Child Safe Personal Care Routines Policy

Quick reference: child safety | paramount consideration | dignity and rights | personal care | toileting | nappy changing | consent and assent | privacy | supervision | hygiene and infection control | professional boundaries | inclusion | family partnerships | child protection | reportable conduct | documentation | bodily autonomy | changing clothes | individual care plans | authorised staff | student supervision | device use | hand hygiene | PPE | cleaning and disinfection | disclosures and allegations

PURPOSE AND BACKGROUND

(1) To set out:

- How to undertake personal care routines with children including toileting, nappy changing, changing clothing and bathing when required
- How to ensure personal care routines are hygienic and safe and protect each child's health, wellbeing, dignity, bodily autonomy and privacy.

(2) This policy helps us to comply with our obligations under the *National Law* and *National Regulations*, the Child Safe Standards and related child protection, working with children, privacy and work health and safety laws.

(3) This policy also helps us comply with the National Quality Standard areas 2 and 5.

POLICY STATEMENT

(4) The protection of the rights and best interests of all children is our paramount consideration in all decisions and actions taken when providing care and education for children (the paramount consideration) (*National Law* s 2A). The rights and best interests of each child must prevail over all our other interests or obligations.

(5) We are committed to meeting our regulatory requirements in relation to staffing and taking all reasonable steps to protect children's safety, health and wellbeing while they are being educated and cared for.

(6) Our physical and online environments must promote safety while minimising the opportunity for children to be harmed (Child Safe Standards)

(7) The approved provider and nominated supervisor must take every reasonable precaution to protect children from harm and from any hazard likely to cause injury (*National Law* s 167) and ensure that all children are being adequately supervised at all times (*National Law* s 165).

(8) We must discharge our duty of care to children at our service in line with work health and safety laws and best practice guidelines.

Undertaking personal care routines

(9) Personal care routines including toileting, nappy changing, changing clothes, and other personal care will be undertaken as per the procedures attached to this policy and including the following considerations:

- Personal care routines must be undertaken sensitively and in ways that protect each child's safety, rights, privacy, dignity, bodily autonomy, health and wellbeing.
- Personal care practices will be inclusive and adapted to each child's individual needs and parents' knowledge and preferences will be respected and considered, provided they are consistent with the child's safety, rights, health and wellbeing.
- Educators will explain what is happening before and during personal care in language appropriate for each child. Children will be encouraged to participate in decisions and do as much for themselves as they safely can.
- A child's verbal and non-verbal communication, including signs of discomfort, refusal, fear or distress, must be taken seriously. Where care is necessary to protect health or safety despite a child's reluctance, staff will use the least intrusive approach, explain what is needed and provide choices where possible.

See *Positive Relationships with Children Policy*

(10) Educators will always follow appropriate hygiene, infection-control and cleaning practices and procedures when undertaking personal care routines with children (*National Regulations* reg 77).

See procedures for toileting, nappy change and bathing (attached here) as well as our *Health, Hygiene and Cleaning Policy*.

(11) Children's personal care routines will only be carried out by trained and authorised staff members and only in designated and appropriate areas.

(12) Toilets and nappy change facilities will be designed and maintained in a way that ensures supervision of children at all times while also maintaining the rights and dignity of children (*National Regulations* reg 115).

(13) Visitors, students and volunteers must not carry out personal care routines with children.

See *Volunteers and Students Policy*

(14) No personal or service-supplied mobile phone, wearable device, camera or other image-recording device may be used during personal care routines.

See *Technology and Device Use Policy*

(15) Routine nappy changes and toileting will be documented according to our service care records. Information about children's toileting, body or personal care is private and should not be discussed in front of other children or adults not involved in caring for that child.

(16) Any disclosure, injury, unexplained mark, concerning behaviour, unusual reaction, allegation, suspicion of abuse, inappropriate conduct or breach of professional boundaries arising during personal care routines must be responded to immediately.

See *Child Protection Policy, Child Safe Environment Policy, Health, Hygiene and Cleaning Policy* and *Incident, Injury, Trauma and Illness Policy*

PRINCIPLES

(17) The best interests, rights, welfare, safety and wellbeing of children in our care is our number one priority.

