

<b>POLICY/PROCEDURE NAME &amp; REVIEW PROCESS</b>	<b>OPEN DOOR POLICY</b> This policy and procedure has been created to provide all stakeholders with clear guidelines and transparency to our practices and procedures. We welcome feedback and input from all stakeholders at any time and this policy is subject to review based on feedback or due date of annual review.
<b>NATIONAL QUALITY STANDARD</b>	<b>6.1 SUPPORTIVE RELATIONSHIPS WITH FAMILIES</b> 6.1.1 Engagement with the service. 6.1.2 Parent views are respected. 6.1.3 Families are supported. <b>6.2 COLLABORATIVE PARTNERSHIPS</b> 6.2.2 Access and participation. 6.2.3 Community engagement.
<b>NATIONAL LAW AND REGULATIONS</b>	75 - Information about educational program to be kept available 76- Information about educational program to be given to parents 170-Policies and procedures to be followed 171-Policies and procedures to be kept available 172- Notification of change to policies or procedures
<b>RELATED POLICIES and RECORDS</b>	<ul style="list-style-type: none"> <li>Child protection policy</li> </ul>
<b>SCOPE OF POLICY</b>	This policy applies to all children, educators, families, management, students, volunteers, and visitors at our service.
<b>AIM OF POLICY</b>	To ensure that our service has strong guidelines, procedures, and practices in place regarding open door to families for all children who attend our service in order to support their safety, wellbeing, and protection. Our aim is to provide a clear policy, implement the policy, support practices relating to the policy, train staff regarding the policy and maintain and update the compliance of the policy for all our stakeholders
<b>SERVICE IMPLEMENTATION</b>	An open-door policy is in place at our service because we understand that collaborative relationships with our families is important. We also understand that families have busy lives and by having an open-door policy they are not restricted to service events only. <ul style="list-style-type: none"> <li>At orientation we will inform families of our open-door policy.</li> <li>Families will be welcomed into the service to engage with their child/ren on times that they request.</li> <li>Families will be encouraged to attend special events such as Mother's Day and Father's Day events etc in the service.</li> <li>The service encourages families to share skills within the service such as teaching a language etc or simply attending a morning group time and read to children. We encourage parents and grandparents to let us know if they wish to participate in the program so we can use their unique talents appropriately.</li> <li>The service encourages families to attend any excursions that the children go to.</li> <li>The service encourages any feedback and input regarding the service and will provide many opportunities to do so throughout the year in the form of email newsletters, digital programs, and social media.</li> <li>The nominated supervisor will seek input and feedback for our quality Improvement plan (QIP) and review of our policies.</li> <li>Parents are welcome to view the child/rens educational program and documentation at any time they require.</li> <li>The service welcomes feedback and participation and will organise times that are suitable for one on ones with educators as well as parent teacher events.</li> <li>For some children, it is difficult for them to say goodbye to a parent/guardian twice. Please talk to your child's educator before dropping by unexpectedly if this is the case.</li> <li>The open-door policy does not override any court orders or allow families to bring personal grievances into the service.</li> </ul>

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- At all times, the nominated supervisor must ensure the safety and protection of all children in the service therefore parents/ guardians must advise of any other person that they are bringing into the service that is unknown to the service.

Each member of the team plays an important role in the implementation of each policies guidelines, and they are outlined as below but not limited to the following:

#### **The Approved Provider**

- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Will ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements.
- Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy
- Will encourage feedback from stakeholders regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research, and best practice.

#### **The Nominated Supervisor**

- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.
- Will ensure they take reasonable steps to ensure that the educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the educators, staff and volunteers the documentation to perform their role, follow policy and procedure and ensure they are checking the documentation according to regulatory and service requirements.
- Will ensure that a rigorous recruitment process is completed, and a thorough induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the staff are supported with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders and staff regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research, and best practice.
- Will conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy.

#### **Educators**

- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.
- Will ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure.
- Will ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service.
- Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service.
- Will provide feedback to the nominated supervisor or approved provider regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will provide feedback regarding policy review when required.

#### **Families**

- Will adhere to this policy and advise nominated supervisor of any unannounced visitors that may be attending the service or any changes to the authorised emergency contact.

