



# Policies and Procedures

2020 - 2021

# Policy Review Table

Policy #	Policy	Mandatory (M) or Best Practice (BP)	Review frequency	2016 Review Date	2017 Review Date	2018 Review Date	2019 Review Date	2020 Review Date	2021 Review Date
Quality Area 1	Educational Program and Practice								
1	Curriculum Development	BP	Annual	Dec	Nov 2017	Aug 2018	Apr 2019	Oct 2020	
2	Inclusion and Equity	BP	Annual	Dec	Nov 2017	Jun 2018	Apr 2019	Oct 2020	April 2021
Quality Area 2	Children's Health & Safety								
3	Acceptance and Refusal of Authorisations	M	Annual	Dec	Nov 2017	Aug 2018	Jul 2019	Oct 2020	
4	Administration of First Aid	M	Annual	Dec	Nov 2017	July 2018	Jun 2019	Oct 2020	
5	Administration of Medication	BP	Annual	Dec	Nov 2017	July 2018	Jun 2019	Oct 2020	
6	Anaphylaxis	M	Annual	Dec	Nov 2017	July 2018	Jun 2019	Oct 2020	
7	Asthma	M	Annual	Dec	Nov 2017	July 2018	Jun 2019	Oct 2020	
8	Child Safe Environment	M	Annual	Dec	Nov 2017	Jun 2018	Jul 2019	Oct 2020	
9	Dealing with Infectious Diseases	M	Annual	Dec	Nov 2017	July 2018	Jun 2019	Oct 2020	
10	Dealing with Medical Conditions	M	Annual	Dec	Nov 2017	July 2018	Jun 2019	Oct 2020	
11	Delivery and Collection of Children	M	Annual	Dec	Nov 2017	Aug 2018	Aug 2019	Oct 2020	
12	Diabetes	M	Annual	Dec	Nov 2017	July 2018	Jun 2019	Oct 2020	
13	Emergency and Evacuation	M	Annual	Dec	Nov 2017	Jun 2018	Jul 2019	Oct 2020	
14	Epilepsy	BP	Annual	Dec	Nov 2017	July 2018	Jun 2019	Oct 2020	
15	Excursions and Service Events	M	Annual	Dec	Nov 2017	Jun 2018	Jun 2019	Oct 2020	
16	Food Safety Policy	BP	Annual	Dec	Nov 2017	Aug 2018	Aug 2019	Oct 2020	
17	Hygiene	BP	Annual	Dec	Nov 2017	Aug 2018	Aug 2019	Oct 2020	
18	Incident, Injury, Trauma & Illness	M	Annual	Dec	Nov 2017	July 2018	Jul 2019	Oct 2020	
19	Nutrition, Oral Health & Active Play	M	Annual	Dec	Nov 2017	Jun 2018	Jun 2019	Oct 2020	April 2021
20	Relaxation and Sleep	BP	Annual	Dec	Nov 2017	Aug 2018	Aug 2019	Oct 2020	
21	Sun Protection	M	Annual	Dec	Nov 2017	Aug 2018	Aug 2019	Oct 2020	April 2021
22	Supervision of Children	BP	Annual	Dec	Nov 2017	Aug 2018	Aug 2019	Oct 2020	

