

Governance and Management Policy (Including Confidentiality of Records)

Published	October 2020
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Sources	<p>Education and Care Services National Regulations, October 2020</p> <p>Education and Care Services National Law, February 2018</p> <p>Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017</p> <p>Guide to the National Quality Framework, September 2020</p> <p>Childcare Service Handbook 2017-18 Department of Education and Training</p> <p>The Privacy Act, What does it all Mean? Community Child Care Magazine, June 2002</p>

Aim:

To ensure that appropriate governance arrangements are in place to manage the service and act in accordance with requirements under the Education and Care Services National Regulations.

Explanation:

Governance is the system or process by which organisations are directed, controlled and held accountable to ensure that the right decisions are made. Our education and care service recognises the importance of having a framework of rules, relationships, systems and processes within, and by which authority is exercised and controlled in the organisation. We view good governance and management as essential to our provision of quality education and care.

Country Children's Early Learning Pty Ltd operates the following Education and Care Services: Country Children's Early Learning Family Day Care, Country Kids Club OSHC. Each of these services are monitored by appointed Coordinators and overseen by the Approved Provider/ Director.

Responsibilities:

In relation to the Scheme:

- Abide by their obligations under the current Education and Care Services National Law, Education and Care Services National Regulations and the relevant National Quality Standard in relation to governance and management
- Country Children's Early Learning Pty Ltd is the Approved Provider and holds the legal responsibilities for operating the service
- Our Service is committed to ensuring good governance and accountability to its stakeholders by:
 - Conducting our affairs legally, ethically and with integrity, ensuring compliance with all funding, regulatory and legislative requirements
 - Remaining solvent and complying with all our financial obligations
 - Identifying organisational risks and legal obligations and managing these
 - Ensuring mechanisms are in place for fair and transparent governance
- Country Children's Early Learning as Approved Provider will administer the Service, this includes:
 - Compliance Monitoring

- Organisational Governance
- Financial Management
- Strategic Planning
- Regulatory Monitoring
- Risk Management
- Conflict Resolution
- Employing fit and proper staff to run the Co-ordination Unit
- Employing fit and proper Educators to run the OSHC Program
- Accounting for Government Funding
- Maintaining communication with State and Federal Government Departments
- Developing, maintaining and reviewing service policies and procedures

In relation to Co-ordination Unit Staff:

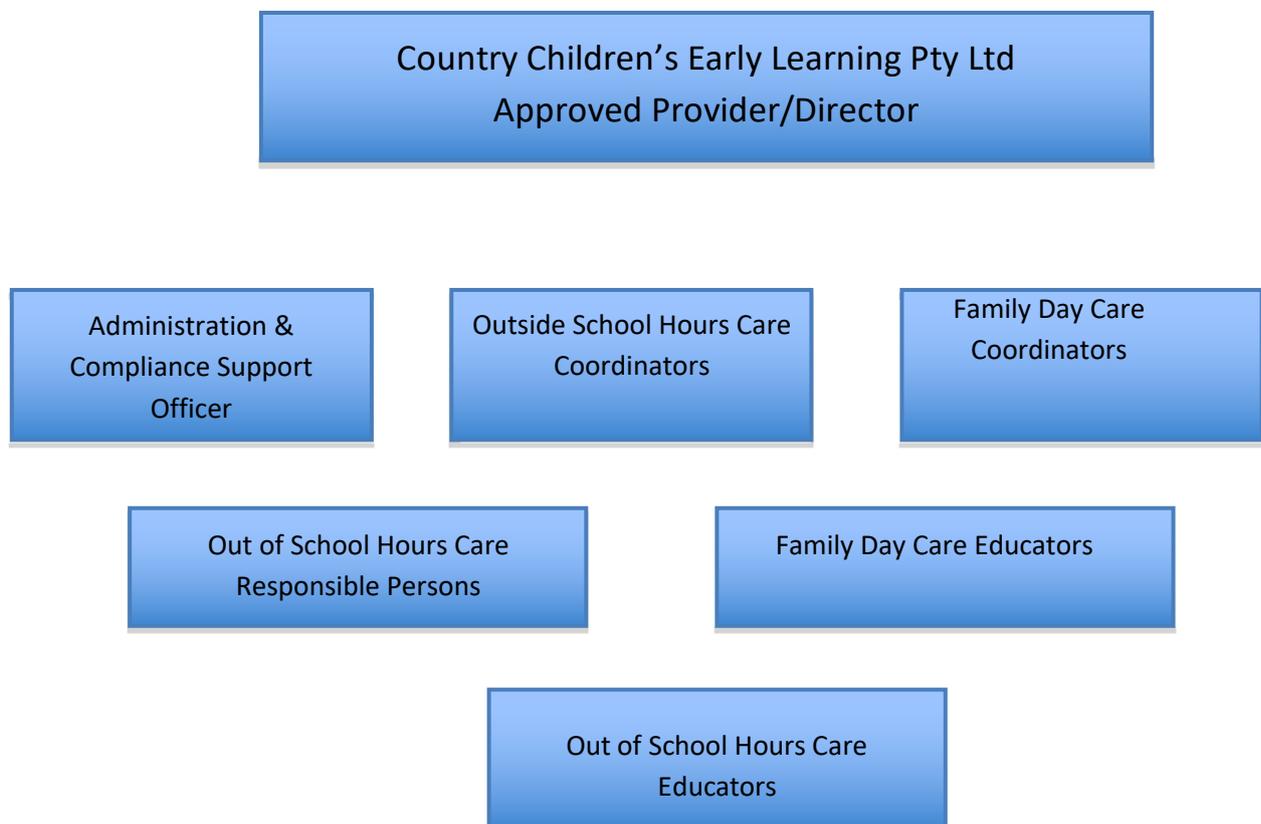
- Abide by their obligations under the current Education and Care Services National Law, Education and Care Services National Regulations and the National Quality Standard in relation to governance and management
- Accept the appointment acknowledging the legal responsibilities of the position
- Hold the appropriate qualifications according to their positions
- Will nominate an approved certified supervisor to take charge of day-to-day operations in their absence
- Recruit Service Staff in accordance with Country Children's Early Learning's relevant recruitment policies
- Ensure that Service Staff comply with all relevant policies and receive adequate training and support to work within the policy framework
- Employ suitable qualified staff to monitor and support Educators
- Recruit and register suitable Educators
- Continue to monitor and assess Educators suitability to deliver an education and care service which complies with the Education and Care Service National Regulations and Quality Standards
- Provide training, information and resources to Educators to continue supporting their understanding and obligations to comply with the Education and Care Services National Regulations and National Quality Standard
- Ensure that administrative systems are established and maintained to ensure the effective operation of the service
- Notify the Regulatory Authority of reportable incidents that fall under the categories listed on the NQA IT Portal, and any changes to information about the service in accordance with the Education and Care Services National Regulation
- Ensure that relevant policies are developed to make certain that the service operates within the regulatory requirements
- Ensure that Confidentiality of Records is maintained at all times
- Ensure that records are kept as outlined in the regulations:
 - Children's Records until the end of 3 years after the child's last attendance
 - Incident, injury, Trauma and Illness Records to be kept until the child is 25
 - Staff (including Volunteers and Students) until the end of 3 years after the staff member works for the service
 - Operations until the end of 3 years after the approved provider operated the service
- Liaise regularly with the Approved Provider to discuss the services needs and direction

- Encourage collaboration between all stakeholders, i.e. Families, Educators, Co-ordination Unit Staff
- Provide childcare places according to the Australian Government Priority of Access Guidelines

In relation to Confidentiality of Records:

- Information that is kept in a record as required by the National Regulations must not be communicated (either directly or indirectly) with anyone other than:
 - Educators who require the information for the education and care of the child
 - Medical personnel who require the information for medical treatment of a child
 - The parent of the child that the record relates to (except for a staff record)
 - The Regulatory Authority or an Authorised Officer
 - As expressly authorised, permitted or required to be given by or under any Act or law
 - With the written consent of the person who provided the information
- Precautionary steps will be taken to ensure all information of a personal nature is not available to people unauthorised to access this information
- Personal information in written records will be kept securely by storing records confidentially in a safe and secure area
- Thorough destruction or secure disposal of records after the lapse of the mandatory period of retention will also be practised

Organisation Chart



Continual Monitoring and Improvement:

Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Scheme and Co-ordination Staff accessing current relevant information
- Scheme, Co-ordination Staff and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems



* Does not apply if the insurance is provided by a state or territory government.



*For preschool programs provided by a school, the service should keep child attendance records in accordance with their state education law or department policy.

