

ENSURE STAFF FOLLOW POLICIES AND PROCEDURES GUIDE AND TIPS

Regulation 170 of the Education and Care Services National Regulations state the approved provider **MUST** ensure staff members, students, volunteers and nominated supervisors follow policies and procedures required under **Regulation 168**.

Ensuring staff are well-informed about policies, procedures and operational practices is fundamental to the smooth running of any Education and Care Service. Clear communication of these guidelines helps to establish expectations and accountability across the Service, whilst minimising confusion and inconsistencies in decision-making and actions.


Childcare Centre Desktop provide members comprehensive, high-quality policies and procedures that adhere to industry standards, including the National Quality Framework, Education and Care Services National Law and National Regulations, Family Assistance Law and other relevant legislation.

TIPS TO ENSURE STAFF ARE CONFIDENTLY FOLLOWING AND IMPLEMENTING SERVICE POLICIES AND PROCEDURES	
1	Induction and Orientation Processes – Introduce new staff, students and volunteers with key policies and procedures, gaining insight into the organisations culture and setting the stage for a smooth transition into the team environment. The <i>New Employee Induction Checklist</i> and <i>Student/Volunteer Induction Checklist</i> offer a structured checklist, covering essential items such as policies, procedures, WH&S and Child Safe protocols. This process ensures = new staff, students, and volunteers have a clear understanding about their roles and responsibilities and compliance with the NQF.
2	Staff Handbook – The <i>Staff Handbook</i> offers an overview of key policies while providing clear guidance and reference points for new and existing staff members to help them understand and follow organisational practices and guidelines effectively.
3	Student and Volunteer Handbook - The <i>Student and Volunteer Handbook</i> specifies an overview of key policies while providing essential information tailored to students and volunteers, ensuring they understand their roles, responsibilities and the organisational practices and guidelines to follow whilst attending the Service.
4	Policies and Procedures Available – By ensuring policies and procedures are easily available and accessible to all staff, students and volunteers, Services can facilitate compliance with service standards and expectations. Examples of how policies may be available in hard copy, electronically available (email, apps or online platforms), shared within newsletters and displaying on notice boards. Staff may be informed of policy and procedure locations during inductions and the <i>Staff Handbook</i> . Where possible, translate policies and procedures into other languages to ensure accessibility and comprehension for staff who speak languages other than English.
5	Policy Review Process – Engage staff, students and volunteers to participate in the policy review process to ensure that their perspectives and experiences are considered, thereby

	fostering a sense of ownership and commitment to the Service policies and procedures, <i>Policy Evaluation Worksheet</i> . Inform staff, students and volunteers of regular updates to policies and procedures in a timely manner, <i>Notification of Changes to Policy and Procedures Form</i> . Ensure policies and procedures are reviewed following any changes to legislation, including updates to the National Law and National Regulations or following an incident or event.	
6	Regular Audits – Audits may help to identify any variations from established policies and procedures, allowing any issues to be promptly addresses and prevent any potential risks of non-compliance. Areas of improvement can be identified and refined following feedback. Staff knowledge and understanding of policies and procedures are monitored and observed on a regular basis during regular audits and feedback.	
7	Professional Development – Having staff attend professional development based on key policies and procedures helps staff understand the rationale behind policies and practices during an interactive learning session. Staff may be able to ask questions, seek clarification and share experiences during professional development. Examples of professional development include face to face training, workshops, webinars, quizzes, online platforms, networking and mentoring/coaching sessions.	
8	Performance Management – Using guidance from policies and procedures during performance management enables management to provide timely feedback for interventions, support and actions to address issues in alignment with Service policies and procedures.	
9	Disciplinary Action – Staff members are aware of breaches of policies or procedures may result in disciplinary action. Disciplinary action provides an opportunity to ensure staff are held accountable and committed to standards of compliance of the Service. Formal feedback is provided to staff, students and volunteers to ensure performance and practices align with Service goals and expectations.	

KEY RESOURCES	
Induction	<i>New Employee Induction Checklist</i> <i>Data Security Procedure and Checklist</i> <i>Student Volunteer Induction Checklist</i> <i>Code of Conduct - Staff Acknowledgement</i>
Orientation	<i>New Educator Orientation (Before Day One)</i> <i>New Educator Orientation (Week One)</i> <i>New Educator Orientation Survey</i>
Staff Handbook	<i>Staff Handbook</i>
Student and Volunteer Handbook	<i>Student and Volunteer Handbook</i>
Policy Review Process	<i>Desktop Library Guide</i> <i>Policy Evaluation Worksheet</i> <i>Notification of Changes to Policy and Procedures Form</i>

Team Meetings	<i>Team Meeting Guide Team Meeting Agenda Team Meeting Minutes</i>
Professional Development	<i>Professional Development Guide and Procedure Professional Development Plan</i>
Performance Management	<i>Performance Management Policy Managing Staff Underperformance Procedure</i>

REVIEW OF GUIDE			
Date guide created	JUNE 2024	To be reviewed	JUNE 2026
Approved by	MELISSA COLLARD	Signature	
Guide Reviewed Date	Modifications/Changes		
MAY 2024	New Guide developed		