



Wattle Grove Out of School Hours Care/Vacation Care
Cressbrook Drive, Wattle Grove NSW 2173
Phone; 02 98254700
Wattlegrovekidsclub@optusnet.com.au

CCS GOVERNANCE AND MANAGEMENT OF THE SERVICE – INCLUDING CONFIDENTIALITY OF RECORDS POLICY 2020

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.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

2.1	Provider approvals
2.2	Service approvals
Division 1	Applications for Service approvals
Division 3	Transfer of Service approvals

Purpose

Governance is the process by which organisations are directed, controlled and held to account. It encompasses authority, accountability, stewardship, leadership, directions and control exercised in the organisation (Australian National Audit Office, 1999).

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.

To comply with legislation when either applying or maintaining the Child Care Subsidy (CCS) a CCS Governance Policy is required. Our policy covers: evidence ensuring ongoing compliance with family assistance law, organisation size and structure, decision making, employment procedures, operational structure, financial viability and risk management.

Background

Wattle Children Services P/L has been providing child care for Wattle Grove Before and After School care/Vacation care since 2000. The Approved Provider (Wattle Children Services P/L) operates two services, naming Wattle Grove Long Day Care Centre and Wattle Grove Out of School Hours Care. Previous business names: Wattle Grove Long Day Care Centre P/L between 1995-2020. Approved Provider is Ms Julia Koti, holds a Bachelor of Teaching and Post Grad Diploma in Early childhood from Macquarie University, also overseas Primary teaching Education from Hungary. The Approved Provider has been operating childcare services in NSW since 1995.

Strategies

Policies

The Approved Provider and or Nominated Supervisor will:

- Ensure that a comprehensive set of policies are in place as required under **Regulation 168** and other Regulations and laws that the service must comply with.



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- Ensure that these policies comply with relevant legislation.
- Update these policies on a regular basis; particularly when there is a change to legislation.
- Will involve staff and families in the development and or review of policies wherever required.

Compliance Measures

The Approved Provider and or Nominated Supervisor will:

- A Nominated Supervisor, approved as a suitable, fit and qualified person by the Regulatory Authority and appointed by the Approved Provider, oversees the day-to-day operations of the Service.
- The Nominated Supervisor is also the Responsible Person whenever on the premises.
- At any time the Nominated Supervisor is not on the premises, a substitute Responsible Person who is physically present is placed in charge of the Service's day-to-day operations.
- The details of the Nominated Supervisor and the Responsible Person are clearly displayed in the main entrance of the Service.
- The Nominated Supervisor ensures that the Service's staffing arrangements meet regulatory requirements at all times.
- Ensure that the service is meeting requirements by doing regular checks of procedures throughout the service.
- Ensure that the Quality Improvement Plan is regularly updated to outline areas of improvement and ensuring compliance at all times as outlined in **Regulation 55**.
- Whenever uncertain about compliance in any area the Nominated Supervisor will contact relevant authorities to get clarification.

Risk Management

The Approved Provider and/or Nominated Supervisor will:

- Ensure risk assessments are conducted on the service whenever necessary including excursions as required in **Regulation 100**.
- All educators are required to hold a working with children's check and be cleared for the service before commencement.
- Uphold Regulation 84 of the National Regulations in regards to maintaining awareness of the existence of child protection laws and the obligations of educators and other employees in their state or territory.
- Ensure that all staffing arrangements meet requirements and premises layouts are designed for effective supervision purposes thus eliminating many risks posed to children in the education and care setting **Regulation 120, 122, 123, 130, 131, 132, 242, and 271. (Note the modification to Regulation 123 in that NSW Educator to Child ratios are different. Refer to Regulation 271).**

Practices

In order to achieve and maintain the service's aims and Philosophy, the Directors will monitor the financial viability and accountability of the centre while also ensuring that:

- Funds are expended appropriately according to any funding and budgets.
- The program is operating within budget.
- Required paperwork is submitted to the relevant funding agencies.
- Any additional financial requirements are completed (e.g. Taxation office).
- Develop with staff and the community an overall philosophy for the centre and policies and practices in line with that philosophy.
- Consult with staff and the community on these policies and management decisions and enable staff to implement them in order to maintain quality child care.



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- Provide avenues for effective communication between staff and the Directors.
- Employ and support staff in their roles, and ensure the relevant awards and conditions of employment are complied with.
- Encourage training and development of staff in their roles, and
- Facilitate the participation of staff and management in budget planning to enable cost effective management of the service.
- Provide leadership, forward planning and guidance to the service, particularly in relation to developing a strategic culture and directions.
- Be responsible for overseeing legal functions and responsibilities.
- Ensure that Wattle Grove Out of School Care Centre complies with the Commonwealth Privacy Act 1988 and follows the standards of Australian Privacy Principles to regulate the way in which our service manages personal and sensitive information.