(18) Our policies and procedures are based on the latest guidelines and recommendations from health authorities, and we comply with the relevant laws, regulations and standards.

(19) We communicate with staff, families, children and government authorities to manage and mitigate risks, ensuring that everyone is informed and contributing to a safe environment.

(20) We regularly review and update our policies and procedures to make sure they still reflect current best practices and address emerging health risks.

POLICY COMMUNICATION, TRAINING AND MONITORING

(21) This policy and related documents can be found online: https://www.village.wa.edu.au/policies

(22) The approved provider and nominated supervisor will ensure that relevant staff, volunteers and students are formally inducted and trained to implement this policy and related procedures, and to understand their roles and responsibilities under them.

(23) The nominated supervisor and staff leaders will ensure this policy and its related procedures are regularly reinforced through staff meetings, staff professional development programs, written material and workplace displays.

(24) The approved provider and nominated supervisor will regularly monitor and audit staff and address non-compliance. Breaches of this policy are taken seriously and may result in disciplinary action against a staff member.

(25) The approved provider and nominated supervisor will provide staff with the resources, time and support they need to comply with this policy and related procedures.

(26) At enrolment, the nominated supervisor will ensure that families are given access to this policy and related document. We will also regularly share relevant information about this policy through our usual communication channels.

(27) Families are notified in line with our obligations (*National Regulations* reg 172) when changes are made to our policies and procedures.

LEGISLATION OVERVIEW

Education and Care Services National Law Application Act 2026 (WA)

Education and Care Services National Law (WA)

Education and Care Services National Law Regulations (WA)

Education and Care Services National Law Application (Local Regulations) Regulations 2026 (WA)

Law (section)	Description
2A	Paramount consideration –rights and best interests of children
162A - 162B	Child protection and child safety training requirements for prescribed persons.
165	Offence to inadequately supervise children
166	Offence to use inappropriate discipline
166A	Offence to subject a child to inappropriate conduct
167	Offence relating to protection of children from harm and hazards
169	Offence relating to staffing arrangements
174	Offence to fail to notify certain information to Regulatory Authority
175A - J	Devices in education and care services (Part 6A)
Regulations (reg)	
77	Health, safety and safe food practices
85 - 87	Incidents, injury, trauma and illness
105	Furniture, materials and equipment
106	Laundry and hygiene facilities
109	Toilet and hygiene facilities
112	Nappy change facilities
115	Premises designed to facilitate supervision
122	Educators must be working directly with children to be included in ratios
123	Educator to child ratios – centre-based services

155	Interactions with children
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures
181, 183 - 184	Confidentiality and storage of records

Other applicable laws and regulations

Name	Description
Work Health and Safety Act 2020 (WA); Work Health and Safety (General) Regulations 2022 (WA)	*Describes the primary duty of care to people in the workplace*
Privacy Act 1988 (Cth)	Principal act governing the handling of personal information
Children and Community Services Act 2004 (WA)	Establishes WA's child protection framework, including requirements for protecting children from harm and mandatory reporting of child sexual abuse
Working with Children (Screening) Act 2004 (WA)	Establishes WA's Working with Children screening scheme and requirements for people undertaking child-related work

National Quality Standard

Standard / Element	Concept	Description
1.1.3	Program learning opportunities	All aspects of the program, including routines, are organised in ways that maximise opportunities for each child's learning
2.1	Health	Each child's health and physical activity is supported and promoted
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazards
2.2.3	Child Safety and Protection	Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect
5.1	Relationships between educators and children	Respectful and equitable relationships are maintained with each child
5.1.1	Positive educator to child interactions	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included
5.1.2	Dignity and rights of the child	The dignity and rights of every child are maintained
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined and understood, and support effective decision-making and operation of the service

