

Children Services Policy/Procedure Review Procedure



Applies to	Intereach Family Day Care (FDC) and Intereach Out of School Hours (OOSH)				
Policy	NQS -7 -Governance and Leadership				
Version	1.0	Date approved	26/11/2021	Next review date	26/11/2024

1. Objective

Policies and Procedures are developed as they:

- are a legal requirement under the National Quality Framework;
- identify and minimise risks and provide information for families;
- establish the service as a professional and effective organisation;
- support staff to understand their role and responsibilities in service delivery; and,
- provide ongoing working documents to guide high quality practice across all aspects of service provision.

Most policies developed for children's services are implemented by the staff team or educators, therefore should have an input into policy development.

As per Children Services National Regulation 172, Parents/Guardians of children enrolled at the service are notified 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; the family's ability to utilise the service; any change that will affect the fees charged or the way in which fees are collected.

2. Definitions

- **What is a Policy?**

A policy describes the guideline or rule to be followed. A policy states beliefs on a range of topics relating to the service provided, gives a framework for decision making and ensures consistent practice.

- **What is a Procedure?**

A procedure details the action to be taken to address the policy and outlines the implementation process. It facilitates decision making, provides consistency and independence and enhances effective management and teamwork.

3. Responsibilities

It is the responsibility of the Nominated Supervisors to:

- seek feedback within a set time frame from staff, educators and families and effectively communicate when changes are made to the policies and procedures.
- ensure parents/guardian of children are notified at least 14 days prior, unless a lessor period is necessary because of risk, before implementing any changes to the policies or procedure that may have a significant impact including;
 - service delivery of education and care to any child enrolled at the service; or
 - the family's ability to utilise the service; or,
 - any change that will affect the fees charges or the way in which fees are collected.
- implement the changes as per the reviewed policies and procedure; and,
- ensure current policies and procedures are readily available to stakeholders.

It is the responsibility of staff and educators to:

- participate in the consultation process during the review of a policy or procedure;
- participate in any team meetings or consultation sessions to discuss skills and time available to implement changes; and,
- ensure adaptation of the recommended changes in a policy or procedure.

4. Procedure

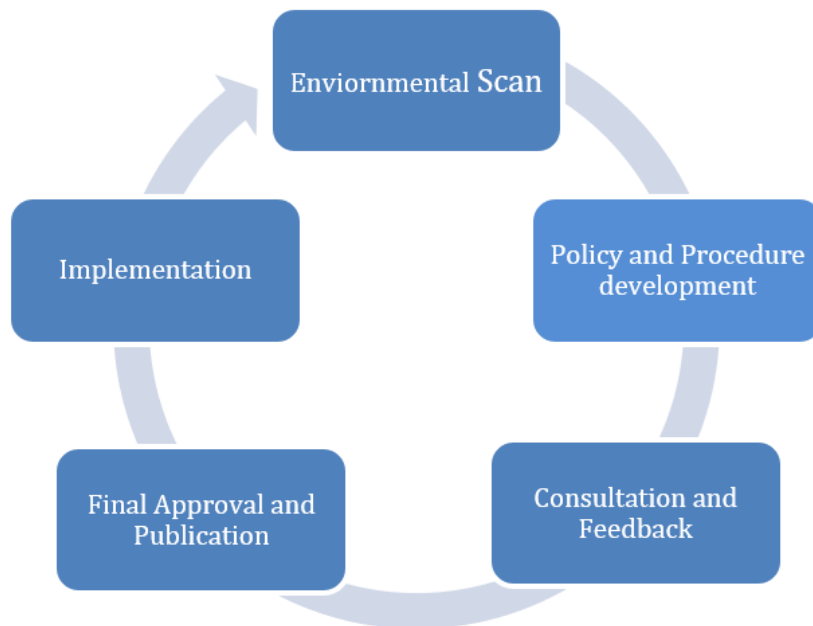
4.1. Review

Intereach policies and procedures including children's services procedures are reviewed every three years, or sooner if needed.

A review of a policy and/or procedure occurs when;

- changes in legislative requirements;
- changes in strategic direction or the plans of Intereach;
- outcomes of program reviews, evaluations and audits.
- stakeholder feedback; or,
- identification of content gaps or overlap across policies.

4.1.1. Policy and Procedure Development review cycle



4.2. Consultation and Feedback

The Nominated Supervisor ensure that all those whom the policy/procedure applies to have the opportunity to provide feedback on the draft or reviewed policy/procedure.

The Nominated Supervisor will:

- hold a meeting with staff/educators or forward a copy of the policy/procedure for review and feedback within a set time frame;
- make 'policy/procedure' a standard agenda item at meetings;
- email all families a copy of the policy/ procedure open for review with a timeframe for feedback to be provided. Reflective questions may be provided to prompt review; and,

- review and incorporate the relevant feedback from staff, educators, and families in the draft policy/procedure document available in SharePoint under Quality>Document Review>Children Services.

4.3. Final approval and publication

- Policies and Procedures are approved in accordance with delegation.
- All approved Children's Services policies and Procedures are accessible to the public via the Intereach website and to FDC educators via FDC Educator SharePoint site.
- In addition, a hard copy of the Intereach Children's Services Policies and Procedures Manual is maintained at the Intereach Family Centre.

4.4. Implementation

Educators and staff implement the changed practice as per the reviewed procedures or policies.

5. Context	
5.1. Standards or other external requirements	Australian Children's Education and Care Quality Authority (2017). <i>National Quality Standards</i> Australian Children's Education and Care Quality Authority (2017). <i>Guide to the National Quality Framework</i> Department of Education, Employment and Workplace Relations. <i>Childcare Service Handbook 2018-2019</i> Early Childhood Australia (2016). <i>Code of Ethics</i>
5.2. Legislation or other requirements	Education and Care Services National Regulations Education and Care Services National Law Act 2010
5.3. Reference Internal documents	Intereach Policy Framework

6. Document control			
Version	Date approved	Approved by	Next review date
1.0	26/11/2021	Michelle Tai, General Manager, Operations (New procedure)	26/11/2024