

**Mandatory – Quality Area 7****1. POLICY**

Outlets Co-operative Neighbourhood House LTD is a not-for-profit organisation registered under the non-trading Co-operative Act and Models Rules and governed by a Committee of Management x6 who employ a CEO/Director, who manages the service and employees Staff as per Quality control. CEO/Director manages the service with a Team approach. The Team consists of the Volunteer Managing Director/s, Administration 2IC, Lead Childcare Educator and 2x Childcare educators

2. LEGISLATION

Co-operative Model Rules 103/1997 and Co-operative Act 84/1996 following the specific Regulations and Acts to comply with the departments within the Centre.

Childrens Services (Vic) Regulations 32/2020

Childrens Services Act 1996

Child Care Provider Handbook (Cwth)

Education and Care Services National Law Act 2010

Education and Care Services National Regulations 2011: Regulation 168(2)(l)

National Quality Standard, Quality Area 7: Leadership and Service Management

Child Safe Standards 2022 (New)

Cultural Safety and the National Principles for Child Safe Organisations

3. DEFINITIONS:

Governance: The process by which organisations are directed, controlled and held to account. It encompasses authority, accountability, stewardship, leadership, directions and control exercised in the organisation (Australian National Audit Office, 1999)

PMC/MoC – Person with Management Control- Management of Control

CoM: Committee of Management

nfp: Not for profit

ECS: Early Childhood Services

QAR – Quality Assessment Regulator

CCCFR – Community Child Care Funding Restricted

ACECQA – Australian Children Education and Care Quality Authority

4. BACKGROUND

The governance of an organisation is concerned with the systems and processes that ensure the overall direction, effectiveness, supervision and accountability of a service.

Under the National Law and National Regulations, State (Vic) Childrens Services Regulations and Act, Early childhood services are required to have policies and procedures in place relating to the governance and management of the service.

Outlets Co-operative Neighbourhood House LTD is a not-for-profit organisation and registered name of the organisation.

Outlets Co-operative Neighbourhood House LTD – Co-operative No: G0001614N, ABN 34 587 164 944. Outlets Co-operative Neighbourhood House LTD has been operating since 1973.

Delegation of Authority is given to Therese McKenney as CEO/Director who has worked in the field of Early Childhood and Community Services for >35years, holds a Diploma in Business Management and Financials and a Certificate IV in Workplace Training. Therese has been engaged in consultancy work and other projects relating to the provision of children and family services. She has a broad knowledge and valuable experience with all aspects of childcare and business management, including administration and financial management, human resources and development and quality improvement.

5. MANAGEMENT TEAM

Outlets Co-operative Neighbourhood House LTD works on a Team approach. The Team is made up of the CEO/Director, Admin, Head Childcare Educator and 1 member of CoM.

These managers meet monthly and as necessary to ensure that the channels of communication are kept open that the centre provides the highest care, education programs and services to ensure the viability of the service.

All members of the Management Team who gain access to confidential, commercially sensitive and other information of a similar nature, shall not disclose that information to anyone unless the disclosure of such information is required by law.

*Please refer to the Centres - Organisational Chart ver 1.5 and lines of communication.



6. POSITION DESCRIPTION

The Approved Provider, MoC (CEO/Director) is responsible for:

- ensuring that the service has appropriate systems and policies in place for the effective governance and management of the service.
- leadership, forward planning and guidance
- provide leadership, forward planning and guidance to the service, particularly in relation to developing a strategic culture and directions.
- authority, accountability, and control
- overseeing legal functions and responsibilities.
- appointing senior staff
- monitor and oversee staffing including ensuring that good management practices, appropriate checks and balances are in place. (HR)
- maintain focus, integrity and quality of service.
- focusing on the strategic directions of the Confidentiality

The Certified Nominated Supervisor is responsible for:

- monitor and oversee the Child Care practices and adhered to
- appropriate systems are maintained, policies, procedures and these communicated to all
- appropriate checks and enrolments are in place.
- ensuring that directions of Approved Provider is maintained
- maintain focus, integrity and quality of service.
- focusing on the strategic directions of the Confidentiality

