



## Policy and Procedures Development and Review Policy

Policy Number	2000/36
Approved by	Heritage Management Committee – 14 June 2011; 13 May 2014; Director: January 2021; Sept 2022
Last reviewed	June 2011; April 2014; Minor update Jan 2019; December 2020; June 2022
Next review due	2025
National Law and Regulations	Regulations 168 (2)(l); 170; 171, 172
National Quality Standard	Quality Area 7: Governance and Leadership

### Policy Statement

The Heritage Early Childhood Centre (Heritage) Policies and Procedures Manual is developed and reviewed to ensure the implementation of consistent and quality practices across the service and to explain to the Heritage community why they are necessary.

Heritage policies and procedures are regularly reviewed by the Heritage Director and Policy Officer to ensure they are up to date with legislative requirements and reflect [government guidelines](#) on developing policies and procedures for Early Childhood Education and Care (ECEC) services, as well as current professional research, theories and best practice in ECEC.

Input from all sections of the Heritage community is sought and is an important part of our continual improvement process to ensure policies are thorough and procedures are straightforward to apply in practice.

### Policy Aims

The aim of this policy is to ensure policies and procedures are developed and reviewed for the Heritage service that:

- Provide the Heritage community with a framework in which to operate.
- Provide security and peace of mind by creating common understandings and expectations about how and why things are done.
- Provide a reference point on which to base decisions.
- Provide a record of accountability for decisions made by educators and management - any decisions made outside policy procedures can be questioned and disputed.
- Ensure decisions are implemented consistently, rather than in an ad hoc manner in reaction to a new situation or crisis.
- Help protect the Heritage community by improving legal and financial accountability.
- Facilitate clear communication with families.
- Facilitate educator and family co-operation. Educators are aware of policies and procedures and can incorporate them into their curriculum plans while families are aware of the expectations they should have of educators and management and how they can assist in the fulfilment of these expectations.

### Rationale and Legislative Background

Heritage recognises it has a duty of care to take all reasonable, practicable steps to provide the Heritage community with a safe and healthy environment (*Work Health and Safety Act 2011*).

In addition, this policy has been developed to comply with:

- *The Education and Care Services National Law (ACT) Act, 2011*
- *The Education and Care Services National Regulations, 2011. See Table over-page.*



- The *National Quality Standard for Early Childhood Education and Care, 2012* - Quality Area 7: Governance and Leadership.

<b>Table of Relevant National Regulations</b>	
<b><u>R 168</u></b>	<p><b>(2) Policies and procedures are required in relation to the following:</b></p> <p>(a) health and safety, including matters relating to--</p> <ul style="list-style-type: none"> <li>(i) nutrition, food and beverages, dietary requirements</li> <li>(ii) sun protection</li> <li>(iii) water safety, including safety during any water-based activities; and</li> <li>(iv) the administration of first aid; and</li> <li>(v) sleep and rest for children</li> </ul> <p>(b) incident, injury, trauma, illness procedures, complying with regulation 85</p> <p>(c) dealing with infectious diseases, including procedures complying with regulation 88</p> <p>(d) dealing with medical conditions in children, including the matters set out in regulation 90</p> <p>(e) emergency and evacuation, including the matters set out in regulation 97</p> <p>(f) delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99</p> <p>(g) excursions, including complying with regulations 100 to 102</p> <p>(ga) if the service transports or arranges transportation of children other than as part of excursions, transportation including procedures complying with Division 7 of Part 4.2 of Chapter 4</p> <p>(h) providing a child safe environment</p> <p>(i) staffing, including--</p> <ul style="list-style-type: none"> <li>(i) a code of conduct for staff members; and</li> <li>(ii) determining the responsible person present at the service</li> <li>(iii) the participation of volunteers &amp; students on practicum placements</li> </ul> <p>(j) interactions with children, including under regulations 155 and 156</p> <p>(k) enrolment and orientation</p> <p>(l) governance and management of the service, including confidentiality of records</p> <p>(m) the acceptance and refusal of authorisations</p> <p>(n) payment of fees and provision of a statement of fees charged by the education and care service</p> <p>(o) dealing with complaints.</p>
<b><u>R 170</u></b>	<p><b>Policies and procedures to be followed</b></p> <p>(1) The service must take reasonable steps to ensure that nominated supervisors and staff members of, and volunteers at, the service follow the policies and procedures required under regulation 168.</p>
<b><u>R 171</u></b>	<p><b>Policies and procedures to be kept available</b></p> <p>(1) The approved provider of an education and care service must ensure that copies of the current policies and procedures required under regulation 168 and, in the case of a family day care service, regulation 169 are readily accessible to nominated supervisors and staff members of, volunteers at, and family day care educators engaged by or registered with, the service.</p>
<b><u>R 172</u></b>	<p><b>Notification of change to policies or procedures</b></p> <p>(1) Subject to sub-regulation (3), 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 that may have a significant impact on:</p> <ul style="list-style-type: none"> <li>(a) the service's provision of education and care to any child enrolled or</li> <li>(b) the family's ability to utilise the service.</li> </ul> <p>(2) 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.</p>

## Strategies and Procedures

### Policy Development

The Director and Policy Officer will follow the guidelines below when developing a new policy.

