 **Wattle Grove Long Day Care Centre**

**Burdekin Court, Wattle Grove**

**ABN 68 056 805 371**

Postal Address:8 – 10 Burdekin Court

WATTLE GROVE NSW 2173

**Phone: 02 9825-4700**

**GOVERANCE AND MANAGEMENT OF THE SERVICE – INCLUDING CONFIDENTIALITY OF RECORDS POLICY 2022**

**Links Education and Care Services National Regulations 2011, National Quality Standard 2011**

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| --- | --- | --- |
| Regs | 14 | Application for provider approval by individual |
|  | 15 | Application for provider approval by person other than an individual |
|  | 16 | Matters relating to criminal history |
|  | 31 | Condition on service approval – quality improvement plan |
|  | 46 | Application for supervisor certificate |
|  | 55 | Quality improvement plans |
|  | 56 | Review and revision of quality improvement plans |
|  | 173 | Prescribed information to be displayed |
|  | 174 | Time to notify certain circumstances to Regulatory Authority |
|  | 175 | Prescribed information to be notified to Regulatory Authority |
|  | 176 | Time to notify certain information to Regulatory Authority |
|  | 177 | Prescribed enrolment and other documents to be kept by approved provider |
|  | 180 | Evidence of prescribed insurance |
|  | 181 | Confidentiality of records kept by approved provider |
|  | 183 | Storage of records and other documents |
|  | 185 | Law and regulation to be available |

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| QA | 7.1.1 | Appropriate governance arrangements are in place to manage the service |
|  | 7.1.2 | The induction of educators, co-ordinators and staff members, including relief educators, is comprehensive |
|  | 7.1.4 | Provision is made to ensure a suitably qualified and experienced educator or co-ordinator leads the development of the curriculum and ensures the establishment of clear goals and expectations for teaching and learning |
|  | 7.1.5 | Adults working with children and those engaged in management of the service or residing on the premises are fit and proper |
|  | 7.2.1 | A statement of philosophy is developed and guides all aspects of the service’s operations |
|  | 7.2.2 | The performance of educators, co-ordinators and staff members is evaluated and individual development plans are in place to support performance improvement |
|  | 7.2.3 | An effective self-assessment and quality improvement process is in place |
|  | 7.3.1 | Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements |
|  | 7.3.2 | Administrative systems are established and maintained to ensure the effective operation of the service |
|  | 7.3.3 | The Regulatory Authority is notified of any relevant changes to the operation of the service, of serious incidents and of any complaints which allege a breach of legislation |
|  | 7.3.4 | Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner |
|  | 7.3.5 | Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly |

**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 appointed the Company director Ms Julia Koti to be an appointed person of control, Julia 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.
* 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, and on the staff roster.
* 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.
* WWC updated and validated by service in every 5 years.
* 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.
* 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**

* The service staff are to 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.
* Upkeeps 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:

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| 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 & Kelly Hirst/Olivia Savanah | | | | |
| Telephone | 02 98254700 | | | | |
| Mobile | 0412254700 | | | | |
| Email | [wattlegrovekidsclub@optusnet.com.au](mailto:wattlegrovekidsclub@optusnet.com.au) [&daycare@wattlechildrenservices.com.au](mailto:&daycare@wattlechildrenservices.com.au) | | | | |
| Address | 8-10 Burdekin Court, Wattle Grove NSW | | | | |
| NQA ITS Details | YES X NO ☐ | | | | |
| Provider Entity Name | Wattle Children Services P/L | | | | |
| ABN | 68 056 805 371 | | | | |
| Relevant Entity Documents (Financial Statements, signed partnership agreement etc) provided | | | | NO X | |
| 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 X | | |
| Number of years of operation | | | 27 | | |

*[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.

