

G – DEVELOPMENT & REVIEW OF SERVICE PHILOSOPHY, POLICY AND PROCEDURES

Effective from: September 4, 2018
Contact officer: Coordinator of Children's Services
Next review date: 2 – 4 years as required
File Reference: 1825/29.5
Related Policies/Local Laws/Legislation:

- Education and Care Services National Regulations Cl 168 - 172
- National Quality Standards. QA7

Related Documents:

- ACECQA – Guide to the National Quality Framework – updated 2018
- Wingecarribee Shire Councils Children's Services Philosophy
- Wingecarribee Children's Services Policy and Procedures

PURPOSE

Wingecarribee Children's Services recognises the importance of having a clear, consistent and transparent Service Philosophy, Policy, Guidelines and Procedures which reflect current legislation, best practice and the needs and interests of the stakeholders associated with the service.

The Service Philosophy, Policy and Procedures are essential for ensuring consistency of care and practices within Children's Services at Wingecarribee Shire Council. They also serve to provide a record of accountability which works to protect the families, children, staff/educators and management as well as allowing for clear communication about the service's expectation and requirements.

Wingecarribee Children's Services is committed to:

- Developing and implement Policy and Procedures based on our legislative responsibilities, best practice and the needs of our community.
- Providing all stakeholders with clear information and guidelines about what to expect from the service.



- Developing Policy and Procedures which assist staff and educators to understand their role, daily practices and the expectation the service has of them.
- Reviewing our Philosophy, Policy and Procedures regularly or as required to accommodate changes in practice, legislation, standards and current trends.
- Staying up to date with current information by attending relevant training, reading relevant journals and newsletters and checking recognised authorised websites regularly.

SCOPE

This policy applies to:

Wingecarribee Children's Services Staff employed by Wingecarribee Shire Council

Wingecarribee Family Day Care Educators as Agents of the Approved Provider – Wingecarribee Shire Council

All children and families accessing care with Council's Children's Services

All volunteers and students engaged with Wingecarribee Children's Services.

DEFINITIONS

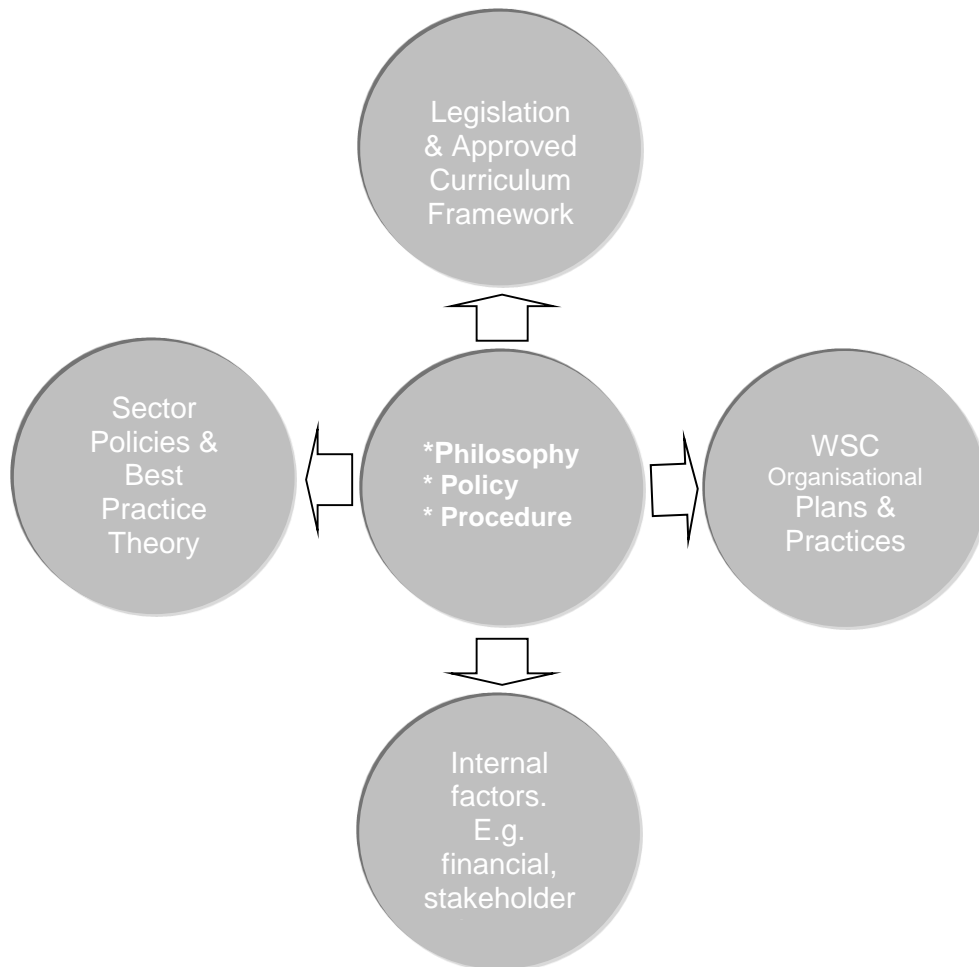
- **Stakeholders** – Inclusive of Approved Provider & Representatives, Staff, Educators, Families and Interested Community Members within the Wingecarribee Shire.

