

A-12 Policy Development and Review

NQS

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

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. The children's views, needs and rights are to be taken into account when developing policies and procedures.

Related Policies

- NOOSH Policy A-3: Philosophy
- NOOSH Policy A-4: Enrolment
- NOOSH Policy A-6: Fees
- NOOSH Policy A-15: Role of Management Committee
- NOOSH Policy A-18: National Quality Framework
- NOOSH Policy C-3: Educator Orientation and Induction
- NOOSH Policy C-10: Volunteers/Students/Visitors
- NOOSH Policy D-31: Sleep and Rest

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;
- the safe arrival of children who travel between an education and care service and any other education or early childhood service within the meaning of regulation 102AA, including the matters set out in regulation 102AAB
- providing a child safe environment, including matters relating to the promotion of a culture of child safety and wellbeing within the service;
- the safe use of digital technologies and online environments at the service, including —
 - the taking, use, storage and destruction of images and videos of children being educated and cared for by the service; and
 - obtaining authorisation from parents to take, use and store images and videos of children being educated and cared for by the service; and
 - the use of an optical surveillance device at the service; and
 - the use of any digital device issued by the service; and
 - the use of digital devices by children being educated and cred for by the service;
- 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.

The Management Committee will ensure the development of all required policies under the National Quality framework. This includes the National Regulations, National Quality Standards and National Law. 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 Service 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 Service, Educators, parents and any other relevant persons will be encouraged to be involved in policy development or review where appropriate.
- The outcome of root cause analysis

Policies will be maintained along with the Service's Philosophy, date of endorsement and date of review. The policies and procedures 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 Service's website.

All new committee members, educators and families entering the service will be made aware of the Service's policies and procedures and any other specific information 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 / carers 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 / carers 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 may include feedback from educators, families and management and must be endorsed by the Approved Provider.

Notice of review or changes to existing policies may be communicated to stakeholders through various means such as 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 Service.

Procedural Steps for Policy Review

1. Send policy to be reviewed, via email notification or by general display, to all stakeholders for feedback. Ensure there is a closing date for feedback to be returned.

2. Draft/review the Policy through Collaboration from feedback - Involve community members e.g. nutritionist, dietitian when updating healthy eating and nutrition policy etc.
3. Consider whether the policy in part or whole is required to be translated for families who do not have English as a first language.

Translation services are available from various companies e.g. www.naati.com.au at a cost. Free translation services may also be available online, for example, Google. Ask families about the clarity of translated documents after they have read them.

4. Agree on the final policy document and gain approval.
5. Send policy through to Becklyn to be uploaded onto the service website.
6. Update *Policies for Review* Spreadsheet.
https://docs.google.com/spreadsheets/d/1ESmCoozG5WqVm2fFO-qTP3ff_ilw3qTJJiUel7OWM8/edit?gid=0#gid=0
7. Inform staff, families and other relevant stakeholders when new or updated policies and procedures are available and where they can access them. Notification may be through; email correspondence, Facebook post, Service Newsletter, School Newsletter, and/or Signage on the service's parent noticeboard.
8. Provide training if required to staff to ensure all staff are aware of and implement the updated policy and procedure.

Sources:

- NSW Office of the Children's Guardian
- Education and Care Services National Regulations 2011
- 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)

NOOSH Policy A-12

Date issued: 23/08/21

Date effective: 23/08/21

Date revised and updated: November 2022, August 2024, 09/03/2026

Next review date: 09/03/2028