

	<h2 style="text-align: center;">Governance and Management of the Service Policy and Procedure</h2>
Version No.	Version 3.0 12 April 2023 (approved)
Authorisation	Director City Life
Expiry Date	Policy to be reviewed by 1 December 2025
Responsible Officer	Manager Families and Children
Policy Owner	Early Childhood Coordinator

1. Purpose

This policy provides an outline of the duties, roles and responsibilities of the Governance of Melton City Councils children's services. Melton City Council is committed to ensuring that there are appropriate systems and processes in place to enable:

- good Governance and management of the organisation
- accountability to its stakeholders
- compliance with all regulatory and legislative requirements placed on the organisation
- the organisation to remain solvent and comply with all its financial obligations.

2. Scope

This applies to the Approved Provider, Nominated Supervisor, Responsible Persons, educators, staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities of Melton City Council.

3. Definitions

The terms defined in this section relate specifically to this policy and related procedures. For commonly used terms e.g. Approved Provider, Regulatory Authority etc. refer to the *Glossary of Terms*.

Word/Term	Definition
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).
Interest	Anything that can have an impact on an individual or a group.
Perceived conflict of interest	Arises where a third party could form the view that a Committee of Management/Board member's private interests could improperly influence the performance of their duties on the Committee of Management/Board, now or in the future.
Potential conflict of interest	Arises where a Committee of Management/Board member has private interests that could conflict with their responsibilities.
Private interests	Includes not only a Committee of Management/Board member's own personal, professional or business interests, but also those of their relatives, friends or business associates.

4. Responsibility/Accountability

4.1. The Families and Children Manager

- **The Families and Children Manager is responsible for ensuring that the service has appropriate systems and policies in place for the effective management of the service.**
- Being accountable to members of the service.
- **Maintaining the focus, integrity and quality of the service and** overseeing legal functions and responsibilities
- Good practices and appropriate checks and balances are in place.

4.2. Coordinators

- management of services and report directly to the Families and Children Manager.

4.3. Team Leader

- support the day-to-day operations of the Children's Service program
- report directly to Program Coordinators
- for the overall planning and organisation of the program
- the reporting, monitoring and evaluation of the service
- oversees the supervision of direct staff team, educators, administration officers

4.4. Nominated Supervisor / Program Supervisor or Leader

- oversees the day-to-day operations of the centre
- ensures that the program policies and procedures are adhered to
- reports directly to the Team Leader.
- fulfilling office duties and program planning requirements,
- can be rostered to support the supervision of the children
- ensuring that educators, volunteers and students are working efficiently and effectively
- nominate or roster who, in the absence of the Program Supervisor, an educator deemed as a responsible person will take on the responsibility for the program.

4.5. Educational Leader

- Agree to the role as designated in writing, as a suitably qualified and experienced person/s
- lead the development and implementation of educational programs
- Collaborating with educators and providing curriculum direction and guidance
- Supporting educators to effectively implement the cycle of planning to enhance programs and practices
- Leading the development and implementation of an effective educational program in the service
- Ensuring that children's learning and development are guided by the learning outcomes of the approved learning frameworks
- In relation to FDC fieldworkers this role is also incorporated

4.6. Educators

- assist the Supervisor / Program Leader in all aspects of the program
- work as a team in the day-to-day operations
- support the planning of the program
- report directly to the Supervisor / Person in Charge / Program Leader
- supervision of the children in the program

- As required hold an approved childcare or education field qualification.

4.7. Fieldworkers

- relates specifically to Family Day Care (FDC)
- ensures the delivery of a home-based licensed childcare service that is compliant with all relevant legislation
- work in partnership and provide support to Family Day Care educators, children and their families within the scheme
- responsible for resourcing and supporting educators through regular visits and other forms of contact
- undertakes comprehensive annual safety assessments of educators' homes and provide ongoing monitoring of safety during regular visits to the care environment
- monitors the documentation of the education, care and development of children in care in accordance with the relevant legislation
- assists in the recruitment, selection, training, orientation and evaluation of educators
- as required within the contract of employment

4.8. Administration Officer

- provide efficient and effective administration
- report directly to the Team Leader, however, may report to an alternate Supervisor depending on the position they hold
- liaising with Commonwealth Departments in regard to Child Care Subsidy (CCS), the invoicing of fees, preparation of attendance roles, the lodgement of CCS acquittals
- implementation of waiting lists when required
- processes enrolment applications
- assists families in the enrolment process for the service

4.9. Casual and Relief Staff

- Council employs the use of Agency early childhood educators to work at the centre, in the event that permanent or Casual and Relief Staff are sick, take leave or are unavailable.
- report to and work in consultation with the Supervisor / Person in charge of the program and report directly to them.
- assist with the supervision of children and in all aspects of the programs
- work as a team in the day-to-day operations and planning of the program.
- are required to have current police checks and Working with Children Checks.

4.10. Other Children's Services Staff

- Other staff employed to perform roles in Maternal and Child Health, playgroups, facilitation, resourcing and support positions within Children's Services.
- These positions report to the appropriate Supervisor for their service.

5. References, Sources, Links to Legislation and Other Documents

5.1. Please refer to Reference and Sources page.

5.2. Related service policies:

- *Code of Conduct Policy and Procedure*
- *Complaints and Grievances Policy and Procedure*
- *Privacy and Confidentiality Policy and Procedure.*

5.3. In terms of Melton City Council children's services

Services are managed (where applicable) in accordance with the Statutory Requirements of:

- *Australian Government Child Care Subsidy*
- *Children, Youth & Family Act 2005*
- *The Child, Wellbeing & Safety Act 2005*
- *Working with Children Act 2005*
- *Privacy Act 2002*
- *Health Records Act 2002*
- *The Educational and Care Services National Law and National Standards 2011*
- *National Quality Framework*
- *Food Safety Act 2000.*

5.4. In terms of funding authorities

Services are funded through a number of sources including:

- *Melton City Council*
- *Federal and State Government*
- *parent fees*

6. Procedures

6.1. In terms of qualifications/experience of management staff

- In accordance with National Standards, qualifications can include childcare, early childhood teaching, primary or secondary teaching, recreation and/or youth, out of school hours service diploma (National Regulations, Part 4.4 Staffing Arrangements)
- Team Leaders and Supervisors are required to be qualified. National Regulations (Part 4.4 Staffing arrangements)
- As per regulations staff/educators require Level 2 First Aid certification and hold current Anaphylaxis training and a minimum of one staff member must hold an Asthma management certificate on site when a program is running.

6.2. In terms of services responsible for the direct education and care of children

Services must meet the following requirements:

- Information displayed at the main entrance of the Service must include:
 - hours and days of operation of the children's service
 - name of the approved provider and approved education and care service
 - name of any Nominated Supervisor and/or Responsible Person in charge at any given time
 - The name of the educational leader
 - Details of any emergency evacuation procedures.
 - The name and telephone number of the person whom complaints regarding the service can be referred to.
 - The contact details of the Regulatory Authority.
 - in terms of Vacation Care (VAC), a notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled at the service; or
 - in terms of FDC, a notice stating that a child who has been diagnosed as at risk of anaphylaxis;
 - (A) is enrolled at the family day care service; and

- uncontrolled when printed -

- (B) attends the family day care residence or family day care venue;
- in terms of VAC, a notice stating that there has been an occurrence of an infectious disease at the premises; or
- in terms of FDC, a notice stating that there has been an occurrence of an infectious disease at the family day care residence or family day care venue.
- the current rating levels for each quality area stated in the National Quality Standard and the overall rating of the service