Code of Conduct

- Commit themselves to ethical, and lawful conduct, including proper use of authority and professional decorum when acting as Approved Provider, Nominated Supervisor or Responsible Persons.
- Demonstrate un-conflicted loyalty to the interests of the organisation.
- Avoid conflicts of interest with respect to their role.
- Ensure confidentiality of all personal information of staff and educators working within the service.
- Upholds statement of philosophy of the service and ensures all others do as well.
- Not use information exclusive to Wattle Grove Out of School Hours Care for personal gain and will respect the confidentiality of all information obtained during meetings or through their role.
- Respect the confidentiality appropriate to issues of a sensitive nature in regards to families.
- Treating other persons fairly, courteously and without discrimination, harassment or bullying.
- Upholding the rights of children as set out in the United Nations Convention on the Rights of the Child.
- Be respectful of, and responsive to, persons of all ethnicities, cultures, values and beliefs.
- The Approved Provider and or Nominated Supervisor will monitor and handle any grievances within the service in a timely manner.

Information Displayed

- All information required by Regulation 173 of the Early Education and Care Services Regulations 2011 is displayed in the main entrance of the Service.

Approved Provider Details

To claim Child Care Subsidy, our Service must be approved by a delegate of the Secretary of the Department of Education and Training by showing the required evidence and information to ensure ongoing compliance with the family assistance law.

Required information includes:

Provider & Service Approval Number	PR- 00004501
Business Name	Wattle Children Services P/L
Trading Name	Wattle Grove Out of School Hours Care & Wattle Grove Long Day Care Centre
Contact Person	Joanne Keen & Shabiena Masoom



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Telephone	02 98254700		
Mobile	0412254700		
Email	wattlegrovekidsclub@optusnet.com.au & Wgldc@optusnet.com.au		
Address	8-10 Burdekin Court, Wattle Grove NSW		
NQA ITS Details	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>		
Provider Entity Name	Wattle Children Services P/L		
ABN	68 056 805 371		
Relevant Entity Documents (Financial Statements, signed partnership agreement etc) provided	NO <input checked="" type="checkbox"/>		
PRODA RA Number and Contact Details			
Working with Children Check	WWCC Number: WWC00339166E	Expiry Date 01/04/2024	State/Territory NSW
Details in which the provider or their personnel have an interest	Owner/Director- Julia Koti		
External Management Organisation	Is your Service under the management of an external group? NO <input checked="" type="checkbox"/>		
Number of years of operation	25		

[The approved Service can only be operated by the Approved Provider and must continue to be delivered as the same type of service that was approved. If the Service is sold to another provider, that provider will need to obtain its own separate approval and continue to comply with any conditions of their approval.]

Business Structure

The following information describes the type and size of our childcare service operation, including personnel, recruitment and professional development strategies, fee structure, philosophy and financial position.

Entity Type (Partnership, Private Company, Sole Trader, Public Company etc)	Private Company
Information provided with application for provider approval	YES <input checked="" type="checkbox"/>



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Number of Managers	Nominated Supervisor OSHC : Ms Joanne Keen, Educational Leader: Miss Tayla Keen Nominated Supervisor for LDC; Ms Shabs Masoom, Assistant Manager: Ms Olivia Zsigoski
Number of operation personnel	Educators, administration and trainees
Recruitment and Professional Development Plans	Recruitment process and documentation: Management Resources. Professional Development: Childcare Centre Desktop's Professional Development Module.]
Structure of the business	See diagram on next page.
Number of sites and locations	2
Service Type	Long Day Care Outside School Hours Care

