

Governance Policy

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| Policy Number: | 1 ONE |
| Purpose: | To ensure that the Management of the centre is compliant with all legislation and is governed to the best interests of all stakeholders. |
| Scope: | Stakeholders will comply with all required legislation and ensure the centre licence requirements are always met. Management will ensure the day to day running of the centre is in the best interests of all stakeholders and decisions made will reflect this always. |

Relevant Legislation

National Law Act

- 13 Matters to be taken into account in assessing whether fit and proper person
- 14 Regulatory Authority may seek further information
- 21 Reassessment of fitness and propriety
- 51 Conditions on service approval
- 53 Annual fee
- 56 Notice of addition of nominated supervisor
- 94 Application for temporary waiver
- 100 Effect of temporary waiver
- 161 Offence to operate education and care service without nominated supervisor
- 162 Offence to operate education and care service unless responsible person is present
- 165 Offence to inadequately supervise children
- 167 Offence relating to protection of children from harm and hazards
- 169 Offence relating to employeeing arrangements
- 170 Offence relating to unauthorised persons on education and care service premises
- 172 Offence to fail to display prescribed information
- 173 Offence to fail to notify certain circumstances to Regulatory Authority
- 174 Offence to fail to notify certain information to Regulatory Authority
- 175 Offence relating to requirement to keep enrolment and other documents
- 176 Compliance directions
- 179 Emergency action notices
- 187 Person must not contravene prohibition notice
- 188 Offence to engage person to whom prohibition notice applies
- 263 Application of Commonwealth Privacy Act
- 273 Duty of confidentiality
- 295 False or misleading information or documents
- 306 Approved provider
- 315 Certified Supervisors
- 316 Nominated Supervisors

National Regulations

- 35 Notice of addition of new nominated supervisor
- 41 Service Waiver – prescribed elements
- 44 Temporary Waiver – prescribed elements
- 55 Quality improvement plans
- 56 Review and revision of quality improvement plans
- 87 Incident, injury, trauma and illness record
- 98 Telephone or other communication equipment
- 111 Administrative space
- 118 Educational leader
- 126 Centre-based services—general educator qualifications
- 133 Requirement for early childhood teacher—centre-based services—60 to 80 children
- 145 Employee record
- 146 Nominated supervisor
- 147 Employee members
- 148 Educational leader
- 149 Volunteers and students
- 150 Responsible person
- 151 Record of educators working directly with children
- 152 Record of access to early childhood teachers
- 158 Children’s attendance record to be kept by approved provider
- 167 Record of service’s compliance
- 168 Education and care service must have policies and procedures
- 170 Policies and procedures to be followed
- 171 Policies and procedures to be kept available
- 172 Notification of change to policies or procedures
- 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
- 182 Confidentiality of records kept by family day care educator
- 183 Storage of records and other documents
- 184 Storage of records after service approval transferred
- 185 Law and regulations to be available

National Quality Standards

- Element 2.2.3 – Child protection – Management, educators and employee are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
- Element 4.1.1 – Organisation of educators – The organisation of educators across the service supports children's learning and development.
- Element 4.1.2 – Continuity of employee – Every effort is made for children to experience continuity of educators at the service.

- Element 4.2.1 – Professional collaboration – Management, educators and employee work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills.
- Element 4.2.2 – Professional standards – Professional standards guide practice, interactions and relationships.
- Element 6.1.1 – Engagement with the service – Families are supported from enrolment to be involved in the service and contribute to service decisions.
- Element 7.1.1 – Service philosophy and purpose – A statement of philosophy guides all aspects of the service's operations.
- Element 7.1.2 – Management Systems – Systems are in place to manage risk and enable the effective management and operation of a quality service.
- Element 7.1.3 – Roles and responsibilities – Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.
- Element 7.2.1 – Continuous improvement – There is an effective self-assessment and quality improvement process in place.
- Element 7.2.2 – Educational leadership – The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.
- Element 7.2.3 – Development of professionals – Educators, co-ordinators and employee members' performance is regularly evaluated and individual plans are in place to support learning and development.

Supporting Documents / References:

- Revised National Quality Standard
- Education and Care services Regulations and Laws
- Education and Care services Regulations 2013 QLD
- Early Years Learning Framework
- Queensland Kindergarten Learning Guidelines
- Birralee Child Care Centre Philosophy
- National Framework for Protecting Australia's Children
- Fair Work Australia
- Privacy Act 2009
- Inclusion Support
- Constitution
- Centrelink – CCS Payments

Related Policy:

- All Policies

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| Attachment One: | http://www.earlychildhoodaustralia.org.au/our-publications/every-child-magazine/every-child-index/every-child-vol-17-1-2011/can-collect-child-child-care-legal-issues-child-care/ |
| Attachment Two: | |
| Attachment Three: | |

Contents

| | |
|---|-----------|
| Records | 6 |
| Types of Records | 6 |
| Security | 6 |
| Cyber Security | 7 |
| Prescribed Information and Records | 7 |
| Document Management..... | 7 |
| Length of time kept..... | 7 |
| Privacy..... | 7 |
| Storage | 8 |
| Confidentiality..... | 8 |
| Media | 8 |
| Webpage | 8 |
| Social Media | 8 |
| Time periods for social media uploads | 9 |
| Inhouse Communications | 9 |
| Authorisation of Content | 9 |
| Individual Employees Responsibilities | 9 |
| Centre Responsibilities..... | 10 |
| Families / Community Members Responsibilities..... | 10 |
| Children..... | 11 |
| Permission..... | 11 |
| Use of Centre phones | 11 |
| Compliance | 12 |
| Acceptance of Authority | 12 |
| Refusal of Authority | 13 |
| Notification to Authority..... | 13 |
| Responsible Person..... | 13 |
| Educational Leader | 13 |
| Philosophy..... | 13 |
| Quality Improvement Plan [QIP], Strategic Inclusion Plan [SIP], Reconciliation Action Plan [RAP] .. | 14 |
| Employees | 14 |

