



## Introduction

The requirements of an education and care service in the area of Management and Leadership are embedded in the Education and Care Services National Law and Regulations and related legislation regarding management of a business and working with a staff team and with parents who are consumers at the service.

Core references are given in each policy and the main reference list is at the back of the Manual, however the reader should consider the references that apply for their local situation.

The national Early Childhood Australia Code of Ethics is an important part of this work.

## Critical areas of concern

Governance of the service will be conducted legally, ethically and with integrity. Management will identify risks and develop appropriate strategies. Management will also address its legal obligations and manage these through education of staff, policies and relevant processes. The management will ensure that the Service complies with the appropriate legislation and relevant standards.

## Implementation

The service philosophy guides the development and implementation of all its policies, leadership and management are no exception.

## Knowledge development

Staff in this service are required to have or be working toward the relevant baseline qualification and then continue their ongoing learning. In this area, it includes:

- Orientation
- Professional learning
- Ongoing reading, discussion and self-reflection as a manager and leader
- External professional development.

## Critical reference

This suite of policies (QA&) is designed to complement the Child policies.



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## Acknowledgements

We acknowledge the input from the staff and friends of Child Australia, the Professional Support Coordinator (the PSC) team, the Community Child Care Coop (NSW), Curtin University Early Learning Centre, the Directors and staff of the Early Learning Services and Outside School Hours Care Services and the members of the Educational Leaders Association who helped in the development of these policies.

## Policy: Acceptance and refusal of authorisations

### Related policies and procedures

Philosophy  
Delivery and collection of children including children at the Service after hours  
Confidentiality of records  
Enrolment  
Notice of withdrawal  
Orientation  
Dealing with complaints

### Centre forms related to this policy

Enrolment form  
Medication form  
Excursion form

### Related Centre publications

Parent handbook  
Staff Handbook

### Related education

Parent orientation session  
Child protection

### Review schedule

2 years or at need

### Legal and professional requirements:

Education and Care Services National Law: Section 3 Objectives, 165, 165A and 167

Education and Care Services National Regulations: 92-94, 102, 158, 160 - 162

National Quality Standards:  
Quality Area 2.3.1, 2.3.2, 2.3.3, 6.1, 6.2, 6.3

### Policy statement

We commit to working with parents closely and seek to communicate well with parents on the major decisions through the day.

To reduce the risk of misunderstanding, we require written specific authorisation for actions such as the collection of children, seeking medical treatment, administration of medications, and participation in excursions.

### Note:

In accordance with the Education and Care Services National Regulations, the Service will waive compliance with this policy where a child requires emergency medical treatment for conditions such as anaphylaxis and asthma.

In emergencies, the Service will seek to act in the best interests of the child and will contact the parent as soon as practicable.

### Rationale

One of the primary objectives of the Education and Care Services National Law and the Education and Care Services National Regulations is to ensure the safety, health and wellbeing of children attending education and care services.

The Early Years Learning Framework tells us that partnerships with families are based on the foundations of understanding each other's expectations and attitudes, and building on the strength of each other's knowledge.



## Procedure: Acceptance and refusal of authorisations

### Responsibilities of the Centre

The Nominated Supervisor will ensure that:

- parents are advised of the requirements for authorisations
- parents are informed that court orders, parenting orders or parenting plans may affect who has the right to give and be named in any authorisations.
- the service will apply the authorisations appropriately
- the retention of the authorisations with the enrolment record will be undertaken each year
- the service will exercise the right of refusal if the authorisations do not comply with our policy or procedures.

### Valid authorisations

The Nominated Supervisor or their delegate will check all authorisations, should any be unclear or not completed or not comply with policy, the Nominated Supervisor will advise parents verbally that these must be completed correctly asap.

### Parent's role

It is a condition of enrolment that Parents are to ensure that their authorisations are kept current.

Parents are **required** to advise the Service of any court orders, parenting orders or parenting plans which may affect who have the right to give and be named in any authorisations.

### Issue resolution

Should any issue or concern be identified, Educators will first discuss with the family member. Should this not provide a resolution, or not be possible, either party will discuss the issue with the Director.

