



# Wesley Out of School Hours Care policy

## Governance and Management

### 1. Purpose

Wesley Out of School Hours Care (Wesley OOSH) aims to provide a quality education and care service that operates according to all legal requirements and recognised best practice in service management.

### 2. Scope

This policy applies to the staff, children, families and visitors of Wesley OOSH as required by the following Regulations and Standards.

#### National Quality Standard

QA7	7.1	Governance supports the operation of a quality service
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#### National Regulations (r) and National Law (s)

r168	Education and care service must have policies and procedures
r170	Policies and procedures to be followed
r171	Policies and procedures to be kept available
r172	Notification of change to policies or procedures
r173	Prescribed information to be displayed

### 3. Policy statement

Wesley OOSH will ensure there are appropriate governance arrangements in place at all times. There will be an ongoing process of review and evaluation and all relevant information will be readily available to stakeholders.

### 4. Principals

Wesley OOSH as the Approved Provider will ensure that all aspects of governance and management are clearly articulated and complement with the service philosophy. Copies of the current policies and procedures will be available for inspection at the services at all times.

The responsibilities of Wesley OOSH as the Approved Provider cannot be delegated to any other person or body including:

- Compliance monitoring – ensuring compliance with the objectives, purposes and values of the service.
- Organisational governance – setting or approving policies, plans and budgets to achieve those 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’s budget; monitoring management and financial performance to ensure the solvency, financial strength and 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 staff. Delegate the functions of sub-committees, the Nominated Supervisor, and other staff.
- Risk management – reviewing and monitoring the effectiveness of risk management and compliance in the service; agreeing or ratifying policies and decisions on matters which might 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 committee members, staff, members or volunteers.

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, and the policies laid down by the Approved Provider, including:

- Implement organisational strategies and make recommendations to the Approved Provider on significant strategic initiatives.
- Make recommendations for the appointment of staff, assisting in determination of terms of appointment, evaluating performance and developing and maintaining succession plans for staff.
- Managing day-to-day operations within the budget.
- Working within Wesley Mission risk management framework.
- Keeping the Approved Provider and Regulatory Authority informed about any developments that may impact on the organisation’s performance.

### **Philosophy and policies**

- The development and review of the Philosophy will be an ongoing process.
- The philosophy and associated statement of purpose will underpin all other documentation, 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 Educators. The statement of purpose will define how the statement of philosophy will be implemented in the service.
- Policies and procedures will provide clear and consistent ways of doing things to achieve the stated outcomes.
- Wesley OOSH as the Approved Provider will ratify the Philosophy and the policies. The Approved Provider can only alter policies and with the changes minuted as a record.
- There will be a comprehensive index for the service policies as it is likely that some policies may address several aspects of operational practice.



- The service philosophy and policies will be available for all stakeholders and there will be reference to this in parent and staff handbooks and general service information.

### **Financial management**

- Wesley OOSH will be responsible for developing and overseeing the budget for the services and ensuring that the services operate within a responsible, sustainable financial framework.
- In line with this responsibility, Wesley Mission Senior Management will conduct a budget planning meeting each year as part of its annual business planning. The details of budgeting and fee setting are set out under the Payment of Fees Policy.
- Financial reporting will be presented to Senior Management on a regular basis with the opportunity provided to ask questions or seek further advice from any Senior Management member.
- Wesley Mission will comply with the Family Assistance Law and Child Care Subsidy System reporting requirements in accordance of the A New Tax System (Family Assistance) Act 1999.

### **Facilities and environment**

- Wesley OOSH will ensure the physical environment required for the service is maintained at all times.
- In the event of the relocation of the site Wesley OOSH will ensure that the requirements of the regulations are considered if and when site re-arrangements are proposed.
- Work, Health and Safety implications will be considered by Wesley OOSH in relation to educators locking up and leaving the service at the end of the day and risk assessments of the practices will be undertaken.

### **Equipment and maintenance**

- Appropriate equipment and furniture, to meet the needs of the children and educators, will be well maintained and safe.
- Processes will be in place for routine cleaning of toys and equipment.

### **Review and evaluation of the service**

- Ongoing review and evaluation will underpin the continuing development of the service. Wesley OOSH will ensure that the evaluation involves all stakeholders, including families, children and educators.
- The development of a 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 team meetings.

### **Privacy and Confidentiality**

- All employees of Wesley OOSH will maintain confidentiality and adhere to the Wesley Mission Privacy Policy.

### **Maintenance and Storage of records**

- Wesley OOSH 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, their families and staff, using procedures to ensure appropriate privacy and confidentiality.



- Wesley OOSH will determine the process, storage place and retention time for records.
- Wesley OOSH orientation and induction processes will include the provision of relevant information to educators, children and families.
- Clear guidelines on who will have access to which particular records will be given to Management, educators and families. These will be available at the service.
- Wesley OOSH will ensure that the record retention process meets the requirements of the following government departments:
  - Australian Tax Office (ATO)
  - Department of Human Services
  - Department of Education
- In the event of ceasing to operate, Wesley OOSH 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, Australian Taxation office and Superannuation funds, as well as any other accounts, will be maintained and available to all members of Wesley Mission Senior Management. 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 Wesley OOSH Management on any Work, Health and Safety issues as they arise.
- Wesley OOSH will be provided with information to assist them in meeting their obligations under the legislation.

### **5. Responsibility and policy owner**

The policy owner is the General Manager, Wesley Health, Conferences and Education. The owner is responsible for implementing the policy and achieving the desired outcomes. Wesley OOSH staff shall adhere to this policy.

### **6. Consultation & Approval**

This policy has been developed in consultation with the Program Manager, Wesley OOSH, Senior Coordinator, Wesley OOSH, Area Coordinator/s, Wesley OOSH, Centre Coordinator/s, Wesley OOSH & the Quality, Risk and Compliance Specialist, Wesley Conferences and Recreation.

This policy has been approved by General Manager, Wesley Health, Conferences and Education.