| | |
|---|----|
| Employees Numbers | 14 |
| Responsible Person | 14 |
| Early Childhood Teachers | 14 |
| Hiring | 15 |
| Maintaining | 15 |
| Supporting | 16 |
| Mentoring | 16 |
| Management Plans | 16 |
| Employee Records | 16 |
| Financial | 17 |
| Keeping Books | 17 |
| Monthly Reports | 17 |
| Yearly Budget | 17 |
| Accounts | 17 |
| Authorisations | 17 |
| Child Care Subsidy [CCS] Payments | 18 |
| Wages | 18 |
| Day to Day Runnings | 18 |
| Prohibition notices | 18 |
| Child protection laws | 18 |
| Risk Assessments | 18 |
| Inspections from the Regulatory Authority | 19 |
| Student Placement / Visitors | 19 |
| Confidentiality | 19 |
| Communications | 19 |
| Fundraising | 20 |
| Enrolments | 20 |
| Policies and Procedures | 20 |
| Extreme Emergency Management | 21 |
| Grievance and Complaints | 21 |
| Grievance | 21 |
| Informal Complaint | 21 |

| | |
|--|-----------|
| Formal Complaint..... | 22 |
| Committee of Management..... | 24 |
| Constitution | 24 |
| Fit and Proper person | 24 |
| Responsibilities | 24 |
| Reports..... | 24 |
| Meetings | 25 |
| Regulatory Authority Responsibilities..... | 25 |
| Building..... | 25 |
| Lease | 25 |
| Building requirements | 25 |
| Maintenance | 25 |
| Insurance..... | 26 |
| Definitions..... | 26 |
| Policy Details | 27 |

Records

Types of Records

The Regulatory Authority require certain records to be kept and maintained. It is the responsibility of the Director and 2IC to be knowledgeable of the National Education and Care Services regulations and laws, Education and Care services Regulations 2013 QLD, National Quality Standards and Queensland Kindergarten Learning Guidelines, Early Years learning Framework and all other legislation required to run a childcare centre. The Director and 2IC will regularly check all legislation and ensure any changes or additions are known and reflected in the records kept at the centre. The Director and 2IC will always have all records up to date and available to the appropriate persons.

Security

All documentation will be secured in a manner that protects sensitive information. Information will be behind locked doors and in locked filing cabinets when filed for storage. Other sensitive information will be filed in the office with the office door locked when unattended. If at any time Birralee's service approval is transferred all documentation on children, stored in hard or cyber copy will automatically be passed on to the new approved provider once parental approval has been provided.

Cyber Security

Records kept on computers, laptops, phones and iPads will be secured using up to date Cyber security software. Only individuals with authorisation will have access to computers, laptops and iPads. It is the responsibility of the Director and 2IC to ensure devices are only used by authorised individuals and that the Cyber security is up to date and subscriptions are current. Our third-party CCS provider, Xplor, currently storing information on families, employees, visitors and the sign in/out documentation provide their own security for information and have practices to reduce cyber theft. The Director and/or 2IC will ensure regular communications with Xplor to assure the cyber safety of Birralee information.

Prescribed Information and Records

The Director and 2IC will ensure they understand and display all required information in both foyers of the centre. The information displayed in the foyers will be current. The Director and 2IC will ensure all records, including employees, children and attendances have the required information as set out in the Education and care services national regulations and the Queensland Education and Care Services Regulations 2013. The Director and 2IC will regularly check records to ensure they are compliant and current. Employees and Families have the responsibility to update their current records as their circumstances change. To ensure Employees and Families understand their responsibility, information will be available to them in the Family and Employee handbooks, provided on employment or enrolment as well as forms which will be readily available within the foyer and Employees rooms.

Document Management

All documentation requirements are the responsibility of the Director and 2IC. The Director and 2IC will put into effect practices that will ensure all documentation is handled in the appropriate manner.

Length of time kept

The Director and 2IC will ensure all documentation are kept for the required length of time, according to National Education and Care services law and regulations and the Queensland Education and Care services regulations 2013.

Privacy

All records and documentation containing private information on an individual will be handled in a manner that will ensure privacy according to the Privacy Act 2009. Incident, illness and injury reports created before using the platform Xplor will be stored securely at the Centre for the appropriate amount of time according to legislation. All incident, illness and injury forms created while using Xplor will be stored securely on the Xplor platform for the required amount of time. It is the Director and 2IC's responsibility to ensure all documents are completed correctly before being stored on the Xplor cloud. Enrolment forms and Employees' files will be stored in the filing cabinet located in the office, until the individual is no longer present at the centre, then it will be placed in locked storage for the required length of time. Individual programming information will be stored on USB's and kept

in a secure place by the Lead Educator and at the end of each year the USB will be stored in the office in the filing cabinet. At no time will programming documentation be taken home by an educator. All other written information containing private information will be handed to the Director or 2IC and stored securely. No written information will be left in view of unauthorised individuals.

Storage

All files will be stored in a secure manner. The metal filing cabinets used to store archived documents will be locked and keys stored by the Director and 2IC so no unauthorised access to filing cabinets can occur. The office will be locked when not occupied by the Director or 2IC, and any sensitive information used on the floor will be kept in folders not accessible to unauthorised persons.

Confidentiality

All persons with access to files and documents will ensure confidentiality and protect the sensitive information that may be found on certain records and documents. All persons with access to files and documents will sign a Confidentiality Agreement and will abide by the terms of the agreement always. At no time will persons with access to files and documents pass on the information to persons with no authority or use the information to the detriment of any stakeholder or the centre.

Media

Webpage

Birralee Childcare Centre's webpage will contain information required to promote the Centre. There will be no photos of any child from Birrlee Childcare Centre on the Webpage and employees will provide permission before their photo will be uploaded to the page. Currently Local Search maintain the webpage and photos of children on the page are approved by Local Search and are not connected to Birrlee in any form. It is the responsibility of the Director or 2IC to ensure the webpage content is current and reflects Birrlee childcare in a positive manner.

Social Media

Birrlee Childcare Centre will follow the National Model Code for Early Childhood Education and Care, taking images or videos of children while providing early childhood education and care.