## Policy: Waitlist

### **Related policies and procedures**

Philosophy  
Delivery and collection of children including children at the Service after hours  
Confidentiality of records  
Enrolment  
Notice of withdrawal  
Orientation  
Dealing with complaints

### **Centre forms related to this policy**

Enrolment form  
Medication form  
Excursion form

### **Related Centre publications**

Parent handbook  
Staff Handbook

### **Related education**

Parent orientation session  
Child protection

### **Review schedule**

2 years or at need

### **Legal and professional requirements:**

Education and Care Services  
National Law: Section 3 Objectives, 165, 165A and 167

Education and Care Services  
National Regulations: 92-94, 102, 158, 160 - 162

National Quality Standards:  
Quality Area 2.3.1, 2.3.2, 2.3.3, 6.1, 6.2, 6.3

### **Policy statement**

The service will accept fully completed applications for care from families requiring our services. When limitations of resources exist, the waiting list will be managed according to:

- a. the priority of access guidelines set by the government
- b. when the application was submitted and the registration fee is paid

### **Rationale**

As there is an intense competition for spaces available at the service, the services management of the waiting list and admission process must be clear and transparent and can be proven to be fair and equitable.



## Procedure: Waitlist

- families are encouraged to submit waitlist applications via our website
- Applications for care are not considered registered / on the waiting list until the registration fee is paid.
- Application submitted by hand will be date stamped
- If the registration fee is not paid the centre will contact the applying family once to remind them of the need to pay the fee. If the fee is still not paid the application will not be added to the waitlist.
- Application for care will be removed from the waiting list 3 days after a space is offered if there is no return contact.
- The waiting list will be reviewed when vacancies arise.
- Subicare acknowledges that due to the high level of general occupancy across the Centre that limits midyear intakes most childcare places are allocated in October for a January start the following year.
- Clear notes will have made on each registration form detailing all contacts and or attempts made to contact the family.
- Administration fee is a non-refundable fee.



## Policy: Confidentiality and privacy

### **Related policies**

Philosophy  
Enrolment  
Recruitment  
Orientation  
Child protection

### **Procedures related to this policy**

Enrolment  
Recruitment  
Orientation  
Child protection

### **Centre forms related to this policy**

Enrolment  
Curriculum records  
Health forms

### **Related Centre publications**

Parent handbook  
Staff Handbook

### **Related education**

Parent orientation session  
Curriculum session

### **Review schedule**

2 years or at need

### **Legal and professional requirements**

- o Privacy Act 1988 (C'th)
- o National Privacy Principles – [www.privacy.gov.au/law](http://www.privacy.gov.au/law)
- o Education and Care Services National Law
- o Education and Care Services National Regulations
- o Department of Education - Child Care Services Handbook
- o ECRH Early Childhood Resource Hub

### **Policy statement**

The Service respects and supports the right of all individuals to privacy and the confidentiality of their personal information.

Information given to the service will be handled in a professional manner and stored appropriately to prevent access to those not authorised to see or use it.

Information will only be accessed by or disclosed to those people who “need” the information to fulfil their responsibilities at the Service or have a legal right to the information.

All information collected by the Service will only be used for the purpose it is collected for.

Most information requested by the Service will be explained at orientation or at the time of its collection.

### **Rationale**

The Early Years Learning Framework tells us that in genuine partnerships families and educators value each other’s knowledge and roles, communicate freely and respectfully and engage in shared decision making.

The information shared by parents must be treated with respect, mindful of parent expectations and legal requirements.



## Procedure: Privacy

### Information Collected

The Service collects information for the purposes of providing education and care required under the National Quality Framework.

### How it is collected

Information is collected in a professional manner through daily interactions and written communication. It is gathered in detail during enrolment, on forms, in specific discussions, direct observations and discussions with parents and support agencies.

### How it is stored

Information is stored in the child's room and in the administration area. The material/records are either hard copy in files or in electronic format on computers.

### How it is secured

Service staff are required to commit to professional sharing of information.

Documents in hard copy are only used as appropriate.

Documents stored electronically are secured through measures such as passwords.

### How it is used

Information gathered is used to:

- support the enrolment process
- develop plans and programs for each child
- support families in their parenting
- support staff in professional development
- complete tasks required by the Australian and Western Australian governments.

### How it may be disclosed

Information may be disclosed:

- to the relevant Government Departments as required by law
- should there be a concern or disclosure of child abuse, information will be provided to the appropriate authorities
- when the Service and parents of a child are working to support the inclusion of their child
- within the team so Educators can provide informed care
- to emergency services.

