

GOVERNANCE POLICY

The Governance Policy provides the overall direction, effectiveness, supervision and accountability of a Service. Management are responsible for guiding the direction of the service, ensuring that its goals and objectives are met in line with the philosophy, and all legal and regulatory requirements governing the operation of the service.

NATIONAL QUALITY STANDARD (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-ordinations and staff members’ performance is regularly evaluated and individual plans are in place to support learning and development.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
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

PURPOSE

Our Service aims to ensure all legal and financial requirements are implemented and recognised through appropriate governance practices, providing quality education and care, meeting the principles, practices and elements of the Early Years Learning Framework and the National Quality Standard.

SCOPE

This policy applies to children, families, staff, management and visitors of the Service.

IMPLEMENTATION

Governance is the process that directs and controls our Service, ensuring accountability, and supporting decision making.

The Approved Provider and Nominated Supervisor of the Service accept the legal responsibilities associated with establishing, administering and maintaining the Service. Our Service has the following established positions:

Approved Provider	Pamela Meale
General Manager	Louise Townsend
Nominated Supervisors	Amanda Goff (Preschool); Marrianna Francis (Nursery), Tuan Li Dang (OOSH)
Educational Leader	Ana Martins
Responsible Persons	Amanda Goff (Preschool); Marrianna Francis (Nursery); Tuan Li Dang (OOSH)
Certified Supervisors	Please refer to each service's Operational Tree document

THE APPROVED PROVIDER & GENERAL MANAGER ARE RESPONSIBLE FOR:

- Ensuring compliance with the Education and Care Services National Law and Education and Care Services National Regulations.
- Complying with family assistance law.
- Appointing a Centre Director/Nominated Supervisor, an Educational Leader and a Director/coordinator for the Services as well as a General Manager to oversee the whole organisation.

- Supporting the Centre Director/Nominated Supervisor in their role, providing adequate resources to ensure effective administration of the Service.
- Developing a clear and agreed philosophy, which guides business decisions and the work of Management and staff.
- Acting honestly and with due diligence.
- Ensuring there is a sound foundation of policies and procedures that complies with all legislative and regulatory requirements, and that enables the daily operation of the Service to be in line with the Service's philosophy and goals.
- Maintaining up to date and current policies and procedures for compliance by all Educators.
- Being an employer, including all legal and ethical responsibilities that this entails.
- Appointing staff and monitoring their performance and assisting the Centre Director/Nominated Supervisor with staff performance when required.
- Ensuring all Educators and staff have a clear understanding of the hierarchy of management.
- Providing clear and direct written and verbal feedback and instruction that is suitable and appropriate to the task.
- Ensuring the Service remains financially viable and can meet its debts and other obligations as they fall due.
- Managing control and accountability systems.
- Reviewing the Service's budget and monitoring financial performance and management to ensure the Service is solvent at all times and has sound financial strength.
- Approving annual financial statements and providing required reports to government bodies and maintaining appropriate delegations and internal controls.
- Complying with funding agreements where appropriate.
- Reviewing the work process regularly.
- Ensuring a Quality Improvement Plan (QIP) is written by the Centre Director/Nominated Supervisor for each Service and is updated regularly. Provide guidance and assistance with this process when required.
- Developing coherent aims and goals that reflect the interests, values and beliefs of all stakeholders of the Service.
- Establishing clearly defined roles and responsibilities for the members of the Management team and staff, individually and as a collective, and clearly articulating the relationship between all stakeholders.
- Evaluating and improving the performance of the Management team.

- Complying with all other NSW and Australian governments' legislation that impacts upon the management and operations of a Service.
- Conduct monthly management meetings to discuss the organisation's financials, children's enrolments, staffing updates, educational program updates etc with the Centre Directors and Educational Leader.

THE CENTRE DIRECTOR/NOMINATED SUPERVISOR IS RESPONSIBLE FOR:

- Adhering to the National Education and Care Service Regulations and National Law.
- Developing ethical standards and a code of conduct which guide actions and decisions in a way that is consistent and reflective of the Service's expectations.
- Undertaking periodical planning and risk assessments and having appropriate risk management strategies in place to manage risks faced by the Service.
- Ensuring that actions taken, and decisions made are clear and consistent and will help build confidence in all stakeholders.
- The day to day management of the Service.
- The effectiveness of the Service's well-defined partnership between the Management team and the Centre Director/Nominated Supervisor. The partnership requires clear understanding of roles and responsibilities, and regular and open communication.
- Producing outcomes together with Educators and Staff. Educators must agree on their responsibilities and work according to current policies and procedures.
- Providing educators with training, resources and support.
- Fulfil duties outlined in Centre Director/Nominated Supervisor job description.
- Identifying and reporting if something significant occurs.
- Identifying work required for completion and delegate to the appropriate Educator/staff.
- Ensuring Educators and Staff do not delegate responsibilities for which they are accountable for or have been delegated to them by Management.
- Ensuring Educators are adhering to service policies and procedures.