Birrlee Child Care Centre will use social media in a positive manner to inform Families and the community about happenings within the centre. There will be two Facebook pages used by the centre, the Open Facebook page, and the Closed Facebook page. The Director and 2IC will be administrators for both pages, having the responsibility of managing and authorising content using only the centre's phones provided. The Director and 2IC will also monitor other employees that have administrator responsibilities of the Facebook pages and will remove any employee from administrator access if deemed necessary. Employees, and volunteers will also need to use Centre phones, and no images will be taken on or screen shot to employee and volunteer's personal phones or other personal devices including, but not limited to watches, iPad, tablets, USB drives, SD cards,

hard drives, glasses. All Educators uploading information to Families will ensure the content has correct spelling and grammar and is worded to ensure Families can clearly understand the context. The centre will use the open Facebook page to advertise happenings within the centre. No photo identifying a child will appear on the open Facebook page and any adult will provide written permission before their image is used. The closed Facebook page will be used to show legal guardians the daily program in action as well as informing them of upcoming events and important notices. Legal guardians will provide written permission for their child to appear on the closed Facebook page and any child without permission will at no time have their image uploaded. Extended family members will not have access to the closed Facebook page and legal guardians will be required to sign documentation that they will abide by the policies when accessing the closed Facebook page. Images and information provided on the closed Facebook page remains the property of Birralee Child Care Centre and no stakeholder is permitted to screen shot or download pictures or information without written consent from Management.

Time periods for social media uploads

The open Facebook page will be monitored regularly, with photos and posts only being removed if deemed to be providing false or outdated information.

The closed Facebook page will have daily programming uploads removed regularly to ensure no more than one month of programming uploads are present on the closed Facebook page. All other communications will be removed when deemed irrelevant by management.

Inhouse Communications

Communications within the centre will be positive and informative for Families and Employees. Nonverbal communication to Families will include notices in both foyers, letters or notices placed in pockets or pigeonholes, notes attached to children's bags and individual routine forms. Individual forms will follow all privacy requirements. Nonverbal communication between Employees will be displayed in the Employees room and it is the responsibility of Employees to be aware of these notices. Educators providing nonverbal communication to Families will ensure the content has correct spelling and grammar and is worded to ensure Families can clearly understand the context.

Authorisation of Content

The Director and 2IC will ensure content on all media sent out to Families and the community is appropriate and meeting the criteria set for media communications. The Director and 2IC will also ensure the content and comments from Families are appropriate and supportive of Educators. The Director and 2IC have the authority to remove and/or edit inappropriate communications. Any social media accounts that bear the centre name or logo remain the property of the centre. Any posts or comments created on a Birralee social media account becomes the property of the centre, no matter who the originator of the content is.

Individual Employees Responsibilities

All employees using social media - both professionally and privately - have an obligation to ensure positive outcomes for the centre. No Employee will state Birralee Childcare Centre as their place of employment on any social media platform. No personal phones will be used to promote, take photos

of children or post Birralee Child Care Centre information or images. All images remain the property of Birralee Child Care Centre and no Employee has the right to repost or use images from the centre. Upon employment, employees will be required to read, understand, sign, and then adhere to the social media code of conduct. Birralee Management will provide devices to employee to collect photo or video images of children for programming purposes; these devices and images are not to be removed from Birralee premises. All photos taken of children will ensure the child's rights, dignity and safety have been maintained. All devices and images will be stored according to privacy and confidentiality policies. Disciplinary action as per the social media code of conduct will be actioned against any Employee found in breach of the social media code of conduct. No employee or volunteer will be permitted to carry or use devices that can take or store photos, while working with children. Personal devices will be required to be stored in individual lockers provided in the employee room. Any watches or glasses capable of taking photos will not be permitted, employees will be required to prove these devices are not capable of taking photos before permitted for use when working with children.

Centre Responsibilities

Birralee Child Care Centre will comply with all legislation to ensure the privacy and rights of all stakeholders. The Director and 2IC will have the control of all social media platforms and will at no time use that power to the detriment of the Centre or any stakeholder, or to benefit their own agenda. The Committee of Management will need to authorise any new social media platforms requested to enhance the communication needs of the Centre. The Director and 2IC will ensure the content of all social media platforms are relevant, updated regularly and all posts are in accordance with all legislation.

Families / Community Members Responsibilities

Families/Community members are required to use all social media platforms in accordance with the Birralee Child Care Centre policies. Families will be provided with correct use of Birralee Child Care Centre social media information on enrolment and will be required to show they understand their responsibility by acknowledging and signing the appropriate area in the enrolment form.

Parents/legal guardians are welcome to view all social media platforms and to make comments that are supportive, respectful, and appropriate. Family members will not have access to the Closed Facebook page. The Director and 2IC will monitor all comments from Families and Community members and will enforce their powers to remove or edit comments they deem inappropriate and not in the best interest of the centre. Families and Community members will be informed that all images remain the property of Birralee Child Care Centre and Families and Community members do not have the right to repost or use images posted to Birralee Child Care Centre social media platforms. Parents /Legal guardians can request images of their child be sent privately to them and these requests will be acted on only if no other child's image is present. Families found to be downloading, storing, or using images that are the property of Birralee Child Care Centre will be removed from the social media platform.

Families and community members will be informed on enrolment that the use of devices to take photos is not permitted, without prior consent from management. Families and community

members are not permitted to take photos of other children without permission from the child's legal guardian. Families and community members taking unauthorised photos will be asked to stop and to delete any unauthorised photos from their device.

Children

Children using electronic devices will be always supervised, with the use of electronic devices being for educational purposes only.

Children will not;

- Search the Web
- Be left unattended
- Be left using electronic devices for long periods of time
- Under 3 years of age be provided with screen time

Permission

Birralee Child Care Centre will ensure all permissions required are obtained and stored within the appropriate person/child file. This is the responsibility of the Director and 2IC. All permission requirements will be passed on to Employees and under no circumstance will Employees deviate from the Families stated permissions. This includes the use of photos on all forms of media and advertising.

Use of Centre phones

Birralee Childcare centre phones and devices will only be used to;

- Take photos of children for observations or daily updates for families on the closed Facebook page
- Taking photos to advertise the Centre in accordance with this policy
- To research children's interests
- To play music
- To provide an educational program

Employees are not permitted to use phones;

- to upload private information
- to engage in inappropriate content
- to make in app purchases
- to interact with persons not connected with Birralee childcare Centre or unsafe characters
- Outside of Birralee boundaries
- To transfer images to devices that are not owned and operated by Birralee childcare centre

Any employee found to be using phones inappropriately will have disciplinary action taken against them.