### Data quality and access

Staff and Parents are entitled to have access their own personal and private information at a suitable time on request and may correct or update information.

### Time required to keep information

The Service follows recommended guidelines for the periods of time that certain information is required to be kept by law.

Any information that is no longer required to be kept by the Service will be destroyed.

### Concerns

Individuals must register any privacy concerns with the Nominated Supervisor.





## **Responsibilities**

### **Visiting media, students, or observers**

To safeguard and respect the privacy of the families in the Centre, visiting media, students, or observers must adhere to the following:

Meet with the Nominated Supervisor, provide photo identification and discuss their proposed visit in full detail. The Nominated Supervisor will decide whether the proposal can proceed, basing the decision on the policies of the Service.

Visitors will only enter the Service with permission and will sign in at Reception for each visit. They will be required to adhere to all Service policies and procedures. Visitors will not be permitted to deviate from the agreed plan e.g. they will not photograph children without permission from the Service and parents.

Information gathered in the Service is confidential and cannot be used without the informed consent of the Nominated Supervisor who will consult with the relevant parents.

Parents wishing to video or photograph children in any manner in their group can do so only after the Room Leader has the permission of the relevant parents.

### **Staff members**

Any documentation written by staff about children will be accurate, timely and free from negative or biased comments. All documentation will be dated and contain the author's name.

Any visual images taken by staff of enrolled children in the Service will not be used for any purpose other than the purpose for which the parent was originally advised, unless written consent is obtained.

All matters discussed at meetings will be regarded as confidential unless otherwise expressed at the meeting.

Staff will adhere to the specific confidentiality requirements in regards to child protection issues.

### **Parents**

Parents are required to respect the privacy of staff and other families at the Service.

Should parents be unsure or concerned about any privacy issue, they are encouraged to discuss their concerns with the Service.

### **Professional practice note**

Managing privacy considerations is a sensitive area of professional practice. In an education and care service, staff must interact with families and communities who have complex issues relating to family structures and kinship systems. There may also be legal issues relating to parenting orders and agreements. To ensure staff are able to manage information according to policy and with the required sensitivity, the topic should be discussed whenever document management is raised, at orientations and annually at staff meetings.

## Policy: Dealing with complaints

### **Related policies**

Philosophy  
Confidentiality of records  
Enrolment  
Orientation  
Withdrawal from the Centre

### **Procedures related to this policy**

Confidentiality of records  
Enrolment  
Orientation  
Withdrawal from the Centre

### **Centre forms related to this policy**

Enrolment  
Curriculum records

### **Related Centre publications**

Parent handbook  
Staff Handbook

### **Related education**

Parent orientation  
Staff orientation

### **Review schedule**

2 years or at need

### **Legal and professional requirements:**

Education and Care Services  
National Law, including: Section 3,  
174

Education and Care Services  
National Regulations, including: 170,  
173 - 177

National Quality Standards:  
7.3 and 7.34

The Frameworks: Early Years and  
School Age Care

### **Policy statement**

We work hard to develop effective working relationships with parents and staff.

The care of each child is a partnership between staff and parents and it is important that open channels of communication are kept to facilitate the best interest of each child. We believe that every parent has the right to a positive and respectful response to their concerns.

Parents are welcome to discuss any matter concerning their child with the Team Leader of the room or with the Nominated Supervisor. Solutions will be sought to resolve all disputes, issues or concerns that impact or affect the day to day wellbeing of a child or the Service in a fair, prompt and positive manner.

Where possible, all confidential conversations/discussions with parents will take place in a quiet area away from children, other parents and staff who are not involved.

Both parties will be respectful of each other in order for a satisfactory resolution to occur.