Operational Structure

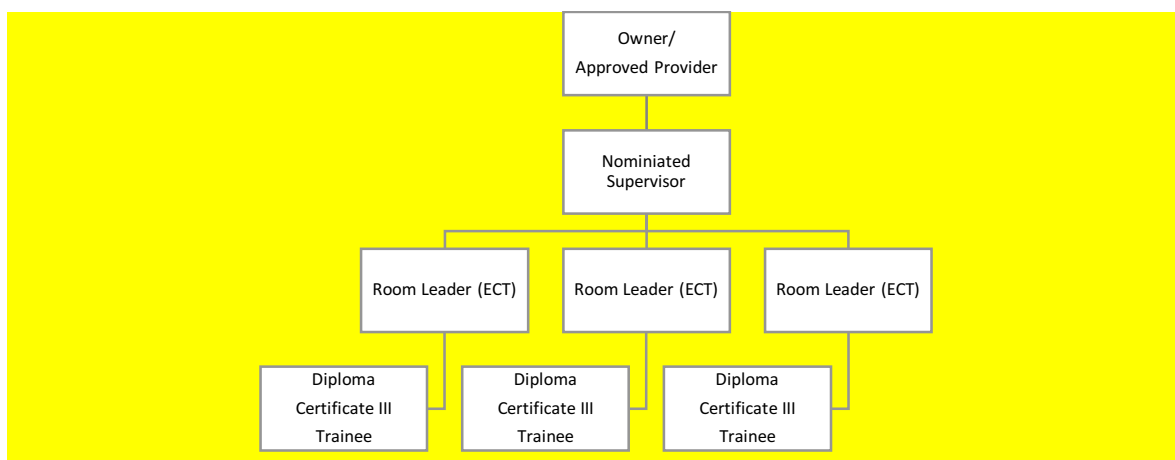
Days of Operation	Monday to Friday	
Hours of Operation	6.45am to 6.00pm each day	
Weeks of Operation	49 weeks [Close Dec 23 / Jan 10]	
Fee Schedule	0-2: \$130, 2-3: \$116, 3-6: \$100 Kids Club: Morning: \$22 & Afternoon \$32. Discount \$5 per siblings. Vacation care: \$70 children	
Number of Licensed Children	LDC; 45 children, OSHC; 90 children	
Services Provided	<ul style="list-style-type: none"> - Philosophy - Child Care Features (website) 	
Current Employees & Qualification	Name	Qualifications
	<ul style="list-style-type: none"> • Tayla Keen, Elisha Geary, • Mariam El-Husseini, Kelly Hirst, Katrina Moore, Kershia Stirling, Pip Ernsteins, Mina Pollard, Amrit Pandley, Sreety Hasan, Eva Cheng • Amy Buczek, Mackenzie Ireland, Kanza Imran, 	ECT Diploma in Children Services Certificate III in Children Services



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Collection of Fees	Payment types accepted: Internet Transfers, Direct Debit Centrelink arrangements [Managed via your CCMS Provider] Bond arrangements: Kids club- no bond, LDC- 2 weeks bond via Internet transfers
Liabilities	No

Organisational Structure Diagram [Decision making hierarchy]



Non-Compliance Risk Management

To ensure our continued commercial, operational and financial viability our Service will maintain a current Quality Improvement Plan, Professional Development and Training Plan, Personnel files, Professional Indemnity and Public Liability Insurance and a Child Care Management System.

TYPE OF RISK	PREVENTION / STRATEGIES IN PLACE	ACTION TO BE TAKEN
CCS Compliance	Smartfees	Nominated Supervisor/Approved Provider monitors compliance as per governing bodies' guidelines
Insurances	GUILD: Public Liability Insurance, Personal Accident Insurance, ICARE: Workcover insurance	Automatic renewals



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Service Competition	The services completes 'self-assessment' and 'quality improvement planning' process 6 monthly.	QIP is monitored monthly updated by Approved Provider
Submission of attendees	Fortnightly attendances are submitted via Smartfees. Monitored daily by Nominated Supervisor	Ongoing
Submission of vacancies	Submitted fortnightly via Smarfees.	Ongoing
Staff Skills and Knowledge	The Services Professional Development Plans and associated trainings are based on the Staff and Management reviews and appraisals. Mentoring system in place.	Annually Quarterly Monthly
Accurate Data Reports	Via Smartfees, data reported to authorities. Nominated Supervisor/Responsible person ensures attendances are recorded currently in Smartfees.	Daily Weekly

NOTE: As with any business changes, you may want to seek further guidance from your financial management team, legal advisor, management committee, board, accountant and/or other financial advisor as to how these changes may specifically affect your Service.

Confidentiality Policy

Responsibilities for the Approved Provider

- Ensure that each family, staff, volunteers and student and committee member is provided with a privacy collection statement upon enrolment, that includes details about how they can access their personal information, have this corrected as needed, make a complaint about a breach of privacy, if one occurs. This can also be accessed on our website at
- Ensure each staff member, committee members, volunteers and student information is correct in personnel and other files. This includes information on qualifications, WWCC, criminal history checks, staff entitlements, contact and emergency information, health and immunisation information, and any relevant medical and legal information. This would include any other relevant information collected by the service.
- Ensure that information collected from families, educators, committee members and the community is maintained in a private and confidential manner at all times.
- Ensure that such information is not divulged or communicated (directly or indirectly) to another person other than the ways outlined as appropriate in the Education and Care Services National **Regulations, 181**, which says information can be communicated: To the extent necessary for the education, care or medical treatment of the child;
 - To the parent of the child to whom the information relates (except for information in staff records);
 - To the regulatory authority or an authorised officer;



