

## GOVERNANCE AND SERVICE MANAGEMENT

### POLICY

All persons will comply with all policies and procedural requirements when engaging in activities relating to the operation of the family day care service and will conduct themselves in an ethical manner and abide by codes of conduct.

Systems are put in place to ensure effective management and operation of a quality service; and to ensure all records will be maintained in a confidential and private manner.

Building Futures Care and its Educators aims to be continuously reflecting upon and improving practices as required.

Building Futures Pty Ltd is the Approved Provider and has overall responsibility to meet legislative requirements. The Co-ordinators are employed to enact these responsibilities.

### PROCEDURE

The Coordination Unit staff are directly responsible to the Operations Manager and owners of Building Futures Pty Ltd.

The Coordination Unit is responsible for the selection, monitoring, support and training of Educators. The Coordination Unit, on behalf of the Approved Provider, will provide Educators with education, training, information and support to ensure their professional development. It has the responsibility to ensure the delivery of quality child care and education, and to provide support and referral to parents/guardians in relation to their child care needs.

The Coordination Unit, on behalf of the Approved Provider, has the overall responsibility to monitor, maintain and to provide materials and information necessary for the policies and procedures to be followed at the highest standard possible as per legislative requirements.

The Coordination Unit, on behalf of the Approved Provider, will advise the relevant authorities of any changes to the legal status of the family day care services within timeframes as stated within legislative requirements. All communication will be kept secure at the offices of the Coordination Unit.

The Coordination Unit will be responsible for dealing with any complaints and/or grievances within a timely fashion.

Educators have a huge responsibility in being the first person a new family sees upon entering the family day care service, and in discussion with the family, determining their

needs. Educators will negotiate an orientation process with the family dependent on the needs of the family and what is best for the wellbeing of other children in care at the family day care service.

Educators are responsible for the delivery of quality education and care for children, and agree to work cooperatively with the families, the Coordination Unit and community in the delivery of the service. Educators are directly responsible to the Coordination Unit and must agree to adhere to the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011.

Every family day care service under the scheme will hold a policy and procedures file which is provided to family day care Educators and accessible to families. Educators will have a working knowledge of policies and procedures within the file.

A Code of Conduct will be followed by the Coordination Unit, family day care Educators, Educator Assistants, volunteers and students.

All records relating to children, families and family day care service operation will be kept in a safe and secure manner only accessible by authorised personnel; and be destroyed after a period of time in line with legislation. All required records are recorded, properly maintained, updated and kept in the nominated secure place as per relevant legislation requirements.

The family day care Educator will keep confidential the affairs of each child in their care and of the child's family and shall not disclose any information to a third party other than the family day care service or as legally required to do so.

Confidential conversations will be conducted in a quiet area away from other children, parents, other family day care educators and other person's residing at the FDC residence. Such conversations in relation to the health and wellbeing of the child should be noted in writing and stored in a confidential manner.

Reports, notes and observations in relation to family day care educators, family day care service staff and children must be objective, accurate and free from bias and negative comments including use of labels.

Students, volunteers and/or visitors to the family day care educator's residence and/or venue will ensure that information in regard to family day care educators, family day care service staff, children and families is not discussed outside of the context in which it was heard.

Any information received or transmitted via mobile telephone (including text/SMS) or any other electronic device (example email) shall be treated with the same confidentiality as any other written form of communication and must be stored confidentially.

Building Futures Care and family day care Educators will not collect sensitive information unless the individual has consented, or there is a legal requirement to do so or in other special circumstances that have a bearing on the wellbeing of the child. Every reasonable

step will be taken to ensure personal information collected, used or disclosed is accurate, complete and current.

Every reasonable step will be taken to ensure that personal information held within the family day care service is protected from misuse, loss and from unauthorised access, modification or disclosure.

#### RELEVANT LAWS, SOURCES AND OTHER PROVISIONS

Education and Care Services National Law Act 2010

Education and Care Services National Regulations 2011

Family Assistance Law 1999

Privacy Act 1988

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