Policy #	Policy	Mandatory (M) or Best Practice (BP)	Review frequency	2016 Review Date	2017 Review Date	2018 Review Date	2019 Review Date	2020 Review Date	2021 Review Date
23	Water Safety	M	Annual	Dec	Nov 2017	Aug 2018	Aug 2019	Oct 2020	
24	Animal & Pet Policy	BP	Annual	Dec	Nov 2017	Aug 2018	Aug 2019	Oct 2020	
25	Road Safety & Road Transport	BP	Annual	Dec	Nov 2017	Aug 2018	Aug 2019	Oct 2020	
Quality Area 3	Children's Health & Safety								
26	Occupational Health and Safety	M	Annual	Dec	Nov 2017	Sept 2018	Sept 2019	Oct 2020	April 2021
27	Environmental Sustainability	BP	Annual	Dec	Nov 2017	Sept 2018	Sept 2019	Oct 2020	
Quality Area 4	Staffing Arrangements								
28	Code of Conduct	M	Annual	Dec	Nov 2017	Nov 2018	Oct 2019	Oct 2020	
29	Determining Responsible Person	M	Annual	Dec	Nov 2017	Nov 2018	Oct 2019	Oct 2020	
30	Participation of Volunteers and Students	M	Annual	Dec	Nov 2017	Nov 2018	Oct 2019	Oct 2020	
31	Staffing (including Qualifications, Supervision and Working with Children Checks/Criminal History Record Checks)	M	Annual	Dec	Nov 2017	Nov 2018	Oct 2019	Oct 2020	
32	Staff Health & Wellbeing	BP	Annual	Dec	Nov 2017	Nov 2018	Oct 2019	Oct 2020	
Quality Area 5	Relationships with Children								
33	Interactions with Children	M	Annual	Dec	Nov 2017	Sept 2018	Sept 2019	Oct 2020	
Quality Area 6	Collaborative Partnerships with Families & Communities								
34	Enrolment and Orientation	M	Annual	Dec	Nov 2017	Sept 2018	Sept 2019	Oct 2020	April 2021
Quality Area 7	Leadership and Service Management								
35	Fees	M	Annual	Dec	Nov 2017	May 2018	May 2019	Oct 2020	
36	Governance and Management of the Service	M	Annual	Dec	Nov 2017	Nov 2018	Nov 2019	Oct 2020	
37	Complaints and Grievances	M	Annual	Dec	Nov 2017	Nov 2018	Nov 2019	Oct 2020	
38	Information and Communication Technology	BP	Annual	Dec	Nov 2017	Nov 2018	Nov 2019	Oct 2020	April 2021

39	Privacy and Confidentiality (including Confidentiality of Records)	M	Annual	Dec	Nov 2017	Nov 2018	Nov 2019	Oct 2020
40	Workplace Violence and Bullying Policy	BP	Annual	-	-	-	-	-

# General Definitions

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## **Approved Provider:**

An individual or organisation that has completed an application and been approved by the Regulatory Authority as fit and proper (in accordance with Sections 12, 13 and 14 of the National Law) to operate one or more education and care services. Where the applicant is an organisation, each person with management and control of that organisation must complete a separate application form.

(Note: Under the *Education and Care Services National Law Act 2010*, Section 5, Definitions: “**person with management or control**, in relation to an education and care service, means – (b) if the provider of the service is an eligible association, each member of the executive committee of the association who has the responsibility, alone or with others, for managing the delivery of the education and care service”.)

## **Australian Children’s Education and Care Quality Authority (ACECQA):**

The national authority established to oversee the National Quality Framework and guide its implementation in a consistent way throughout Australia.

## **Certified Supervisor:**

An educator who has been nominated by the Approved Provider or the Nominated Supervisor of a service (in accordance with the National Regulations), and consents in writing to being placed in day-to-day charge of the education and care service. A certified supervisor can be any person engaged to be responsible for the day-to-day management of the service, or with supervisory and leadership responsibilities at the service. Any person placed in day-to-day charge of the service must be assessed as a fit-and-proper person (in accordance with Sections 12, 13 and 14 of the National Law) and have suitable skills, qualifications and experience as determined by the service. Individual supervisor certificates are also still valid.

A Certified Supervisor placed in day-to-day charge of a service **does not** have the same responsibilities under the National Law as the Nominated Supervisor.

## **Department of Education and Training (DET):**

The Victorian State Government department with primary responsibility for the approval, monitoring and quality assessment of services in Victoria in accordance with the national legislative framework and in relation to the *National Quality Standard*.

## **Early childhood teacher:**

A person with an approved early childhood teaching qualification. Approved qualifications are listed on the ACECQA website: [www.acecqa.gov.au](http://www.acecqa.gov.au)

## **Educational Leader:**

The Approved Provider of an education and care service must designate, in writing, a suitably qualified and experienced educator, co-ordinator or other individual to lead the development and implementation of education programs at the service (Regulation 118). This person must have a thorough understanding of the *Early Years Learning Framework* (or other approved learning framework), be able to guide other educators in their planning and reflection, and mentor colleagues in their implementation practices.

