

## 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)

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.

### RELATED POLICIES

Enrolment Policy	Orientation 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 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 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 emails, text messages and verbal conversations. We recognise that time is valuable to all families, which is why we accommodate many forms of participation and contribution.

*“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).

## MANAGEMENT AND EDUCATORS WILL ENSURE:

- families are always welcome to spend time in the OSHC Service and share special moments with their children
- 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.

### 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
- 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.

### SOURCE

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

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. (2017).

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

Revised National Quality Standard. (2018).

**REVIEW**

POLICY REVIEWED	NOVEMBER 2020	NEXT REVIEW DATE	NOVEMBER 2021
MODIFICATIONS	<ul style="list-style-type: none"> <li>• Minor editing to policy</li> <li>• sources checked and updated</li> </ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
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	