

## Background

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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

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

## Strategies and practices

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- The policies and procedures detail the Services 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.
- 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.
- Parents and educators are shown where the Services policies and procedures are stored and how to access them.
- The policies and procedures, where required, are provided to families and educators in multiple languages.
- The Services 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. This process is completed by Sunkids Management.
- As new policies and procedures are implemented or amendments are made to existing policies and procedures, families and educators are advised of the new and/or amended policies and procedures, and are invited to provide feedback.
- 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.
- 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: -
  - Face-to-face
  - Parent meetings
  - Emails
  - Suggestion boxes

- Providing parents with a copy of the policy and an explanation of the type of comments sought
  - Involving parents in the Quality Improvement Plan
  - The grievance and complaints analysis process
  - Newsletters
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- Policies and procedures are a regular agenda item at team meetings. They are discussed as part of preparing the Services 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.
  - Parents are advised in writing whenever their ideas and suggestions result in a change in the Services practices and in its policies and procedures.
  - 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.
  - The Service consults with appropriate authorities to ensure the policy contents are consistent with current research and contemporary views on best practice.
  - 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.

## Additional safe practices for babies

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- N/A

## Responsibilities of parents

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- To contribute their ideas and suggestions to policy reviews.

## Procedures and forms

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- Policy Feedback Form

## Links to other policies

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- Educator Professionalism and Ethics Policy
- Enrolment and Orientation Policy
- Interactions with Families
- Students, Volunteers and Visitors Policy

## Links Education and Care Services National Regulations 2011, National Quality Standard 2011

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Regs	31	Condition on service approval–quality improvement plan
	55	Quality improvement plans
	56	Review and revision of quality improvement plans
	168	Education and care service must have policies and procedures

	170	Policies and procedures to be followed
	171	Policies and procedures to be kept available
	172	Notification of change to policies or procedures

QA	4.2.1	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills
	4.2.2	Professional standards guide practice, interactions and relationships
	6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions
	6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
	7.2.1	There is an effective self-assessment and quality improvement process in place

## Sources

- Education and Care Services National Regulations (Current as of 2025)
- Guide to the National Quality Standard (2020 edition)

## Further reading and useful websites

- Department of Education and Training. Early Years Connect. (2017). *Developing and reviewing policies and procedures*. <https://earlychildhood.qld.gov.au/earlyYears/Documents/info-sheet-9-develop-review-pol-proc.pdf> accessed 25 June 2025
- The Australian Governments Children's Education and Care Quality Authority – <http://www.acecqa.gov.au/> accessed 25 June 2025
- ACECQA *How to update policies successfully (without the stress)*. <https://www.acecqa.gov.au/sites/default/files/2021-01/DevelopAndUpdatePoliciesSuccessfully.PDF> accessed 25 June 2025
- Department of Education. The Early Childhood Regulatory Authority. *6 reasonable steps to ensure staff follow policies and procedures*. <https://earlychildhood.qld.gov.au/legislationAndGuidelines/Documents/6-reasonable-steps-guide.pdf> accessed 25 June 2025
- Department of Education – 6 Reasonable Steps guide: <https://earlychildhood.qld.gov.au/legislation-and-guidelines/6-reasonable-steps-guide> accessed 25 June 2025

## Policy review

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

## Version Control

Version	Date Reviewed	Approved By	Comments/Amendments	Next Review Date
1	8 January 2018	Kaylene Harper	Updated to changed NQF requirements 1 February 2018. Service to modify policies to its specific needs.	January 2019

## Policy and Procedure Review

2	31 January 2019	Kaylene Harper	Accessed sources and further reading/useful websites.	January 2020
3	31 January 2020	Kaylene Harper	Accessed sources and further reading/useful websites.	January 2021
4	14 October 2020	Kaylene Harper	Reviewed policy. Accessed sources and further readings/useful websites.	October 2021
5	22 September 2021	Kaylene Harper	Reviewed policy	September 2022
6	15 August 2022	Kaylene Harper	Reviewed policy reflecting Department of Education '6 Reasonable Steps' document	August 2023
7	23 August 2023	Grace McKinstry	Reviewed policy. Accessed sources and further readings/useful websites.	August 2024
8	9 July 2024	Tiffany Boeske	Reviewed policy Accessed sources	July 2025
9	25 June 2025	Gen Mahaki	Reviewed policy. Updated sources and useful websites.	June 2026