## **Educator:**

An individual who provides education and care for children as part of an education and care service.

## **Learning frameworks:**

Under the National Quality Framework (NQF), education and care services are required to ensure that the program delivered to all children being cared for and educated by the service is based on and delivered in a manner that accords with an approved learning framework.

In Victoria, the approved frameworks are:

- *Early Years Learning Framework (EYLF)*
- *Victorian Early Years Learning and Development Framework (VEYLDF)*
- *My Time, Our Place: Framework for School Age Care in Australia.*

**National Law:**

Refers to the *Education and Care Services National Law Act 2010*: the national law regulating education and care services for children.

**National Quality Framework (NQF):**

This framework for the early childhood education and care sector helps providers to improve the quality of services in areas that impact on a child's development. The framework includes:

- a National Law – the *Education and Care Services National Law Act 2010*
- National Regulations – the *Education and Care Services National Regulations 2011*
- the *National Quality Standard*
- an assessment and rating system
- a Regulatory Authority in each state and territory with primary responsibility for the approval, monitoring and quality assessment of services in their jurisdiction in accordance with the national legislative framework and in relation to the *National Quality Standard*
- the Australian Children's Education and Care Quality Authority (ACECQA). The national body responsible for providing oversight of the system and ensuring consistency of approach.

**National Quality Standard (NQS):**

The NQS sets a National benchmark for the quality of children's education and care services. The *National Quality Standard* is comprised of guiding principles, Quality Areas, standards and elements. There are seven Quality Areas which capture aspects critical to the provision of quality education and care.

**National Regulations:**

Refers to the *Education and Care Services National Regulations 2011*: the regulations or rules under which children's services must operate. The regulations are the way in which the law is applied.

**Nominated Supervisor:**

A person who has been nominated by the Approved Provider of the service under Part 3 of the Act and who has consented to that nomination in writing can be the Nominated Supervisor. All services must have a Nominated Supervisor with responsibility for the service in accordance with the National Regulations. The Approved Provider must take reasonable steps to ensure the Nominated Supervisor is a fit and proper person (in accordance with Sections 12, 13 and 14 of the National Law), with suitable skills, qualifications and experience. The Regulatory Authority must be notified if the Nominated Supervisor for the service changes or is no longer employed at the service.

**Policy:**

A formal statement of principles which provides a framework for decision-making and indicates the course of action to be taken in specific circumstances. Policies provide services with an approved way of operating in relation to particular matters and improve the management of risk. They reflect the values and beliefs of a service, current thinking, national standards and community expectations, and are relevant in terms of current laws and regulations.

**Procedures:**

The steps required to implement and comply with a policy. Procedures specify how to achieve the necessary result by outlining who does what and when. Procedures are succinct, factual and to the point, and are generally expressed as a list.

**Program:**

The group/activity in which a child is enrolled and which has specific hours of attendance.

**Regulatory Authority:**

The Department of Education and Training (DET) is the Regulatory Authority in Victoria, with primary responsibility for the approval, monitoring and quality assessment of services in accordance with the national legislative framework and in relation to the *National Quality Standard*.

**Responsible Person:**

The Approved Provider (if that person is an individual, and in any other case the person with management or control of the service operated by the Approved Provider) or a Nominated Supervisor or Certified Supervisor who has been placed in day-to-day charge of the service in accordance with the National Regulations.

**Staff:**

Any individual (other than the Nominated Supervisor or a volunteer) employed, appointed or engaged to work in or as part of an education and care service.

# National Quality Framework: Policies & Procedures

## Fact sheet | March 2016

This fact sheet provides information about the requirement for an education and care service to have policies and procedures in place under regulations 168 and 169 of the Education and Services National Regulations 2011.

The approved provider of a centre-based service and family day care service must ensure that the service follows the policies and procedures required under regulations 168 and 169 (regulation 170).