SERVICE PHILOSOPHY

- The development and review of the philosophy and policies will be a continuous process on an annual basis or when required.
- The philosophy and associated statement of purpose will reinforce all other documentation and the practices of the Service. The philosophy will reflect the principles of the approved national

framework *“Belonging, Being and Becoming: The Early Years Learning Framework for Australia”* and *“My Time, Our Place: Framework for School Age Care in Australia”*.

- There will be a collaborative and consultative process to support the development and maintenance of the philosophy that will include children, parents and educators.
- All documents will be dated and include nominated review dates.

CONFIDENTIALITY

The Nominated Supervisor, Educators, and Staff who gain access to confidential information, whether in the course of their work or otherwise, shall not disclose information to anyone unless the disclosure of such information is required by law and will respect the confidentiality of all documents and meetings that occur. This also includes:

- Using information acquired for their personal or financial benefit, or for the benefit of any other person.
- Permitting any unauthorised person to inspect, or have access to any confidential documents or other information.

This obligation, placed on a member of the Management team, Nominated Supervisor, Educator, and Staff shall continue even after the individual has completed their term and is no longer on the Management team or employed by the Service.

The obligation to maintain confidentiality also applies to any person who is invited to any meetings of the Management team.

ETHICAL DECISION-MAKING

Our Service will make decisions which are consistent with our policies and procedures and that work in conjunction with the National Education and Care Law and Regulations, our approved learning framework (EYLF), and the ethical standards.

REVIEW AND EVALUATION OF THE SERVICE

- Ongoing review and evaluation will support the continuing development of the Service. We will ensure that the evaluation involves all stakeholders.
- The development of a Quality Improvement Plan (QIP) will form part of the reflection procedure. Reflection on what works within the Service and what needs additional development will be included in the QIP.

MAINTENANCE OF RECORDS

- The Service will adhere to record keeping requirements outlined in the National Regulations (177).
- The Service will adhere to the storage of confidential records outlined in the National Regulations (181-184).
- The Service has a responsibility to keep sufficient records about staff, families, and children in order to operate dependably and lawfully.
- The Service will safeguard the interests of all children, their families, and the staff, using procedures to ensure appropriate privacy and confidentiality practices are upheld.
- The Approved Provider assists in determining the process, storage location, and time line for storage of records, using the National Regulations as a minimum standard.
- The Service's orientation and induction processes will include the provision of significant information to managers, educators, children, and families to comply with National Regulations and Standards.
- The Approved Provider will ensure that the record retention procedure meets the requirements of the following government departments:
 - Australian Tax Office (ATO),
 - Family Assistance Office (FAO).

MANAGING CONFLICTS OF INTEREST

- Conflict of interest, whether actual, potential or perceived, must be declared by all members of the Management team/Nominated Supervisor, Senior Staff and managed effectively to ensure integrity.
- Every stakeholder that is in a position of management has a responsibility to ensure their transactions, external business interests and relationships will not cause potential conflicts and to make such disclosures in a timely manner as they arise.
- The following process will be followed to manage any conflicts of interest:
 1. Whenever there is a conflict of interest, the member concerned must notify the General Manager/Approved Provider about the conflict.
 2. The member with a conflict of interest must not be present during the meeting of the Management meeting where the matter is being discussed or participate in any decisions made on that matter. The member concerned must provide the Management team / Approved Provider with all relevant information they possess on the particular matter.
 3. The minutes of the meeting must reflect that the conflict of interest was disclosed, and appropriate processes followed to manage the conflict.

SOURCE:

A Directors Manual – Managing an early education and care service in NSW:
<http://cccns.org.au/wp-content/uploads/a-directors-manual-sample.pdf>

Australian Children’s Education & Care Quality Authority. (2014).

Child Care Service Handbook (CCMS).

Confidentiality Policy.

ECA Code of Ethics.

Guide to the Education and Care Services National Law and the Education and Care Services
 National Regulations 2015.

Guide to the National Quality Standard.

Revised National Quality Standards.

Work Health and Safety Act.

REVIEW

POLICY REVIEWED	MODIFICATIONS	NEXT REVIEW DATE
NOVEMBER 2018	<ul style="list-style-type: none"> Regulation numbers added. Sources/references alphabetised. Additional information added to points. 	NOVEMBER 2019
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
AUGUST 2017	Terminology improvements made to support clearer understanding and implementation	NOVEMBER 2018
OCTOBER 2017	Updated references to comply with the revised National Quality Standard	NOVEMBER 2018