality Authority. (2014).

Australian Government Department of Education, Skills and Employment. (2009). *Belonging, Being & Becoming: The early years learning framework for Australia*.

Australian Government Department of Education, Skills and Employment. (2011). *My Time, Our Place: Framework for School Age Care in Australia*.

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law and the Education and Care Services National Regulations.

Guide to the National Quality Framework. (2017). (Amended 2020).

Revised National Quality Standard. (2018).

REVIEW

POLICY REVIEWED	NOVEMBER 2021	NEXT REVIEW DATE	NOVEMBER 2022
MODIFICATIONS	inclusion about planning visits around normal routines		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
August 2020	New policy drafted for Family Day Care services Policy purchased from Child Care Desk top	August 2021	