

# GUIDING PRINCIPAL GOVERNANCE AND MANAGEMENT

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND  
COMMUNITIES

QUALITY AREA 7: LEADERSHIP AND SERVICE MANAGEMENT

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## **Introduction:**

- Our service aims to provide a quality education and care service and will operate according to all legal requirements and recognised best practice in service management.
- We will ensure there are appropriate governance arrangements in place at all times (as per Quality Area 7.1.1).
- There will be ongoing process of review and evaluation and all relevant information will be readily available to stakeholders.
- Approved Provider will ensure that all aspects of governance and management are clearly articulated and complement the service Philosophy.
- Approved Provider will ensure that copies of the current policies and procedures required under Regulation 168 is available for inspection at the service at all times (as per Regulation 171)

**Governance:**

- All educators (whether casual, part time or full time) are subject to the policies and procedures in governing PCYC- Out of School Hours.
- All families are subject to our policies and procedures

**Definition:**

- Educators: Staff who hold qualifications in Children Services
- Staff: Staff who don't hold any qualifications in Children Services

## Policy

The responsibilities of the Approved Provider that cannot be delegated to any other person or body include:

- Compliance monitoring – ensuring compliance with the objects, purposes and values of the service, and with its constitution
- Organisational governance – setting or approving policies, plans and budgets to achieve those objectives, and monitoring performance against them
- Strategic planning – reviewing and approving strategic direction and initiatives
- Regulatory monitoring – ensuring that the service complies with all relevant laws, regulations and regulatory requirements
- Financial monitoring – establishing and maintaining systems of financial control, internal control, and performance reporting; reviewing the service's budget; monitoring management and financial performance to ensure the solvency, financial strength and good performance of the service
- Financial reporting – considering and approving annual financial statements and required reports to government;
- Organisational structure – setting and maintaining a framework of delegation and internal control
- Staff selection and monitoring – selecting, evaluating the performance of, rewarding and, if necessary, dismissing the staff. Delegate the functions of sub-committees, the Nominated Supervisor, and other staff.
- Risk management – reviewing and monitoring the effectiveness of risk management and compliance in the service; agreeing or ratifying all policies and decisions on matters which might create significant risk to the service, financial or otherwise
- Dispute management & Grievance – dealing with and managing conflicts that may arise within the organisation, including conflicts arising between committee members, staff, members, or volunteers

The **Nominated Supervisor** is responsible for the day-to-day management of the service and to address key management and operational issues under the direction of, and the policies laid down by the Approved Provider, including:

- Developing and implementing organisational strategies and making recommendations to the Approved Provider on significant strategic initiatives;
- Making recommendations for the appointment of staff, determining terms of appointment, evaluating performance, and developing and maintaining succession plans for staff;
- Having input into the annual budget and managing day-to-day operations within the budget;
- Maintaining an effective risk management framework;
- Keeping the Approved Provider and Regulators informed about any developments that may impact on the organisation's performance

### **Philosophy and policies**

- The development and review of the Philosophy and policies will be an ongoing process.
- The philosophy and associated statement of purpose 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 philosophy that will include children, families and Educators. The statement of Philosophy will be included in the Quality Improvement Plan for the service. The statement of purpose will define how the statement of philosophy will be implemented in the service.
- Policies and procedures will provide clear documentation that will define agreed and consistent ways of doing things to achieve the stated outcomes.
- The Management Committee as Approved Provider will ratify the Philosophy and the policies. The Approved Provider can only alter policies and the changes minuted as a record.
- All documents will be dated and include nominated review dates.
- There will be a comprehensive index for the service policies as it is likely that some policies may address several aspects of operational practice.
- The service philosophy and policies will be available for all stakeholders and there will be reference to this in parent and staff handbooks and general service information.

### **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.
- In line with this responsibility the Senior Management Team (state office) will conduct a budget planning meeting each year as part of its annual business planning. The details of budgeting and fee setting are set out under the Fee Policy.

- Financial reporting including an income and expenditure statement and balance sheet will be generated, printed and stored

### **Facilities and Environment**

- PCYC Out of School Hours will ensure regulations 103–115 relating to the physical environment required for an OSHC service are maintained at all times.
- In the event of the relocation of the site the PCYC – Out of School Hours will ensure that the requirements of the regulations are considered if and when site re-arrangements are proposed.
- Work, Health and Safety implications will be considered by the PCYC- Out of School Hours in relation to educators locking up and leaving the service at the end of the day and risk assessments of the practices will be undertaken.

### **Equipment and Maintenance**

- Appropriate equipment and furniture, to meet the needs of the children and educators, will be well maintained and safe.
- Processes will be in place for routine cleaning of toys and equipment.

### **Review and Evaluation of the Service**

- Ongoing review and evaluation will underpin the continuing development of the service. The PCYC- Out of School Hours will ensure that the evaluation involves all stakeholders, especially families, children and educators.
- The development of a Quality Improvement Plan (QIP) will form part of the review process. Reflection on what works well and what aspects of the service need further development will be included in the QIP and discussed at staff meetings and in consultation with the Regional Support Officers/ Area Managers

### **Confidentiality**

- All members of PCYC- Out of School Hours will maintain confidentiality. This is addressed in the Confidentiality Policy.

### **Maintenance of Records**

- Regulation 177 outlines requirements and includes references to records that services must keep. Regulations 183–184 detail storage of records.
- The service has a duty to keep adequate records about staff, families and children in order to operate responsibly and legally.
- The service will protect the interests of the children and their families and the staff, using procedures to ensure appropriate privacy and confidentiality.

- PCYC- Out of School Hours will assist services in determining the process, storage place and time line for storage of records.
- The service's orientation and induction processes will include the provision of relevant information to educators, children and families.
- Clear guidelines on who will have access to which particular records will be given to committee members, educators and families. These will be available at all times at the service.
- The Approved Provider will need to ensure that the record retention process meets the requirements of the following government departments:
  - ✓ Australian Tax Office (ATO)
  - ✓ Family Assistance Office (FAO)
  - ✓ Department for Education, Employment and Workplace Relations (DEEWR)
- In the event of ceasing to operate, the service Management Committee will identify where the records will be kept and seek professional advice on the winding up of the service
- A list of nominated contacts for Child Care Management System, Australian Taxation office and Superannuation funds, as well as any other accounts, will be maintained and available to all members of the Management Committee. These contacts will be reviewed annually and updated as contacts change to ensure currency in communication for effective governance.

### **Work, Health and Safety**

- 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 Coordinator will report to the Senior Management Team on any Work, Health and Safety issues as they arise.
- All staff will be provided with information to assist them in meeting their obligations under the legislation

**Date Approved:** March 2018

**Review Date:** March 2020

**Documents Considered:**

Education and Care Services National Law 2010

Education and Care Services National Regulations 2010 and 2014 Update  
(103,168,171,172,177,183,152)

National Quality Standards and Elements (Standard 7.3)

Service Philosophy

Quality Improvement Plan (QIP)

Parents Handbook

Fee Policy

Confidentiality Policy