

Governance and Management Policy

POLICY STATEMENT

Eastwood Heights OOSH (the Service) aims to provide a quality Education and Care Service. It operates according to national legal requirements and recognised best practice in Education and Care Service management, which ensure there are appropriate governance arrangements in place at all times. There will be ongoing review and evaluation of the Service's management and all relevant information will be available to stakeholders.

The governing document of the Service is the EHOOSH Constitution that deals with the key legal requirements for running the Service. A copy of the Constitution will be readily available to all EHOOSH Parent Management Committee (the Committee) members to consult. New members will be given a copy of the Constitution as part of their orientation.

For the purpose of the National Quality Standards, the Committee is the Approved Provider of the Service. As the Approved Provider, the Committee will ensure that all aspects of governance and management are clearly articulated and complement the Service's philosophy. The Committee will ensure that copies of the Service's policies and procedures (as required under Regulation 168) are available for inspection at the Service at all times.

RESPONSIBILITIES

The responsibilities of the Approved Provider include:

- Compliance monitoring – ensuring compliance with the purposes and values of the Service and with its Constitution
- Organisational governance – setting and/or approving policies, as well as plans and budgets to achieve the objectives contained therein, and monitoring performance against them
- Strategic planning – reviewing and approving strategic direction and initiatives
- Regulatory monitoring – ensuring that the Service complies with all relevant laws, regulations and regulatory requirements
- Financial monitoring – establishing and maintaining systems of financial control, internal control, and performance reporting; reviewing the Service's budget; monitoring management and financial performance to ensure the solvency, financial strength and efficient performance of the Service
- Financial reporting – considering and approving annual financial statements and other required reports to government bodies
- Organisational structure – setting and maintaining a framework of delegation and internal control
- Staff selection and monitoring – selecting, evaluating the performance of, rewarding and, if necessary, dismissing staff; delegating the functions of sub-committees, the Nominated Supervisor, and other staff
- Risk management – reviewing and monitoring the effectiveness of risk management and compliance in the Service; agreeing or ratifying all policies and decisions on matters that might create significant risk to the Service, financial or otherwise
- Dispute management – dealing with and managing conflicts that may arise within the Service, including conflicts between families, Committee members, Educators, or volunteers.

The Nominated Supervisor is responsible for the day-to-day management of the Service and for addressing key management and operational issues within the parameters of the Service's policies, including:

- developing and implementing organisational strategies and making recommendations to the Approved Provider on significant strategic initiatives
- making recommendations for the appointment of staff, determining terms of appointment, evaluating performance, and developing and maintaining succession plans for staff
- having input into the annual budget and managing day-to-day operations within the budget
- maintaining an effective risk management framework
- keeping the Approved Provider and state regulatory authority informed of any development that may impact on the Service's performance.

PROCEDURES

Philosophy and policies

The development and review of the Service's philosophy and policies will be an ongoing process.

The philosophy will underpin all documentation and practices of the Service and will reflect the principles of the approved national framework for school age care "My Time, Our Place". There will be an ongoing collaborative and consultative process to support the constant development of the philosophy that will include children, families and educators. The Service's current philosophy will be included in the Quality Improvement Plan for the Service.

Policies and procedures will provide clear documentation that will define agreed and consistent ways of doing things to achieve the stated outcomes. The Service's philosophy and policies will be available on the premises for all stakeholders to access.

Financial management

The Approved Provider will be responsible for developing and overseeing the budget of the Service and for ensuring that the Service operates within a responsible, sustainable financial framework.

In line with this responsibility the Committee will conduct a budget planning meeting each year as part of its annual business planning. More details of budgeting and fee setting are contained in the Fees Policy.

The Service's financial reporting (including an income and expenditure statement and balance sheet) will be presented to the Committee on a regular basis, when the opportunity to ask questions or seek further advice from Committee members will in turn be provided.

Facilities and environment

The Approved Provider will ensure Regulations 103–115 relating to the physical environment required for an OOSH Service are maintained at all times.

Equipment and maintenance

Appropriate equipment and furniture, to meet the needs of the children and educators, will be kept well maintained and in working order. Processes will be in place for routine cleaning of toys and equipment.

Review and evaluation of the Service

Ongoing review and evaluation will underpin the continuing development of the Service. The Approved Provider will ensure that evaluation involves all stakeholders, especially families, children and educators.

The development of a Quality Improvement Plan (QIP) will form part of the review process. Reflection on what works well and what aspects of the Service need further development will be included in the QIP and discussed at meetings of the Committee.

Confidentiality

All members of the Approved Provider will maintain confidentiality. This is addressed in the Confidentiality and Privacy Policy. The Approved Provider will ensure confidentiality of records.

Work, Health and Safety

The Service has procedures in place to address the legal requirements relating to safety in the workplace, including a Work, Health and Safety Portfolio compiled for the benefit of all staff. The Nominated Supervisor will report back to the Approved Provider on any work, health and safety issues as they arise. Committee members will be provided with information to assist them in meeting legislative obligations.

Statutory authority

- Education and Care Services National Law Act 2010 (Regulation 103-115, 168, 171, 172)

Service policies

- Confidentiality and Privacy Policy
- Fees Policy

National framework

- Framework for School Age Care in Australia, "My Time, Our Place"
(http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/my_time_our_place_framework_for_school_age_care_in_australia.pdf)