7. ETHICAL PRACTICE

The following principles provide an ethical framework to guide the delivery of services

- treating colleagues, parents/guardians, children, suppliers, public and other stakeholders respectfully and professionally at all times
- dealing courteously with those who hold differing opinions
- respecting cultural differences and diversity within the service, and making every effort to encourage and include all children and families in the community
- having an open and transparent relationship with government, supporters and other funders
- operating with honesty and integrity in all work
- being open and transparent in making decisions and undertaking activities, and if that is not possible, explaining why
- working to the standards set under the *National Quality Framework* and all applicable legislation as a minimum, and striving to continually improve the Quality of the services delivered to the community
- working to the standards set under the New Child Safe Standards 2022 and striving to continually improve the quality of the services delivered to the community
- Identifying and managing risk in EC is a fundamental step in keeping children safe from harm and abuse.
- Online environment is used in accordance with the code of conduct
- Risk Management Plans consider risks posed by organisational settings, activities and the physical environment
- Information about reporting complaints within the ECS and for external reporting including to QARD, Victorian Police, Child Protection and CCYP

**REPORTING and RECORDING required with 24hours - Both CCCFR (C'wealth) and DET-QAR (Vic)**

Outlets MoC/PMC Approved person-Director will compose an official report for centre records and to notify any appropriate authoritative persons/ governing bodies. This will also be distributed to inform committee of management and house patrons

In the absence of the MoC/PMC – Director the Nominated Supervisor with complete report

REPORTING:

- **(DET) Department of Education Training (DET) – Quality and Assessment Regulator Division (QAR)**

A **QAR Injury, Trauma and Illness Incident Notification Form** – (Victoria) **Critical Incident Report** should be documented in an Incident, Injury, Trauma and Illness Record as soon as possible and **within 24 hours of the incident to:**

- AEID phone **70051801** –
- And Email to wmr.qar@education.vic.gov.au with 'Critical Incident Notification' in subject line.

- **DESE Department of Education, Skills and Employment (CCCFR)(C'wealth) must be notified of any serious incident that occurs or could have occurred.**

- *The definition of Serious Incident is defined in [s49\(4\) of the Minister's Rules](#). DESE*

CCCFR Serious Incident Report (C'wealth)- This form must be completed and sent to the Department **within 24 hours** after a serious incident involving a child being cared for or educated by the service occurs, or a circumstance occurs that could have resulted in a serious incident.

- and Email to CCCFRestricted@education.gov.au with "Serious Incident Notification" in subject line.

Attachments – Report templates: Access Computer – Desktop... go to file... 'Cc Serious Incidents'**The Report Template Form YOU NEED to complete denote an 'a' in front of Title**

Recording/Reporting -

- aQAR Incident, Injury, Trauma and Illness record – Template (Vic)-Interactive
- aCCCFR Serious Incident Notification Form – Template (CCCFR)- Interactive
- aOutlets Accident, Injury, Trauma and Illness -Template – Outlets Co-op Neighbourhood

8. LEGISLATION

Relevant legislation and standards include but are not limited to:

- Childrens Services (Vic) Regulations 32/2020
- Childrens Services (Vic) Act 1996
- Child Care Provider Handbook (Cwth)
- Child Care Subsidy Ministers Rules 2017
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: Regulations 181, 183
- Freedom of Information Act 1982
- Health Records Act 2001 (Vic)
- Information Privacy Act 2000 (Vic)
- National Quality Standard, Quality Area 7
- Privacy Act 1988 (Cwth)
- Public Records Act 1973 (Vic)
- Child Safe Standards 2022 (New)

9. SOURCE & REFERENCES

Child Safe Standards 2022 (New)

Early Learning Association Australia

KPV Early Childhood Management Manual

Outlets Co-operative Neighbourhood House LTD Business Plan v.2017

ATTACHMENTS – ORGANISATIONSAL CHART V1.5**AUTHORISATION**

This policy was adopted by the Approved Provider of Outlets Co-operative Neighbourhood House LTD in Oct 2018

Updated 27/7/2023

REVIEW DATE: 23/05/2024