Compliance

Acceptance of Authority

On enrolment certain authorisations from the child's primary caregiver will be required for Employees to seek:

- Medical treatment from a registered medical practitioner for the child
- Medical treatment from a hospital for the child
- Medical treatment and/or transport by an ambulance service for the child
- Permission to administer medication
- Permission for regular outings
- Permission for non-regular excursions
- Permission to partake in all festive activities
- Permission to photograph and use of photos
- Permission to partake in all emergency evacuations
- Permission to apply sunscreen
- Names of other persons who have authority to:
 - Be an emergency contact
 - Collect the child and remove from the centre
 - Consent to medical treatment

All persons with authority to collect and remove a child from the centre need to be identified as an authorised person. Employees will ensure any person collecting a child/ren is on the enrolment form and has required permission to collect and remove child. If person is unknown to Employee, Photo ID will be required to verify identify.

If the authorised person is under the age of 18, Management will have discussions with the primary caregiver to ensure the authorised person is fit and proper. If Management are not satisfied the under-aged, authorised person will be able to be responsible for the child, the primary caregiver will need to provide documentation that shows the underaged authorised person is fit and proper.

Documentation required may be:

- Statutory Declaration
- Third party evidence

An exception to collecting the authorisation on enrolment will be that the Primary caregiver can complete an authorisation form for a person to collect their child and remove from the centre or add the individual to the Xplor platform and give permission via the Xplor App. The Primary caregiver will need to name the person collecting the child, the person collecting the child will then be required to produce photo ID before removing the child from the centre. All written authorisation forms will be stored in the child's file.

All the above required authorisations will form part of the enrolment form and the Director and 2IC will ensure all authorisations are obtained. If the Primary caregiver does not provide authorisation for any of the above, the Director and/or 2IC will work with the Primary caregiver to ensure both the primary caregivers needs and all legislation are met. Any authorisation not obtained will be communicated to all Employees and Employees will comply with the primary caregiver's authorisation needs.

Refusal of Authority

When the Primary caregiver does not consent to authorisation, Management will communicate any exclusions of a child to all Employees, and all Employees will comply with the primary caregivers needs. Management will not allow any person to collect and remove a child from the centre unless the primary caregiver has provided the appropriate authorisations. Any person wishing to collect and remove a child with no authorisation will be declined, the primary caregiver will be called and if verbal permission is granted the person will need to produce photo ID before access to collect the child is given and the Primary caregiver will need to complete either the written paperwork or add the person to the Xplor App. If the primary caregiver does not give authorisation to collect the child, the person will be asked to leave the centre immediately. Any person refusing to leave the centre after being asked to do so, will be informed that the police are being called and it is in their best interests to abide with the Employee's request to leave. In the case of a person turning violent the Employees is to protect themselves and all children in their care by informing other Employees that the centre is going into lock down. The lock down procedure will begin and remain in effect until the person leaves the centre, or after contacting the police and seeking their advice on how to proceed, Employees will comply and follow police recommendations.

Notification to Authority

The Director and 2IC will be responsible for ensuring all required notifications are provided to the Regulatory Authority within the required timeframe. The Director and 2IC will be knowledgeable on all reportable incidents in accordance with the Education and Care Services National Regulations and Laws.

Responsible Person

There will always be a responsible person on the premises during operational hours. The Director will be the nominated supervisor and the responsible person while at the centre. The responsible person when the Director is absent will be the 2IC and if both the Director and 2IC are absent a Lead Educator will be delegated the responsible person position by either the Director or the 2IC.

Educational Leader

The Educational leader will be an employee member with the knowledge, experience, and capabilities to work with Management in supporting, encouraging, and mentoring all Educators. The role will require the person to agree in writing to be the Educational Leader, the signed documentation will be kept in the individual's file. The Educational Leader role will require the individual to regularly check on all educators, provide practical and positive advice to enhance the environment and program to best suit all children. The Educational Leader will also be available to Educators throughout the day to support any issues that may arise.

Philosophy

The centre philosophy will reflect all Educators' values. At least once a year the philosophy will be discussed, and all Educators will be provided with the opportunity to have input into any changes or additions that may be required. All new Educators will be given the opportunity to have input into the philosophy. Any requested changes to the philosophy will be reflected on by all educators, with

discussions continuing until everyone is satisfied that changes reflect the practices and beliefs of the entire team.

Quality Improvement Plan [QIP], Strategic Inclusion Plan [SIP], Reconciliation Action Plan [RAP]

The QIP, SIP and RAP are documentation required by the centre to ensure continuous growth and best outcomes for children. The documents will be regularly updated [at least twice a year] by the Director and 2IC.

- When updating the QIP all stakeholders will be given the opportunity to contribute. All information received will be reflected on through meetings, discussions, and observations. As a developing document, any information provided outside of the review will be stored to be used later. The updated QIP will be uploaded onto the Xplor app and hard copy available on request at the Centre.
- The SIP updates will reflect the current inclusion barriers in each room, these barriers will be discussed by the team in each room and then reflected in the SIP. Updates will ensure the barriers are current and the SIP remains compliant with inclusion support requirements. The director and 2IC will ensure they interact with the inclusion support liaison officer regularly when requiring extra support for an individual child. Updates to the SIP do not need to be communicated to Families.
- The Narragunnawali RAP confirms our agreement to acknowledge and educate children and Families on First peoples. All Employees will contribute to the RAP and changes will be reviewed and voted on at Employees meetings. A copy of the RAP will be available on the Xplor app and a hard copy available on request at the Centre.

Employees

Employees Numbers

It is the responsibility of Management to employ enough Employees to try for over ratio rosters but will ensure ratios are met at all times while the Centre is operating. Management along with the Treasurer will provide in the yearly budget, wages that are enough to ensure each room has Employees higher than the required ratio. Management will prioritise Employees and ensure a positive environment and working conditions.

Responsible Person

Management will ensure all responsible persons understand their role and can complete the day-to-day responsibilities required. All responsible persons will sign documentation to confirm they are prepared to take on the role. The documentation will be placed in the individual's folder and be available on request.

Early Childhood Teachers

Management will work to ensure there is always one full time Early childhood Teacher and one part time Early childhood Teacher employed, both with approved qualifications. If at any time

Management is unable to find suitable qualified Teachers, it will be the responsibility of Management to seek a waiver with the Regulatory Authority. If the centre does not have any Qualified Early Childhood Teacher or an equivalent qualified person approved by ACECQA, the kindergarten program will cease, and kindergarten funding will not be claimed.