### **Rationale**

The Early Years Learning Framework tells us that partnerships with families are based on the foundations of understanding each other's expectations and attitudes, and build on the strength of each other's knowledge. In genuine partnerships, families and early childhood educators:

## Procedure: Dealing with complaints

### Grievance Resolution Process

- If a parent has a concern regarding their child, they should approach the Room Leader.
- If a parent is reluctant to approach the Room Leader or they are not satisfied with the outcome, the Nominated Supervisor should be approached to assist.
- If a parent has a concern regarding the treatment or safety of a child then they should contact the Nominated Supervisor as soon as is possible.
- If a parent is reluctant to approach the Nominated Supervisor or they are not satisfied with the outcome, a Parent Committee member should be approached to assist. (Parent management contacts are available at the sign in and out area)

### Complaints Resolution Process

- The Service will acknowledge all complaints not relating to the wellbeing of a child that are provided in writing within 1 working day.
- **Concerns for the wellbeing of a child will be actioned immediately.**
- The Nominated Supervisor will provide an explanation or the investigation avenues to be used.
- A further letter will be sent to address the complaint and results of the investigation
- At any time, the parent can contact the Department of Local Government and Communities, Education and Care Regulatory Unit on 6210 3333.

## Policy: Inclusion

### **Related policies**

Philosophy  
Enrolment  
Orientation  
Curriculum

### **Procedures related to this policy**

Confidentiality of records  
Enrolment  
Orientation  
Curriculum

### **Centre forms related to this policy**

Enrolment  
Curriculum records

### **Related Centre publications**

Parent handbook  
Staff Handbook

### **Related education**

Parent orientation  
Staff orientation  
Staff meetings  
Conversations and reflective practice

### **Review schedule**

2 years or at need

### **Legal and professional requirements**

Education and Care Services  
National Law Section 3

Education and Care Services  
National Regulations 155, 156

National Quality Standards  
5.2.1 – 5.23, 6.3.3

The Frameworks: Early Years and  
School Age Care

United Nations Convention on the  
Rights of the Child

### **Policy statement**

The Service will actively promote diversity and encourage acceptance and appreciation of each person's individuality. Every person at our Service will be treated with respect.

The Service and our professional practice will reflect, recognise and respect the diversity of those using the Service and the wider community.

The Service will support children to feel good about themselves and comfortable about who they are whilst guiding children's ability to recognise bias and stereotypes and the effect they have on themselves and others.

The Service will provide inclusion support where necessary as we believe it is important that further professional assistance is sought if required.

### **Rationale**

The Early Years Learning Framework tells us that there are many ways of living, being and of knowing.

Children are born belonging to a culture, which is not only influenced by traditional practices, heritage and generational knowledge, but also by the experiences, values and beliefs of individual families and communities.

Respecting diversity means valuing and reflecting the practices, values and beliefs of each family.

Educators respect the cultures, languages, traditions, child rearing practices and lifestyle choices of families. They understand the importance of children's and families' different capacities and abilities.

## Policy: Enrolment and Orientation

### **Related policies**

Philosophy  
Enrolment  
Orientation  
Curriculum  
Acceptance and refusal of authorisations

### **Procedures related to this policy**

Confidentiality of records  
Enrolment  
Orientation  
Curriculum  
Acceptance and refusal of authorisations

### **Centre forms related to this policy**

Enrolment  
Curriculum records

### **Related Centre publications**

Parent handbook  
Staff Handbook

### **Related education**

Parent orientation  
Staff orientation  
Staff meetings  
Conversations and reflective practice

### **Review schedule**

2 years or at need

### **Legal and professional requirements**

Education and Care Services  
National Law Section 3, 175

Education and Care Services  
National Regulations 102,160 – 162,  
177 and 183

National Quality Standards  
6.1.1, 7.3.5

### **Policy statement**

Each family will be invited as a partner to be involved in the service from orientation.

Our priority during enrolment and orientation is to ensure that each child and family's needs are identified, and planning immediately begins to meet these needs - beginning with settling in and feeling that they belong.

Every effort is made to be fair and equitable in our work with families. To support this, a waiting list is held and updated to manage the vacancies as they occur.

### **Rationale**

The Early Years Learning Framework tells us that there are many ways of living, being and of knowing.

Children are born belonging to a culture, which is not only influenced by traditional practices, heritage and generational knowledge, but also by the experiences, values and beliefs of individual families and communities.

Educators respect the cultures, languages, traditions, child rearing practices and lifestyle choices of families. They understand the importance of children's and families' different capacities and abilities.

## Procedure: Enrolment and Orientation

The Service operates a 2-stage enrolment and orientation process.

The stages are:

- parent orientation
- child and parent in-room orientation and settling.

