



# Open Door Policy Families

Welcome to The Farmhouse Montessori School where we operate an 'Open Door' Policy for parents. We value and pride ourselves on our partnership with our families. 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.

If you have any worries or concerns about your child's education, then we believe that it is far better that you come into school and discuss them – in the first case with your class teacher, then with the Principal. Following this process allows issues to be resolved and explained.

## 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.  |

## PURPOSE

The purpose of our Open Door Policy is to encourage open communication, feedback and discussion. To also ensure the best care for children and to the families, we believe it is important to provide families with the opportunity to visit our school and participate in our programs at a time that is convenient for them and also with the school campuses.

We acknowledge that families provide a wealth of valuable information and understanding .

- The school is flexible and works with the families to accommodate involvement by family members.
- A variety of activities within the school are organised at different times of the day and week to include as many parents as possible. We take into account that parents may have students at both campuses so we try to accommodate all.

## SCOPE

This policy applies to all families of the service.

## RATIONALE

Staff will listen to your concerns and work with you to resolve any issues that you might have. Staff and parents are expected to be reasonable and fair to all parties. It is in the best interests of all our children to work together.

## IMPLEMENTATION

We are able to maintain our 'Open Door Policy' by requesting your co-operation with the following rules.

- All visitors to the school must report to the school office upon arrival.
- Class teachers will usually be available for an Open Door meeting at the end of the school hours teaching day.

At the Nth Head Campus the end of the School Hours teaching Day for teaching staff is normally 3pm.

At the Nth Balgowlah Campus the end of the School Hours teaching Day for teaching staff is normally 4pm

- In some cases, the teacher may not be available for genuine reasons and a different meeting time should be arranged.
- If you feel that the matter needs more than 10 minutes to discuss, then parents should phone the school office at the campus that your child is attending to make an appointment to see the member of staff at a mutually convenient time. Please make sure to state the purpose of the meeting request.
- Staff may also be available to take phone calls, when they are not available please leave a contact number so that the member of staff may call you back at a different time.
- The Nth Balgowlah Campus & Nth Head Campus is only accessible to parents at drop off and pick up times. During school hours, the site is locked for the security of our pupils for access parents will be required to ring the front door bell or phone the school for entry.
- At no time should parents raise their voices at staff, particularly in front of children. Aggressive or threatening behaviour is also unacceptable. Anyone who misuses the Open Door Policy may be asked to leave the school premises and future meetings will only be held after a prior appointment is made.

## MANAGEMENT AND EDUCATORS WILL ENSURE:

Families are aware of our open door policy and are welcome to celebrate events and special day held at the School.

Families are provided with information about special days and events that may want to participate in: For example to name a few:

- Mother's Day
- Father's Day
- Open Day
- Grandparent's and Special Friends Day
- Graduation Day
- Christmas/End of Year celebration Concert

## FAMILIES

- Families are encouraged to share insights about their child with staff
- Family members are encouraged to share skills and cultural experiences with the children and staff. This may include playing an instrument, telling a story, sharing cultural traditions, cooking experiences, workshops etc.
- Donate recyclable material that can be used with our school.
- Attend and school events and celebrations that are organised throughout the year.
- Families are to be kept informed on what is happening within the school through discussions with staff, fortnightly newsletters and the website

- Family members are welcome to make suggestions at any time either anonymously by submitting a written suggestion into the suggestion box within the foyer at the Nth Balgowlah campus or by discussing the matter with the Head of School who will convey the message to other relevant staff
- Families are to be kept up to date with their child's development and interests throughout their time at the school.
- Remain informed about what is happening with the school through discussions, newsletters social media etc.

### Source

- Guide to the Education and Care Services National Regulations (2017)
- Revised National Quality Standards (2018)
- The Early Years Learning Framework (2016)

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| Policy Date  | Modification   | Review |
|--------------|--|--------|
| October 2016 | New format created and policy created  | 2017   |
| May 2017     | Updated references to comply with the revised National Quality Standard  | 2018   |
| May 2018     | New Logo added to document   | 2020   |
| July 2020    | Grammar, punctuation, and spelling edited<br>Sources/references alphabetised<br>Management section points updated<br>Family section points added | 2022   |