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 parent, guardian and family involvement within our Out of School Hours Care (OSHC) Service. Participation by parents, guardians and other family members conveys a positive impression to children and allows them to feel supported and promotes a sense of belonging. 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)

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| 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. |

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| 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 |
| 181 | Confidentiality of records kept by approved provider |

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 |

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, management, the Approved Provider, Nominated Supervisors and visitors of the OSHC Service.

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 regular newsletters, our communication board, and our digital app like facebook We recognise that time is valuable to all families, which is why we accommodate many forms of participation and contribution. Our OSHC Service is committed to creating and maintaining a child safe environment and embeds the Child Safe Standards.

*“Children thrive when families, educators, schools and the wider community work together in partnership to support children’s wellbeing and learning.”*

(My Time, Our Place Framework for School Age Care In Australia, 2011).  
  
THE APPROVED PROVIDER/MANAGEMENT AND EDUCATORS WILL ENSURE:

* families are always welcome to spend time in the OSHC Service and share special moments with their children provided recommendations from the Public Health Unit or other Government authority suggests families and visitors do not enter Early Childhood Education and Care Services (ECEC) due to an outbreak of an infectious diseases
* 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
* 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
* Christmas Celebrations
* Excursions/Incursions
* Cultural visits
* Book Week/ Story Time
* Cooking Experiences
* Parent lead learning experiences
* a variety of activities within the Service are organised at different times of day and week to include as many parents as possible
* to prioritise children’s safety and provide a child safe environment
* that 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 CAN:

* visit the service at all times the OSHC Service is educating and caring for children. 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 for families or visitors not entering ECEC (e.g., during an outbreak of an infectious disease)
* 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 discussing the child’s evaluations, raise concerns, setting new goals, providing feedback to the service.
* donate recyclable material that can be used within our OSHC 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 etc., in order for educators to best support all children through difficult times
* attend any events and celebrations that are organised throughout the year at our OSHC Service
* share feedback, ideas and thoughts about the Service including policies and procedures
* remain informed about what is happening within the OSHC Service through discussions, newsletters, social media etc.
* assist our OSHC Service provide a child safe environment by notifying management of any change to current court orders or parenting orders.

CONTINOUS IMPROVEMENT/REFLECTION

Our *Open Door Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCE

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

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

Early Childhood Australia Code of Ethics. (2016).[Education and Care Services National Regulations](https://www.legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653?query=((Repealed%3DN+AND+PrintType%3D%22act.reprint%22+AND+PitValid%3D@pointInTime(20200831000000))+OR+(Repealed%3DN+AND+PrintType%3D%22reprint%22+AND+PitValid%3D@pointInTime(20200831000000))+OR+(Repealed%3DN+AND+(PrintType%3D%22epi.reprint%22+OR+PrintType%3D%22epi.electronic%22)+AND+PitValid%3D@pointInTime(20200831000000)))+AND+Content%3D(%22early%22+AND+%22childhood%22)&dQuery=Document+Types%3D%22%3Cspan+class%3D%27dq-highlight%27%3EActs%3C/span%3E,+%3Cspan+class%3D%27dq-highlight%27%3ERegulations%3C/span%3E,+%3Cspan+class%3D%27dq-highlight%27%3EEPIs%3C/span%3E%22,+Search+In%3D%22%3Cspan+class%3D%27dq-highlight%27%3EAll+Content%3C/span%3E%22,+All+Words%3D%22%3Cspan+class%3D%27dq-highlight%27%3Eearly+childhood%3C/span%3E%22,+Point+In+Time%3D%22%3Cspan+class%3D%27dq-highlight%27%3E31/08/2020%3C/span%3E%22). (2011).

Guide to the National Quality Framework. (2017). (Amended 2020).Revised National Quality Standard. (2018).

REVIEW

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| POLICY REVIEWED BY | Nisha Ahrens | Director | September 2023 |
| POLICY REVIEWED | NOVEMBER 2022 | NEXT REVIEW DATE | NOVEMBER 2023 |
| MODIFICATIONS | * Annual policy maintenance * hyperlinks checked and repaired as required * continuous improvement/reflection section added | | |
| POLICY REVIEWED | PREVIOUS MODIFICATIONS | | NEXT REVIEW DATE |
| NOVEMBER 2021 | * inclusion of Public Health Orders/Gov’t recommendations that may prevent families/visitors from entering ECEC service during pandemic * National Regulations added * Reference to implementing Child Safe Standards added * Sources checked for currency | | NOVEMBER 2022 |
| NOVEMBER 2020 | * Minor editing to policy * sources checked and updated | | NOVEMBER 2021 |
| NOVEMBER 2019 | Additional information added to points  minor editing to sources | | NOVEMBER 2020 |
| NOVEMBER 2018 | Grammar, punctuation and spelling edited.  Wording ‘corrected’ and sentences reworded.  Additional information added to points.  Sources/references alphabetised. | | NOVEMBER 2019 |
| NOVEMBER 2017 | Updated the references to comply with the revised National Quality Standard | | NOVEMBER 2018 |