



Governance and Management Policy

Aim

CSIROCare Clayton Incorporated (CSIROCare) endeavours to meet its legal and financial obligations by implementing appropriate governance practices that support our aim to provide high quality child care that meets the objectives and principles of the National Quality Framework, the National Quality Standard and the Early Years Learning Framework.

Rationale

In order to provide a quality education and care service, CSIROCare will ensure there are appropriate governance arrangements in place at all times. There will be ongoing process of review and evaluation and all relevant information will be readily available to stakeholders (Children, parents, educators, management committee and government departments).

Body

Service Structure

The **Approved Provider** has a range of responsibilities prescribed in the Education and Care Services National Law and Regulations, including keeping accurate records and retaining them for specified timeframes.

Our approved provider is also responsible for:

- ensuring the financial viability of the service
- overseeing control and accountability systems
- supporting the Nominated Supervisor/coordinators /Certified Supervisors in their role and providing resources as appropriate for the effective running of the service.

The **Nominated Supervisor** is responsible for the day to day management of our service and has a range of responsibilities prescribed in the national law and regulations.

Commitment to good governance

To ensure our working relationships are characterised by open and respectful communication, accountability and trust CSIROCare adheres to the following management principles.

- Management by Agreement**
The Board of Management Nominated Supervisor, Director's and educators agree to produce outcomes together. Educators agree on their accountabilities and to work according to existing procedures and policies. Nominated Supervisor/Directors in conjunction with the Management Committee agree to provide educators with training, resources and support.
- Management by Exception**
Once a system is in place or the Nominated Supervisor and educators have agreed upon a course of action, the educator is accountable for identifying and reporting whenever something significant occurs that isn't part of the plan.
- Clearly Defined Reporting Relationships**
Everyone in at CSIROCare has only one primary manager. This

reduces confusion and increase accountability and transparency. Information, requests, or delegations that would cause our educators/staff to take action or change the course of their actions will only come from the person to whom they report.

Our reporting relationships are:

- The Nominated Supervisor reports to the Approved Provider.
- The Certified Supervisor in day to day charge of the service reports to the Nominated Supervisor.
- Each Room Leader reports to the Nominated Supervisor.
The Nominated Supervisor has the authority to communicate information about the work and to direct the activities of the Room Leader.
- Educators in the rooms report to the Room Leader
- The Centre Cook and the Centre's Finance Officer report to the Nominated Supervisor

D. Guidelines for Effective Delegation

CSIROCare will:

- Identify the work/result to delegate and to whom it will be delegated to
Educators/staff will not delegate responsibilities for which they are accountable or work/results that have been delegated to them with their agreement or work/results attached to someone else's position (unless that person has agreed).
- Put the delegation in writing with a clear due date
- Discuss the delegation with the educator/staff member whenever possible
- Get the educator/staff member's agreement
for example through signed job descriptions, signed delegation agreements.

The person who delegates remains accountable for making sure the right result is achieved.

E. Guidelines for Effective Regulation

Regulating work means monitoring, reviewing, and adjusting it to get the right result.

CSIROCare will:

- Regularly review the work process
- Give quick, clear, and direct feedback and instruction that is timely and specific
- Communicate in writing
- Avoid under-regulating, over-regulating and unnecessary meetings.

Confidentiality of records

All persons associated with the education and care of children at CSIROCare will ensure records are maintained in line with relevant legislative requirements including the Education and Care Services National Law, Education and Care Services National Regulations, Australian Government Department of Education and Training and the Personal Information Protection Act 2004

To meet its legal obligations CSIROCare must ensure the information kept in a record under the National Regulations is not divulged or communicated, directly or indirectly to another person other than:

- Where/to the extent necessary for the education and care or required medical treatment of the child to whom the info relates; or
- To the parent of a child (unless a court order prevents you from doing so) except in the case of information kept in the staff record; or
- To the Education and Care Unit (the Regulatory Authority) or an authorised officer;
- As required by another Act or law; or
- Released with the written consent of the person who provided the information.

Therefore, CSIROCare will ensure that accurate records are maintained in an appropriate manner (including those records that are required to be maintained in a

confidential manner), in a safe and secure place and for the relevant period of time. Records will only be available to those persons who have the authority and legal right to access them.

Storage of Records (as required under regulation 177 and 183)

Type of record	Period required to be kept
If the record relates to an incident, illness, injury or trauma	Until the child is aged 25 years
If the record relates to the death of a child	Until the end of 7 years after the death
Any other record relating to a child enrolled at the education and care service	Until the end of 3 years after the last date on which the child was educated and cared for by the service
Record relating to the approved provider	Until the end of 3 years after the last date on which the approved provider operated the service
Record relating to the nominated supervisor of staff member	Until the end of 3 years after the last date on which the nominated supervisor or staff member provided education and care on behalf of the service
Any other record	Until the end of 3 years after the date on which the record was made

CSIROCare must ensure a copy of the National Law and National Regulations is accessible to the nominated supervisor, staff members, volunteers, parents of children enrolled at the service and any person seeking to make use of the service.