1.15 Policy and Procedure Review

Background

Services are required to have policies and procedures so that children receive consistent high quality education and care. Policies and procedures provide parents with clear information and guidelines about what to expect from the Service and what the Service expects of them. They also guide the practices of Service staff, and provide a record of accountability.

Policy statement

This Policy details how the Service maintains written policies and procedures that clearly and consistently communicate the Service's methods of operation and, at all times, reflect all federal, state and local governments' regulatory requirements and currently accepted best practice.

Strategies and practices

- The policies and procedures detail the Service's methods of operation, its practices and inter-relationships with all who have an interest in the Service. They are considered to be living documents and, as such, are reviewed regularly. QA 7.3.5

- The Nominated Supervisor discusses the policies and procedures with parents at enrolment and with staff during their orientation, and all are given the opportunity to ask questions about the contents. QA 7.3.5

- Parents and educators are shown where the Service's policies and procedures are stored and how to access them. QA 7.3.5

- The Service's policies and procedures are reviewed annually, and they are also reviewed to accommodate any legislative changes as they occur and whenever any Service issues are identified. QA 7.2.3, 7.3.5

- All relevant stakeholders – parents, staff/educators, management/approved provider, students, volunteers, community members and health professionals – are given the opportunity to contribute to the review process. QA 7.2.3, 7.3.5

- Parents are provided with a variety of avenues to contribute ideas and suggestions to policies and procedures in general or on specific issues. In addition to the Policy Feedback Form distributed when policies are reviewed, these avenues include:

    o   face-to-face

    o   parent meetings

    o   emails

    o   suggestion boxes

    o   providing parents with a copy of the policy and an explanation of the type of comments sought

    o   involving parents in the Quality Improvement Plan

    o   the grievance and complaints analysis process

    o   Educa

o newsletters. QA 7.2.3, 7.3.5

▪ Policies and procedures are a regular agenda item at team meetings. They are discussed as part of preparing the Quality Improvement Plan. Educators are encouraged to contribute ideas after any training and attending conferences. They are informed of any changes to policies, procedures or forms. QA 7.3.5

▪ Parents are advised in writing whenever their ideas and suggestions result in a change in the Service's practices and in its policies and procedures. QA 7.3.5

▪ Parents of children enrolled in the Service are notified at least 14 days in advance of any changes to a policy or procedure that may impact significantly on the education and care received by their child, on the family's ability to utilise the Service, or on the fees or the way fees are collected. QA 7.3.5

▪ The Service consults with appropriate authorities to ensure the policy contents are consistent with current research and contemporary views on best practice. QA 6.3.1

▪ The Sources, Further Reading and Useful Websites sections of the policy are updated as part of the review of each policy, and any accompanying forms and procedures are reviewed at that time. The review date is noted on the policy. QA 7.2.3

Responsibilities of parents

▪ To contribute their ideas and suggestions to policy reviews.

Links to other policies

▪ Educator Professionalism and Ethics Policy

▪ Enrolment and Orientation Policy

▪ Interactions with Families

▪ Students, Volunteers and Visitors Policy

Sources, Further reading and useful websites

▪ Children's Services Central. (2009). *Effective policy development*.

http://www.cscentral.org.au/Resources/Phone_Link_ups/effective-policy-development.pdf

accessed 24 November 2013.

▪ Education and Care Services National Regulations 2011.

▪ Guide to the National Quality Standard 2011.

▪ Farmer, S. (1995). *Policy development in early childhood services*. NSW: Community Child Care Cooperative.

▪ PSC National Alliance. (n.d.). *Policy tip sheet: Updating policies.*
http://www.pscalliance.org.au/wp-content/policies/psca-updating-policies.pdf accessed 24 November 2013

▪ The Australian Governments Children's Education and Care Quality Authority –
http://www.acecqa.gov.au/

Date(s) reviewed:

16/03/2016						
16/06/2017						
05/09/2018						

Next review Date: 05/09/2019