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- As authorised, permitted or required to be given by or under any act or law; and
 - With written consent of the person who provided the information.
- Ensure families are informed upon enrolment how images/photographs of their children will be used on the Internet and/or publications.
- Provide families with information on the Complaints and Feedback procedure if any privacy or confidentiality procedure has been breached. Individuals can make a complaint to the Approved Provider if they believe there has been a breach of their privacy in relation to the Privacy principles. The breach will be assessed by the Approved Provider within 14 days. Where the information collected is incorrect, the information will be corrected. Where a serious breach of privacy is found, appropriate actions will be negotiated between the Approved Provider and the individual to resolve the situation, in line with the Complaints and Feedback procedure.
- Will ensure information provided by families, staff and committee members is only used for the purpose it was collected for.

Responsibilities for the Nominated Supervisor

- Ensure each families' information is correct in enrolment records. This includes information on immunisation updates, income and financial details (credit card or bank information), contact details of family and emergency contact information, children's developmental records, Family Assistance information, and any medical or legal information – such as family court documentation – required by our education and care service. This would include any information required to be recorded under the National Law and Regulations, the Family Assistance Law other relevant information collected to support the enrolment of a child.
- Provide families with details on the collection of personal information collected:
- This information will include:
- The types of information collected by our education and care service;
- The purpose of collecting information;
- What types of information will be disclosed to the public or other agencies; and when and why disclosure may occur;
- How information is stored at the service;
- Approaches used to keep information secure;
- Who has access to the information;
- The right of the individual to view their personal information;
- The length of time information needs to be archived; and
- How information is disposed.
- Will ensure information provided by families and staff is only used for the purpose it was collected for.

Storage of Information

Ensure that education and care service records, personnel records, CCB information and children's and families information is stored securely reducing the chance of unauthorised access, use or disclosure and remains private and confidential within the education and care environment at all times.

Access to Information



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- Will ensure that information kept is not divulged or communicated, directly or indirectly, to anyone other than:
 - Medical and developmental information that is required to adequately provide education and care for the child;
 - The Department of Education and Communities, or an authorised officer; or
 - As permitted or required by any Act or Law.
- Individuals will be allowed access to their personal information as requested. Individuals must request this information in writing from the Nominated Supervisor. Authorised persons may request to view any information kept on their child.
- Information may be denied under the following conditions: Access to information could compromise the privacy of another individual;
- The request for information is frivolous or vexatious; and
- The information relates to legal issues, or there are legal reasons not to divulge the information such as in cases of custody and legal guardianship

Responsibilities for the Educators

- Maintain children's information and store documentation according to policy at all times.
- Not share information about the education and care service, management information, other educators or children and families, without written permission or legislative authority.
- In keeping with the Early Childhood Australia (ECA) Code of Ethics (2008), the Education and Care Services National Regulations and the Privacy Legislation, educators and staff employed by our education and care service bound to respect the privacy rights of children enrolled and their families; educators and staff and their families and any other persons associated with the service. Educators will sign a Confidentiality Statement as it relates to privacy and confidentiality of information.

Related Statutory Obligations & Considerations

Australian Children's Education and Care Quality Authority (ACECQA)	https://www.acecqa.gov.au/
Children (Education and Care Services National Law Application) Act 2010	https://www.legislation.nsw.gov.au/acts/2010-104.pdf
Education and Care Services National Regulations 2011	https://www.legislation.nsw.gov.au/#/view/regulation/2011/653
Children and Young Persons (Care and Protection) Act 1998	https://www.legislation.nsw.gov.au/#/view/act/1998/157/full
Australian Privacy Principles	www.oal.gov.au
Early Childhood Australia (ECA)	http://www.earlychildhoodaustralia.org.au/



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NSW Associations Incorporation Act 2009	https://www.legislation.nsw.gov.au/#/view/act/2009/7
Freedom of Information Act 1982	

Related Telephone Numbers

- Early Childhood Education and Care Directorate ☎ 1800 619 113

Amendment History

Version	Amendment	Date
Previous	Adapted to ACA policy Name; Governance policy	May 2018

This policy will be updated to ensure compliance with all relevant legal requirements every year. Appropriate consultation of all stakeholders (including staff and families) will be conducted on a timely basis. In accordance with Regulation 172 of the *Education and Care Services National Regulation*, families of children enrolled will be notified at least 14 days and their input considered prior to any amendment of policies and procedures that have any impact on their children or family.

Date: September 2020

Version: 01/2020

Last Amended By: Julia Koti

Next Review: September 2021

Position: Approved Provider/Director