



Open Door Policy

POLICY STATEMENT:

At Lake Mac Newy OOSH, 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 (OOSH) Service. Participation by parents, guardians, and other family members conveys a positive impression to children and allows them to feel supported. Children feel supported, and a sense of belonging and well-being is promoted.

We believe in offering an open-door policy that welcomes families to visit the service when it is convenient for both families and the service.

PROCEDURES:

To ensure the best care for children and families, we believe it is essential to allow families to visit our facilities and participate in our program at a convenient time for all parties. We acknowledge that families provide valuable information and understanding about their children, and we foster strong, respectful partnerships between our staff, educators and families. We encourage families to join in on our learning activities and celebrate events and special days with us.

We operate with an open-door policy, where families can visit our Service anytime during operating hours. There are many opportunities for family involvement, and we communicate these through regular newsletters, emails, our parent sign desk, and OWNA. We recognise that time is valuable to all families, so 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."

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

THE APPROVED PROVIDER/MANAGEMENT AND EDUCATORS WILL ENSURE:

- educators, staff and students know of and adhere to this policy
- families are aware of this *Open Door Policy*
- families are always welcome to spend time in the OSHC 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 *Code of 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 given information about special days and events they may want to participate in. For example:
 - Mother's Day
 - Father's Day
 - Grandparents Day
 - Cultural Celebrations



- Cultural visits
- 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 is not permitted entry.

FAMILIES CAN:

- Always visit the OSHC Service when it is educating and caring for children. This may include visiting their child who is already enrolled or as an enquiry before 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 examining the child’s evaluations, raising concerns, setting new goals, and providing feedback to the service.
- donate recyclable material that can be used within our OSHC program.
- Discuss any changes in the child’s life, such as changes in family circumstances, moving to a new house, or the death of a family member or friend, so educators can 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, emails, OWNA, etc.
- assist our OSHC Service in providing a safe environment for children by notifying management of any change to current court orders or parenting orders.

CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
R 84, 155, 157, 161, 181	Quality Area’s: 6.1, 6.1.1, 6.1.2, 6.1.3, 6.2, 6.2.3 Child Safe Standards 1, 2, 3, 4, 6, 9, 10	- Providing a Child Safe Environment Policy - Parent Code of Conduct - Dealing with Complaints Policy - Enrolment & Orientation Policy - Communication with Families Policy - Interactions with Children Policy	My Time, Our Place - Version 2 Centre newsletters OWNA Software program National Quality Standards

ENDORSEMENT BY THE SERVICE:

Approval date: June 2024
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