

Governance Policy

NQS

QA6	6.1.1	Engagement with the service - Families are supported from enrolment to be involved in the service and contribute to service decisions
	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.

QA7	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.

National Regulations

Reg	168	Education and care services must have policies and procedures
	177	Prescribed enrolment and other documents to be kept by approved provider
	181	Confidentiality of records kept by approved provider
	181-184	Confidentiality and storage of records

Aim

Seaford District Community Children's Centre will meet its legal and financial obligations by implementing appropriate governance practices that support our aim to provide high quality child care that meets the objectives and principles of the National Quality Framework, the National Quality Standard and the Early Years Learning Framework.

Related Policies

Privacy and Confidentiality Policy
National Quality Framework Policy
Record Keeping and Retention Policy
Staffing Arrangements Policy

Implementation

Service Structure

Seaford District Community Children's Centre has the following organisational structure.

The Approved Provider is: **Seaford District Community Children's Centre Incorporated**

- The approved provider has a range of responsibilities prescribed in the Education and Care Services National Law and Regulations, including keeping accurate records and retaining them for specified timeframes.

Our approved provider is also responsible for:

- ensuring the financial viability of the service
- overseeing control and accountability systems
- supporting the Nominated Supervisor / Responsible Person / Certified Supervisors in their role and providing resources as appropriate for the effective running of the service.

The Nominated Supervisor is responsible for the day to day management of our service and has a range of responsibilities prescribed in the national law and regulations.

Seaford District Community Children's Centre	Long Day Care	Out of School Hours Care & Vacation Care
Nominated Supervisor <i>(Person in Day to Day Charge)</i>	Jodie Berkinshaw Director	Alison Clarke Director
Certified Supervisors	Kate Holmesby Assistant Director Alison Clarke OSHC Director Kate Gould Kuula Early Childhood Teacher Nikki Cross Kuula Team Leader Heidi Morris Kari Team Leader Jacinda Tibbles Kari Team Leader Magdalen Beard Pilta Team Leader Lisa Brandt Tarnda Team Leader Tania Cunningham Rachal Tree Maureen Collins Deb Power Siuling Bisogno Natalie Nayda Cherilee Smith Caitlin Crisp Monette De Pinto Deija Waller	Maria Chandler Assistant Director Kim Copen OSHC Educator Lisa Marshall OSHC Educator Jodie Berkinshaw LDC Director Kate Holmesby LDC As Director Lisa Brandt EC Teacher Siuling Bisogno Jacinda Tibbles Magdalen Beard Tania Cunningham Maureen Collins Deb Power Kate Gould Cherilee Smith
Educational Leaders and Early Childhood Teacher	Lisa Brandt & Kate Holmesby	Alison Clarke

Commitment to good governance

Our service has adopted the following eight ASX Corporate Governance Principles and Recommendations, which we recognise as suitable for our business

1. Lay solid foundations for management and oversight.

Management Principles

To ensure our working relationships are characterised by open and respectful communication, accountability and trust our service adheres to the following management principles.

A. Management by Agreement

Nominated Supervisors and educators agree to produce outcomes together. Educators agree on their accountabilities and to work according to existing procedures and policies. Nominated Supervisors agree to provide educators with training, resources and support.

B. Management by Exception

Once a system is in place or the Nominated Supervisor and educators have agreed upon a course of action, the educator is accountable for identifying and reporting whenever something significant occurs that isn't part of the plan.

C. Clearly Defined Reporting Relationships

Everyone in the Service has only one primary manager. This reduces confusion and increase accountability and transparency.

Information, requests, or delegations that would cause our educators/staff to take action or change the course of their actions will only come from the person to whom they report.

Our reporting relationships are:

- The Nominated Supervisor reports to the Approved Provider.
- The Certified Supervisor in day to day charge of the service reports to the Nominated Supervisor.
- The Administration staff report to the Nominated Supervisor.
- Each Room Leader reports to the Nominated Supervisor.
 - The Nominated Supervisor has the authority to communicate information about the work and to direct the activities of the Team Leader.
- Educators in their rooms report to their Team Leader
- Seaford District Community Children's Centre Management Committee make overall business decisions of all the children's services.

