

GOVERNANCE AND MANAGEMENT OF THE SERVICE

PRINCIPLE

Greater Shepparton City Council Children's Services will ensure appropriate governance and management arrangements are in place at all times and will operate according to all legislative requirements under the *Education and Care Services National Regulations and Law; Children's Services Regulations 2020*, *Children's Services Act 1996* and the *Local Government Act 2020*.

GUIDELINES

Children's Services will ensure:

1. Administrative systems are established and maintained to ensure effective operation of all children's services.
2. All prescribed information required under *Education and Care Services National Regulation 173* is displayed so that it is clearly visible to anyone from the main entrance to the service (*Education and Care Services National Law section 172*).
3. The regulatory authority is notified of certain circumstances under *Education and Care Services National Regulations 174(2)* within 14 days of the Approved Provider becoming aware of the relevant event. (*Education and Care Services National Regulations 174*).
4. The prescribed information required under (*Education and Care Services National Regulations 175*) is notified to the Regulatory Authority.
5. The regulatory authority is notified of any relevant changes to the operation of services, any serious incidents and death of a child that occur within the children's services (*Education and Care Services National Regulation 176, 176A*).
6. Processes are in place to ensure that all concerns and complaints are addressed, investigated fairly and documented in a timely manner *Refer to Concerns and Complaints Policy*.
7. Current policies and procedures required under *Education and Care Services National Regulations 168, 169* are:
 - readily accessible to educators, staff members, students and volunteers
 - available for inspection at the service at all times that the service is educating and caring for children or otherwise on request (*Education and Care Services National Regulations 171*).

8. Educators, staff, students and volunteers, follow the policies and procedures provided in the *Children's Services Policy, Practices and Procedural Guidelines (Education and Care Services National Regulation 170)*.
9. Policies and procedures are reviewed every two years or when required with changes made to Legislation or Greater Shepparton City Council organisational requirements. All stakeholders and parents of children enrolled at the service are notified at least 14 days before any of the changes are to be made to a policy and procedure that may have significant impact on/or affect :
 - the services provision of education and care to any child enrolled at the service;
 - the families ability to utilise the service
 - the fees charged or the way in which fees are collected (*Education and Care Services National Regulation 172*).
10. Prescribed enrolment and other documents are kept by the Approved Provider as required under (*Education and Care Services National Regulation 177*) for the purpose of *section 175(1) of the Education and Care Services National Law*) and (*Education and Care Services National Regulations 165 , 178*).
11. The evidence of prescribed insurance is kept at the education and care service premises and must make the evidence available for inspection by the Regulatory Authority or an authorised officer under the *Education and Care Services National Law ((Education and Care Services National Regulation 180)*.
12. Records and documentation will be stored with a planned and systematic approach to ensure that they are recoverable, secure from unauthorised access and preserved for use for the duration of their required retention period (*Education and Care Services National Regulation 183*).
13. All staff are aware of their recordkeeping responsibilities as stated in their Position Description and in the *Endorsed Records & information Management Policy (M20/15850) - Records & Information Management Policy 49 POL 1 Version 1.5<* .
14. All staff must be aware of and follow *Appendix 21.1 - Recordkeeping Process & Guidelines – Children's Services (M19/12991)*.
15. No record should be destroyed without consultation with the Information Management team. Formal approval is required from the Team Leader Information Management, Children's Services Manager and the Chief Executive Officer. Unauthorised destruction of records will be dealt with under Council's Code of Conduct, and is also an offence under the *Public Record Act 1973*.
16. All record retention and disposal is conducted in accordance with Public Record Office Victoria (PROV) requirements. Refer to section 46 of <https://prov.vic.gov.au/sites/default/files/files/documents/0905var2.pdf>
17. Storage of all manual (hard copy) records will be kept in a safe and secure place, for example, a filing or storage cabinet which is locked when not in use or in a lockable office.

Electronic files must be saved to Content Management and have appropriate restricted Access Controls applied.

18. All records and documentation relating to the service, children's program and enrolments are the property of Greater Shepparton City Council who is the Approved Provider.
19. Privacy is respected with personal information held within the services, and is protected from misuse, loss and from unauthorised access, modification and disclosure.
20. All conversations, documentation, records and information relevant to Greater Shepparton City Council Children's Services or organisation must be maintained in accordance with Legislative requirements, stored appropriately and confidential at all times (*Education and Care services National Regulation 181, 182*).
21. A copy of the *Education and Care Services Regulations and Law* are accessible at the education and care service premises at all times for use by Nominated Supervisors, staff members, volunteers, parents of children enrolled at the service and any person seeking to make use of the service (*Education and Care Services National Regulation 185*).

Long Day Care

Children's Services will ensure:

1. All required records according to the *Childcare Management Systems (CCMS)* are maintained.

Rural Occasional Care

Children's Services will ensure:

1. A copy of the *Children's Services Regulations 2020 and Children's Services Act 1996* are accessible at the education and care service premises at all times for use by Nominated Supervisors, staff members, volunteers, parents of children enrolled at the service and any person seeking to make use of the service (*Children's Services Regulations 2020 – 125*)

Related Policies:

- Acceptance and refusal of authorisations
- Concerns and complaints
- Child safe
- Delivery and collection

- Determining the responsible person present at the service
- Enrolment and orientation
- Employees Code of Conduct CEO Directive I 46.CEOD8 (M18/80468)
- Emergency Situations
- Interactions and relationships with children
- Incident, injury, trauma and illness procedures
- Medical conditions
- Students, volunteers and visitors

National Quality Standards: 7.1.2, 7.1.3

Education and Care Services National Law Act 2010: 172, 173, 174, 175

Education and Care Services National Regulations 2011: 165, 168 –185

Children’s Services Regulations 2020: 97 – 103, 107 – 124

Sources and Reference Tools:

- *Information Privacy Act 2000 (Vic)* <http://www.austlii.edu.au/au>
- *Education and Care Services National Regulations* <https://www.acecqa.gov.au/nqf/national-law-regulations>
- *Education and Care Services National Law 2010* <https://www.acecqa.gov.au/nqf/national-law-regulations>
- *Guide to the National Quality Framework* <https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf>
- *Children’s Services Regulations 2020* <https://www.legislation.vic.gov.au/as-made/statutory-rules/childrens-services-regulations-2020>
- *Children’s Services Act 1996* <https://www.legislation.vic.gov.au/in-force/acts/childrens-services-act-1996/035>
- *Local Government Act 2020* <https://www.legislation.vic.gov.au/in-force/acts/local-government-act-2020/003>
- *Public Records Act 1973* <https://www.legislation.vic.gov.au/in-force/acts/public-records-act-1973/041>
- *Public Record Office Victoria (PROV) – Section 4.6 of* <https://prov.vic.gov.au/sites/default/files/files/documents/0905var2.pdf>
- *Endorsed Records & information Management Policy (M20/15850)*
- *Childcare Management Systems (CCMS)*

Reviewed: November 2020
Next review: November 2022

Updated 09/2023 - removing reference to Family Day Care due to cease of Family Day Care operations
Updated 12/2023 – removing reference to Aquamoves due to cease of operation