### **REGULATION IMPLEMENTATION**

The following procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.

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<b>In regard to regulation 75-Information about educational program to be kept available and 76-Information about educational program to be given to parents</b>	<ul style="list-style-type: none"> <li>Ensure that staff are completing documentation of every child who attends the service. This will be inclusive of assessments of each child's development interests, experiences, and their participation in the program.</li> <li>Educators must complete full cycles for each child and ensure that they are reflecting and recording outcomes that a child meets.</li> <li>Ensure staff are monitoring children's progress against the learning outcomes applicable to the framework in their state.</li> <li>Documentation used to record children's progress should be easy to use by all educators and easy to understand and implement.</li> <li>It will need to be easily understood by parents/ guardians of the child/ren attending the service.</li> <li>Documentation of the program must be available at all times for viewing by educational leader nominated supervisor, parents/ guardians and or department officer when requested.</li> <li>Educators must have records of children's progress and documentation readily available to share with parents/ guardians on request.</li> <li>Records and documentation must record the progress and outcomes as well as identify areas that the child is working on and show that each observation has been extended.</li> </ul>
<b>In regard to regulation 170- Policies and procedures to be followed.</b>	<b>Approved Provider will</b> <ul style="list-style-type: none"> <li>Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process.</li> <li>Ensure policies will be available on request for all staff members to have access when required.</li> <li>Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge.</li> <li>Ensure policies will be available for all stakeholders when requested and when updating.</li> </ul>
<b>In regard to Regulation 171- Policies and procedures to be kept available.</b>	<b>Approved Provider will</b> <ul style="list-style-type: none"> <li>Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process.</li> <li>Ensure policies will be available on display in the foyer in paper form or on an online portal, all staff members will have access when required.</li> <li>Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge.</li> <li>Ensure policies will be available for all stakeholders in the foyer OR accessible through an online portal.</li> </ul>
<b>In regard to Regulation 172- Notification of change to policies or procedures</b>	<b>Approved Provider will</b> <ul style="list-style-type: none"> <li>Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure, provide further training and allow for input if required in relation to policy and procedure.</li> <li>Ensure stakeholders will be invited to provide feedback for policies and procedures at any time, not just on annual review but will also be invited to add feedback at review time or after an event that may require change to policy or procedure.</li> <li>Ensure policies and procedures will be emailed or put on display in the foyer for stakeholders to have the ability to provide feedback.</li> <li>Ensure feedback will be considered from stakeholders and educators and may result in a change in policy.</li> <li>Ensure policy and procedure may be changed at any time if there has been an incident in the service that has required a change to be implemented for the safety and health of children and or educators.</li> <li>Ensure in the event of a change to a policy after feedback or a situation that occurs, we will provide 14 days' notice to all stakeholders before the change takes effect.</li> </ul>
<b>CONTINUOUS IMPROVEMENT</b>	<p>We are dedicated to the ongoing improvement of our practices and procedures through the following actions:</p> <ul style="list-style-type: none"> <li>Conducting regular reviews and updates of this policy with all stakeholders.</li> <li>Actively seeking feedback from children, families, and staff members.</li> <li>Providing targeted skill development and training for staff when areas for improvement are identified or when gaps in policy and procedure implementation are observed.</li> </ul>

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<b>KEY TERMS</b>	<ul style="list-style-type: none"> <li>▪ <b>Stakeholder</b> - a person or group of people who have an interest in a business, a person such as an employee or customer. They have a sense of responsibility toward it and an interest in its success.</li> </ul>
<b>WE GRATEFULLY ACKNOWLEDGE THE FOLLOWING SOURCES</b>	<ul style="list-style-type: none"> <li>▪ Australian Children's Education &amp; Care Quality Authority. ACECQA</li> <li>▪ Code of Ethics</li> <li>▪ Education and Care Services National Law Act 2010.</li> <li>▪ Education and Care Services National Regulations.</li> <li>▪ Guide to the Education and Care Services National Law and the Education and Care Services National Regulations.</li> <li>▪ Guide to the National Quality Framework.</li> <li>▪ National Quality Standard.</li> <li>▪ United Convention on the Rights of the Child</li> </ul>

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