

# 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 families to visit the Service 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 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**

<p>Child Safe Environment Policy Code of Conduct Dealing with Complaints Policy</p>	<p>Enrolment Policy Family Communication Policy Interactions with Children, Family and Staff Policy Orientation of Families Policy</p>
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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 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, students, volunteers 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, Compass newsfeeds, Kidsoft emails, CHPS website - OSHC has its own page. 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 and young people thrive when families, approved providers, educators and teachers in schools, other professionals and the wider community work together in partnerships to support children and young people’s wellbeing, learning and development.”

- educators, staff, students and volunteers have knowledge of and adhere to this policy
- families are aware of this Open Door Policy

(My Time, Our Place Framework for School Age Care In Australia, (MTOPI), V2.0, 2023, p. 9).

#### THE APPROVED PROVIDER/MANAGEMENT AND EDUCATORS WILL ENSURE:

- educators, staff, students and volunteers have knowledge of and adhere to this policy
- families are aware of this Open Door Policy
- Families are always welcome to spend time in the 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
- 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
  - Graduation
  - Christmas Celebrations
  - Excursions/Incursions
  - Cultural visits
  - Story Time
  - Cooking Experiences
  - Parent lead learning experiences

#### FAMILIES CAN:

- Visit the service at all times the service is educating and caring for children. This may include visiting their child who is already enrolled, or as an 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 discussing the child's evaluations, raise concerns, setting new goals, providing feedback to the service.
- Donate recyclable material that can be used within our Out of School Hours program.
- Discuss any changes that have occurred in the child's life, such as 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 Service events and celebrations that are organised throughout the year.
- Share feedback, ideas and thoughts about the Service including policies and procedures.
- Remain informed about what is happening within the 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.

#### CONTINUOUS IMPROVEMENT/REFLECTION

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

#### CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

*Family Conduct Guidelines*

#### SOURCE:

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

**Australia Children's Education & Care Quality Authority. (2023).** [Guide to the National Quality Framework.](#)

**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 2023).**

[Education and Care Services National Regulations.](#) (Amended 2023).

**Revised National Quality Standards. (2018).**

[Western Australian Education and Care Services National Regulations](#)

#### REVIEW

POLICY REVIEWED	MAY 2024	NEXT REVIEW DATE	NOVEMBER 2024
POLICY REVIEWED BY	ANGELA STEVENS	BUSINESS MANAGER	MAY 2024
VERSION NUMBER	V7.11.23		
MODIFICATIONS	<ul style="list-style-type: none"> <li>• annual policy maintenance</li> <li>• updated content to reflect MTOP 2.0, 2023</li> <li>• hyperlinks checked and repaired as required</li> </ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
NOVEMBER 2022	<ul style="list-style-type: none"> <li>• annual policy maintenance</li> <li>• hyperlinks checked and repaired as required</li> <li>• continuous improvement/reflection section added</li> <li>• link to Western Australian Education and Care Services National Regulations added in 'Sources'</li> </ul>	NOVEMBER 2023	
NOVEMBER 2021	<ul style="list-style-type: none"> <li>• inclusion of Public Health Orders/Gov't recommendations that may prevent families/visitors from entering ECEC service during pandemic</li> <li>• National Regulations added</li> <li>• Reference to implementing Child Safe Standards added</li> <li>• Sources checked for currency</li> </ul>	NOVEMBER 2022	
NOVEMBER 2020	<ul style="list-style-type: none"> <li>• Minor editing to policy</li> <li>• sources checked and updated</li> </ul>	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