

A-10 GOVERNANCE AND MANAGEMENT

POLICY STATEMENT

We are committed to robust governance and management systems, ensuring the effective, transparent and competent operation of service. Effective leadership and service management are important in guiding and supporting the delivery of a quality education and care service and it is through good governance and management that the effective functioning of the service can be ensured, enabling quality outcomes for children and their families.

Note: The Springwood Neighbourhood Centre Co-operative Ltd Board is the Approved Provider. This policy and its information about the accessibility, storage and confidentiality of records will be made available to families, SNCC Board members and staff via the service website.

PROCEDURES

a) Philosophy and policies

- The development and review of the service philosophy and policies will be an ongoing process and will underpin all other documentation and the practices of the service and will reflect the principles of the approved national framework for school age care “My Time, Our Place”.
- There will be a collaborative and consultative process to support the development of the service policies and philosophy that will all stakeholders including children, parents and educators.
- The SNCC Board as Approved Provider will ratify the service philosophy and the policies.
- Procedural changes to policies can only be altered with the approval of the Approved Provider.
- All policies will be dated and will include proposed review dates.
- Policies will be reviewed on a regular basis in accordance with a predetermined review date. Policies will also be reviewed following an incident/issue/complaint or problem that may indicate a current policy is not meeting the current need.
- The service philosophy and required policies will be available for all stakeholders and will be published on the service website and referenced in the family information booklet and Staff General Training Induction.

b) Financial management

- The Approved Provider will be responsible for developing and overseeing the budget of the service and for ensuring that the service operates within a responsible, sustainable financial framework.
- Financial reporting including an income and expenditure statement and balance sheet will be presented to the SNCC Board on a regular basis and the opportunity provided to ask questions or seek further advice from any board member.

c) Facilities and environment

- The SNCC Board will ensure regulations relating to the physical environment required for an Early Education and Care service are maintained at all times.
- In the event of the relocation of the site, the SNCC Board will ensure that the regulatory requirements are factored into planning if and when site re-arrangements are proposed.

d) Equipment and maintenance

- Appropriate equipment and furniture will be purchased which meets the needs of the children and educators and will be well maintained and safe.
- Processes will be in place for routine cleaning of toys and equipment.

e) Quality Improvement Plan (QIP)

- Ongoing review and evaluation will underpin the continuing development of the service.
- The SNCC Board will ensure that there is an effective self-assessment and quality improvement process in place, including a QIP that is kept at the premises and is made available for inspection and to families.
- The evaluation will involve all stakeholders, including families, children and educators/staff.
- The QIP will be reviewed at least annually.

f) Confidentiality

- Confidentiality will be maintained at all times by all members of the SNCC Board, educators, staff and volunteers.
- All matters pertaining to the service will be considered to be confidential, and should not be discussed with unauthorised personnel. This includes:
 - Information pertaining to any child enrolled and/or that child's family
 - Information about any of the staff or board members and/or their families
 - Information on issues relating to the running of the service.
- No information about children and families will be given out without written authority from the parent or legal guardian. The only exception will be when providing required information to authorities including police and relevant government departments.
- Confidential information is to be stored in a secure, lockable cabinet and within the service digital files under password protection.

- Where written information containing personal details of families and staff is to be disposed of or recycled, a shredder is to be used to ensure that such information cannot be seen or read by others.
- Matters needing to be discussed at a meeting will be discussed without divulging unnecessary personal details of the individual/s involved. Once the meeting is closed details will not be discussed with people outside the meeting.
- Any information given in confidence to a staff member will remain between that member of staff and the Nominated Supervisor unless required to be shared for the safety and wellbeing of any child or staff member.
- A quiet, private area will be available for families and staff to discuss matters in confidence.
- All personal information relating to staff and management including contact details, phone numbers, addresses and medical information will not be given out to anyone without the express permission of that person. The exception will be when passing required information to authorities including police, relevant government department representatives.

g) Maintenance of records

- The Approved Provider will ensure that records are kept of enrolment and other documents listed in section 175 and are available for inspection by an authorised officer.
- Records will be kept confidential and not divulged except as permitted under regulations 181 and 182.
- Records will be stored safely and securely for the period set out in regulation 183.
- Enrolment and attendance records (regulations 158, 159, 160, 161, 162) and other documents listed in regulations 160, 177 and 178, will be accurate and available to families on request (section 175). If a service approval is transferred, the documents must be transferred to the receiving approved provider (regulation 184).
- In the event of ceasing to operate, the SNCC Board will identify where the records will be kept and seek professional advice on the winding up of the service.
- No member of staff may give information on matters relating to enrolled families including children to anyone other than to the parent/guardian enrolling the child.

Exceptions are made:

- For normal information exchange among staff and management for the daily operation of the service and wellbeing of the staff and children.
- When required to do so in a court of law when subpoenaed.
- When the welfare of the child is at risk the appropriate government agencies may be contacted.
- No member of staff may give information on matters relating to staff or management, to anyone except in normal information exchange among staff and management for the daily operation of the service and wellbeing of the staff and children, or when required to do so in a court of law.
- The Approved Provider will keep evidence of prescribed insurance at the service available for inspection and maintain records for 3 years minimum.
- The service will maintain records of acceptance of roles including Nominated Supervisor, Educational Leader and Responsible Person.