Hiring

The Director and 2IC in consultation with the Committee of Management will have detailed job descriptions for all positions available at the centre. For all positions that are available, Management will use the open Facebook page and inhouse communications to advertise the position. If the position cannot be filled using these options, advertising the position via a job search program will be used. The Director and 2IC will ensure that all candidates are screened for suitability, both educationally and socially. The Director/2IC will inform the committee of Management of all candidates and his/her recommendations. The interview process will consist of all candidates recommended by the Director/2IC given an interview, with questions designed to reveal both educational and social strengths. The interview panel will consist of no less than two members of the Committee of Management. After all interviews are held the panel will decide on the best candidate for the Centre and deliver their findings to the rest of the Committee of Management. Once a decision is made, the candidate will be offered a contract with a 6-month probation clause, if within the 6 months the candidate does not perform in any area, the contract will be terminated. Casual positions can be at the discretion of the Director/2IC and can be sourced from volunteers, resumes received or by advertising on the Centre's Facebook page. Casual candidates will need to fulfill all the requirements as a permanent candidate and will only receive shifts if found to be a suitable fit within the environment. It is the responsibility of the Director/2IC to ensure all candidates understand the hiring process and their responsibilities.

Once the candidate has been provided with a contract the following information will be required by the candidate for their file before commencement of employment.

- A signed contract and confidentiality agreement
- A personal information record, with the candidates:
 - Full name
 - Address
 - Date of birth
 - Emergency contact details
- Evidence of relevant qualifications and/or study plans
- First Aid and CPR qualifications
- Photo ID
- Current Blue Card
- Signed induction checklist

Maintaining

Maintaining Employees will be the responsibility of the Director and 2IC, they will provide a welcoming friendly environment for all Employees to feel safe, respected, and appreciated. The Director and 2IC will work with all Employees developing relationships built on respect and honesty,

embedding practices and actions that are professional and harmonious. The Director and 2IC will ensure they provide Employees with an environment that allows them to be heard, feel safe and valued.

Supporting

Employees will support each other by listening, contributing, and showing respect for each other. All Employees will be required to refrain from negative communications, including gossiping, backstabbing and false accusations. Employees listening to negative communications are required to ask the person to cease and remind them of their obligations to abide by the policies. Employees who continue to be unsupportive will be reported to the Director or 2IC, who will investigate the reasons behind the negativity and find solutions to rectify the issue. Any issue that then continues will result in disciplinary action.

Mentoring

Mentoring will assist all Employees to improve their practices. Employees will use their strengths to mentor each other in a positive manner. The Director and 2IC will foster an environment that is supportive of a mentoring program and lead by example, being available to Employees and passing on their knowledge and skills to others.

Management Plans

To support Employees, develop and improve, Management plans will be created when the individual employee is not responding to other methods of support. The Management plan will be created by the Director, 2IC and the individual employee. The plan will acknowledge the practices that need improving and the Director, 2IC and Employee will work together to create ways for the Employee to improve and monitor progress. Once developed the Management plan will be signed by all parties involved and put into action. The Director and 2IC will monitor the Employee, ensuring reviews are held regularly to communicate improvements, concerns or to modify the Management plan. Management plans that are not followed and/or practices do not change will result in disciplinary action, including termination of employment.

Employee Records

Employee records will be stored in the office in the filing cabinet. The office will be locked when not in use, to ensure employee's files are safe, secure and the confidentiality and the privacy of each Employee is maintained. Any person other than Management will not have access to another Employee's file. Employee records will contain all required information to remain compliant with Education and Care Services National laws and regulations as well as information that will allow Management to complete all required documentation in relation to work health and safety, payment of wages, superannuation, and taxes. It is the responsibility of the Employee to inform Management immediately if any of the details change.

Financial

Keeping Books

It is the responsibility of the Director and/or a person appointed by the Committee of Management to ensure all invoices and receipts are kept and all financial transactions are transparent and available to the Committee of Management. All transactions for the centre will have a recorded document that will clearly show the purpose of the transaction. Any cash received will require a receipt to be provided and a record of the receipt kept at the centre. The centre will not use cash to make purchases, all purchases will be either via internet banking or debit card. Any purchase over \$2500 will need the approval of the Committee of Management. The Director will ensure the accounting program used by the centre is up to date and coincides with all receipts and transactions made.

Monthly Reports

Each month the Director and/or a person appointed by the Committee of Management will cross check all receipts against the bank statement, ensuring all the required documentation is accounted for, including wages, CCS claims, EFTPOS payments, all paid accounts, money banked receipts and any cash payments receipts. The bank statement and receipts will be used to create the monthly banking report that will be presented to the Committee of Management via monthly email updates or at a Committee of Management meeting. The report will show all accounts paid and a profit loss report projected against the yearly budget profit loss report, showing the difference (if any). Monthly bank statement and all receipts will be stored together and kept for the end of year audit. The Director and/or a person appointed by the Committee of Management will prepare a hard copy of the monthly report for the Treasurer to approve and sign which will be added to the statements and receipts for end of year audit.

Yearly Budget

The Director and/or a person appointed by the Committee of Management and Treasurer at the start of each financial year will have a meeting to create a yearly budget, forecasting the approximate income expenditure for the year. The committee of Management will use the proposed budget to forecast any fee increases or limits to spending that may be required to remain financially viable.

Accounts

All accounts will be the property of Birralee Child Care Centre Association Incorporated and will need to be authorised by the Committee of Management before opening or closing any account.

Authorisations

The Committee of Management will oversee the authorising of accounts. The President and Treasurer will have the authorising signatures to the main accounts and will then give authorisation for the Director, 2IC and at times other persons engaged in the financial running of Birralee to have authorisation to utilise the accounts and debit cards.

Child Care Subsidy [CCS] Payments

CCS payments will be lodged weekly using the Centre's current provider program. The Director and 2IC will be responsible for ensuring all lodgements are legal according to the governing bodies. The Director and 2IC are required to register with MyGov and link themselves to the centre to ensure they can complete all required documentation on Proda for CCS payments.

