



# Governance and Management Policy

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## Intention

Nurturing Family Day Care Scheme works under the National Quality Framework, ensuring at all times that the governance and management of the education and care provided meets all the required elements of the National Law, Regulations, Standards and the Early Years Learning Frameworks.

## Overview

This policy, and all policies and procedures that are associated with the Governance and Management Policy, are implemented at all registered residences and venues by educators, staff and families who are allied with the scheme.

This comprises of -

- The requirements by the approved provider to ensure that Nurturing Family Day Care Scheme is governed and managed to the best of their ability while ensuring the scheme's success and compliance with the National Quality Framework.
- The prescribed list of information that is required under the National Law and Regulations to be displayed at the main office of Nurturing Family Day Care Scheme.

The approved provider of the service will ensure -

- The Governance and Management Procedure is applied to Nurturing Family Day Care Scheme at all times.
- That the prescribed list of information will be displayed and any change to this will be updated immediately.

## Governance and Management Procedure

The approved provider will work in partnership with all educators and families to ensure that Nurturing Family Day Care Scheme has appropriate systems in place to ensure that all areas, including but not limited to; finances, code of conduct, education and care, coordination of educators, legal obligations and record keeping are held to the highest of standards.



**To ensure all matters of Nurturing Family Day Care Scheme are governed and managed appropriately, the approved providers will -**

- Be responsible for the day to day operations of Nurturing Family Day Care Scheme, working at all levels, while ensuring that the philosophy of the scheme is at the core of all practices.
- Oversee the philosophy and all policies and procedures, ensuring that they are updated each year or when there is a change in any of the legal requirements under the NQF.
  - Regularly seek feedback from everyone affected by the policy to ensure that it remains effective.
  - Keep the policy up to date with current legislation, research, policy, community standards and best practice.
  - Notify parent/s or guardian/s at least 14 days before making any changes to a policy and/or its procedures.
- Ensure that the appropriate records that are required are on file, up to date, accurate and obtained according to Collection and Storage of Confidential Documents Policy, which lists specifically the individual procedures required.
- Maintain current insurance for the scheme, and for each registered residence or approved venue.
- Be responsible for the development and collaboration on the Quality Improvement Plan, which will –
  - Include a self-assessment of the quality of practices as per the National Regulations and Quality Standards.
  - Identifies area of improvement.
  - Contains a Statement of philosophy.
  - Will keep previous QIP as per the Collection and Storage of Confidential Documents Policy.
  - Be available at all times.
  - Will be a living document that is continually updated.
  - Will involve educators, coordination staff, families and the approved providers.
- Ensure that they are actively involved in the scheme's compliance, creating systems that are transparent and available to all required personnel.
- Keep a record of the service's compliance (without identify individuals other than the approved provider) including -
  - Details of any amendment to the service approval made by the regulator authority under section 54 and 55 of the National Law.
  - Details of any suspension of the service approval, other than a voluntary suspension.
  - Details of any confirmed compliance direction or notice issued to the approved provider in respect of the service.
- Ensure that they are actively involved in all grievances or complaints made in regard to any personnel of Nurturing Family Day Care Scheme.
- Will notify the authorities when required by the National Law and Regulations, including notification of a serious incident, change in management or listed provider within the allocated timeframe relevant for the situation (as per Notification to the Regulatory Authority Procedure).
- Will seek approval and amendment to the service approval before education and care occurs at an approved venue under Division 2 Amendment of service approval.
- Ensure that they are actively involved in the orientation and induction process, having the final decision-making ability in regard to if an educator is enrolled with the scheme and how long they will remain on probation. They will also be consulted on any warnings or breaches given to educators by coordinators and are required to be present if an educator is to be terminated.