### Parent Orientation

- Arrangements are made for the parent and child orientations as soon as the place is accepted however it is best nearer to the starting date if the child is to begin in the New Year.
- Parent orientation takes two parts:
  - General orientation - either in a group with new parents or as individuals
  - Individual orientation - finalizing orientation and enrolment details. This will also provide an opportunity for parents to discuss any concerns or issues.
- When larger numbers of children are enrolling:
  - An orientation meeting is arranged for e.g. group morning tea at the beginning of each year.
  - Parents are provided with their enrolment package; the requirements are discussed and they are encouraged to ask any questions and provide information they see as essential.
  - Parents are encouraged to arrange a further individual meeting if they require more time to discuss any relevant child or family issues and or concerns.
- When individual families are enrolling:
  - Parents are invited to come to the Service for their parent orientation meeting
  - Parents are provided with their enrolment package
  - The requirements are discussed and they are encouraged to ask any questions and provide information they see as essential. Parents are encouraged to arrange a further individual meeting if they require more time to discuss any relevant child related issues or enrolment concerns.
- Fees are confirmed with the parent.
- Parents are introduced to room staff. It is stressed that this is the core of the parents working relationship with the centre, however management are available for any broader issues, information, concerns or complaints or discussion on children's development and growth.

### Child and parent in-room orientation and settling

- Room Leaders will ensure the room staff have all the required enrolment documentation before they meet with the parent and child.
- Parents are introduced to the Room Leader and room staff who will encourage parents to speak about:
  - the expectations they hold for their child
  - their child's strengths and needs and any health issues
  - as well as sharing information on any other services they may be accessing
  - the separation and how the parents would like this to be managed and what the room staff can do to assist.



## Policy: Payment of Fees

### **Related policies and procedures**

Philosophy  
Delivery and collection of children including children at the Service after hours  
Confidentiality of records  
Enrolment  
Notice of withdrawal  
Orientation  
Dealing with complaints

### **Centre forms related to this policy**

Enrolment form  
Medication form  
Excursion form

### **Related Centre publications**

Parent handbook  
Staff Handbook

### **Related education**

Parent orientation session  
Child protection

### **Review schedule**

2 years or at need

### **Legal and professional requirements:**

Education and Care Services  
National Law: Section 3 Objectives, 165, 165A and 167

Education and Care Services  
National Regulations: 92-94, 102, 158, 160 - 162

National Quality Standards:  
Quality Area 2.3.1, 2.3.2, 2.3.3, 6.1, 6.2, 6.3

### **Policy statement**

The service aims to provide a quality education and care service at an affordable price to families eligible to attend under the Australian Government Priority of Access Guidelines. Fee levels will be set by the approved provider each year on completion of the annual budget and according to the service's required income in order to provide a quality education and care service.

### **Rationale**

The settings and payment of fees takes into account all requirements of the Education and Care Services National regulations, Australian Tax Office, Privacy Act and the guidelines contained within the Australian government Child Care Services Handbook. All records held at the service will be maintained in accordance with the Confidentiality and Privacy policy. The education and care service understands the importance of maintaining accurate fees statements and providing clear information to families on fees payment process.

## Procedure: Payment of Fees

### Fee and Payment accounts

- the service will determine the required fee level to meet budget prediction for the next year
- The fee schedule and fees payment policy will be fully explained to families during the enrolment process
- Families will be given a minimum of 14 days' notice of any fee increase
- The same fees will be charged to all families for equivalent care arrangements
- Families pay fees one week in advance
- Families who have elected days are required to pay for Public Holidays if the holidays fall on their normal day of care.
- Fee payment will be recorded to Australian Government Guidelines
- Details of an individual's account and all completed forms kept by the service will be confidential and stored appropriately. Particulars of fees will be available to parents in writing upon request.
- Parents/Guardians should contact the service to advise of their child's inability to attend as soon as this is known. Fees will still be required on the days the child would normally attend.