Required policies and procedures all service types (Regulation 168)		
Reference	Content of policy and/or procedure	
<b>Health and safety</b>		
Regulation 99; 168(2)(f)	Delivery and collection of children	<input type="checkbox"/>
Regulations 100 to 102; 168(2)(g)	Excursions	<input type="checkbox"/>
Regulation 168(2)(m)	Refusal and acceptance of authorisations	<input type="checkbox"/>
Regulation 88; 168(2)(c) National Quality Standard 2.1	Dealing with infectious disease	<input type="checkbox"/>
Regulation 90; 168(2)(d) National Quality Standard 2.1	Dealing with medical conditions	<input type="checkbox"/>
Regulation 97; 168(2)(e) National Quality Standard 2.3	Emergency and evacuation	<input type="checkbox"/>
Regulation 168(2)(a) National Quality Standard 2.2 National Quality Standard 2.3 National Quality Standard 2.3 National Quality Standard 2.1	Health and safety, including matters relating to: <ol style="list-style-type: none"> <li>i. Nutrition, food and beverages, dietary requirements</li> <li>ii. Sun protection</li> <li>iii. Water safety</li> <li>iv. Administration of first aid</li> </ol>	<input type="checkbox"/>
Regulation 85; 168(2)(b) National Quality Standard 2.1	Incident, injury, trauma and illness	<input type="checkbox"/>
Regulation 168(2)(h) National Quality Standard 2.3, 7.1	Child safe environment	<input type="checkbox"/>
<b>Staffing arrangements</b>		
Regulation 168(2)(i) National Quality Standard 4.2	Staffing, including: <ol style="list-style-type: none"> <li>i. Code of conduct</li> <li>ii. Determining the responsible person present</li> <li>iii. Participation of volunteers and students</li> </ol>	<input type="checkbox"/>
<b>Relationships with children</b>		
Regulations 155 & 156; 168(2)(j)	Interactions with children	<input type="checkbox"/>



Service management		
Regulation 168(2)(l) National Quality Standard 7.3	Governance and management of the service, including confidentiality of records	<input type="checkbox"/>
Regulation 168(2)(k) National Quality Standard 6.1	Enrolment and orientation	<input type="checkbox"/>
Regulation 168(2)(n) National Quality Standard 7.3	Payment of fees	<input type="checkbox"/>
Regulation 168(2)(o) National Quality Standard 7.3	Dealing with complaints	<input type="checkbox"/>
Additional policies and procedures for family day care services (Regulation 169)		
Reference	Content of policy and/or procedure	
Regulation 116; 169(2)(a) National Quality Standard 2.3	Assessment, approval and reassessment of approved family day care residences and family day care venues	<input type="checkbox"/>
Regulation 169(2)(b) National Quality Standard 7.1	Recruitment (engagement or registration) of family day care educators	<input type="checkbox"/>
Regulation 153; 169(2)(c)	Keeping a register of family day care educators	<input type="checkbox"/>
Regulation 169(2)(d) National Quality Standard 4.2	Monitoring, support and supervision of family day care educators	<input type="checkbox"/>
Regulation 163; 169(2)(e) National Quality Standard 7.1	Fit and proper assessment of family day care educators, assistants and adults residing at family day care residences	<input type="checkbox"/>
Regulation 165; 169(2)(f)	Visitors to family day care residences and venues	<input type="checkbox"/>
Regulation 169(2)(g) National Quality Standard 4.2, 7.2	Provision of information, assistance and training to family day care educators	<input type="checkbox"/>
Regulation 169(2)(h) National Quality Standard 7.1	Recruitment (engagement or registration) of family day care educator assistants	<input type="checkbox"/>

## Further information

The **Department of Education and Training** is the Regulatory Authority in Victoria.

Phone: 1300 307 415

Email: [licensed.childrens.services@edumail.vic.gov.au](mailto:licensed.childrens.services@edumail.vic.gov.au)

Web: [www.education.vic.gov.au/childhood/providers/regulation](http://www.education.vic.gov.au/childhood/providers/regulation)

The **Australian Children's Education and Care Quality Authority** (ACECQA) is the national, independent statutory authority governing the National Quality Framework.

Phone: 1300 422 327

Email: [enquiries@acecqa.gov.au](mailto:enquiries@acecqa.gov.au)

Web: [www.acecqa.gov.au](http://www.acecqa.gov.au)