



GOVERNANCE AND MANAGEMENT **OF THE SERVICE**

<u>Policy Reviewed:</u>	January 2023
<u>Next Review Date:</u>	January 2024
<u>Relevant Legislation:</u>	Regulations 29, 158, 160, 161, 162, 167, 168, 170-177, 180, 181, 183-185
<u>National Quality Standard:</u>	4.1.1, 4.1.2, 4.2.1, 4.2.2, 7.1.2, 7.1.3, 7.2.3
<u>Location of Information:</u>	Policy and Procedure Handbook
<u>Sourcing of Documents:</u>	<ul style="list-style-type: none">• Education and Care Services National Regulations, December 2021

POLICY

Kids on Gallaghers is a privately owned centre, operated by Trident Personnel Pty Ltd. A partnership consisting of Colin Sann and David McLoughlin (Approved Providers).

Decisions pertaining to the running of the centre, its policies and improvement plans are made in conjunction with the Nominated Supervisor on site and where relevant; educators and families.

Trident Personnel operate three other education and care centres in the area which consist of Wheelers Hill, Kids on Mullum, and Glen Iris. All centre directors work together as a group to ensure quality standards and efficient work ethic across all four centres.

Educators at all four centres are familiar with the management structure and are aware of whom they can contact when they are having any issues with families, other educators or the director.

PRESCRIBED INFORMATION TO BE DISPLAYED

Certain information must be displayed at the centre and must be displayed so that it is clearly visible from the main entrance of the centre.

INSURANCE RECORDS

The centre will keep a current 'certificate of currency' for public liability insurance on electronic file at the centre at all times. This will be made available for inspection by the regulatory authority or an authorised officer.

POLICIES AND PROCEDURES

The centre ensures that policies and procedures are readily available for all educators, families, students, volunteers, visitors and regulatory staff. Continuous monitoring is taken to ensure that the written policies and procedures are followed.



Management must give at least 14 days notice to families enrolled at the centre before making any change to a policy or procedure that would:

- Have a significant impact on the enrolled child
- Affect the family's ability to utilise the centre
- Affect the fees charged or the way fees are collected

The notice period is not required if the change to policy or procedure is to address an issue in relation to the safety, health or wellbeing of any child enrolled at the centre.

CHILD ATTENDANCE RECORDS

The centre will ensure accurate attendance records are kept which:

- Records the full name of each child attending the centre
- Records the date and time each child arrives and departs
- Is signed on the child's arrival and departure by either:
 - The person who delivers or collects the child
 - The nominated supervisor, certified supervisor or room educator

CHILD ENROLMENT RECORDS

The centre must keep an enrolment record for each child enrolled at the centre. Only the centre will use the enrolment form, which requests information from families as required under the national regulations.

RECORD KEEPING

Under the national law, enrolment forms and other documents must be kept at the centre to the extent achievable, if they relate to the centre, any educator or child for the previous 12 months. If they are not kept on the premises, they must be kept at a place readily accessible by an authorised officer.

CONFIDENTIALITY AND STORAGE OF RECORDS

Records will be kept in a safe and secure place. They will be kept for the period of time specified in the national regulations. Records may be kept in hard copy or electronic form and will be accessible as required.

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, certified supervisors, nominated supervisor or the approved provider who require the information for the education and care of the child
- Medical personnel who require the information for medical treatment of the child
- The parent/s of the child that the record relates to, or
- The regulatory authority or authorised officer

It may also be communicated if authorised or required under any act or law, or if a person who provided the information gives written permission for the centre to share information about their child with a support agency such as inclusion support. Records identified as no longer being required to keep under the regulation will be discarded appropriately.



PRIVACY

It is a guideline of this centre to ensure that only authorised people have access to information regarding the families, children and personnel in our service. In addition, records will be secured within the office area in locked cupboards.

Information regarding existing and past families within the centre will be treated with the strictest confidence and under no circumstances will any information be disclosed without the permission of the persons concerned.

- All records relating to families, children and personnel will be kept in a secure location, which is not accessible to the public. Records containing prescribed information about children in care at the centre will be maintained for the required time frame, in accordance with state legislative requirements.
- Management and educators will not discuss any matters relating to the children, families or other educators with anyone; this includes other families or friends.
- Educators/Families will direct any concerns regarding what constitutes confidential information to the centre director or licensee for clarification.
- The only person authorised to have access to information are the families, educators, the centre director and relevant authorities, if required.
- Information will not be given without the family's written consent.
- The centre will not verify any child's enrolment without parental consent.
- All enquiries regarding information of children (apart from the custodial parent/s) in the first instance need to be directed to the centre director.
- Disclosure of confidential information will be considered an act of misconduct and will result in appropriate disciplinary action.
- As a company, we value the privacy of our customers, clients and colleagues and will do our utmost to ensure that the *National Privacy Principles* are adhered to at all times.

DISPLAY OF QUALITY RATINGS

Section 172(d) of the National Law contains an offence where an approved provider of an education and care service fails to display the rating of the service. The rating must be clearly visible from the main entrance of the service premises.

An amended regulation came into effect on July 30th, 2021 that states an approved provider must display rating certificates issued by or on behalf of the Regulatory Authority, or ACECQA (if ACECQA has given the service the highest rating level) to the approved provider. This is to avoid confusion for families, the community and the broader sector.