Early Years Learning Framework (EYLF) V2.0: All outcomes are relevant

National Principles for Child Safe Organisations

Most relevant principles
Child safety and wellbeing is embedded in organisational leadership, governance and culture
Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously
Families and communities are informed and involved in promoting child safety and wellbeing
Equity is upheld and diverse needs respected in policy and practice
People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
Processes to respond to complaints and concerns are child focused
Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training
Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed
Policies and procedures document how the organisation is safe for children and young people

RELATED DOCUMENTS

Key Policies	Child Safe Environment Policy | Child Protection Policy | Child Safe Code of Conduct | Staff Code of Conduct | Positive Relationships for Children Policy | Dealing with Infectious Diseases Policy | Incident, Injury, Trauma and Illness Policy | Medical Conditions Policy | Privacy and Confidentiality Policy | Access and Inclusion for Children Policy | Health, Hygiene and Cleaning Policy | Physical Environment Policy | Work Health and Safety Policy
Procedures	Roles and Responsibilities – Child Safe Personal Care Routines (attached) | Procedures for toileting, nappy change and bathing (attached) | Child Safe Risk Management Plan
Resources	ACECQA Toileting and Nappy Changing Principles and Practices

SOURCES

Education and Care Services National Law and Regulations | National Quality Standard |

POLICY INFORMATION

The policy will be reviewed annually by:

- Management
- Employees
- Families
- Interested Parties

POLICY REVIEWED		October 2026	NEXT REVIEW DATE	October 2027
Version	Date of release	Summary of changes		
1.0	October 2026	New policy incorporating child safety reforms, The Child Safe Standards, current National Law and Regulations Added Procedures: • Toileting • Nappy change • Bathing Village Policy group changed the name from 'intimate' to 'personal'. Students are not to complete personal care routines and toileting, even when supervised by a qualified educator.		

APPENDIX A

ROLES AND RESPONSIBILITIES – Child Safe Personal Care Routines

Approved provider responsibilities (not limited to)
Ensure our service meets its obligations under the *Education and Care Services National Law* and *Regulations* including to: • Ensure the rights and best interests of children are the paramount consideration in policies, staffing, environments and decisions about personal care • Take every reasonable precaution to protect children from harm and hazards
Ensure that our service's governance, management, operations, policies, plans, (including risk management/action plans), systems, practices and procedures for personal care routines are appropriate in practice, up-to-date, reflect best practice, and comply with all relevant legislation, standards and guidelines
Ensure this *Child Safe Personal Care Routines Policy* and related procedures are in place and available for inspection
Take reasonable steps to ensure our *Child Safe Personal Care Routines Policy* and related procedures are followed (e.g. through clear and accessible communication, and systemised inductions, training and monitoring of all staff – including volunteers, students)
Provide safe, hygienic and developmentally appropriate toilet, washing, nappy change and, where applicable, facilities that support supervision while maintaining children's dignity and privacy.
Ensure adequate staffing and supervision of children are maintained when educators leave a room or group to provide personal care.
Ensure clear procedures, professional boundaries and controls are in place to reduce opportunities for abuse or inappropriate conduct during personal care.
Ensure staff are trained in hygiene, infection control, child protection reporting, responding to disclosures, reportable conduct and any specialised care they are authorised to provide.
Provide equipment, PPE, cleaning products, safe storage for soiled items and other resources needed to implement this policy.
Ensure complaints, allegations, incidents and breaches are responded to, reported and documented as required.
Regularly review this *Child Safe Personal Care Routines Policy* and related procedures in consultation with children, families, communities and staff

Notify families at least 14 days before changing this *Child Safe Personal Care Routines Policy* if the changes will: 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