Wages

The Director, 2IC and/or a person appointed by the Committee of Management will ensure all the Employees work details are correctly transferred into the accounting program, including tax and superannuation details, entitled leave and personal information including their email address. The Director, 2IC and/or a person appointed by the Committee of Management are responsible for paying wages weekly and ensuring all information submitted is accurate and correct. Employees are responsible for completing true and detailed time sheets. Each week the Employee's hours, including any leave will be submitted and checked before payment is made. Once payment is made the Director or 2IC and/or a person appointed by the Committee of Management will submit the weekly summary report to the taxation department through the accounting program and payslips will be sent to Employees. The Director, 2IC and/or a person appointed by the Committee of Management will ensure the privacy of all Employees when dealing with wages, no sensitive information will be revealed to another Employee. The Director, 2IC and/or a person appointed by the Committee of Management is responsible to ensure all tax and superannuation due is paid on time in accordance with the current taxation and superannuation laws.

Day to Day Runnings

Prohibition notices

It is the responsibility of the Director or 2IC to ensure any person holding a position on the committee, employed, or spending any time at the Centre do not currently have a prohibition notice. Any Concerns the Director or 2IC will log on to the National Quality Agenda IT System (NQA IT System), find the register of prohibited persons and suspended educators, and do a name search to ensure the individual is able to attend the Centre.

Child protection laws

All Committee, Management, staff, volunteers and students will complete child protection law, and child safety (through Gecco) training yearly. The Director and/or 2IC will ensure that all training requirements are up to date.

Risk Assessments

Risk assessments will be created to ensure the safety of the children during risky experiences within the centre environment. Risk assessments will contain information about the experience, the hazards identified, control measures, who is responsible and when. Risk assessments will also be required when children are taken outside the centre or when maintenance or upgrades within the Centre are required. These assessments will require further information in accordance with

Education and Care laws and regulations. Risk assessments can be developed by any Educator, using the centre template. Once completed the assessment will need to be approved by the Director or 2IC.

Inspections from the Regulatory Authority

The Director, 2IC and/or a person appointed by the Committee of Management will ensure all documentation are complete, stored and/or displayed in accordance with the Education and Care laws and regulations. The Director, 2IC and/or a person appointed by the Committee of Management will complete monthly checks of required documentation and update any incorrect or missing information. The Director, 2IC and/or a person appointed by the Committee of Management will ensure all programming documentation are complete by regularly checking rooms programming requirements. The Director and 2IC will be knowledgeable of all required documentation and where they are stored within the centre and have it readily available for inspection if requested.

Student Placement / Visitors

All students/visitors will be required to complete an induction and child safety training before commencing placement, this will include completing documentation that will provide their full name, date of birth and emergency contact name and number. Students will also be required to provide a copy of their blue card, insurance information from their Registered Training Organisation and photo ID. Once placement commences the student will be required to complete the visitor sign in on the Xplor app, each day of attendance.

All visitors will need to sign in on the Xplor app and follow directives given by employees. Regular visitors will be required to provide information as per regulations and have a current blue card. Non regular visitors will be required to show their blue card if no blue card the visitor will be supervised at all times while in the Centre. Non regular visitors with a blue card can be left alone if no children are present, if children are present the visitor will be supervised by a employee member.

Confidentiality

All Employees are required to comply with confidentiality requirements. This is to maintain our Families and each other's privacy. A confidentiality agreement will be included in the employee's contract information. Confidentiality extends to third party persons and/or organisations, the Director and/or 2IC will ensure the correct paperwork is completed before any sensitive information is passed on. At no time will Family's information be passed on to other Families or third parties without consent.

Communications

Communications within the centre will be varied and sufficient to ensure all persons needing the information have access to it. It is the responsibility of all stakeholders to actively seek out information provided. It is the responsibility of the individual Employee providing the information to ensure that information being passed on is delivered in an appropriate manner according to its context.

- Sensitive information will require a personal approach, including formal meeting or conversations that ensure the privacy of the persons involved

- Events will be advertised via the closed Facebook page, posters, Xplor app, flyers in the children's pockets, etc
- Individual room events will be advertised via the closed Facebook page, posters, Xplor app, flyers in the children's pockets, etc
- Community events will be advertised in the foyer and on the closed Facebook page

The best option for the required communication will be made by the appropriate Educator. When undecided Educators are to seek clarification from the Director or 2IC.

All communications will be provided in a manner that will ensure Families understand what is being conveyed.

Fundraising

All fundraising efforts will be required to be approved by the Committee of Management, the fundraising event will need to be budgeted and have an action plan to allow the Committee of Management to make an executive decision on the viability of the event. The responsibility of the fundraising event will vary and the person in charge will need to accept that responsibility either verbally or nonverbally before the event can proceed. All monies associated with the fundraising event will be handed to the Director or 2IC for deposit into the centre's banking account and completion of all required documentation in accordance with financial obligations.

Enrolments

The Centre will run at a high capacity of enrolments when all the other policies and procedures are followed and adhered to. It is the responsibility of the Director and 2IC to ensure the centre self-promotes with quality care and education. Paid advertising will be through the Local Directory, with all free advertising coming from the Facebook page, Care for Kids free website and word of mouth from our Families. Any further advertising will need to be approved by the Committee of Management. The Director and 2IC will work throughout each year to ensure the centre remains at capacity, making sure the following year is pre-arranged well in advance. All vacancies will be advertised, using the Facebook page and Care for Kids free website. Waiting lists will be kept, with Families emailing all information to the centre, if care becomes available the Family who best suits the availability will be notified.

Policies and Procedures

The centre will always have policies required by Education and Care laws and regulations. Policies and procedures will reflect best practices and cover all aspects of the day to day running of the centre. Policies and procedures will give clear instruction to all stakeholders on their responsibilities and how to perform them. Policies and procedures will be regularly reviewed by all stakeholders and all amendments and/or additions will be communicated to stakeholders, within the required timeframe, via Employee's meetings, notices to Families and updating the policy and procedure document on the Xplor app, Web site and hard copy at the Centre.

Extreme Emergency Management

In extreme emergencies, Management will create action plans using information and guidelines from federal, state and/or local government. The action plans will be developed to ensure the safety of all stakeholders during the extreme emergency and will be updated according to information received from government officials. The Committee of Management will be involved in the development of all action plans and will work closely with the Director and 2IC to ensure action plans are in the best interest of all stakeholders. The action plans will override any relevant policy or procedure and will continue until the extreme emergency no longer exists. All stakeholders will be informed of the action plan and their responsibility in complying with all required actions, individuals not complying with actions and placing others in risk will be asked to comply or remove themselves and if applicable their child from the service until the extreme emergency is over.