- Ensure that they are actively involved in the risk assessment and management of registered residences or approved venues (Registered and Approved Certification Assessment), destinations and activities.
- Ensure that the ratio for a family day care registered residence or venue is enforced at all times – a maximum of 7 children (not including visiting children with an adult attending to their care), with no more than 4 of those children preschool age or under, including that of the educator's own children. Educator's own children are included until they are 13 years old or if another adult is caring for those children (with authorizations of the exceptions being allowed for all children from the same family and a child is in need of protection under child protection law and in a rural or remote location with no alternative care available).
- Govern with the best interest of Nurturing Family Day Care Scheme and all personnel are at the forefront of each decision to ensure its financial stability.
- Put in place systems to ensure the accountability of the scheme, its money transactions, and responsibilities.
- Support and guide the coordination team to operate with the scheme, educator, family, and child's best interests at the forefront of every decision and action, under the NQF, the scheme's policies and procedures and the Code of Conduct.
- Support and guide all educators to operate with the scheme, family, and child's best interests at the forefront of every decision and action, under the NQF, the scheme's policies and procedures and the code of conduct.
- Support and guide all families to operate with the scheme and child's best interests at the forefront of every decision and action, under the NQF, the scheme's policies and procedures and the code of conduct.

## Listed Personnel Procedure

Nurturing Family Day Care Scheme at the time of writing this policy has listed the following personnel. This will be updated as required and in conjunction with the intended expansion of the scheme, with the registered residence to coordinator ratio to be at 25:1. Listed personnel, below, and the information as prescribed in the National Law and Regulation will be clearly displayed at Nurturing Family Day Care Scheme office, which is currently at 157 Coes Creek Road, Coes Creek, Queensland.

### **To meet the requirements the information displayed includes -**

- Provider Approval Name: Nurturing Family Day Care Scheme PTY LTD (Louise Back and Kylie Bishoff)
- Provider Approval Number: PR-40010961
- Provider Approval Conditions (if any): None
- Service Approval Name: Nurturing Family Day Care Scheme PTY LTD
- Service Approval Number: SE-40009590
- Service Approval Conditions : Must employ or engage at least one fulltime equivalent family day care co-ordinator for every 25 family Day Care Educators engaged by, or registered with, the family day care service; and must not engage or registered more than 50 family day care educators with the service; and must only engage or



register educators with the family day care service who provide education and care in the following local government areas: Noosa Shire Council, Sunshine Coast Regional Council, Gympie Council and Moreton Bay Regional Council.

- Any Approved Venues: No
- Nominated Supervisor: Louise Back. Kylie Bishoff
- Educational Leader: Louise Back
- Rating of the Scheme: Meeting
- Any Service Waivers/Temporary Waivers: NA
- Coordinator: Louise Back and Kylie Bishoff
- Office Personnel: Heather Bishoff
- The Hours of Operation: 8am to 5pm
- Complaints to: Kylie Bishoff - 0410 691 709
- Regulatory Authorities: 53529910 or 13 7468 and [maroochydore.ecec@qed.qld.gov.au](mailto:maroochydore.ecec@qed.qld.gov.au)

## Notifications to the Regulatory Authority Procedure

Nurturing Family Day Care Scheme understands and adheres to the following requirements as outlined in the National Law and National Regulations as to when the regulatory authority must receive written notification, and within which time frame.

### **To meet the requirements the following circumstances will be notified due to information about the approved provider and service -**

- The appointment of any nominated supervisor(s) or notice that a nominated supervisor is ceasing to be in that role (7 days in advance).
- Death of an approved provider (within 7 days).
- An intention to transfer service approval. The transferring approved provider and the receiving approved provider are jointly responsible for notifying the regulatory authority of their intention (42 days prior to the transfer taking effect, or a lesser period agreed by the regulatory authority).
- A change to the name of the approved provider (within 14 days).
- Any appointment or removal of a person with management or control of a service operated by the approved provider (within 14 days).
- A failure to commence operating a service within 6 months (or other time agreed with the regulatory authority) after being granted approval for the service (within 14 days).
- The suspension or cancellation of a working with children card or teacher registration, or disciplinary proceedings under an education law of a participating jurisdiction in respect of a nominated supervisor engaged by the service (within 7 days of the approved provider being notified).



