

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 OSHC 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 LAW AND NATIONAL REGULATIONS	
S. 165	Offence to inadequately supervise children
S. 167	Offence relating to protection of children from harm and hazards
S. 170	Offence relating to unauthorised persons on education and care service premises
82	Environment to be free from tobacco, vaping devices, vaping substances, drugs and alcohol
84	Awareness of child protection law
155	Interaction with children

157	Access for parents
161	Authorisations to be kept in enrolment record
168	Education and care service must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedure
181	Confidentiality of records kept by approved provider

RELATED POLICIES

Child Safe Environment Policy Celebrations Policy Code of Conduct Policy Dealing with Complaints Policy Enrolment Policy Family Communication Policy	Interactions with Children, Family and Staff Policy Orientation of Families Policy Safe Use of Digital Technologies and Online Environments Policy Student, Volunteer and Visitors 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, educators, 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 OSHC 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. 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 Child Safe Standards and implements child safe policies and procedures to ensure child safety is paramount.

“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, (MTOP), V2.0, 2022, p. 9).

THE APPROVED PROVIDER/MANAGEMENT AND EDUCATORS WILL ENSURE:

- that obligations under the *Education and Care Services National Law and National Regulations* are met
- educators, staff, students and volunteers have knowledge of and adhere to this policy
- to prioritise children’s safety and wellbeing and provide a child safe environment
- 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
- children’s enrolment records are maintained that include details of any court orders, parenting orders or parenting plans
- that all 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 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 *Family Conduct Guidelines -Code of Conduct*
- environments remain free from the use of tobacco, including vaping substances/devices, alcohol and drugs (Reg. 82)
- 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
 - Cultural visits
 - Book Week/ Story Time
 - Cooking Experiences
 - Parent lead learning experiences
- a variety of activities within the OSHC 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 OSHC 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- subject to any Public Health Orders or Government recommendations restricting entry to education and care settings (e.g., during an outbreak of an infectious disease)
- participate in our program by sharing their skills and experiences with the children such as playing an instrument, storytelling, cooking, cultural traditions, workshops or other activities
- make an appointment with management to discuss their child's learning and development, provide feedback on their program, raise concerns or set new goals.
- 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
- stay informed about what is happening within the OSHC Service through discussions, newsletters, social media and other communication methods
- support our OSHC Service maintain a child safe environment by promptly notifying management of any change to current court orders, parenting orders or access authorisation.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Open Door Policy* will be evaluated and reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or incidences related to child safety or celebration practices. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

Family Conduct Guidelines

SOURCES

Australian Children's Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)
 Australian Children's Education & Care Quality Authority. (2024). [Taking Images and Video of Children While Providing Early Childhood Education and Care. Guidelines For The National Model Code.](#)
 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 2025)
[Education and Care Services National Regulations.](#) (Amended 2025)

REVIEW

POLICY REVIEWED BY	Libby Haines	Director	November 2025
POLICY REVIEWED	NOVEMBER 2025	NEXT REVIEW DATE	NOVEMBER 2026
VERSION NUMBER	V9.11.25		
MODIFICATIONS	- annual policy review - updated related law and regulations - use of personal electronic devices section for families/visitors- Services to adjust for their own context - added enrolment information/ court order - updated 'Families can' section - sources checked for currency and updated as required		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
NOVEMBER 2024	- annual policy maintenance - additional related policies added - inclusion of National Model Code and guidelines (not mandatory) - minor edits within policy		NOVEMBER 2025

	• sources checked for currency and updated as required	
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