Grievance and Complaints

Conduct

All stakeholders are provided with information on how to conduct themselves, it is then the responsibility of every individual to ensure they follow these guidelines and maintain a behaviour that is respectful, inclusive, and positive. The Director and 2IC, when required, will work with an individual to support their efforts in following conduct guidelines. In extreme cases when an individual does not respond to the Director and/or 2IC, they will be informed that their actions are not in accordance with centres policies and ask them to remove themselves from the Centre, if they do not conform to the request they will be informed that the police will be called to remove them.

Grievance

Any stakeholder who feels their request or concern has not been addressed fairly or as efficiently as they may have expected, has a grievance. It is the responsibility of the Director and 2IC to ensure any grievance is dealt with in a positive and swift manner. The Director and 2IC will ascertain if the grievance is formal or informal and place the appropriate procedure into action.

All stakeholders, on request, will be provided with the policy to ensure they are able to complete the complaint in the correct manner.

Informal Complaint

A stakeholder has an issue they feel needs to be actioned, they can work with others to resolve the issue in a non-formal environment using the steps below.

- The grievance is acknowledged either verbally or in the written form.
- Both parties can discuss the matter openly and in a respectful manner to come to a mutual agreement
- A mediator is required to allow both parties to feel supported

- The issue is resolved with a satisfactory outcome for both parties

Formal Complaint

A stakeholder is unable to resolve their issue in an informal manner and would like to submit a formal complaint. The steps below will need to be followed by the Director, 2IC and the complainant

➤ **Step 1: Complaint is received**

- Receiving the complaint and requesting the complainant to submit their complaint in writing to make the terms or basis of any complaint as clear as possible.
- Providing the complainant with the formal complaint documentation
- Informing the complainant of the Grievances and Complaints Policy of the centre.
- Standing aside from participation in procedures related to the investigation, or Management of a complaint if personally involved as a complainant or involved in the complaint.

➤ **Step 2: Assessment of complaint**

- Assessment of the complaint, the Director and/or 2IC will commence action within 48 hours of the complaint being received, working in conjunction with the President. If the complaint is a notifiable complaint, ACECQA must be notified. This is completed by submitting forms electronically on the National Quality Agenda IT System, within the required time frame of within 24 hours from when the formal complaint was received.
- Contact ACECQA for confirmation, if unsure the complaint is notifiable.

➤ **Step 3: Considering the complaint – general and notifiable complaints**

- Deal with the complaint as soon as possible.
- Considering the nature and the details of the complaint.
- Identifying which policies (if any) the complaint involves. For example, a complaint about dirty equipment would involve the Hygiene Policy.
- The Director will inform the Committee if their involvement is required.
- If required, invite the complainant to meet with the Director and or President (or committee member who has been delegated authority to deal with the matter) to discuss the complaint and provide additional information where relevant.
- Informing the complainant of the requirements to notify ACECQA of the complaint if it is a notifiable complaint. Outline the role ACECQA may take in investigating the complaint.
- If a meeting is not required, the Director will notify the complainant of the procedure for dealing with the complaint. Time, date, and details of this conversation are to be recorded. This is to be followed up with a letter from the Director outlining information discussed.
- Maintaining appropriate records of the information and data collected. This includes minutes of meetings and copies of relevant documentation relating to the complaint.

- Respecting the confidential nature of information relating to the complaint. The Director and the Committee will handle any complaint in a discrete and professional manner. All written information relating to complaints will be stored in compliance with the Privacy Policy of the centre.
- **Step 4: Investigating the complaint** and gathering relevant information The Director and/or the Approved Provider are to:
 - Arrange a meeting with individual witnesses to any alleged incident, giving right of reply to the person or persons against whom the allegations are made in relation to any accusation or information relating to an alleged incident.
 - Be available to meet with ACECQA officer if required and providing additional information as requested.
 - Review relevant information and documents.
 - Obtain any other relevant information or documentation that will assist in trying to resolve the complaint. For example, if the complaint relates to a child: Employees, ratios, copies of the Employees roster, and attendance records will need to be reviewed.
 - Seek advice, where appropriate, from individuals and organisations that may be able to help resolve the complaint.
- **Step 5: Resolving the complaint**
 - General complaints: Endeavouring to resolve the complaint by mutual agreement of the parties involved. Reporting outcomes to the committee and, where required, setting out the terms of any recommendations to be considered by the Committee. Confidentiality of complainants will always be maintained.
 - Notifiable complaints: Informing the Committee on the involvement of ACECQA and reporting on any on-site visits by ACECQA and the outcomes of any investigation by ACECQA into the complaint. Reporting any recommendations to the Committee.
 - Referring the complaint to the Committee if the complaint has not been resolved to the satisfaction of the parties involved, or particular decisions requiring Committee approval.
- **Step 6: Involving the Committee**
 - Providing a report to the Committee, including relevant information gained in investigations and consultations relating to the complaint.
 - The Committee reviews the report and any recommendations from the Director decides on the action, if any, to be taken, including relevant review mechanisms.

The complaint may be subject to an external review process and / or mediation by an external party if the Committee feels this is appropriate.

- **Step 7: Reporting back and follow-up**

- Advising the complainant and other relevant parties of any decisions the committee has made relating to the complaint. Where appropriate the President will set in place relevant review mechanisms and/or procedures to monitor progress.
- Recording complaints (including minor complaints resolved by Employees and the Director) and providing a report to each Committee meeting, on the number and nature of any complaints received. Confidentiality will always be maintained.
- Responsibilities: It is the responsibility of all parents and Employees to implement this policy.

Committee of Management

Constitution

The committee of Management will abide by the laws and by-laws of the Birralee Child Care Ass Inc constitution. The constitution provides clear guidelines on how to form the Committee, individual roles and how to conduct themselves for the betterment of the centre. The constitution will be kept on the premises and will always be available for any stakeholder to peruse.