### CCB and CCMS

- The Service will comply with the Australian Government Requirements to be an approved education and care service for the purposes of Child Care Benefit (CCB). The online childcare management system (CCMS) reporting requirements and any other requirement for claiming and administering CCB will be maintained by the service.
- It is the parent/guardian's responsibility to complete and lodge their CCB application with the FAO, families need to apply for each type of care they will use, i.e. long day care, vacation care etc.
- Families under 7 years seeking CCB for the first time will be required to meet the Australian Governments Immunisation requirements. The service will provide information to these families in regards to this requirement.
- Families will only be eligible for CCB if their child care records are accurately completed and signed by the parent/guardian or other responsible adult, and other eligibility requirements are met.
- Families are entitled to 42 absence days per each registered child per financial year. CCB is paid for these days provided that the child would normally have attended on that day, and fees have been charged. Additional absences can be claimed when the first 42 absences have been used. Supporting documentation may be required for approval of the additional absences.
- Educators or staff will have basic knowledge of CCB requirements but will refer all specific queries to the authorised contact person for CCMS.

### Late collection fees

- Whenever possible the parent/guardian should ring the service to advise they will be late to collect their child.
- A late collection fee will be charged to the parents / Guardians account for each child not collected from the service by closing time.



- When a parent/guardian is continually and regularly late at the service to collect their child, the Nominated supervisor / person in charge at the time will discuss other child care options with the family.
- The fee charged for late collection is determined by:
  - The service's need to recoup expenses incurred in employee overtime wages
  - The need to deter families from making a habit of late collections
  - Special circumstances i.e. traffic accident or vehicle breakdown, will be given consideration in relation to the administration of late collection fees.

## Policy: Governance and Management

### **Related policies**

Philosophy  
Confidentiality of records  
Enrolment  
Orientation  
Withdrawal from the Centre

### **Procedures related to this policy**

Confidentiality of records  
Enrolment  
Orientation  
Withdrawal from the Centre

### **Centre forms related to this policy**

Enrolment  
Curriculum records

### **Related Centre publications**

Parent handbook  
Staff Handbook

### **Related education**

Parent orientation  
Staff orientation

### **Review schedule**

2 years or at need

### **Legal and professional requirements:**

Education and Care Services  
National Law, including: Section 3,  
174

Education and Care Services  
National Regulations, including: 170,  
173 - 177

National Quality Standards:  
7.3 and 7.34

The Frameworks: Early Years and  
School Age Care

### **Policy statement**

The centre will provide a quality child care service and will operate according to all legal requirements. It will make every effort to reflect the special nature of the community and will encourage parent input and take into account both parents, children and staff needs in the operation of the service. The Management Committee will ensure that decisions are made in a proper way (in accordance with the constitution) and in the best interests of the service.

### **Rationale**

Governance is the system or process by which organisations are directed, controlled and held accountable to ensure that the right decisions are made. Our education and care service recognises the importance of having a framework of rules, relationships, systems and processes within, and by which authority is exercised and controlled in the organisation. We view good governance and management as essential to our provision of quality education and care

## Procedure: Governance and Management

- It is a general requirement of the Commonwealth Government that community based organisations operating the service must be incorporated under the relevant state legislation
- The committee will ensure that the organisation is properly constituted and that the requirements of the Association's Rules / Constitution are met.
- Committee members will be familiar with the rules which will contain:
  - Broad organisational goals (object)
  - Requirements relating to membership, management structure, meetings, auditing, common seal, alteration of rules, dissolution
  - The formal roles of the Chairperson, secretary and treasurerThe rules will not contain policy detail or other information that may require updating or changing regularly.
- Members will be elected at an A.G.M. in accordance with the association's rules/constitution. It is anticipated that at least half of the outgoing committee will be re-elected to ensure continuity of management.
- All new members of the committee will be orientated into their roles and responsibilities as a committee member (Committee Handbook). Returning committee members will provide new committee members with ongoing support and encouragement.
- Individual committee roles are detailed in Association Rules / Constitution
- The committee will nominate a committee member to represent the service in the industrial Relations Commission or other legal commissions as required. The experience and expertise of individual members of the committee will be the criteria for determining who will be nominated. The option of contracting as expert representative may also be considered depending on current expertise available within the committee and budgetary constraints.
- Parents will be actively encouraged to participate in the management of the service
- The committee will ensure that all relevant guidelines, Acts and regulations are adhered to in the management of the service. (E.g. Childcare Assistance Guidelines, Association Rules / Constitution, Childcare regulation, Relevant industrial Awards etc.)
- The committee as the licensee is responsible to the Child Care Services Boards for ensuring that the nominee is meeting the conditions of the license. These cover the design of the premises, minimum number of staff and their qualifications, number of children in care within various age groups etc.
- The nominee is the person responsible for the effective supervision of the service, that is, the person who represents the organisation in regard to the license i.e. the director.
- The nominee must submit a criminal record check with their application
- All committee members will ensure they remain well informed in regard to decisions made by the committee and the operations of the service including policies and procedures.
- Parents and staff will be kept informed about the committee membership, meetings and decisions and will be provided with opportunities for input into the management of the service.
- Policies and procedures will be regularly updated to ensure they meet current needs. Adopted policies and procedures will be strictly followed by the committee.
- Decisions about the overall management of the centre will be made at committee meetings and in accordance with the Association Rules / Constitution. The best interest of the service



