

# Policy and Procedures on Policy Review

Policies and procedures for an OSHC service provide the framework and guidelines for the service operation and management. Policies describe the values of a service and reflect the service philosophy and goals. Procedures outline how the policy will be implemented and what will happen on a day to day basis.

Having clearly written policies and procedures assist a service to run smoothly. Referring to written policies when planning or making decisions about the service will maintain effective management practices. New staff and management committee members are able to familiarise themselves with the operations, expectations and beliefs of the service. This aids orientation. When this vital information is clearly communicated it will provide a consistent focus for the operations of the service and thus avoid conflicts and misinterpretations.

St Pius X OSHC believes staff, children, families and management should all contribute to the formation and review of policies and procedures.

The Service Philosophy, Food and Nutrition Policy, Sun Protection Policy, fees policy and Family and Staff handbooks will be reviewed annually, inviting input from all stakeholders. All other policies will be monitored and maintained constantly as changes arise. These policies will be reviewed every three years. A policy review plan will be maintained by the director, keeping details of which policies have been reviewed and when, and when they are due to be reviewed again. Policies will include an 'implementation' date and 'last reviewed' date.

The process for policy review for staff and management is that policies will be distributed, or available to download from the internet, to read in either work time or in their own time. Members are to read the policies when requested and contribute any feedback regarding that particular policy. Further issues regarding that policy may be raised at the next staff or management meeting.

Some policies will be widely distributed for all families to read and evaluate such as the Nutrition Policy, where this is seen to be educational as well as needing informed feedback. Of course all families are invited to view any OSHC policy at any time and contribute feedback. Policies are available on the website or the policy folder located in OSHC. Otherwise specific family feedback about policies will be sought via personal contact, surveys, newsletter tear off slips and parent meetings.

Children's contribution will also be gained through verbal discussions at group time, asking for their feedback – which may come back orally, or written and placed in the suggestion box. Children's feedback will be shared with them at group discussions and sometimes via displays.