

	Management Area: Children's Services	Pages: [04] Version No: [03]
	Related Procedure (if applicable):	Date: [30/06/14]
Policy Title: Governance and Management		Author: Children's Services

1. Scope

Educators, management, families and children

2. Policy Statement

YMCA NSW aims to provide quality care for all OSHC services, for Before and After School Care and Vacation Care for children aged from 5 to 12 years.

YMCA NSW is governed by a volunteer Board and managed through a Chief Executive Officer (CEO) and Executive Management Team.

Each individual YMCA OSHC service is managed by an onsite Centre Coordinator who reports directly to a Children's Services Manager. This structure is supported by the YMCA Children's Services Management Team, along with YMCA Support Services, which is accountable to the Board, CEO and Executive Management Team.

Our services will operate according to all legal requirements of the Education and Care Services National Regulations, Education and Care Services National Law and the National Quality Standard, Quality Area 7.1.1 'Appropriate governance arrangements are in place to manage the service'.

We will ensure there is appropriate governance arrangements in place at all times, and there will be an ongoing process of review and evaluation and all relevant information will be available to all stakeholders.

3. Responsibilities

Approved Providers are responsible for:

- YMCA organisational governance – setting or approving policies, plans and budgets to achieve the objectives, and monitoring performance against them.
- Strategic planning – reviewing and approving strategic direction and initiatives.
- Regulatory monitoring – ensuring that all services comply with all relevant laws, regulations and regulatory requirements
- Financial Monitoring – establishing and maintaining systems of the financial control, internal control, and performance reporting; reviewing the service's budget; monitoring management and financial performance to ensure strength and good performance of each 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.
- Risk management – reviewing and monitoring the effectiveness of risk management and compliance in the service; agreeing to all policies and decisions on matters which create significant risk to the service, financial or otherwise
- Dispute management – dealing with and managing conflicts that may arise within the organisation, including conflicts arising between board members, staff members, or volunteers

(a) YMCA Philosophy, Policies and Procedures

- Ensuring YMCA philosophy, policies and procedures are available for all Educators, parents/guardians and visitors of the service.
- Reviewing and developing the YMCA NSW philosophy, policies and procedures as an ongoing process.
- Ensuring the YMCA NSW philosophy statement states the practices of the OSHC service and will reflect the principals of the National Quality Framework for school aged care "My Time, Our Place". There will be a collaborative and consultative process to support the development of the philosophy that will include the children, families and educators of the service.
- Ensuring policies and procedures are clear and will define agreed and consistent structure of the processes to achieve the stated outcomes.
- The YMCA Parent handbook and Staff handbook make reference to the YMCA philosophy and policies and procedures along with general operational OSHC information.

(b) Financial Management:

- Developing and overseeing the budget of the OSHC services and for ensuring that the OSHC service operates within a responsible, sustainable financial framework. The Children's Services Manager will be responsible to ensure that the services within their designated region are operating within budget.
- Ensuring details about YMCA NSW fees are outlined under the *Fee Policy*.
- Ensuring financial reporting is completed and Profit and Loss statements are generated every month

(c) Facilities and environment:

- Ensuring appropriate equipment and furniture, to meet the needs of the children and educators is maintained and kept in a safe manner at all times.
- Ensuring there are daily, weekly, monthly and termly processes in place for routine cleaning of resources/toys and equipment.
- Ensuring all Educators participate in regular audits through the use of the Integrated Monitoring Systems (IMS) templates.

(d) Review and evaluation of the service:

- Ensuring that regular review and evaluations are ongoing and continue to further develop the OSHC service, involving, families, children, Educators, management and board members.

(e) Confidentiality:

- Ensuring all management personnel and Educators maintain confidentiality at all times which is addressed in the *Confidentiality Policy*.

(f) Maintenance of records:

- Protecting the interest of the children, their families and the Educators, using procedures set out in the YMCA Confidentiality Policy to ensure appropriate privacy and confidentiality.
- Ensuring YMCA NSW has a set process for the storage of records.
- Ensuring that record retention processes meet the requirements of the following government departments, and will ensure that all Children's Services Managers have the updated contacts of the below departments:
 - Australian Tax Office (ATO)
 - Family Assistance Office (FAO)
 - Department of Education

(g) Work, Health and Safety:

- Ensuring Policies and Procedures are in place to address the legal requirements relating to safety in the workplace of the OSHC service specific requirements.
- Ensuring Educators are trained in Work Health and Safety and that appropriate procedures are put in place. Please refer to the *Work Place Health and Safety Policy*.

Nominated Supervisors are responsible for:

- The day-to-day management of the service and addressing key management and operational issues under the direction of, and the policies and procedures set by the YMCA NSW.
- Evaluating Educator performance and developing and maintaining succession plans for staff.
- Managing day-to-day operations within the OSHC service budget.
- Maintaining an effective risk management framework.
- Communicating with the management team on any developments that may impact on the YMCA NSW organisation's performance.
- Conducting an IMS Report, which includes Work Place Health and Safety component to audit once per week. This report is then issued to the Children's Services Manager.
- Notifying the Children's Services Manager of any Work, Health and Safety issues as they arise.
- Including the YMCA philosophy in the services Quality Improvement Plan (QIP).
- Developing a Quality Improvement Plan (QIP) which will be part of an ongoing review and evaluation process which will reflect on all aspects of the OSHC service.

4. Related Policies and Procedures/Guidance Notes

Confidentiality Policy

Fee Policy

Individual OSHC Service Quality Improvement Plan

YMCA NSW Philosophy

YMCA NSW Parent Handbook

YMCA NSW Staff Handbook

5. Considerations**Education and Care Services National Regulations**

- 103 Premises, furniture and equipment to be safe, clean and in good repair
- 168 The approved provider of an education and care service must ensure that the service has in place policies and procedures in relation to the matters set out in subregulation (2)
- 171 Policies and Procedures to be kept available
- 172 Notification of change to policies or procedures
- 173 Prescribed information to be displayed
- 177 Prescribed enrolment and other documents to be kept by approved provider
- 183 Storage of records and other documents
- 184 Storage of records after service approval transferred
- 185 Law and regulation to be available

Education and Care Services National Law

Children (Education and Care Services National Law Application) Act 2010. No 104 Part 1.

Education and Care Services National Standards

- 7.1.1 Appropriate governance arrangements are in place to manage the service'
- 7.3 Administrative systems enable the effective management of a quality

6. Responsibilities and Delegations

- 6.1 The Children's Services team is responsible for the review of this policy.
- 6.2 Educators and Management are responsible for the implementation of this policy.
- 6.3 The families and children are responsible for the support of this policy.

7. Records Maintenance

This policy is to be reviewed biannually or as required based on operational or legislative change.

8. Document Control

Approved By	Stephen Bendle. Chief Executive Officer
Effective Date	30.06.14
Review Date	30.06.15
Policy Owner (Name & Role)	Belinda-Jayne Davis. Acting General Manager Children's Services
Policy Owner Contact Details	(02) 9687 6233

Amendment History			
Version	Date	Author	Change Description
1	June 2012	AM. Nolan	NQF Compliance
2	July 2013	AM. Nolan	Review NQF Compliance
3	July 2014	L. Durrell	Review and Update. New format.

Endorsement			
I endorse the Governance and Management Policy:			
Name	Stephen Bendle	Role	Chief Executive Officer
Signature		Date	30 June 2014