#### Table of Policy Development Guidelines

Step 1	<b>Determine the policy and procedures required to:</b> Meet <a href="#">National Regulation 168</a> : policies and procedures required (Appendix 1), the National Quality Standard, other relevant legislation, the latest ECEC best practice guidelines, improve the service in relation to the QIP, service incidents, concerns raised etc.
Step 2	<b>Define the goal of the policy.</b>
Step 3	<b>Develop a plan to research and source policy content.</b> Research current <a href="#">government guidelines</a> for developing and writing ECEC policies and procedures, current legislation, professional ECEC and academic research and standards, and sample policies from leading ECEC services.
Step 4	<b>Write a policy statement.</b>
Step 5	<b>Determine the procedures or plan of action required to achieve the policy goal.</b> Where relevant, write the procedures step by step – use flowcharts or tables if it helps to explain the process.
Step 6	<b>Circulate the policy and procedures to stakeholders for consultation.</b> Save the draft in the <a href="#">Members Area – For Families</a> of the Heritage website and email it to the Management Committee and educators and request any suggested amendments be emailed to the Policy Officer. Determine a deadline for any changes to the first draft and make necessary changes.
Step 7	<b>Endorse the policy and circulate the approved version to stakeholders.</b> Post on noticeboards, website, update manuals, include summary in newsletter.
Step 8	<b>Document when the policy and procedures need to be reviewed on the policy itself and also, if relevant, in the Quality Improvement Plan (QIP).</b>

Source: Based on Guidelines from the National Childcare Accreditation Council (2006)

### Policy Review Procedure

When a policy and procedures document is deemed to need change or a review is due, the Policy Officer will follow the procedure below:

1. Create a new draft by researching and reviewing:
  - The latest [government guidelines](#) for developing policy and procedures in ECECs.
  - The most current research, information, advice and trends.
  - Current ECEC best practice standards, particularly in relation to health, safety and legislative requirements.
  - Ideas and sample policies from leading ECEC organisations and services.
  - Consultation with the Director/Nominated Supervisor regarding the:
    - The effectiveness of current service practice.
    - Any changes that have occurred at Heritage since the last review including changes in practice, the physical environment the Heritage community and the reasons for these.



2. Add to the draft update the date that the policy was last reviewed, the current date and the date it is next due for review.
3. Include in the draft all references to the information sources that were consulted during the drafting process.
4. Forward the reviewed draft by email to the Management Committee, highlighting the proposed changes, and ask for feedback.
  - o **Note:** Committee members are asked to allocate 60-90 minutes per month to proofread draft policies being updated by the Director and Policy Officer and to suggest amendments if they wish. **Refer to:** Committee Handbook 2022.
5. Place copies of the draft on family noticeboards and in the [Members' Area](#) of the service website and ask families to provide any feedback by email to the Director.
6. Place copies of the draft in the Library and Staff Programming Room and forward copies to Room Leaders and educators by email and ask for feedback by email to the Director.
7. Set a deadline for feedback.
8. Discuss any feedback at staff and Committee meetings.
9. Re-draft according to feedback.
10. Provide the reviewed draft to the Management Committee by email ahead of next meeting for final discussion and approval at the meeting.
11. Make any further changes as required by the Committee.

#### Procedure Following Committee Approval:

1. Add the date on which the Committee passed the policy to the policy heading.
2. Update the Version Control section and include updates made to the policy.
3. Display the new policy on the family and staff noticeboards.
4. Utilise the newsletter to inform families of any major changes to the policy and procedures.
5. Utilise staff meetings to inform educators of any major changes to the policy and procedures.
6. File the old version and any feedback.
7. Update the Table of Reviewed Policies
8. Place the updated policy in all the policy and procedures manuals and update the [Policies and Procedures section](#) on the website with a PDF version of the document.
9. Update all service handbooks as required.

### **Creating Practical Policies and Procedures**

Heritage aims to ensure policies can be easily translated into daily practice by:

- Avoiding unnecessary or impractical procedures.
- Avoiding matching the information in policies to what the service already does or would like to do, irrespective of relevant best practice recommendations.
- Considering the skills and strengths of educators and what the policies and procedures may look like in everyday situations.
- Making the information in policies and procedures easy to access. This can be through utilising a contents page, clear policy statement, a summary of roles and responsibilities, and tables and charts where possible.
- Involving families in policy development and review.
- Explaining to educators why policies and procedures are an essential aspect of quality practice and contribute to the service Quality Rating (currently Exceeding NQS).
- Testing and reviewing policies and procedures to make sure they are workable and meet the needs of the Heritage service.