- Change to a nominated supervisor or the addition of a new nominated supervisor to the education and care service must include the written consent to the nomination of the individual appointed. The notification must include the relevant prescribed information (7 days prior, or within 14 days after the individual starts work as a nominated supervisor).
- When a nominated supervisor ceases employment with the service, is removed from the role or withdraws their consent to the nomination (within 7 days).
- Any proposed change to the education and care service premises, such as refurbishment (other than a family day care residence) (within 7 days).
- Ceasing to operate the education and care service (within 7 days).
- Change to the principal office of an approved provider (within 7 days).
- A change in location of the principal office of a family day care service (at least 14 days before the change will occur).
- An application for an approved venue under the service approval.
- An amendment of service approval, including the inclusion/exclusion of an approved venue once granted by the Regulatory Authority.
- Any changes to the fitness and propriety of the approved provider (within 7 days).
- Any change to the approved provider's contact details (within 7 days).
- The appointment of receivers or liquidators or administrators to the approved provider, or other matters that affect the financial viability and ongoing operation of the service (within 7 days).
- Any change to the hours and days of operation of the service (within 7 days).

**To meet the requirements the following circumstances will be notified due to information about the serious incidents, change of circumstances and complaints -**

- Any serious incident at the service (within 24 hours of the incident).
- Death of a child (as soon as practicable, but within 24 hours).
- Any incident that requires the provider to close the service, or to reduce the number of children attending (within 24 hours).
- Complaints alleging a serious incident has occurred or is occurring at the service while a child is being, or was being, educated and cared for by the service (within 24 hours of the complaint or incident).
- Complaints alleging the National law has been contravened (within 24 hours of the complaint).
- Circumstances arising at the service that pose a risk to the health, safety or wellbeing of a child (within 24 hours).
- Any incident where the provider reasonably believes that physical abuse or sexual abuse of a child or children has occurred or is occurring while the child or children are being educated and cared for by the education and care service (within 7 days of the incident or the provider becoming aware of the incident).
- Allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child or children are being educated and cared for by the education and care service (within 7 days of the incident or the provider becoming aware of the incident).

## Sources

Education and Care Services National Law and Regulations 2011 (Updated October 2023)

- **Section 54, Amendment of service approval on application**



- Section 55, Amendment of service approval by Regulatory Authority
- Section 161, Offence to operate education and care service without nominated supervisor.
- Section 167 (protection from harm and hazards), Compliance directions
- Section 169, Offence relating to staffing arrangements.
- Section 172, Offence to fail to display prescribed information.
- Section 173, Offence to fail to notify certain circumstances to Regulatory Authority.
- Section 174, Offence to fail to notify information to Regulatory Authority.
- Section 175, Offence relating to requirement to keep enrolment and other documents.
- Reg 55, Quality improvement plans.
- Reg 56, Review and revision of quality improvement plan.
- Reg 118, Educational leader.
- Reg 146, Nominated supervisor.
- Reg 148, Educational leader
- Reg 168, Education and care services must have policies and procedures.
- Reg 169, Additional policies and procedures- family day care service.
- Reg 170, Policies and procedures to be followed.
- Reg 171, Policies and procedures to be kept available.
- Reg 172, Notification of change to policies and procedures.
- Reg 173, Prescribed information to be displayed.
- Reg 175, Prescribed information to be notified to Regulatory Authority.
- Reg 176, Time to notify certain information to Regulatory Authority.
- Reg 177, Prescribed enrolment and other documents to be kept by approved provider.
- Reg 178, Prescribed enrolment and other documents to be kept by family day care educator.
- Reg 181, Confidentiality of records kept by approved provider.
- Reg 182, Confidentiality of records kept by family day care educator.
- Reg 183, Storage of records and other documents.
- Reg 184, Storage of records after service approval transferred.

#### National Quality Standard (Updated February 2017)

- 2.2.3, Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
- 4.1, Staffing arrangements enhance children's learning and development.
- 4.2, Management, educators, and staff are collaborative, respectful and ethical.
- 6.1, Respectful relationships with families are developed and maintained and families are supported in their parenting role.
- 6.2, Collaborative partnerships enhance children's inclusion, learning and wellbeing.
- 7.1, Governance supports the operation of a quality service.
- 7.1.1, A statement of philosophy guides all aspects of the service's operations.
- 7.1.2, Systems are in place to manage risk and enable the effective management and operation of a quality service.
- 7.2.1, There is an effective self-assessment and quality improvement process in place.



Early Childhood Australia

## Review

The policy will be reviewed annually.

The review will be conducted by:

- Approved Provider
- Employees
- Educators
- Families
- Interested Parties

Created: May 2017

Reviewed: October 2017

June 2018

September 2018

September 2019

May 2020

May 2021

May 2022

May 2023

May 2024

Next review: May 2025