

	Governance and Management of the Service Policy & Procedures
Version No.	Created November 2018
Authorisation	General Manager
Expiry Date	Policy to be reviewed Annually
Responsible Officer	Manager Evolve Early Learning & Kindergarten
Policy Owner	Evolve Early Learning & Kindergarten

Policy

Evolve Early Learning & Kindergarten is committed to:

Ensuring that there are appropriate systems and processes in place to enable:

- Good Governance and management of the organisation
- Accountability to its stakeholders
- Compliance with all regulatory and legislative requirements placed on the organisation
- The organisation to remain solvent and comply with all its financial obligations

Purpose

Evolve Early Learning & Kindergarten is committed to:

- Outlining the duties, roles and responsibilities of the Governance of Evolve Early Learning & Kindergarten.
- This policy has been adapted from PolicyWorks Manual-National Quality Framework released by the Early Learning Association Australia, downloaded March 2014.

Scope

This policy applies to Evolve Early Learning & Kindergarten who is responsible for the direct education and care of children including offsite excursions and activities.

This policy applies to the Approved Provider, Nominated Supervisor/Primary Nominee, Approved/Accepted Nominee, Certified Supervisor, Educators, Staff, Students on placement, Volunteers, Parents/guardians, Children and others attending Evolve Early Education & Kindergarten

National Quality Standards (NQS)

Quality Area 7: Governance and leadership

7.1 Governance- Governance supports the operation of a quality service.

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 Leadership- Effective leadership builds and promotes a positive organisational culture and professional learning community.

7.2.1 Continuous improvement- There is an effective self-assessment and quality improvement process in place.

7.2.2 Educational leadership- The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.

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

Background

- The Governance of an organisation is concerned with the systems and processes that ensure the overall direction, effectiveness, supervision and accountability of a service.
- Under the National Law and National Regulations early childhood services are required to have policies and procedures in place relating to the Governance and management of the service, including confidentiality of records (refer to *Privacy and Confidentiality Policy*).

Education and Care National Regulations

- Education and care service must have policies and procedures (National Regulations 168)
- Prescribed enrolment and other documents to be kept by approved provider (National Regulations 177)
- Confidentiality of records kept by approved provider (National Regulations 181)
- Confidentiality and storage of records (National Regulations 181-184)

Responsibility/Accountability

The Approved Provider, according to Regulations is responsible for the implementation of this policy. This will be achieved through the Centre Manager and the staff:

- Ensuring that the service has appropriate systems and policies in place for the effective management of the service
- Ensuring that good practices and appropriate checks and balances are in place
- Being accountable to members of the service
- Maintaining the focus, integrity and quality of the service
- Overseeing legal functions and responsibilities.

Educational Leader:

- The Educational Leader is responsible for leading the development and implementation of educational programs in the service.

Leaders/Qualified Leaders:

- Leaders and qualified leaders are responsible for the supervision and transportation of children to and from the centre and on excursions.
- Leaders assist the supervisor in all aspects of the program and work as a team in the day-to-day operation and planning of the program.
- Qualified leaders are leaders that have studied and are trained in the childcare or education field.
- Leaders are responsible to the supervisor and ultimately the team leader.

Administration Officers:

- Administration officers provide efficient and effective administration systems to the service.
- The administration officer is responsible for liaising with Commonwealth Departments in regards to Child Care Rebate (CCR), the invoicing of fees, preparation of attendance roles, the lodgement of CCR acquittals, and the implementation of waiting lists when required.
- The administration officer processes enrolment applications and assists families in the enrolment process for the service.

Definitions

The terms defined in this section relate specifically to this policy and related procedures. For commonly used terms e.g. Approved Provider, Regulatory Authority etc. refer to the *Glossary of Terms*.

Word/Term	Definition
Governance	The process by which organizations are directed, controlled and held to account. It encompasses authority, accountability, stewardship, leadership, directions and control exercised in the organization (Australian National Audit Office, 1999).