D. Guidelines for Effective Delegation

Our service will:

- identify the work/result to delegate and to whom
Educators/staff will not delegate responsibilities for which they are accountable or work/results that have been delegated to them with their agreement or work/results attached to someone else's position (unless that person has agreed).
- put the delegation in writing with a clear due date
- discuss the delegation with the educator/staff member whenever possible
- get the educator/staff member's agreement for example through signed job descriptions, signed delegation agreements.

The person who delegates remains accountable for making sure the right result is achieved.

E. Guidelines for Effective Regulation

Regulating work means monitoring, reviewing, and adjusting it to get the right result.

Our service will:

- regularly review the work process
- give quick, clear, and direct feedback and instruction that is timely and specific
- communicate in writing
- avoid under-regulating, over-regulating and unnecessary meetings.

2. Structure the management committee /partnership/management team to add value

To comply with these principles to the best of our ability and to ensure we can discuss issues and (potential) changes to policies, procedures or the regulatory environment, we will schedule regular communication between all members of our management team through meetings, phone communication including SMS messaging, a communication book, written communication such as letters, notices, and electronic communication including email, Skype, video conferencing.

3. Promote ethical and responsible decision-making

Our service will make decisions which are consistent with our policies, our obligations and requirements under the national education and care law and regulations, our approved learning framework (EYLF) and the ethical standards in our code of conduct.

4. Safeguard integrity in financial reporting

Our financial records will be completed/reviewed by an independent accountant /auditor.

In relation to administering the Child Care Subsidy/Additional Child Care Subsidy, the Seaford District Community Children's Centre will ensure anyone with management or control of the Provider, persons responsible for the day to day operation of the service, and any staff member nominated by a person who meets these criteria, are fit and proper persons (see Staffing Arrangements Policy) and are registered with the Federal Government's Provider Digital Access (PRODA).

The Approved Provider will ensure all persons registered with PRODA comply with the administration and reporting requirements outlined in the Child Care Provider Handbook for all services approved under family assistance law, for example by regularly checking records and reports made.

The persons who are registered in PRODA at our service are:

Position	Name
Director Long Day Care	Jodie Berkinshaw
Administration Clerk	Melissa Gay
Administration Clerk	Judy Butcher
Assistant Director	Kate Holmesby

5. Make timely and balanced disclosure

Unless there is a risk to the health, safety or wellbeing of a child enrolled at the service, our service will provide at least 14 days notice before making any change to a policy/procedure that may have a significant impact on our provision of education and care or a family's ability to utilise our service, including making any change that will affect the fees charged or the way fees are collected.

Our service will also:

The Approved Provider or Director will also ensure:

- all notifications required under the National Law and Regulations and the Family Assistance Law are made within the timeframes required. Notification requirements are attached to this Policy
- develop a Quality Improvement Plan that is completed regularly, available on request and ready for submission to the Regulatory Authority when requested.

6. Respect the rights of shareholders, parents, children

Our service will support and encourage the involvement of parents and families by:

- developing and implementing plans to ensure regular communication with families including advice about events, activities and policy updates
- enabling them to have access and provide input to reviews of policies and procedures
- providing space for private consultations
- providing and displaying a range of information about relevant issues
- ensuring we follow all policies and procedures including the Parental interaction and Involvement Policy and Privacy and Confidentiality Policy.

Our service will respect the rights of children by ensuring:

- the Nominated Supervisor complies with their responsibilities under the national law and regulations
- we follow our policies and procedures including the Relationships with Children Policy, Child Protection Policy and Privacy and Confidentiality Policy.
- our children are provided with the experiences and learning which allows them to develop their identities, wellbeing and social connection.

7. Recognise and manage risk

Our service will take every reasonable precaution to protect children from harm and any hazard likely to cause injury. We will follow service policies including those covering Workplace Health and Safety, Child Protection, Excursions and the Delivery and Collection of Children and complete regular risk assessments and safety checks.

