

Acorn Child Care Centres Policies and Procedures



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Governance and Management

Background

The day-to-day operations of early education and care services must comply with all relevant legislation, standards and codes of practice. Services cannot achieve this without effective governance and management. Quality Area 7 of the Guide to the National Quality Standard contains the elements of effective leadership and management that result in a well-functioning, compliant service. Quality Area 7 also assists services in improving their skills in governance and management. The terms 'governance' and 'management' have different meanings. 'Governance' refers to the service's future direction and goals, and how it will achieve these. It also ensures the service meets its regulatory requirements and that members of its governing organisation follow that organisation's constitution. 'Management' is about the service's day-to-day operation, such as children having sufficient toys and resources, parents' fees being up-to-date, and staff and educators following the service's policies and procedures.

Policy statement

Acorn Child Care Centre is a proprietary limited company owned by Dr Martin and Mrs Jeanne Strahan, and Mr Doug Burns. The business activities are dealt with by the licensee Doug Burns CPA. The Centre is managed by an executive committee comprising the owners Martin Strahan, Jeanne Strahan, Doug Burns and the Centre Directors. Staff and parent input and concerns are considered at the monthly executive meetings to ensure high quality and inclusive centre practices and policies. The daily operations of the centres are managed by the Director who assists prospective families who have enquiries about the centre, orientates and enrol new families and assists. This Policy outlines the way the Service ensures its practices comply with all relevant legislation, standards and codes of practice, and how it plans to continuously improve its leadership and management practices.

Strategies and practices

Approved Provider and Nominated Supervisor

- Acorn Child Care Centre is the Approved Provider of the Service, and holds the legal responsibility for operating the Service. QA 7.1.1
- The name and contact details of the Approved Provider are displayed in the foyer and included in the Service Handbook given to parents at enrolment. QA 7.1.1
- A Nominated Supervisor, approved as a suitable, fit and qualified person by the Regulatory Authority and appointed by the Approved Provider, is in charge of the day-to-day operations of the Service. Refer to the Service's *Staffing Policy*. QA 7.1.5
- The Nominated Supervisor is also the Responsible Person whenever on the premises. Refer to the Service's *Staffing Policy*. QA 7.3.2
- At any time the Nominated Supervisor is not on the premises, a substitute Responsible Person who is physically present is placed in charge of the Service's day-to-day operations. Refer to the Service's *Staffing Policy*. QA

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- The details of the Nominated Supervisor and the Responsible Person are clearly displayed in the main entrance of the Service. QA 7.1.1
- The Nominated Supervisor ensures that the Service's staffing arrangements meet regulatory requirements at all times. Particular attention is given to the Responsible Person and Educational Leader. Refer to the Service's *Staffing Policy*. QA 7.1.4
- Induction for staff, educators and parents is comprehensive so that all know the Service's goals (plans for the future), how it will go about achieving these, and the policies and procedures which guide the Services' day-to-day practices. QA 7.1.2, 7.2.2, 7.3.2

Information Displayed

- All information required by Regulation 173 of the Early Education and Care Services Regulations 2011 is displayed in the main entrance of the Service. QA 7.1.1

Philosophy, Policies and Procedures

- The Service has a written Philosophy which reflects the principles of the Education and Care National Regulations 2011, the Early Years Learning Framework 2009 and My Time, Our Place 2009. This Philosophy was developed by the Approved Provider, Nominated Supervisor, staff, educators and parents and, as such, reflects their shared understanding of the role of the Service with children, families and the community. QA 7.2.1
- The Philosophy informs the Service's policies and procedures as well as the decisions and day-to-day practices of the staff/educators. QA 7.2.1
- The Service maintains up-to-date policies and procedures on all topics required by Section 168 of the Education and Care Services National Regulations 2011. The way these policies and procedures are communicated to parents, educators and staff, the process by which these policies and procedures are reviewed, and how changes are communicated to parents, educators and staff are detailed in the Service's *Policy and Procedure Review Policy*. QA 7.3.5

Record Keeping

- The Service keeps records according to Sections 177-184 of the Education and Care Services National Regulations 2011. Refer to the Service's *Privacy and Confidentiality Policy*. QA 7.3.1

Privacy and Confidentiality

- The Service maintains the privacy and confidentiality of all records and information about individual children, families, parents, staff/educators, students and volunteers. Refer to the Service's *Privacy and Confidentiality Policy*. QA 7.3.1

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Continuous Improvement

- The Service is committed to continuous improvement. It has processes in place to evaluate the extent to which it meets or exceeds the National Quality Standard 2009. The findings of the evaluation are used to develop the Services Quality Improvement Plan (QIP). QA 7.2.1, 7.2.3

Grievances and Complaints

- The Service follows clear processes to ensure all grievances and complaints are addressed, investigated fairly and documented promptly. If relevant, changes are made to the Service's Policies and Procedures. Refer to the Service's *Grievance and Complaint Policy*. QA 7.3.4

Notifications

- The Approved Provider and Nominated Supervisor notify, within the stated time, the Regulatory Authority of circumstances and provide it with information as detailed in Regulations 174, 175 and 176 of the Early Education and Care National Regulations 2011. QA 7.3.3

Responsibilities of parents

- To be aware of the way the Service operates and to know the appropriate person to contact and how to contact them when they have any suggestions to improve the Service or any concerns about the Service's practices.

Links to other policies

- Grievance and Complaint Policy
- Enrolment and Orientation Policy
- Privacy and Confidentiality Policy
- Staffing Policy
- Policy and Procedure Review Policy

Sources

- Early Years Learning Framework 2009
- Education and Care Services National Regulations 2011
- ACT Council of Social Service. (2013). *Governance and management: Knowing the difference*. <http://www.actcoss.org.au/oik/infosheets/governance/boardnEOresponse.html> accessed 23 November 2013
- Guide to the National Quality Standard 2011
- My Time, Our Place 2009

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Further reading and useful websites

- ACT Council of Social Service – <http://www.actcoss.org.au/>
- Byrne, S. (2009). *Governance and management interaction in a childcare setting*. <https://eprints.usq.edu.au/6446/> accessed 23 November 2013
- Community Child Care Co-operative. (2013). *So now you are on the committee*. <http://cccsw.org.au/resources/management> accessed 23 November 2013

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