GOVERNANCE AND MANAGEMENT OF THE SERVICE PROCEDURE

Purpose

- This procedure will provide an outline of the duties, roles and responsibilities of the Governance of Evolve Early Learning & Kindergarten

Procedures

In terms of qualifications/experience of management staff:

- In accordance with National Standards 3.2.1; 3.2.2; 3.2.3 & 3.2.4, qualifications can include child care, early childhood teaching, primary or secondary teaching, recreation and/or youth, out of school hours service diploma (National Regulations, Regulation 47)
- Team Leaders and Supervisors are required to be qualified. (National Regulations Regulation 47)
- As per regulations staff/educators require Level 2 First Aid certification and hold current Anaphylaxis training and a minimum of one staff member must hold an Asthma management certificate.

In terms of services responsible for the direct education and care of children:

Services must meet the following requirements:

Information displayed at the main entrance of the Service must include:

- Hours and days of operation of the children's service
- Name of the licensee
- Name of any Supervisor Nominee and whether that person is a Primary Nominee.
- An outline of the program provided for the children.
- The fees charged by the service.
- Details of any emergency evacuation procedures.
- The name and telephone number of the person whom complaints regarding the service can be referred to.
- The address and telephone of the responsible office of the Department.
- A list of the information available for inspection under the sub-regulation.

In terms of Evolve Early Learning & Kindergarten

Is managed (where applicable) in accordance with the Statutory Requirements of:

- Australian Government Child Care Rebate
- *Children, Youth & Family Act 2005*
- *The Child, Wellbeing & Safety Act 2005*
- *Working with Children Act 2005*
- *Privacy Act 2002*
- *Health Records Act 2002*
- *The Educational and Care Services Law and National Standards 2011*
- *National Quality Framework*
- *Food Safety Act 2000.*

In terms of the role

Centre Manager:

- The Centre Manager is responsible for the overall planning and organisation of the program and oversees the supervision of educators, administration officers and the monitoring and evaluation of the service.
- Nominated Supervisor and Educational Leader (National Regulations)
- The Nominated Supervisor is responsible to the Team Leader and is based at the centre also fulfilling office duties and planning requirements.
- The Supervisor is responsible for the supervision of the children and also ensuring that educators, volunteers and students are working efficiently and effectively.
- The Supervisor oversees the day-to-day operations of the centre and ensures that the programs policies and guidelines are adhered to.
- In the absence of the Nominated Supervisor an educator holding a supervisor's certificate will take on the responsibility for the program. The name of the person with the responsibility for the day will be named in the foyer.

Primary Nominee (State Regulations):

- A Primary Nominee has the primary responsibility for the management or control of the service in the absence of the licensee.
- The Department of Human Services (DHS) has assessed the Primary Nominee as fit and proper to be responsible for the service.

Accepted Nominee (State Regulations):

- A Nominee is a person nominated by the licensee to manage or control the service in the absence of the licensee.

Educators:

- Educators are responsible for the supervision of the children in the program.
- Educators assist the Supervisor in all aspects of the program and work as a team in the day-to-day operation and planning of the program.
- Qualified educators hold an approved childcare or education field qualification. Educators are responsible to the Supervisor and ultimately the Team Leader.

Administration Officers:

- Administration officers provide efficient and effective administration systems to the service.
- The administration officer is responsible for liaising with Commonwealth Departments in regards to Child Care Rebate (CCR), the invoicing of fees, preparation of attendance roles, the lodgement of CCR acquittals, and the implementation of waiting lists when required.
- The administration officer processes enrolment applications and assists families in the enrolment process for the service.

Casual and Relief Staff:

- Evolve Early Learning & Kindergarten employee casual early childhood educators to work at the centre, in the event that permanent staff are sick, take leave or are unavailable.
- Casual report to and work in consultation with the Supervisor of the program. All temporary staff in the program are required to have current Working with Children Checks

References, Sources, Links to Legislation and Other Documents

Please refer to Reference and Sources page

Related service policies:

Code of Conduct Policy

Complaints and Grievances Policy

Privacy and Confidentiality Policy.