will always take priority in determining decisions.

- Committee members who discover a conflict of interest in determining an outcome for the service should announce this at the committee meeting and withdraw from further discussion or decision making in relation to that issue.
- Responsibility for the day to day management of the service is delegated to the Director. Any matters that the Director is not confident in resolving or determines to be significant nature, will be brought to the attention of the committee for discussion as soon as possible. Where urgent decisions need to be made at short notice. An executive decision may be 3 members of the committee (including at least one executive member) and in accordance with the Association Rules / Constitution
- The director will participate in an ex officio capacity in the meetings of the management committee. At these meetings, the Director will present a progress report including any concerns or different aspects of care, details of incidents, accidents and outstanding debts, and provide information to assist the committee in its decision-making tasks.
- A staff representative may be invited to attend the management committee meeting or appointed in an ex officio capacity to the management committee. The role of this member will be to provide a staff perspective, raise issues decided at staff meetings on behalf of the staff body and feedback information to other staff members at staff meetings. It may be useful for the staff member to provide a short-written report for the committee.
- Communications between the committee and staff in relation to their work or the operation of the service will be via the Director and/or staff representative. Individual committee members, when they are at the centre, will only have direct contact with other staff members;
  - As parents in relation to their child's participation in the centre
  - At social functions
  - Whilst accompanied by the director
- Committee members will have due regard for the harmonious operation of the service when requesting access to the centres resources and / or records for the purpose of fulfilling their committee responsibilities. All requests for access will be made through the Director who will determine a mutually convenient time.
- Confidentiality will be maintained at all times by all committee members
- Much of the work of the committee will be achieved through sub-committees. Membership of sub-committees will be open to all members of the Association and invited professionals. Parents will be actively encouraged to participate. Sub-committees must present their recommendation to the management committee for endorsement prior to any action. Sub-committees cannot make decisions or act on behalf of the service without Committee endorsement.
- Committee members will be asked to identify training needs and encouraged to attend relevant training to enhance their skills and participation in committee tasks.
- All committee members should be aware of the grievance policy and should conflict arise the grievance procedure should be set in place and all steps adhered to. Where parties cannot resolve issues, a mediator may be contracted to assist in resolving the conflict. If after mediation the conflict is still unresolved the Committee member in dispute will be required to stand down. Matters must not be left unresolved for longer than 2 months.





## References:

Guide to the National Quality Standard (ACECQA) <http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/NQF03-Guide-to-NQS-130902.pdf>

Guide to the National Law and National Regulations (ACECQA)  
[http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/2014/NQF02%20Guide%20to%20ECS%20Law%20and%20Regs\\_web.pdf](http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/2014/NQF02%20Guide%20to%20ECS%20Law%20and%20Regs_web.pdf)

Belonging, Being and Becoming: The Early Years Learning Framework (ACECQA)  
<http://www.acecqa.gov.au/ResourceCategory.aspx?pid=412&gcpid=2> (Useful Word Version and PDF)

My Time, Our Place: Framework for School Age Care (ACECQA)  
<http://www.acecqa.gov.au/ResourceCategory.aspx?pid=412&gcpid=2> (Useful Word Version and PDF)

In our reading, we used and recommend the resources in the Early Childhood Resource Hub (Australian and state governments) <http://www.echr.edu.au/#/>

Child Australia  
<http://www.childaustralia.org.au>

### **Disclaimer**

This resource is based on the most current information available in April 2016.

In developing this resource, we have referred to legislation and regulations, sought advice from professional organisations and reviewed contemporary research. This document should be used as a guide to compliment and develop service's existing practices. Services should always check the currency of information at the time of use and consider the information in this resource in the context of their particular service.