### **Access to Policies and Procedures**

- The Heritage community will have easy access to the policies at all times. An up to date Policies and Procedures section will be maintained in the [Members Section](#) of the service website and a Policy and Procedures Manual will be located in the Main Office and copies will also be available in the Staff Programming Room and Main Entrance Foyer.
- The [Family Handbook](#) and Educator/Relief Educator Handbooks will include summaries of the policies most relevant to those sections of the Heritage community.

### Strategies for Ensuring Educators & Families Understand & Comply with Policies and Procedures

- There will be a thorough induction process for new families. **Refer to:** Enrolment, Orientation and Graduating Rooms Policy.
- There will be a thorough induction process for new permanent and relief educators. **Refer to:** Employment and Recruitment Policy.
- Procedures will be posted in areas where they are relevant, e.g., hand washing posters near sinks, food safety procedures in kitchen areas.
- Policies will be regularly discussed at staff meetings and procedures/practises observed continuously by Room Leaders to help identify where inconsistencies exist between the policy and practice.
- Educators who understand procedures well will mentor new or inexperienced staff.
- Professionals such as paediatricians and maternity nurses will be invited to the service to demonstrate best practice.
- Educators will be given professional development opportunities and up to date resources will be provided in the Library and Programming Room.
- Educators will be encouraged to monitor each other's practice, ask questions and seek clarification.
- Educator compliance checks for food safety, nappy changing, and hygiene procedures will be carried out at regular intervals. **Refer to:** Work Health and Safety Policy.

### Policy and Procedures Review Scheduling

Heritage understands that policies and procedures are living documents which must be reviewed to reflect new knowledge or legislation, a serious incident or changing needs or conditions in the service or the wider community.

- Heritage will develop a schedule (refer to: Table of Reviewed Policies and Procedures) to regularly review its' philosophy, policies and procedures to ensure they are up to date with current research and best practice.
- Heritage will prioritise reviews according to how often the content is expected to change.
- All policies and procedures will be dated and sourced to assist the Heritage community in keeping track of the currency of the policies and to justify policy decisions.

### References and Further Reading

**ACECQA.** (2022). *Preparing NQF Policies and Procedures*

<https://www.acecqa.gov.au/resources/preparing-nqf-policies-and-procedures>

**Community Early Learning Australia.** (2022). *Sample Required and Optional Policies*

<https://www.cela.org.au/publications/member-resources>

**Education and Care National Law**

[\*Education and Care Services National Law \(ACT\) Act, 2010.\*](#)

**Education and Care National Regulations**

[\*Education and Care Services National Regulations Act 2011.\*](#)

**National Quality Standard for Early Childhood Education**

[\*National Quality Standard for Early Childhood Education and Care 2012.\*](#)

**National Childcare Accreditation Council.** (2006). *Developing a Policy.*

[https://web.archive.org/awa/20170216181456mp\\_/http://ncac.acecqa.gov.au/educator-resources/factsheets/qias\\_factsheet\\_4.pdf](https://web.archive.org/awa/20170216181456mp_/http://ncac.acecqa.gov.au/educator-resources/factsheets/qias_factsheet_4.pdf)

**Professional Support Co-ordinators Alliance. (n.d.)** *Policy 'Tip' Sheet:*

*Ensuring policies are consistently implemented.*

<https://www.acecqa.gov.au/sites/default/files/2021-01/PolicyTipSheetEnsuringPoliciesConsistImplement.PDF>

**Professional Support Co-ordinators Alliance. (2012)** *How to Develop and Update Policies*

*Successfully.* <https://www.acecqa.gov.au/sites/default/files/2021-01/DevelopAndUpdatePoliciesSuccessfully.PDF>

**Version Control and Change History**

Version Number	Approval Date	Approved by	Author and Amendments
1	September 2001	Heritage Committee	
2	May 2011	Heritage Committee	Author: Julia Charters. Rewrite of Heritage Policy Review Process based on latest best practice guidelines.
3	May 2014	Heritage Committee	Author: Julia Charters. Added Rationale; Creating Practical Policies; Strategies for Ensuring Educators & Families Understand & Comply with Policies & Procedures. Changed words in Policy Review to reflect NQS: "policies must be up to date with current research and contemporary views on best practice. A review schedule should be developed where policies are prioritised according to how often the content is expected to change."
4	Jan 2019	Director	Minor update to Rationale and References to reflect NQS update 2018.
5	Jan 2021	Director	Updated links. Procedures checked. Minor edits. No major changes to procedures.
6	Sept 2022	Heritage Committee	Author: Julia Charters Minor edits. No major changes to procedures. Added relevant hyperlinks within the document including to latest ACECQA guidelines for developing policies and procedures for ECECs. Added Table of Relevant National Regulations.