

GOVERNANCE AND MANAGEMENT

Policy Statement

Kids Biz will meet its legal and financial obligations by implementing appropriate governance practices that address our objectives and principles of the National Quality Framework (quality area 7.1.1). Kids Biz aims to provide a high quality and accessible OSHC care service with all governance and management arrangements in place at all times, with policies and procedures available to all stakeholders.

Kids Biz Holidays & Sports Pty Ltd is the approved provider and is represented by the Management Team (consisting of the Director, General Manager and as applicable the Coordinator and Educational Leader) will ensure that all aspects of governance and management are clearly articulated and complement the Service philosophy. The Management Team will ensure that copies of the current policies and procedures, required under Regulation 168, are available at the Service.

Policy Considerations

- National Quality Standards, Quality Area 7
- Education and Care Services National Regulations (103, 168, 171, 172, 173, 177, 183 to 185).

Procedure

- The responsibilities of the Management Team (as the representatives of the Approved Provider Kids Biz Holidays & Sports Pty Ltd) cannot be delegated beyond the Management Team.

Note: a person permanently or temporarily performing a role that has responsibilities within the Management Team as outlined above is considered part of the Management Team and a direct representative of the Approved Provider.

- Responsibilities of the Management Team include:
 - Compliance monitoring – ensuring compliance with the objectives, purposes and values of the Service;
 - Organisational governance – setting or approving policies, plans and budgets to achieve objectives and monitoring performance against them;
 - Strategic planning – reviewing and approving strategic direction and initiatives;
 - Regulatory monitoring – ensuring that the Service complies with all relevant laws, regulations and regulatory requirements;
 - Financial monitoring – establishing and maintaining systems of financial control, internal control and performance reporting; reviewing the Service budget; monitoring management and financial performance to ensure the solvency, financial strength and good performance of the Service;
 - Financial reporting – considering and approving annual financial statements and required reports to government;
 - Organisational structure – setting and maintaining a framework of delegation and internal control;
 - Staff selection and monitoring – selecting, evaluating the performance of, rewarding and, if necessary, dismissing of staff.

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- Risk management – reviewing and monitoring the effectiveness of risk management and compliance in the Service; agreeing to and authorising all policies and decisions on matters which might create significant risk to the Service;
- Dispute management – dealing with and managing conflicts that may arise within Kids Biz, including conflicts arising between members of the Management Team, staff members or applicable stakeholders;
- The Nominated Supervisor is responsible for the day-to-day management of the Service and to address key management and operational issues under the direction of the Management Team, in line with all applicable policies and procedures. Some of the responsibilities of the Nominated Supervisor will vary from time to time or permanently be delegated to the Service Coordinator.
- Responsibilities of the Nominated Supervisor include:
 - Developing and implementing appropriate organisational strategies and making recommendations to the Management Team;
 - Making recommendations for the appointment of staff, determining terms of appointment, evaluating performance and developing and maintaining succession plans for staff;
 - Providing input into biannual budget discussions and managing day-to-day operations within the budget;
 - Maintaining an effective risk management framework; and
 - Keeping the Management Team and regulators informed of any developments that may impact on the Service performance.

Philosophies and policies

- The development and review of the Philosophy and policies will be an ongoing process.
- The philosophy will underpin all other documentation and the practices of the Service and will reflect the principles of the approved national framework for school age care “My Time, Our Place”.
- There will be a collaborative and consultative process to support the development of the philosophy that will include children, families and staff. The statement of Philosophy will be included in the Quality Improvement Plan for the Service.
- Policies and procedures will provide clear documentation that will define agreed and consistent ways of doing things to achieve the stated outcomes.
- The Management Team as Approved Provider will approve the Philosophy and the policies.
- The Service philosophy and policies will be available for all stakeholders and there will be reference to this in staff handbooks and general service information.

Financial Management

- The Management Team will be responsible for developing and overseeing the budget of the Service and for ensuring that the Service operates within a responsible, sustainable financial framework.
- In line with this responsibility the Management Team will conduct a budget planning meeting each year as part of the annual business planning. During this meeting fee structure and wage increases will be considered.
- Financial reporting will be developed by the Management Team and reviewed by relevant representatives including the Kids Biz CPA.

Physical Environment

- The Management Team will ensure regulations 103-115 relating to the physical environment require for an OSHC Service are maintained at all times.

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- Work, health and safety implication will be considered by the Management Team in relation to staff locking up and leaving the Service at the end of the day and risk assessments of the practices will be undertaken.

Review and Evaluation of the Service

- Ongoing review and evaluation will underpin the continuing development of the Service. The Management Team will ensure that the evaluation involves all stakeholders, especially families, children and staff members.
- The development of the Quality Improvement Plan (QIP) will form part of the review process. Reflection on what works well and what aspects of the Service need further development will be included in the QIP and discussed at meetings of the Management Team.

Confidentiality

- All members of the Management Team will maintain confidentiality in accordance with their confidentiality agreement.
- Confidentiality will be a consideration for all information held at the Service and by the provider and will be applied consistently in the maintenance of records.

Maintenance of records

- Regulation 177 outlines requirements and includes references to records that Services must keep. Regulations 183–184 detail storage of records.
- The Service has a duty to keep adequate records about staff, families and children in order to operate responsibly and legally. The Service will protect the interests of the children and their families and the staff, using procedures to ensure appropriate privacy and confidentiality.
- The Approved Provider assists in determining the process, storage place and timeframe for storage of records and the mechanisms in place to maintain appropriate confidentiality.
- The Service's orientation and induction processes will include the provision of relevant information to staff, children and families.
- Clear guidelines on who will have access to records will be given to the Management Team, staff members and families.
- The Approved Provider will need to ensure that the record retention process meets the requirements of the following government departments:
 - Australian Tax Office (ATO)
 - Family Assistance Office (FAO)
 - Department for Education & Training
- In the event of ceasing to operate, the Service Management Team will identify where the records will be kept and seek professional advice on the winding up of the Service.
- A list of nominated contacts for Child Care Management System, ATO and Superannuation funds, as well as any other accounts, will be maintained and available to select members of the Management Team. These contacts will be reviewed annually and updated as contacts change to ensure currency in communication for effective governance.

Work, Health and Safety

- Policies and procedures will be in place to address the legal requirements relating to safety in the workplace and this information should underpin any service specific requirements, including grievance/complaints procedures.
- The nominated Supervisor will report back to the Management Team on any Work, Health and Safety issues as they arise.
- All Management Team members will be provided with information to assist them in meeting their obligations under the legislation.

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