- Working with children checks will be run for all members of SNCC Management and Tanderra staff, students and volunteers working directly with children and will be updated at least annually.
- The service will maintain records of staff arrival and departure times, record of educators working directly with children, Record of Responsible Person in charge at all times when children are present, record of volunteers and students, employee record, service's compliance history, children's attendance, children's enrolment, children's assessments, child care subsidy, incident/illness/injury/trauma records, death of a child, medication administration, income tax and GST, work/health/safety records, superannuation.
- A full copy of the award will be accessible to all employees at all time via the service website.
- Criminal background checks for SNCC management and Nominated Supervisor will be run and renewed every 3 years at a minimum.

h) Notifications and reporting

- The Approved Provider will ensure that all reporting and reporting requirements are met regarding the National Quality Framework, Child Care Subsidy, taxation, child protection, and other relevant laws.
- The Approved Provider will ensure notifications are made to the regulatory authority about the approved provider, operational changes, and changes in relation to the nominated supervisor, changes to the 'fit and proper' status of the approved provider, any serious incidents, and complaints relating to a serious incident or that the Law has been contravened.

i) Health, safety and wellbeing

- The service will ensure systems are in place to ensure the health, safety and wellbeing of children in the service and take every reasonable precaution to protect children from harm and hazard.
- The management of a safe, efficient service will include checklists such as:
 - Opening and closing checklist for each day
 - Risk assessments of the service activities including excursions, regular transport, critical incidents and emergencies
 - Termly checklist
 - Yearly checklist
 - First Aid kits checklist
 - Cleaning sanitising checklist
- Registers will be maintained including:
 - Key register (showing individuals who hold keys to the premises)
 - Maintenance register
 - Staff qualifications register including first aid qualifications, asthma and anaphylaxis management training, relevant qualifications, child protection, working with children check)
 - Staff training register (showing training courses, webinars etc)
 - SNCC Board required documents register

- Food safety registers including record of incoming food, temperature log, pest control log, food complaints log, 2hr/4hr log)
- Reports will be kept and maintained including:
 - Incident, injury, trauma and illness
 - Child protection
 - Staff incident, injury
 - Hazard reports
 - Emergency and evacuation drills
- The following risk assessments will be undertaken and reviewed at least annually:
 - Potential critical incidents and emergencies
 - Regular transportation
 - Excursions
 - Other activities undertaken by the service that warrant risk assessment
 - All authorisations including for excursions, transportation, medication administration etc (see A-11 Acceptance and Refusal of Authorisations policy)
- Records will be kept pertaining to children's medical needs including:
 - Record of medication administration
 - Medical Management Plans for children with medical conditions
 - Communication plan for children with medical conditions
 - Risk minimisation plans for children with medical conditions
- Records will be kept which document the progress of the educational programme and how children's educational and developmental needs are met including activities undertaken and how these link to the outcomes and principles of the national school age framework (My Time, Our Place) as well as critical reflections and evaluations.
- Policies and procedures will be in place to address the legal requirements relating to safety in the workplace and this information should underpin any service specific requirements, including grievance/complaints procedures.
- The Nominated Supervisor will ensure that work, health and safety incidents are documented and reported to the SNCC Board including incident and accident reports for staff and visitors, hazard reports, maintenance issues requiring Board planning and approval such as large building works and projects outside the scope of the yearly budget.
- SNCC Board members will be provided with information to assist them in meeting their obligations under the legislation.

j) Procedures during a bushfire threat

- The service will close if there is a Catastrophic Fire Warning.
- The service may close if there is an Extreme Fire warning.
- The Nominated Supervisor will stay in touch with relevant authorities and official sources of information such as RFS in order to have up-to-date information (Fires Near Me app)
- Families will be kept up to date early and as often as possible. Methods of communication with families will include email, SMS, landline telephone and Facebook.

- If the centre closes, families will be advised as soon as possible via SMS, email, parent portal or telephone. A message will be left via a note on the door and a recorded message will be left on the answering machine.
- The Nominated Supervisor will notify the Regulatory Authority in the event of service closure in relation to bush fire or bush fire threat.

CONSIDERATIONS

National Quality Standards

fg2.2	Safety	Each child is protected
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented
2.2.3	Child protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect
3.1.2	Upkeep	Premises, furniture and equipment are safe, clean and well maintained
7.1	Governance	Governance supports the operation of a quality service
7.1.1	Service philosophy and purpose	A statement of philosophy guides all aspects of the service's operations
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service
7.2.1	Continuous improvement	There is an effective self-assessment and quality improvement process in place
7.2.3	Development of professionals	Educators, co-ordinators and staff members' performance is regularly evaluated and individual plans are in place to support learning and development

Education and Care Service National Regulations 2011

Section 174	Offence to fail to notify certain information to Regulatory Authority
29	Condition on service approval—insurance
31	Condition on service approval—quality improvement plan
55	Quality improvement plans
56	Review and revision of quality improvement plans
85	Incident, injury, trauma and illness procedures
97	Emergency and evacuation procedures
102B, C, D	Transport risk assessment must be conducted before service transports child

117A	Placing a person in day-to-day charge
136	First aid qualifications
158	Children's attendance record to be kept by approved provider
160	Child enrolment records to be kept by approved provider
167	Record of service's compliance
168	Education and care service must have policies and procedures
171	Policies and procedures to be kept available
174	Time to notify certain circumstances to Regulatory Authority
176	Time to notify certain information to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider
180	Evidence of prescribed insurance
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents
184	Storage of records after service approval transferred

Related Policies / Forms

Family Information Booklet

D-12 Providing a child safe environment

A-3 Enrolment and orientation

D-8 Management of incident, injury, trauma and illness

C-1 Staffing

D-6 Emergency and evacuation procedures

D-16 Excursions

D-14 Interactions with children

D-11 Dealing with medical conditions and medication administration

ENDORSEMENT AND REVIEWS

Date	Action
06.12.2012	Approved by SNCC Board
17.03.2020	Last Review Date
01.04.2024	Policy updated
March 2027	Next Review Date