8. Remunerate fairly and responsibly

Sources

Education and Care Services National Regulations 2011

National Quality Standard

Early Years Learning Framework

Corporate Governance Principles and Recommendations ASX Corporate Governance Council

Family Assistance Law

Notifications

National Law and Regulations	Family Assistance Law
Approved Provider	
Within 14 days of a change of name	Within 14 days of a change of name
Within 7 days of a change of address or contact details	<p>Within 30 days of change to approved provider's physical or postal address, or as soon as possible if change not foreseeable</p> <p>Within 14 days of the change of email address, website, phone /fax number</p>
Within 7 days of any adverse change in fitness and propriety	
Within 7 days of the appointment of receivers or liquidators or other matters that affect the financial viability of service.	Within 24 hours of the provider entering into administration, receivership, liquidation or bankruptcy, and details
Within 7 days of the death of the Approved Provider	
Nominated Supervisor	
Within 7 days that a Nominated Supervisor is no longer employed at the service, is removed from position or withdraws consent	Within 7 days of a person ceasing to have management or control of the provider, including why
At least 7 days prior to the start of a new Nominated Supervisor or no more than 14 days after	Within 7 days of any new person with management or control, including their name and contact details, WWCC info and declaration all background checks undertaken
When there's any change to the name or contact details of any nominated supervisor	Within 7 days of becoming aware of change of name or contact details
Persons with Management or Control (including a responsible person under the National Law and Regs)	
within 14 days of the appointment or removal of a person with management or control of the service	
	Within 7 days of any new person with management or control, including their name and contact details, WWCC info and declaration all background checks undertaken
	Within 7 days of becoming aware of change of name or contact details
	Within 7 days of receiving background check showing person has an indictable offence punishable by up to 2

	years jail or 40 penalty units, an offence involving violence, sex, fraud, stealing or dishonesty, is an undischarged bankrupt or was a director/secretary when a company when into receivership or liquidation or at any time during the previous 12 months
	Within 24 hours of becoming aware of a serious conviction or finding of guilt
	Within 7 days of becoming aware of event or circumstance that indicates the person is unlikely to be fit and proper to administer CCS or ACCS
	Within 7 days of a person ceasing to have management or control of the provider, including why
	Within 7 days of becoming aware the provider or person with management/ control has or will get an interest in a business which may affect their ability to comply with Family Assistance Law
All persons managing/administering CCS	
	Within 24 hours of becoming aware of amendments, suspension, revocation etc to WWCC
Educators	
	Within 7 days of becoming aware educator obtains qualification from RTO where the provider or person with management or control has an interest and it appears the educator did not earn the qualification or there is a conflict of interest
Contact details	
Within 7 days of changing the address and contact details of the service	Within 30 days of change to physical or postal address of service, or as soon as possible if change not foreseen
Serious incidents and complaints	
within 24 hours of a serious incident or complaint that a serious incident has occurred	
within 24 hours of a complaint the National Law has been contravened	
within 7 days of any circumstance at the service that poses a significant risk to the health, safety and wellbeing of children at the service	

within 7 days of any incident, complaint or allegation of physical/sexual abuse of a child at the service	
Emergency Care	
Within 24 hours of any children being educated and care for in an emergency, including where there is a child protection order or the parent needs urgent health care.	
Fees	
	Total hourly fee (before any reductions) advised within 14 days of service approval/ commencement or any change
Operating Hours	
	Operating hours and days, open and close times advised within 14 days of service approval/ commencement
Within 7 days of any change to the hours and days of operation	within 14 days of any change to the hours and days of operation
Vacancies	
	Number anticipated vacancies from Monday next week by 8 pm each Friday
Ceasing to operate	
Within 7 days of ceasing to operate the service	at least 42 days before ceasing to operate service, or within 24 hours of ceasing where 42 days notice can't be given
Closure	
Within 24 hours of any incidents that require the Service to close or reduce attendance	Within 24 hours of any unexpected closure
Failure to operate	
Within 14 days of a failure to operate the service within 6 months of approval (or time agreed by Regulatory Authority)	
Transfer	
at least 42 days before the intended transfer of service approval	
Change of service name	
	Within 14 days of a change of service name