

MUCK-A-BOUT BEFORE AND AFTER SCHOOL AND VACATION CARE'S CHILDREN'S SERVICES POLICIES AND PROCEDURES

Governance and Management

Policy Statement:

We at Muckabout aim 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 always (as per Quality Area 7.1.2). There will be ongoing process of review and evaluation.

The Approved Provider will ensure that all aspects of governance and management are clearly articulated and complement the service Philosophy.

The Approved Provider will ensure that copies of the current policies and procedures required under Regulation 168 is always available for inspection at the service (as per Regulation 171).

Responsibilities:

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 – 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;

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- Making recommendations for the appointment of staff, determining terms of appointment, evaluating performance, and developing and maintaining succession plans for staff;
- Maintaining an effective risk management framework;
- Keeping the Approved Provider and Regulators informed about any developments that may impact on the organisation's performance

Procedures:

This policy will encompass the following:

- Philosophy and policies
- Financial management
- Facilities and environment
- Equipment and maintenance
- Review and evaluation of service
- Records management
- Work, Health and Safety

(a) 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, parents and Educators. The statement of Philosophy will be included in the Quality Improvement Plan for the service.
- Policies and procedures will provide clear documentation that will define agreed and consistent ways of doing things to achieve the stated outcomes.
- Policies can only be altered by the Approved Provider.
- 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 participants in the service and there will be reference to this in parent and staff handbooks.

(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.

(c) FACILITIES AND ENVIRONMENT

- The Approved provider 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 Approved Provider 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 management team 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.

(d) EQUIPMENT AND MAINTENANCE

- Appropriate equipment and furniture, to meet the needs of the children and educators, will

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be well maintained and safe.

- Processes will be in place for routine cleaning of toys and equipment.

(e) REVIEW AND EVALUATION OF THE SERVICE

Ongoing review and evaluation will underpin the continuing development of the service.

- 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 meetings of the Management Committee and parent committee.

(f) CONFIDENTIALITY

All members of the Management Committee will maintain confidentiality. This is addressed in the Confidentiality Policy.

(g) 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 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.
- The Approved Provider assists 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 staff, children and families.
- Clear guidelines on who will have access to which records will be given to educators and families. These will always be available 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 Subsidy 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.

(h) 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.
- Any Work, Health and Safety issues must be written in WHS maintenance book as they arise.
- All WHS committee members will be provided with information to assist them in meeting their obligations under the legislation

CONSIDERATIONS:

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Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
<ul style="list-style-type: none"> • Regulations 103 Premises, furniture and equipment to be safe, clean and in good repair • 168 Education and care services must have policies and procedures • Regulation 177 Prescribed enrolment and other documents to be kept by the approved provider • Regulation 183 Storage of records and other documents • Regulation 184 Storage of records after service approval transferred • National Regulation 185 Law and regulations to be available 	<ul style="list-style-type: none"> • Quality Standard 7.1.2 Management Systems 	<ul style="list-style-type: none"> • All policies and procedures • Family Handbook • Enrolment forms 	<ul style="list-style-type: none"> • Food safety standards • Child Care Service Handbook 17-18 • Work, Health and Safety Act (2011) • Child care subsidy legislation

ENDORSED BY THE SERVICE

DATE REVIEWED 02/05/2019	NEXT REVIEW 02/05/2020
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