

(Reviewed October 2023)

Policy Statement:

Governance involves the appropriate people making decisions to ensure the wellbeing of the organisation while complying with legislative and reporting requirements. This includes developing practices, policies and procedures to provide strategic direction, to ensure objectives and outcomes are achieved, risks are managed and resources are used responsibly and that accountability requirements are met.

National Quality Standard (NQS):

- Quality Area 2: Children’s Health & Safety**
3: Physical environment
4: Staffing arrangements
6: Collaborative partnerships with families and communities
7: Governance and Leadership

2.2	Safety	Each child is protected.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
3.1	Design	The design of the facilities is appropriate for the operation of a service.
3.1.1	Fit for purpose	Outdoor and indoor spaces, buildings, fixtures and fittings are suitable for their purpose, including supporting the access of every child.
3.1.2	Upkeep	Premises, furniture and equipment are safe, clean and well maintained.
3.2	Use	The service environment is inclusive, promotes competence and supports exploration and play-based learning.
3.2.3	Environmentally responsible	The service cares for the environment and supports children to become environmentally responsible.
4.2	Professionalism	Management, educators and staff are collaborative, respectful and ethical.
4.2.1	Professional collaboration	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other’s strengths and skills.
4.2.2	Professional standards	Professional standards guide practice, interactions and relationships.
6.2	Collaborative partnerships	Collaborative partnerships enhance children’s inclusion, learning and wellbeing.
6.2.3	Community engagement	The service builds relationships and engages with its community.
7.1	Governance	Governance supports the operation of a quality service.
7.1.1	Service philosophy and purpose	A statement of philosophy guides all aspects of the service’s operations.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.
7.2.1	Continuous improvement	There is an effective self-assessment and quality improvement process in place.
7.2.3	Development of professionals	Educators, co-ordinators and staff members’ performance is regularly evaluated and individual plans are in place to support learning and development.

Education and Care Services National Regulations

168	<p>Education and care service must have policies and procedures</p> <p>(1) The approved provider of an education and care service must ensure that the service has in place policies and procedures in relation to the matters set out in subregulation (2).</p> <p>Penalty: \$1000.</p> <p>Note—</p> <p>These may include policies and procedures prepared by the approved provider in accordance with an education law of the participating jurisdiction.</p> <p>(2) Policies and procedures are required in relation to the following—</p> <ul style="list-style-type: none"> (a) health and safety, including matters relating to— <ul style="list-style-type: none"> (i) nutrition, food and beverages, dietary requirements; and (ii) sun protection; and (iii) water safety, including safety during any water-based activities; and (iv) the administration of first aid; and (v) sleep and rest for children; (b) incident, injury, trauma and illness procedures complying with regulation 85; (c) dealing with infectious diseases, including procedures complying with regulation 88; (d) dealing with medical conditions in children, including the matters set out in regulation 90; (e) emergency and evacuation, including the matters set out in regulation 97; (f) delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99;
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	<p>(g) excursions, including procedures complying with regulations 100 to 102;</p> <p>(h) providing a child safe environment;</p> <p>(i) staffing, including—</p> <p>(i) a code of conduct for staff members; and</p> <p>(ii) determining the responsible person present at the service; and</p> <p>(iii) the participation of volunteers and students on practicum placements;</p> <p>(j) interactions with children, including the matters set out in regulations 155 and 156;</p> <p>(k) enrolment and orientation;</p> <p>(l) governance and management of the service, including confidentiality of records;</p> <p>(m) the acceptance and refusal of authorisations;</p> <p>(n) payment of fees and provision of a statement of fees charged by the education and care service;</p> <p>(o) dealing with complaints.</p> <p>Note—</p> <p>A compliance direction may be issued for failure to comply with subregulation (1).</p>
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Education and Care Services National Law

12	<p>Applicant must be fit and proper person</p> <p>(1) An applicant who is an individual must satisfy the Regulatory Authority that the applicant is a fit and proper person to be involved in the provision of an education and care service.</p> <p>(2) If the applicant is not an individual, the applicant must satisfy the Regulatory Authority that—</p> <p>(a) each person who will be a person with management or control of an education and care service to be operated by the applicant is a fit and proper person to be involved in the provision of an education and care service; and</p>
167	Requires The approved provider and Nominated supervisor of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.
176	<p>Compliance directions</p> <p>(1) This section applies if the Regulatory Authority is satisfied that an education and care service has not complied with a provision of this Law that is prescribed by the national regulations.</p> <p>(2) The Regulatory Authority may give the approved provider a written direction (a <i>compliance direction</i>) requiring the approved provider to take the steps specified in the direction to comply with that provision.</p> <p>(3) An approved provider must comply with a direction under subsection (2) within the period (being not less than 14 days) specified in the direction.</p> <p>Penalty: \$2000, in the case of an individual. \$10 000, in any other case.</p>
301 (3,k)	Requirements and standards as to the leadership and management of education and care services including governance and fitness and propriety of all staff members and volunteers, management of grievances and complaints and the provision of information to families;

Objective:

The Mueller College Outside School Hours Care Service is governed by the Directors of Mueller Community Church. The Management committee overseeing the operation of the Service includes those appointed by the Directors and the Nominated Supervisor.

Procedure:

- The Management Committee encourages families to be involved in the education and care of their students by sharing information, supporting and participating in the program and regularly communicating with the Nominated supervisor.
- Families are invited to assist with feedback, comments and suggestions concerning all aspects of the Service and will be invited to participate in reviews of the Service’s programs, policies and quality improvement process.
- The Management Committee meets monthly to discuss the day to day working of the Service, plan improvement strategies, examine financial reports and work through issues that have been raised by students, families, educators, and community members.
- The Nominated supervisor works closely with the Management committee to discuss issues and plan improvement strategies pertaining to all aspects of the Service.
- Administrative systems are established and maintained to ensure the effective operation of the Service.

- Records and information are stored appropriately to ensure confidentiality and are maintained in accordance with legislative requirements. See “Privacy and Confidentiality” Policy.
- The Service’s practices are based on documented policies and procedures that are available at the Service and are reviewed regularly.
- Families are an important part of the Service and are:
 - actively invited to participate in decision-making and policy development wherever appropriate
 - kept informed of policies and procedures
 - communicated with via daily feedback, letters, Service Handbook and newsletters
- The Nominated supervisor and Management committee monitor changes in the Education and Care National Law Act and Regulations and the National Quality Standards (or any specific quality elements) which may affect or require a change to any of the policies and procedures of the Service.
- Educators are provided with a current Staff Handbook, access to Service policies and continuing relevant information necessary to enable them to abide by the Service’s policies and procedures.
- The Regulatory Authority will be notified of any relevant changes to the operation of the Service, of serious incidents and of any complaints which allege a breach of legislation.
- The Nominated Supervisor and Management committee will ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner.

REFERENCES:

- Education and Care Services National Law Act 2011, Current as at March 2023
- Education and Care Services National Regulations, Current as at October 2023
- Guide to the National Quality Framework, Revised July 2023
- National Quality Standard, Revised 1 February 2018
- Guide to the National Quality Standard, Revised May 2022

See Also:

- Mueller OSHC Record Keeping Policy & Procedure
- Mueller OSHC Quality Compliance Policy & Procedure
- Mueller OSHC Notifications Required by the Regulatory Authority Policy & Procedure
- Mueller OSHC Privacy and Confidentiality Policy & Procedure