Fit and Proper person

To ensure Birralee is compliant with legislation all family members of the committee will need to ensure they are fit and proper to run the Centre. Ensuring they understand their obligations and take their role as approved provider seriously. The Director will be responsible for informing committee members of their role and their obligations, allowing them to decide if they can commit to the role of approved provider. If the regulatory authority decides to reassess the fitness of the committee of management, the committee will work with the regulatory authority to resolve any issues and return to being fit and proper.

Responsibilities

The Committee of Management is the approved provider, holding the licence for the centre. The Committee of Management will be responsible for ensuring the Director can complete all day to day tasks and maintain a positive and viable environment for all stakeholders. The committee of management will ensure all conditions of the service approval are maintained and followed.

Reports

Reports will be presented to the Committee of Management via monthly emails and at meetings. The Director is responsible for tabling the Director report and the monthly profit loss report. The Secretary [2IC] will be responsible for sending out the agenda before each meeting and complying detailed minutes of each meeting. Outside of meetings, reports will be emailed to all committee members, when required. Committee members can request further reports or information at any time, via email or in person.

Meetings

In accordance with the constitution, meetings are required to be held every three months at a minimum. However, it is at the discretion of the Committee of Management, to decide the regularity of meetings each year. Meetings will require a quorum of four members. This includes a minimum of two parent members. Majority rules when voting and if the vote is a tie the President will have the final say.

Regulatory Authority Responsibilities

The Committee of Management are responsible in ensuring:

- Ensuring the compliancy of the Centre with all legislation
- Yearly registration to the Regulatory Authority is completed
- All compliance issues are resolved
- A register of compliance issues kept and available at any time
- All correspondence is actioned
- All required documentation and lodgements are made within the required timeframes.

Building

Lease

The building is owned by the Department of Education Queensland. Birralee Child Care Centre Association Incorporated lease the building on a three-year lease contract. It is the responsibility of the Director to inform the committee of Management of the lease renewal and to obtain all required information and submit information on time to ensure the lease renewal. The Director and 2IC are to ensure lease obligations are always met.

Building requirements

It is the responsibility of the committee of management to ensure the building remains complaint with legislation. The Director will inform the committee of management on any issues that deem the building to be non-complaint. This includes but not limited to fencing, laundry facilities, indoor and outdoor spaces, toilets/change table facilities, security systems and lighting. It is the responsibility of the Director to be knowledgeable of all building requirements and to ensure the committee of management are informed immediately to resolve the issue.

Maintenance

Conditions of the lease require a maintenance levy to be paid quarterly to the Department of Education. In return, all maintenance issues, excluding lawn maintenance, security systems and light bulbs is completed by the Department of Education. All maintenance issues need to be lodged via email to QBuild, who will organise the required maintenance job to be completed. Any maintenance issues that disrupt the day-to-day running's of the centre or cause the centre to be non-compliant with regulations and guidelines are to be dealt with outside of operating hours or under the

successful application of a waiver from the Regulatory Authority to alter the service approval for the period of maintenance. The Director or 2IC is responsible for completing and submitting all required documentation for the waiver.

Insurance

It is the responsibility of Management to ensure work cover, comprehensive and public liability insurance is always current. Annual renewal notices will be thoroughly reviewed and approved by the Committee of Management with any changes required being made before accepting the policy. Management will be responsible for obtaining the certificate of currency and having it available for viewing by appropriate persons.

Definitions

| Term | Definition | Source |
|---|---|--|
| ACECQA – Australian Children’s Education and Care Quality Authority | The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources and services to support the sector to improve outcomes for children | Accecqa.gov.au |
| Approved provider | A person who holds a provider approval (National Law). A provider approval authorises a person to apply for one or more service approvals and is valid in all jurisdictions | Guide to the NQF (Glossary) |
| Authorised person | Means: (a) a person who holds a current working with children check (WWCC), or equivalent; or (b) a family member of a child who is being educated and cared for by the service or the family day care (FDC) educator; or (c) an authorised nominee of a family member of a child who is being educated and cared for by the service or the FDC educator; or (d) in the case of an emergency, medical personnel or emergency service personnel; or (e) a person who is permitted under the jurisdictional working with children law to remain at the service without holding a working with children check (WWCC), or equivalent. | National Law (Section 170) |
| Educational leader | The educational leader is an appropriately qualified and experienced educator, co-ordinator or other individual designated in writing by the approved provider under regulation 118 to lead the development and implementation of educational programs in the service | Guide to the NQ |
| Fit and proper person (to be an approved provider) | The regulatory authority assesses whether an approved provider or a person with management or control of a service is a fit and proper person to be involved in the provision of an education and care service. | National Law (Section 12) |
| Regulatory Authority | A regulatory agency is a public authority or government agency responsible for exercising autonomous authority over some area of human activity in a regulatory or supervisory capacity. | www.google/define |

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|--------------------------------|--|--|
| Quality Improvement Plan (QIP) | A document created by an approved provider to help self-assess service performance in delivering quality education and care and to plan future improvements. | National Regulations (Regulation 55) |
| Social Media | Websites and applications that enable users to create and share content or to participate in social networking. | www.google/define |
| Code of Conduct | A code of conduct is a set of rules outlining the norms, rules, and responsibilities or proper practices of an individual party or an organisation. | en.wikipedia.org |
| Philosophy | A theory or attitude that acts as a guiding principle for behaviour. | www.google/define |
| Child Care Subsidy [CCS] | The Child Care Subsidy is the main way the Government assists Families with their child care fees | www.google/define |
| Proda | PRODA is an online authentication system used to securely access certain online services | Medicareaustr.com |
| MyGov | Government online Service | www.google/define |
| Risk Assessment | A systematic process of evaluating the potential risks that may be involved in a projected activity or undertaking. | www.google/define |
| Extreme Emergency | Extreme emergency means the occurrence of a fire, water leak, electrical failure, public disaster, or other catastrophe constituting an imminent threat of physical harm to personnel or patrons | www.google/define |

Policy Details

| Date Created | Date Due for Review | Date Revised | Date Authorised by Committee of Management |
|--------------|---------------------|--------------|--|
| 25/01/2021 | 25/01/2022 | 22/10/2021 | 14/04/2021 |
| | | 21/08/2023 | 25/08/2023 |
| | | 13/09/2024 | 11/09/2025 |
| | 20/01/2026 | 02/01/2026 | 07/01/2026 |
| | 20/01/2027 | | |
| | | | |