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| Entity Type (Partnership, Private Company, Sole Trader, Public Company etc) | | **Private Company** |
| Information provided with application for provider approval | | YES X |
| Number of Managers | Nominated Supervisor OSHC : Ms Joanne Keen Monday to Thursday, Ms Tayla Keen on Fridays.  Educational Leader: Miss Tayla Keen  Nominated Supervisor for WGLDC; Ms Olivia Savanah, Kelly Hirst  Educational Leader: Kershia Stirling | |
| 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**

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| 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; 120 children | |
| Services Provided | * Education and Care for children 6 months to school age * Education and Care for school age children at Wattle Grove PS | |
| Current Employees & Qualification | Name | Qualifications |
| * Tayla Keen, Klara Barak, Julia Koti, Kelly Hirst (wt) * Joanna Keen, Kelly Hirst, Katrina Moore, Kershia Stirling, Pip Ernsteins, Sreety Hasan, Eva Cheng, Amy Buczek, Olivia Zsigoszki (WT) Maryam Akhond, Deepa Senthilkumar, Mina Pollard * Mackenzie Ireland, Alex Banks, | ECT  Diploma in Children Services/Working towards  Certificate III in Children Services |
| 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.

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| 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 renews |
| 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;
  + 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 confidentially 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 family’s 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**

* 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.

**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.

**Philosophy, Policies and Procedures**

* The Service has a written Philosophy which reflects the principles of the Education and Care National Regulations 2011, the Early Years Learning Framework 2009 and My Time, Our Place 2009. This Philosophy was developed by the Approved Provider, Nominated Supervisor, staff, educators and parents and, as such, reflects their shared understanding of the role of the Service with children, families and the community.
* The Philosophy informs the Service’s policies and procedures as well as the decisions and day-to-day practices of the staff/educators.
* The Service maintains up-to-date policies and procedures on all topics required by Section 168 of the Education and Care Services National Regulations 2011. The way these policies and procedures are communicated to parents, educators and staff, the process by which these policies and procedures are reviewed, and how changes are communicated to parents, educators and staff are detailed in the Service’s *Policy and Procedure Review Policy*.

**Record Keeping**

* The Service keeps records according to Sections 177-184 of the Education and Care Services National Regulations 2011. Refer to the Service’s *Privacy and Confidentiality Policy*.

**Privacy and Confidentiality**

The Service maintains the privacy and confidentiality of all records and information about individual children, families, parents, staff/educators, students and volunteers. Refer to the Service’s *Privacy and Confidentiality Policy*.

**Continuous Improvement**

* The Service is committed to continuous improvement. It has processes in place to evaluate the extent to which it meets or exceeds the National Quality Standard 2009. The findings of the evaluation are used to develop the Services Quality Improvement Plan (QIP).

**Grievances and Complaints**

* The Service follows clear processes to ensure all grievances and complaints are addressed, investigated fairly and documented promptly. If relevant, changes are made to the Service’s Policies and Procedures. Refer to the Service’s *Grievance and Complaint Policy*.

**Notifications**

* The Approved Provider and Nominated Supervisor notify, within the stated time, the Regulatory Authority of circumstances and provide it with information as detailed in Regulations 174, 175 and 176 of the Early Education and Care National Regulations 2011.

**Related Statutory Obligations & Considerations**

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| **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.oalc.gov.au |
| **Early Childhood Australia (ECA)** | http://www.earlychildhoodaustralia.org.au/ |
| **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
* Director/Owner of Wattle Children Services 0412254700

**Amendment History**

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| **Version** | **Amendment** | **Date** |
| Previous | Adapted to ACA policy  Name; Governance policy  Update- personnel- Reviewed by Staff member KS May 2022  Review and updated; changing/adding new NS/EL, wwC to be updated in every 5 years (KB, MA) | 2018  2022  September 2022 (Olivia, Kelly, Julia based on Staff reviews |

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| --- | --- |
| Date: | May 2022 |
| Version: | 02/2020 |
| Last Amended By: | Julia Koti |
| Next Review: | January 2024 |
| Position: | Approved Provider/Director |

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.