Nominated supervisor / persons in day-to-day charge responsibilities (not limited to)
Ensure our service meets its obligations under the *Education and Care Services National Law* and *Regulations,* including to: • Ensure the rights and best interests of children are the paramount consideration in policies, staffing, environments and decisions about personal care • Take every reasonable precaution to protect children from harm and hazards
Support the approved provider to ensure that our service's management, operations, policies, plans, (including risk management/action plans), systems, practices and procedures for child safe personal care routines are appropriate in practice, up-to-date, reflect best practice, and comply with all relevant legislation, standards and guidelines
Implement this *Child Safe Personal Care Routines Policy* and related procedures
Take reasonable steps to ensure our *Child Safe Personal Care Routines Policy* and related procedures are followed (e.g. through clear and accessible communication, and systemised inductions, training and monitoring of all staff – including volunteers, students)
Organise staffing so that personal care can be provided promptly without compromising supervision of other children
Ensure only appropriately authorised and competent staff undertake personal care.
Support staff to develop individual personal care, continence or support plans with families and relevant professionals where needed.
Check that toileting, nappy change and bathing areas remain safe, hygienic, appropriately private and able to be supervised.
Escalate reportable incidents, allegations and child protection concerns to the approved provider and external authorities as required.
Contribute to policy and procedure reviews and risk assessments and plans in consultation with children, families, communities and staff. Support the approved provider to notify families of reviews and changes according to legislation and our policies and procedures

Educator / other staff responsibilities (not limited to)

Follow this *Child Safe Personal Care Routines Policy* and related procedures
Follow the *Health, Hygiene and Cleaning Policy* and procedures for additional health, hygiene and cleaning procedures
Treat each child respectfully, explain care before touching, seek cooperation, and respond to verbal and non-verbal communication.
Maintain privacy and professional boundaries and support children's independence and autonomy while ensuring appropriate supervision and accountability.
Never use a device to photograph, record or communicate about a child during personal care routines.
Immediately report any disclosure, injury, concerning behaviour, allegation, unsafe practice or suspected abuse to the nominated supervisor in accordance with child protection and reportable conduct procedures.
Model and teach children about good health and hygiene practices
Discuss any specific needs you have related to child safe personal care routines with the nominated supervisor or approved provider
Contribute to policy and procedure reviews and risk assessments and plans, and participate in training and professional development opportunities on personal care routines and practices.

Families' responsibilities (not limited to)
Provide accurate, current information about the child's toileting, nappy changing, skin, medical, disability, sensory and personal care needs.
Provide sufficient agreed personal items
Ensure any creams, ointments or other specialised products your child requires are clearly labelled and authorised in accordance with service procedures.
Work with the service to develop and review individual care plans where the child requires ongoing or specialised personal care.
Inform the service of relevant changes in the child's health, continence, toileting routines or professional recommendations.
Raise any concern about personal care routines or practice promptly to your child's educators, the approved provider, nominated supervisor, or through the service's complaints process.

APPENDIX B

PROCEDURE – Nappy changing

When to use this procedure

- When you are changing a child's nappy
- When you are collecting nappy waste and emptying nappy bins
- **Note: we have strict rules in place to ensure child safety and wellbeing during nappy changing, including requirements for supervision and restrictions on who is permitted to change nappies at our service. Refer to our *Child Safe Environment Policy***

Prepare to change the nappy

1. Check you have:
    - Fresh nappies
    - Wipes
    - Nappy bag
    - Nappy cream labelled with the child's name (if applicable)
    - Gloves
    - Plastic bags for soiled clothes
    - Clean clothes
    - Designated nappy bin that is sealed, pedal-operated and lined with plastic
2. Wash and dry your hands thoroughly
3. Put on a disposable glove/s
4. If required, put disposable paper on the change table
5. Help the child onto the change table. If there are faeces on the child's body or clothes, hold the child away from your body to prevent contact.

Change the nappy

1. Unfasten the nappy
2. Clean and dry the child using disposable wipes, wiping the bottom from front to back to minimise the risk of infection
3. Place nappy and wipes in the bin, ff soiled, place the dirty wipes in the disposable nappy and seal in a plastic nappy bag. Place bag in the designated nappy bin. For cloth nappies, put the disposable liner and wipes in the designated cloth nappy bin and the used cloth nappy in a plastic bag and in the sealed container you have for that child.
4. Remove your gloves and dispose of them
5. If the child needs nappy cream, put on a new glove/s. Apply the cream. Remove the glove/s and dispose of them
6. Place a clean nappy onto the child

7. Dress the child
8. Wash and dry your hands before taking the child out of the nappy change area (note: the usual recommendation is to wash your hands immediately after removing gloves, but it is more important not to leave a child unattended on the nappy change table)

