

## A-12 Policy Development and Review

### NQS

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| QA. 6.1   | Supportive relationships with families. |
| QA. 6.1.1 | Engagement with the service.            |
| QA. 6.1.2 | Parent views are respected.             |
| QA. 6.1.3 | Families are supported.                 |
| QA. 7.1.1 | Service philosophy and purpose.         |
| QA. 7.1.2 | Management systems.                     |
| QA. 7.2.1 | Continuous improvement.                 |

### National Regulations

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| Reg. 168 | Education and care service must have policies and procedures |
| Reg. 170 | Policies and procedures to be followed                       |
| Reg. 171 | Policies and procedures to be kept available                 |
| Reg. 172 | Notification of change to policies or procedures             |

### Policy Statement

We aim to provide a quality service through the ongoing development and review of policies, which are required to run the service efficiently. The approved provider will ensure that all individuals with an interest in the service are aware of the relevant policies and have access to the policies at all times. We believe the input and feedback from educators, families and children is imperative to ensure a quality service is provided.

### Related Policies

- NORMANHURST WEST OSHC Policy A-3: Philosophy
- NORMANHURST WEST OSHC Policy A-4: Enrolment
- NORMANHURST WEST OSHC Policy A-6: Fees
- NORMANHURST WEST OSHC Policy A-15: Role of Management Committee
- NORMANHURST WEST OSHC Policy A-18: National Quality Framework
- NORMANHURST WEST OSHC Policy C-3: Educator Orientation and Induction
- NORMANHURST WEST OSHC Policy C-10: Volunteers/Students/Visitors

### Procedure

Under Regulation 168, the approved provider of an education and care service must ensure that the service has in place policies and procedures in relation to the matters below. Policies and procedures are required in relation to the following—

- health and safety, including matters relating to—
  - nutrition, food and beverages, dietary requirements; and
  - sun protection; and
  - water safety, including safety during any water-based activities; and
  - the administration of first aid;
- incident, injury, trauma and illness procedures complying with regulation 85;
- dealing with infectious diseases, including procedures complying with regulation 88;
- dealing with medical conditions in children, including the matters set out in regulation 90;
- emergency and evacuation, including the matters set out in regulation 97;
- delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99;
- excursions, including procedures complying with regulations 100 to 102;
- providing a child safe environment;
- staffing, including—
  - a code of conduct for Educators; and
  - determining the responsible person present at the service; and
  - the participation of volunteers and students on practicum placements;
- interactions with children, including the matters set out in regulations 155 and 156;
- enrolment and orientation;
- governance and management of the service, including confidentiality of records;
- the acceptance and refusal of authorisations;
- payment of fees and provision of a statement of fees charged by the education and care service;
- dealing with complaints;
- Sleep and rest

Other policies are to be developed as deemed necessary by the Management Committee or Director.

Policy development will be based on the following criteria:

- An issue or problem arises that is not addressed in a current policy
- A current policy is not meeting the needs of children, families or educators
- Daily operations of the Centre are unclear to educators, parents or management
- Educators, parents or management are unsure what to do if a certain situation arises
- There have been changes due to outside influences (i.e. legislation, regulations etc.)
- Policies must reflect the current philosophy of the Centre

Educators, parents and any other relevant persons will be encouraged to be involved in policy development or review where appropriate.

Policies will be recorded in a policy booklet along with the Centre's Philosophy, date of endorsement and date of review. Policies must be available at the service and readily accessible by families, educators, volunteers, management, and the Regulatory Authority. All policies will be made available on the Centre's website.

All new committee members, educators and families entering the service will be made aware of the policy booklet and any specific policies relevant to them upon enrolment/employment through the Parent Handbook or Educator Handbook.

Under Regulation 172, the approved provider of an education and care service must ensure that parents of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure referred to in regulation 168 or 169 that may have a significant impact on—

- the service's provision of education and care to any child enrolled at the service; or
- the family's ability to utilise the service.

The approved provider of an education and care service must ensure that parents of children enrolled at the service are notified at least 14 days before making any change that will affect the fees charged or the way in which fees are collected.

If the approved provider considers that the notice period would pose a risk to the safety, health or wellbeing of any child enrolled at the service, the approved provider must ensure that parents of children enrolled at the service are notified as soon as practicable after making a change, as per Regulation 172.

All policies will be reviewed within a 24-month period or more frequently if the need arises or there are changes to legislation or recognised best practice.

The review of policies will be based on the following criteria:

- Current information, advice and trends
- The effectiveness of current service practices
- Changes to service practice and why these have occurred
- Ideas from other services or organisations
- Practicality of policies for those who implement them
- Changes to the services circumstances, e.g. physical environment, staffing, families etc.
- Appropriateness of responses to individual incidents
- Consistency with current philosophy
- Consistent with current legislation, acts and standards

Policy reviews will include feedback from educators, families and management and must be endorsed by the Approved Provider.

Any changes to existing policies will be distributed immediately to all involved in the service through newsletters, email, personal contact and, if felt necessary, through a group meeting. The date the changes will become effective will be noted.

Specific policies may be highlighted repeatedly to bring attention to particular issues. This may be required if there is a recurring problem or to highlight any specific issues impacting on the effective running of the Centre.

## Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- Network of Community Activities NQF Files – ‘NQF Compliant Policies’
- Network of Community Activities NQF Files – ‘8 Easy Steps for Policy Development’
- Australian Children’s Education and Care Quality Authority (ACECQA)

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| Endorsed    | 29/05/2019 |
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