PROCEDURE

1. **Development of Philosophy, Policy, Guideline and Procedures**
 - 1.1 Policy and procedures are developed to reflect at least the minimum requirements of any legislation by which the Service is bound. The Service will endeavour to go beyond these minimum requirements where appropriate, in order to provide a high quality service to the stakeholders.
 - 1.2 The Philosophy, Policy and Procedures will be developed and based on our legislative responsibilities, relevant curriculum documents, best practice and the needs of our community.
 - 1.3 Service procedures will incorporate any Wingecarribee Shire Council's Policies, Procedures or General Managers Practice Notes which are applicable to the operation and management of Children's Services.



1.4 Model for Philosophy, Policy and Procedure Development:



2. **Review of Philosophy, Policy, Guidelines and Procedures**

- 2.1 The service over riding Management and Governance Policy will be reviewed every four (4) years by Council, the Approved Provider, or more frequently to accommodate any changes in practice, legislation or standards.
- 2.2 The service Philosophy and Procedures will be dated and the service aims, within its capacity, to review these every two (2) - Four (4) years or more frequently to accommodate any changes in practice, staffing, legislation, standards or current trends.
- 2.3 Representatives of the Approved Provider, staff, educators, parents and interested community members are afforded the opportunity to participate in any Policy or Procedure Review. This information will be made known through various measures

which may include service newsletters, email, Council Website, notices or media releases.

- 2.4 The Service encourages stakeholders who disagree with the service's philosophy, policy or procedures to provide alternatives or suggestions which at a minimum meet industry and legislative standards. These suggestions will be considered as a part of the review and/ or development process.
- 2.5 The Service Philosophy, Policy or Procedure will, generally in most cases, be considered to be adopted and endorsed and therefore implemented at the conclusion of the 28 day consultation period and after any adjustments from that consultation are made.
- 2.6 The service Philosophy, Policy and Procedures will be made available in the following locations:
 - The Coordination Unit Office
 - The Premises of all Registered Family Day Care Educators
 - The Out of School Hours Service
 - Progressively on the Wingecarribee Council Website as procedures become updated across all Council's Children's Services.

3. Approved provider Responsibilities – Wingecarribee Shire Council

- 3.1 The Approved Provider, Wingecarribee Shire Council, is responsible for endorsing Wingecarribee Children's Services Overriding Policy and Guideline which reflects the Governance and Management of the Service every two years.
- 3.2 As a minimum the approved provider will 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 or 169 of the National Regulations, 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.
- 3.3 The Service will 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.
- 3.4 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 we will ensure that parents of children enrolled at the service are notified as soon as practicable after making a change referred to in 3.2.

4. Nominated Supervisor – Coordinator of Children's Services Responsibilities



- 4.1 Oversees the development of the Children's Services Policy and all operational Procedures as pertain the Children (Education and Care Services Law Application) and the Education and the associated Care Services National Regulation and any other Procedure relevant to the operation of the service.
- 4.2 Delegated to review and amend service procedures pertaining to the operation of Children's Services in consultation with service stakeholders.
- 4.3 Provides opportunities for consultation, review and where appropriate modification to service procedures with service stakeholders
- 4.4 Does everything reasonable and practical to ensure understanding and compliance by Educators and staff
- 4.5 Informs and encourages families and the communities understanding, awareness and application of service Philosophy, Policy and Procedures as it relates to them and their children in care.
5. **Staff and Educators Responsibilities**
 - 5.1 To communicate, implement, question and comply with service policy, related legislation and procedures
 - 5.2 Engage and provide input into the development and review of service Philosophy, Policy and Procedures.
 - 5.3 Inform and encourage families and the communities understanding, awareness and application of service Philosophy, Policy, and Procedures as it relates to them and their children in care.
6. **Families Responsibilities**
 - 6.1 To communicate, implement, question and comply with service policy, related legislation and procedures as related to them and their children in care
 - 6.2 To familiarise themselves with the Service Policy and Procedures prior to commencing care with the Service
 - 6.3 Engage and provide input into the development and review of service Philosophy, Policy and Procedures as they see fit.

Approved By:



Danielle Lidgard
GROUP MANAGER CORPORATE AND COMMUNITY

