

POLICY/PROCEDURE NAME & REVIEW PROCESS	POLICY and PROCEDURE REVIEW POLICY This policy and procedure has been created to provide all stakeholders with clear guidelines and transparency to our practices and procedures. We welcome feedback and input from all stakeholders at any time and this policy is subject to review based on feedback or due date of annual review.
NATIONAL QUALITY STANDARD	QUALITY AREA 7 GOVERNANCE AND LEADERSHIP 7.1 GOVERNANCE 7.1.2 Management systems.
NATIONAL LAW AND REGULATIONS	168-Education and care service must have policies and procedure 170-Policies and procedures to be followed 171-Policies and procedures to be kept available 172- Notification of change to policies or procedures
RELATED POLICIES and RECORDS	<ul style="list-style-type: none"> Quality improvement plan Resource directory
SCOPE OF POLICY	This policy applies to all children, educators, families, management, students, volunteers, and visitors at our service.
AIM OF POLICY	To ensure that our service has strong guidelines, procedures, and practices in place regarding policy and procedure review for all stakeholders, staff and children who attend our service in order to support their safety, wellbeing, and protection. Our aim is to provide a clear policy, implement the policy, support practices relating to the policy, train staff regarding the policy and maintain and update the compliance of the policy for all our stakeholders.
SERVICE IMPLEMENTATION	Implementation A policy and procedure describe the guidelines, practices and instructions for all management, staff, visitor's volunteers, students, and stakeholders to follow in the service. A policy states the services beliefs and highlights regulatory compliancy on a range of topics, it provides a framework for decision making and ensures consistent practice. With effective policies and procedures in place, a service is better equipped to: <ul style="list-style-type: none"> Meet legal and regulatory requirements. Outline the purpose and direction of program activities. Make decisions and deliver services in transparent and consistent ways. Deliver positive outcomes for children and families. Identify, manage, and minimise risk. Reduce grievances and conflict. Support staff to understand their role and responsibilities in the service. This can be particularly useful for new and recently qualified staff members and leads to more efficient and effective service delivery. Provide ongoing working documents to guide high quality practice across the service. Ensures that the service has processes in place that are fair and equitable. They allow for the service to involve stakeholders in the process of consultation, evaluation, and advisory process. Policy and procedure implementation <ul style="list-style-type: none"> Approved Provider will ensure that policies and procedures are well-documented, maintained and easily accessible to staff, visitors, students, and stakeholders. Approved Provider will ensure that policies and procedures are reviewed at least annually in collaboration with families and staff so that we are supporting a shared understanding of the service's practices. Approved Provider will review and revise policies and procedures in the event of a complaint regardless of the time for annual review. If required, the policy and procedure will be amended based on the feedback received from the complaint. Approved Provider / nominated supervisor will ensure that policy is reviewed and revised after an incident that has occurred in the service that may have led to an injury or requires a change in procedure. Approved Provider will ensure that all stakeholders will be provided opportunity to provide input to any updates or changes to policies.

Policy Name	POLICY and PROCEDURE REVIEW POLICY			Policy Version	V.7
Owner	Fishbowl Service Support Pty Ltd				
Policy published	September 2019	Last review date	August 2025	Next review date	August 2026
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- Policies relating to child safety, child wellbeing, childrens health, and compliance requirements will be reviewed more frequently if required to ensure ongoing effectiveness and that they are always in line with government guidelines and legislation

Policy review procedure:

- Policies to be reviewed and or revised will be made available for stakeholders and staff to have input and provide feedback if they wish to.
- Approved provider/nominated supervisor will invite input from stakeholders regarding the policies and procedures that are being reviewed. This will be done through everyday conversations, family information sessions, interactive parent board, information evenings, suggestions box, emails, apps, or newsletters.
- Staff input will be sought and opportunities for input and collaboration will be conducted at staff meetings, via emails, questionnaires, feedback from staff or through surveys.
- 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 or 169 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.
- If the approved provider considers that the notice period would pose a risk to the safety, health or wellbeing of any child enrolled at the service, the approved provider must ensure that parents of children enrolled at the service are notified as soon as practicable after making a change referred to the policy/ procedure.
- Approved provider/nominated supervisor will research and update previous sources for policies and cross reference to Educational Care Services National Regulations, The National Law and any childcare relevant sources relating to the policy and procedure.
- Approved provider/nominated supervisor will, once policy and procedure changes are finalised, monitor the changes and progress of the new or revised policy and /or procedure to measure its impact and determine whether it is meeting intended outcomes.
- Following any review and update, all stakeholders will be informed through appropriate channels to ensure awareness and compliance.
- The effectiveness of policy changes will be evaluated through feedback surveys, staff compliance checks, and family satisfaction.
- Evaluation is an important stage of the policy development process as it enables a service to review the effects of a policy and identify new issues for consideration. A date for a formal review should be set and documented in the policy. This effectively starts the policy cycle again and ensures that it is continually moving.
- Each policy and procedure contain a version number, date of adoption, date of last review, and next scheduled review date. Once a policy and or procedure is finalised and agreed on, the date will be changed on the policy and/or procedure, a new review date will be set, and the version will be updated.
- If the change has impact on the service and practices within the service, the quality Improvement plan will be updated to reflect a change or improvement that has eventuated based on this change.

