

## WRITING, REVIEWING & MAINTAINING POLICIES

Quality Area 7: Governance and Leadership

Standard 7.1: Governance

Standard 7.2: Leadership

Education and Care Services National Regulations

31 Conditions on service approval

55-56 Quality Improvement Plan

168 Education and Care services must have policies and procedures

170 Policies and procedures to be followed

171 Policies and procedures to be kept available

172 Notification of changes to policies or procedures effecting ability of family to utilise services

### PURPOSE

To ensure compliance with the National Quality Framework, our service will review all policies and procedures regularly to ensure they are inclusive of all current legislation and best practice models. We aim to work in collaboration with all stakeholders, gathering feedback and input.

### POLICY

All management, staff and educators of the service will have access to and follow all policies and procedures provided by the service. All stakeholders will be notified when any and all changes and reviews are made to policies and procedures.

### PROCEDURE

- All policies and procedures will be made available for families and educators to view at all times via our service website.
- All policies developed will be made in consultation with management, staff and families of children attending the Service.
- We will ensure that all policies and procedures are reviewed regularly, and when required (e.g. due to changes in regulations, legislation, and/or Service practices). This gives both families and educators opportunities to suggest aspects or areas that may need to be modified or improved. Each document has a 'reviewed' date stated or a 'Revised policy adopted' date
- Educators, staff, and family members are invited to have input into the policies and procedures at any time of the year, not only at the scheduled review time for a particular policy.

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- All policies will be, sourced/referenced, and dated at each review and educators and other staff will continuously seek out relevant new information and research to be included in policies in order to provide the best possible environment and practices.
- All stakeholders at the Service must be informed of any changes to policies. This will occur via email or in writing and be provided to families, educators, other staff, management, the committee, and any other applicable individuals.
- Families, educators and staff will have the opportunity to provide feedback and suggestions for a policy review or a new proposed policy.
- All policies that are being either reviewed or developed will be displayed on the Service's website, so that all stakeholders are aware of progress at all times and can be involved in the review.

#### PROCEDURE FOR REVIEWING A POLICY:

- A policy has been flagged for review due to routine reflection, an incident, feedback, or the 'continuous improvement' process, including the policy review calendar.
  - Where possible all major stakeholders are invited to review the policy and suggest amendments (this will be done via committee meeting, email, newsletters, and/or the service website).
  - A time frame of 2 weeks is given for all stakeholders to present information or feedback for the policy after which staff will collate all suggestions and create a draft policy.
  - The draft policy is made available to all major stakeholders, again via committee meeting, email, newsletters, and/or the service website.
  - The committee will then suggest further amendment or ratify the draft. This then becomes the reviewed and/or amended Service's Policy.
- The Service encourages a holistic approach to policies. Whilst a schedule is maintained to ensure all policies are reviewed regularly, the Service may revise and if necessary, amend unscheduled policies based on the needs of the Service, particularly if there is an incident, regulation change, or feedback received.
  - All policies will use information from reliable sources and provide dated references.

**IN ACCORDANCE WITH THE REGULATIONS;**

The 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 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 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 Service 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.

The Service must ensure that copies of the current policies and procedures are available for inspection at the Service upon request.

**SOURCE:**

Education and Care Services National Regulations. (2011).

Kearns, K. (2017). *The Business of Childcare* (4<sup>th</sup> Ed.).

Revised National Quality Standard. (2018).

**Associated Forms/information:**

Service Policies and Procedures

*Failure to comply with this policy may result in disciplinary action or termination of employment or registration as an educator*

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