

# A-12 Policy Development and Review

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Epping Heights OSHC.

## 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 effective Management and a quality service through the on-going development and review of policies, which are required to run the service efficiently. We will take into account all current legislative practices relevant to the service when undertaking development and review of the Centre policies. Management and staff will ensure that all staff and families and other individuals associated with the service are aware of relevant policies and have free access to the policy booklet. 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

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

Management will ensure the development of all required policies under the National Quality Framework. This includes the National Regulations, National Quality Standards and the 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 current 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.)

- All policies must reflect the current philosophy of the Centre.
- The outcome of a root cause analysis

Educators, parents, Management 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 and each policy will have the 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.

Management will ensure that any new committee members, educators and families entering the service are made aware of the policy booklet and any specific policies relevant to them.

Any persons involved in the Centre are to feel welcome to make suggestions and discuss any concerns they may have regarding current policies. Parents and staff will be informed of this policy on enrolment/employment and through the Family Handbook and/or Staff Handbook.

Staff and parents and any other relevant persons will be encouraged to have input into the development, review or changes to any policies and where appropriate be involved in the development of these policies.

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, as per regulations, or there are changes to legislation or best practice.

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

- Is the policy operating effectively?
- Current information, advice and trends
- Changes to service practice and why these have occurred

- Changes to the services circumstances, e.g. physical environment, staffing, families etc.
- Ideas from other services or organisations
- Does it include appropriate responses to individual incidents?
- Does it meet the needs of all involved in the Centre?
- Does it meet the aims and objectives as outlined?
- Is it consistent with current philosophy?
- Is it consistent with current legislation, acts and standards?

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

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

All endorsed policies are to be displayed in the policy booklet at the centre, with the date of endorsement and review.

As an on-going practice specific policies may be mentioned again through notice boards, letters or personal contact to highlight any relevant issues. This may be required if there is a recurrent problem arising or to highlight any specific current 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’
- Australian Children’s Education and Care Quality Authority (ACECQA) – Preparing NQF Policies and Procedures
- Australian Children’s Education and Care Quality Authority (ACECQA) – Policy Tip Sheet – Ensuring policies are consistently implemented
- Australian Children’s Education and Care Quality Authority (ACECQA) – Policy Tip Sheet – Including family input
- NSW Office of the Children’s Guardian

Endorsed: 24/09/2024	Review Date: 24/09/2026
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