Each member of the team plays an important role in the implementation of each policies guidelines, and they are outlined as below but not limited to the following:

The Approved Provider

- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Will ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements.
- Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.

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	<ul style="list-style-type: none"> Will ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy. Will encourage feedback from stakeholders regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. Will ensure the policy is kept up to date with current legislation, research, and best practice. <p>The Nominated Supervisor</p> <ul style="list-style-type: none"> Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations. Will ensure they take reasonable steps to ensure that the educators, staff, and volunteers follow the policy and procedures. Will ensure they provide the educators, staff and volunteers the documentation to perform their role, follow policy and procedure and ensure they are checking the documentation according to regulatory and service requirements. Will ensure that a rigorous recruitment process is completed, and a thorough induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure. Will ensure that the staff are supported with ongoing professional development and training they require to comply with this policy. Will encourage feedback from stakeholders and staff regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. Will ensure the policy is kept up to date with current legislation, research, and best practice. Will conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy. <p>Educators</p> <ul style="list-style-type: none"> Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations. Will ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure. Will ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service. Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service. Will provide feedback to the nominated supervisor or approved provider regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. Will provide feedback regarding policy review when required.
REGULATION IMPLEMENTATION	The following procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.
In regard to regulation 168- Education and care service must have policies and procedures.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that obligations under the Education and Care Services National Law and National Regulations are met. Ensure they take reasonable steps to ensure that the policy and procedures are current, reviewed regularly, and communicated to educators, staff, and stakeholders. Take reasonable steps to inform and support educators and staff regarding their responsibilities in implementing the policy and procedures at all times. Take reasonable steps to ensure that nominated supervisor, educators, staff, and volunteers follow the policy and procedures. Ensure copies of the policy and procedures are readily accessible to nominated supervisor, educators, staff, stakeholders, and volunteers and are available for inspection. Notify families at least 14 days before changing the policy or procedures if the changes will: <ul style="list-style-type: none"> Affect the fees charged or the way they are collected or Significantly impact the service's education and care of children or Significantly impact the family's ability to utilise the service. Ensure policies and procedures regarding regulatory requirements are in place at the service. Ensure that a suitable nominated supervisor is in place and will monitor practices relating to all policies in the service.

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	<ul style="list-style-type: none"> Ensure policies and procedures are reviewed at least annually and changes are made if required prior to this review. Ensure all stakeholders are involved in the review. Ensure the service is conducive to a child safe environment and guidelines set out in the policy and procedure are clearly outlined.
In regard to regulation 170- Policies and procedures to be followed.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that all staff and volunteers are made aware of Regulatory policies and procedures by ensuring that this forms a part of the induction process. Ensure probationary reviews will be conducted once new staff are appointed at the 3- month and 6-month mark to ensure that they are following policy and procedure and to review and revise regulatory policies. Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure and further training and revision of procedural practices in relation to policy and procedure. Ensure annual review and revision of policies and procedures will be conducted, and all educators will be given the opportunity for input.
In regard to Regulation 171- Policies and procedures to be kept available.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process. Ensure policies will be available on request for all staff members to have access when required. Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge. Ensure policies will be available for all stakeholders when requested and when updating.
In regard to Regulation 172- Notification of change to policies or procedures	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure, provide further training and allow for input if required in relation to policy and procedure. Ensure stakeholders will be invited to provide feedback for policies and procedures at any time, not just on annual review but will also be invited to add feedback at review time or after an event that may require change to policy or procedure. Ensure policies and procedures will be emailed or put on display in the foyer for stakeholders to have the ability to provide feedback. Ensure feedback will be considered from stakeholders and educators and may result in a change in policy. Ensure policy and procedure may be changed at any time if there has been an incident in the service that has required a change to be implemented for the safety and health of children and or educators. Ensure in the event of a change to a policy after feedback or a situation that occurs, we will provide 14 days' notice to all stakeholders before the change takes effect.
CONTINUOUS IMPROVEMENT	<p>We are dedicated to the ongoing improvement of our practices and procedures through the following actions:</p> <ul style="list-style-type: none"> Conducting regular reviews and updates of this policy with all stakeholders. Actively seeking feedback from children, families, and staff members. Providing targeted skill development and training for staff when areas for improvement are identified or when gaps in policy and procedure implementation are observed.
KEY TERMS	<ul style="list-style-type: none"> Stakeholder - a person or group of people who have an interest in a business, a person such as an employee or customer. They have a sense of responsibility toward it and an interest in its success.
WE GRATEFULLY ACKNOWLEDGE THE FOLLOWING SOURCES	<ul style="list-style-type: none"> Australian Children's Education & Care Quality Authority. ACECQA Code of Ethics Education and Care Services National Regulations. Education and Care Services National Law Act 2010. Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. Guide to the National Quality Framework.

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- National Quality Standard.
- United Convention on the Rights of the Child

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