Changing soiled/wet clothes

1. Put on gloves.
2. Undress the child and wipe them with wipes.
3. Put soiled or wet clothes into a sealed plastic bag and then into a separate sealed container (not the child's bag) for collection by the child's parent at the end of the day
4. Remove the disposable paper from the change table and place in the designated bin
5. Remove your gloves and dispose of them
6. If the child needs nappy cream, wash and dry your hands again and put on a new glove/s. Apply the cream. Remove the gloves and dispose of them
7. Place a clean nappy onto the child
8. Dress the child
9. Wash and dry your hands before taking the child out of the nappy change area (note: the usual recommendation is to wash your hands immediately after removing gloves, but it is more important not to leave a child unattended on the nappy change table)

Clean up afterwards

1. After every nappy change and at the end of each day, clean the nappy change surface according to our cleaning procedure for nappy change areas in the *Child Safe Personal Care Routines Policy*
2. If body fluids have touched the surface: clean and disinfect
3. Wash and dry your hands

Waste management for disposable nappies

1. Do not overfill bins – tie off the lining bag when it is about ¾ full and put it into the main waste bin
2. Empty all nappy bins during the day and at the end of the day according to our waste management schedule
3. Wear disposable gloves when collecting waste and emptying bins (be mindful of touching doors/handles etc)
4. Remove gloves prior to re-entering the service and at your first opportunity wash and dry hands thoroughly

Provide nappy changing hygiene resources, facilities and supplies

1. The approved provider/nominated supervisor ensures that:

- Staff have all the equipment and products they need to maintain hygiene for nappy changing, including sealed containers for storing soiled laundry
- Handwashing stations with soap and water are available and accessible (and hand sanitiser is provided where it is difficult to use soap and water)
- Instructions and visual aids (posters, infographics) are displayed in the nappy changing areas to remind staff of nappy changing hygiene
- Staff can access laundry facilities at the service, or for our OSHC services our dirty laundry is regularly laundering away from the service.

APPENDIX C

PROCEDURE – Toileting

When to use this procedure

- When you are helping children to use the toilet
- If a child has soiled or wet their clothing
- **Note: we have strict rules in place to ensure child safety and wellbeing during children's toileting, including requirements for supervision and restrictions on who is permitted to help children with toileting at our service. Refer to our *Child Safe Environment Policy***

Help children who are learning to use the toilet

1. For children who are learning to use the toilet, educators:
    - Help the child use the toilet
    - Do not use potty chairs because they can spread more germs
    - Encourage children, especially girls, to wipe front to back to reduce the chance of introducing bowel bacteria into the urinary tract
    - After they have finished using the toilet, help children to wash and dry their hands
    - Supervise older children while they wash their hands, encouraging them to follow our hand hygiene procedure
2. Wash and dry hands after helping children

Clean up a child who has soiled or wet their clothing

1. Ask parents to supply a spare change of clothes every day for their child
2. Wash and dry hands, put on disposable gloves
3. Take the child to the bathroom or nappy changing area
4. Remove any wet or soiled clothing and place into a plastic bag. Seal the bag and place it into a separate sealed container (not the child's bag) for collection by the child's parent at the end of the day
5. Clean and dry the child with disposable wipes, and wash their hands with soap and water
6. Dispose of wipes in a plastic bag and place it into our designated bin that is sealed, pedal-operated and lined with plastic
7. Remove gloves and dispose of them
8. Wash and dry hands thoroughly
9. Dress the child and let them go back to their activities
10. Clean up any body fluid spills on surfaces or items according to our procedure

Provide toileting hygiene resources, facilities and supplies

1. The approved provider and nominated supervisor ensure that:
    - Staff have all the equipment and products they need to maintain hygiene for toileting, including sealed containers for storing soiled laundry
    - Handwashing stations with soap and water are available and accessible (and provide hand sanitiser where it is difficult to use soap and water)
    - Visual aids (posters, infographics) are displayed in bathrooms to remind children and staff to wash and dry their hands after toileting
    - Staff can access laundry facilities at the service, or for our OSHC services our dirty laundry is laundering away from the service.

