

# Nambucca Valley Family Day Care

## OPEN DOOR POLICY

Nambucca Valley Family Day Care (NVFDC) values and prides 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 NVFDC residences or approved venues 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                |
| 165 | Record of visitors   |
| 168 | Education and care service must have policies and procedures |
| 169 | Additional policies and procedures- family day care service  |
| 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<br>Child Safe Environment Policy<br>Code of Conduct<br>Dealing with Complaints Policy<br>Enrolment Policy<br>Family Communication Policy | Interactions with Children, Family and Staff Policy<br>Orientation of Families Policy<br>Safe Use of Digital Technologies and Online Environments Policy<br>Visitors to Family Day Care Residences Policy |
|--|---|

## 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/or approved venue 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.

## SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, Coordinators, educators, educator assistants, students, families, children, volunteers and visitors of NVFDC Services.

## 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, our family notice board, and email communications through Harmony Web. We recognise that time is valuable to all families, which is why we accommodate many forms of participation and contribution. NVFDC is committed to creating and maintaining a child safe environment and embeds the National Principles for Child Safe Organisations- [Child Safe Standards](#) 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/MANAGEMENT AND FAMILY DAY CARE EDUCATORS WILL ENSURE:

- Obligations under the *Education and Care Services National Law and National Regulations* are met
- NVFDC educators, educator assistants, 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 residence
- They prioritise of 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
- 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 NVFDC educator are not permitted entry
- Families are always welcome to spend time at their child’s NVFDC 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 the [National Model Code](#) has been adopted by NVFDC for all visitors, parents, facilitators, volunteers and educator assistants regarding the use of personal

electronic devices and they must refrain from taking images or videos of children whilst visiting NVFDC Services

- 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:
  - Easter Hat Parade
  - Parent and Grandparent Day events
  - Graduation Ceremonies or events
  - Christmas Celebrations
  - Excursions
  - Cultural visits
  - Story Time
  - Cooking Experiences
- NVFDC educators will provide families with information about their usual routine to ensure any visits are planned during normal activities
- NVFDC 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 venue at all times during operating hours - 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)
- Participate in our program by sharing their skills and experiences with the children such as playing an instrument, storytelling, cooking, cultural traditions, workshops or other activities
- Make an appointment with their NVFDC educator or the Coordination Unit 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 such as changes in family circumstances, moving to a new house, death of a family member or friend in order for the NVFDC 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 NVFDC Service

- Stay informed about what is happening within NVFDC through discussions, newsletters, and other communication methods
- Support NVFDC 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 incidences related to child safety or celebration practices.

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.

## 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](#)

Australian Government Department of Education. [My Time, Our Place- Framework for School Age Care in 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)

## REVIEW

|                    |   |                      |               |
|--------------------|---|----------------------|---------------|
| POLICY REVIEWED BY | Tella Markham   | Nominated Supervisor | 28/12/2025    |
| POLICY REVIEWED    | DECEMBER 2025   | NEXT REVIEW DATE     | DECEMBER 2025 |
| VERSION NUMBER     | V25.1   |                      |               |
| MODIFICATIONS      | <ul style="list-style-type: none"> <li>• annual policy maintenance</li> <li>• updated related law and regulations</li> <li>• use of personal electronic devices section for families/visitors re: national model code for non-NVFDC staff/educators</li> <li>• added enrolment information/court order</li> <li>• updated ‘Families can’ section</li> <li>• sources checked for currency and updated as required</li> <li>• responsibilities reviewed and updated to reflect current practices</li> </ul> |                      |               |

| POLICY REVIEWED | PREVIOUS MODIFICATIONS   | NEXT REVIEW DATE |
|-----------------|--|------------------|
| NOVEMBER 2024   | <ul style="list-style-type: none"> <li>• annual policy maintenance</li> <li>• additional related policies added</li> <li>• inclusion of National Model Code and guidelines (not mandatory)</li> <li>• minor edits within policy</li> <li>• sources checked for currency and updated as required</li> </ul> | NOVEMBER 2025    |