

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	2.0	Date approved	03/06/2025	Next review date	03/06/2028

1. Objective

Intereach ensures that Family Day Care Services and the Out of School Hours Services have policies and procedures which covers a range of areas set out in regulations 168 and 169 of the National Regulations.

The purpose of this procedure is to clarify and streamline the process for policy or procedure development, consultation, review and implementation and 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.

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

2. Definitions

Policy

A policy describes the guideline or rule to be followed. A policy is:

- a formal organisational statement of intent that guides decision-making;
- needed where lack of guidance may expose the organisation to significant risk or undermine legislative or legal requirements;
- provides a framework for decision making and ensures consistent practice;
- outlines mandated requirements as prescribed by funding bodies, legislation and law;
- succinct, with detail only where required; and
- reviewed every three years, or sooner if needed.

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:

- Be aware of any legislative changes that may trigger a policy or procedure review or the development of a new policy or procedure.
- 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 to making any changes 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; and any change that will affect the fees charged 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.

It is the responsibility of the Quality Team to:

- assist in development of new policies/procedures if and when need arises;
- maintain the document review spreadsheet and identifying policy/procedures coming up for review.
- ensure policy/procedure reviews are coordinated in accordance with the document review schedule;
- ensure changes in legislation, standards and or other environmental factors have been considered when reviewing policies or procedures.
- present the reviewed document to the Children's Services Quality Committee for approval; and
- ensure updated documents are uploaded to Tree House and a PDF copy forwarded to Intereach Comms team for uploading to Intereach Website.

4. Procedure

Children's Services policies and procedures are reviewed every three years or as required by legislation. The Senior Manager of Education Care and/or Quality will identify any issues or changes that necessitate a review and will request the Quality team to begin the review process for the relevant policies or procedures

4.1. Review of policy/procedure

. Children's services policies and procedures are reviewed every three years or when:

- changes in legislative requirements occur; Any procedures relating to finance are reviewed annually.
- changes in strategic direction or the plans of Intereach;
- outcomes of program reviews, evaluations and audits.
- stakeholder feedback;
- identification of content gaps or overlap across policies; and/or

- After a critical incident

4.1.1. Policy and Procedure Development review cycle



4.1.2. Review process

Once a need for a development of a new policy/procedure or updating a current policy/procedure is determined by the review schedule, or as determined by the Children's Services Quality Committee or Managers, the Quality Team will download a policy/procedure template or a copy of the current policy/procedure into the relevant program folder under the Quality Committee> Documents> Document Review >Children's Services folder.

The naming convention will be:

Exact copy of the procedure is saved as:

Procedure_Program_"NameOfProcedure"_DRAFT

During the Review process the procedure will be renamed as:

Procedure_Program_"NameOfProcedure"_REVIEW

The final version for approval will be saved as:

Procedure_Program_"NameOfProcedure"_FINAL

- A link of the downloaded copy of the procedure with track changes will be forwarded to the Senior Manager and Nominated Supervisors for consulting and reviewing.
- On completion of consultation and review, the Quality Team will format the document in accordance with the Intereach Style Guideline.
- The final version of the document will be tabled at the Children's Service's Quality Committee Meeting and then will be approved by the SM for publishing.
- The approved Policy/Procedure will be uploaded to Intranet for the use of Intereach staff under the relevant program by Quality Team.

The Quality Team will forward a PDF copy of the updated/new policy or procedure to Comms for uploading to Intereach Website under the relevant program. Refer to

Policy and Procedure Review, endorsement, and implementation Procedure
Intereach Key Document Policy Review Procedure for further information on reviewing a policy or procedure.

4.2. New Policy/Procedure Development

The Senior Manager (SM) or Nominated Supervisor (NS) will either develop a new policy/procedure or review the current policy/procedure by following the consultation process to obtain feedback according to the legislative requirements.

Policy/Procedure templates have been developed by Quality to ensure consistent structure and content across all policies or procedures, document control tracks version numbers, and adoption and review dates. The draft policy or procedure will then follow the same process as outlined [under 4.1.2.](#)

4.3. Consultation and Feedback

The Nominated Supervisor will 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;
- 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>Procedure Review folder
- Once feedback has been incorporated, another opportunity to review may be provided pending feedback.

4.4. Final Approval and publication

Policies and Procedures are approved in accordance with delegation.

- The Children's Services policies will be endorsed by the SM Education Care and by the Children's Services Quality Committee and will be approved by the Quality and Risk Governance Group (QRGG).
- The Children's Services, FDC and OOSH Procedures will be approved by the SM Education and Care and will be endorsed by the Children's Services Quality Committee.
- All approved Children's Services policies and Procedures are available to staff and educators through Intereach Tree House and will be accessible to the public via the Intereach website
- In addition, a hard copy of the Intereach Children's Services Policies and Procedures Manual is maintained at OOSH Service Centre.

4.5. Implementation

- Educators and staff are supported to implement the changed practice as per the reviewed procedures or policies.
- The Nominated Supervisors will ensure that the new or reviewed policies and procedures are discussed at team meetings and individually with the educators to monitor implementation.

5. Monitoring, evaluation and review

This procedure will be reviewed every two years and incorporate feedback and suggestions from children, families, educators, coordinators, volunteers and students or when there is a legislative change.

6. National Quality Framework

Element	Concept	Description
7.1	Governance	Governance supports the operation of a quality service.
7.1.2	Management System	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.
7.2.1	Continuous improvement	There is an effective self-assessment and quality improvement process in place.

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

8. Document control			
Version	Date approved	Approved by	Next review date
1.0	26/11/2021	M. Tai, General Manager, Operations (New procedure)	26/11/2024
2.0	03/06/2025	M. Tai, CO Chief Executive Officer	03/06/2028