



Governance and Leadership Policy

Purpose

Greater West Childcare is committed to maintaining and ensuring continual improvement of the governance and management systems which incorporate all aspects of the service operations.

1. Philosophy

Each service will develop a Philosophy in partnership with staff and families which reflects and guides all operational aspects of that service. The Educational Leader will incorporate the philosophy into the programming cycle, and it will guide programs and routines. This philosophy will be reviewed as part of the service's continual improvement to ensure it remains accurate and relevant to the stakeholders of the service.

2. Management Systems and Continuous Improvement

Greater West Childcare will ensure that systems, including policies and procedures, are in place that consider all stakeholders and work to satisfy the requirements under the National Quality Framework. These systems show the organisation's commitment to effectively manage and reduce risks in the workplace and must be reviewed and updated regularly as part of the Quality Improvement Plan (QIP).

A QIP along with a process of regular self-assessment against the standards and regulations will be used to ensure continual improvement of the management systems. The QIP will be updated throughout each year and will consider feedback and input from all stakeholders.

3. Payment of Fees

Parents will be provided with information relating to the process for provision of fee statements and payment of fees upon enrolment.

4. Staff Roles and Professional Development

Position Descriptions will be developed for all positions, outlining the responsibilities and expectations, of each role. Additionally, an induction process will be developed and conducted to support staff transitioning into these roles.

A process for individual development of staff will be developed and followed to ensure that all staff are receiving regular feedback and development in regards to their professional strengths, interests and goals.

5. Confidentiality and Privacy

Every enrolling family/new staff member, when providing personal information, will be advised in the form of a Privacy Statement:

- what information is collected
- why the information is collected
- the organisations to which the information might be disclosed
- any law that requires the particular information to be collected
- the consequences for not providing the required information
- the fact that they are able to gain access to their information
- the process to follow to access or update their information

Personal information will only be collected in so far as it relates to the service's activities, and in line with relevant legislation, and will be kept in a secure and confidential way for the relevant periods of time.

All staff understand the confidential nature of information in regard to families, children, and other staff; including both written and verbally transferred information that may be considered to be personal or sensitive in nature, and commit to keep such information private and confidential, and to only disclose that information as reasonably required for the operations of the business, or health and safety of the children and families in our care, or as required under law.

6. Complaints and Grievances

Management will ensure procedures are in place to effectively manage complaints so that all complaints and grievances are taken seriously and dealt with promptly and fairly. Created systems will be child focused, aiming to ensure children feel comfortable and empowered to make a complaint. Complaints that alleges a child is exhibiting harmful sexual behaviours will be specifically considered in the procedures.

7. Acceptance and Refusal of Authorisations

Authorisations for each child will be obtained from the parent or persons named in the enrolment record in relation to;

- arrival and collection of children
- excursions and regular transportation
- administration of medications and medical treatment
- application of sunscreen
- photos being taken of the child
- communications with the child's school
- access of records

Written or verbal authorisations will not be accepted where these authorisations do not comply with requirements or are completed by a person whom the service has



reasonable grounds to assume is under the influence of drugs or alcohol or where there are other risks posed on the child's safety or welfare.

POLICY VERSION AND REVISION INFORMATION

Authorised by

CHAIRMAN (Board of Directors)

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Current version

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Last review

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