APPENDIX D

PROCEDURE – Bathing

When to use this procedure

- When a child requires bathing due to significant soiling, illness or contamination which extends to clothing and body and cannot be cleaned adequately through usual cleaning methods such as with wipes
- Where bathing forms part of an agreed individual care or support plan.
- **Note: we have strict rules in place to ensure child safety and wellbeing during children's personal care routines, including requirements for supervision and restrictions on who is permitted to help children with bathing at our service. Refer to our *Child Safe Environment Policy***

Prepare for bathing

1. Ensure bathing is necessary and is being undertaken in accordance with this policy and any individual care or support plan for the child.
2. Ensure only an appropriately trained and authorised staff member assists the child. Visitors and volunteers must not provide personal care. Where a student is permitted to assist as part of their practical education, they must be directly supervised in accordance with this policy.
3. Explain to the child why bathing is needed and what will happen, using language appropriate to their age, development and communication needs.
4. Seek the child's cooperation and respond to verbal and non-verbal indications of discomfort, reluctance or distress. Provide choices wherever possible.
5. Encourage the child to do as much for themselves as they safely can.
6. Gather everything required before commencing so the child is not left unattended or unnecessarily exposed. This may include:
    - clean clothing
    - towels
    - disposable gloves
    - soap or other agreed hygiene products
    - sealed bags or containers for wet or soiled clothing
    - any specialised equipment required under the child's individual care plan.
7. Ensure the appropriate allocated bathing area is clean, safe and free from slip, trip, scalding or other hazards.
8. Ensure the water temperature is safe and comfortable before the child enters the bath.
9. Protect the child's privacy and dignity while maintaining appropriate supervision. Only staff required to provide the care should be present.

Bath the child

1. Wash and dry your hands thoroughly.
2. Put on disposable gloves where there is a risk of contact with urine, faeces, vomit, blood or other body fluids.
3. Support the child to remove soiled or wet clothing, providing only the level of assistance required.
4. Place soiled or wet clothing directly into a sealed bag or designated sealed container for collection by the child's parent.
5. Support the child to bath themselves as independently as possible.
6. Where physical assistance is required:
    - explain what you are going to do before touching the child
    - only touch areas necessary to provide the required care
    - maintain the child's privacy and cover areas of the body that do not need to be exposed wherever practicable
    - use the least intrusive level of assistance necessary.
7. Maintain appropriate supervision throughout the procedure while respecting the child's privacy and developmental level.
8. Never photograph or record the child, and do not use or possess a personal or service-supplied image-recording device during the personal care routine.
9. If the child becomes distressed, refuses assistance or communicates discomfort, stop where it is safe to do so, reassure the child and consider alternative ways of meeting their hygiene, health and safety needs. Seek assistance from the nominated supervisor if required.
10. Immediately respond to and report any disclosure, unexplained injury or mark, concerning behaviour, allegation, suspected abuse, inappropriate conduct or breach of professional boundaries in accordance with the Child Protection Policy and Child Safe Environment Policy.
11. When bathing is complete, provide the child with a clean towel and clothing and support them to dry and dress themselves as independently as possible.
12. Remove gloves, if worn, and wash and dry hands thoroughly.

Clean up afterwards

1. Clean the bath and any surfaces or equipment used in accordance with the *Health, Hygiene and Cleaning Policy*.
2. If body fluids have contaminated a surface, clean and disinfect the area in accordance with the service's body-fluid cleaning procedure.
3. Wear appropriate gloves/PPE when cleaning contaminated areas.
4. Dispose of waste safely.
5. Store sealed bags or containers of soiled clothing securely until collected by the child's parent.

6. Wash and dry hands thoroughly after cleaning.

Documentation and communication

1. Document the bathing where required by the service's care records or the child's individual care plan.
2. Advise the child's parent that bathing was required and the reason for it, while maintaining the child's dignity and privacy.
3. Record and report any incident, injury, illness, disclosure, child-protection concern or other matter arising during the procedure in accordance with the relevant service policy.