



CCS GOVERNANCE AND MANAGEMENT OF THE SERVICE

2023

The
After
School
Klub

CCS GOVERNANCE AND MANAGEMENT OF THE SERVICE – INCLUDING CONFIDENTIALITY OF RECORDS POLICY 2020

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

2.1	Provider approvals
2.2	Service approvals
Division 1	Applications for Service approvals
Division 3	Transfer of Service approvals

Purpose

Governance is the process by which organisations are directed, controlled and held to account. It encompasses authority, accountability, stewardship, leadership, directions and control exercised in the organisation (Australian National Audit Office, 1999).

The governance of an organisation is concerned with the systems and processes that ensure the overall direction, effectiveness, supervision and accountability of a service. Under the National Law and National Regulations, early childhood services are required to have policies and procedures in place relating to the governance and management of the service.

To comply with legislation when either applying or maintaining the Child Care Subsidy (CCS) a CCS Governance Policy is required. Our policy covers: evidence ensuring ongoing compliance with family assistance law, organisation size and structure, decision making, employment procedures, operational structure, financial viability and risk management.

Background

TASK was started in 2013 by two Inner West mums experiencing the chronic shortage of OSHC places at their own children's school in Stanmore.

- Over nine years, TASK has helped a growing number of schools to become a **respected provider of OSHC with services in Sydney's Inner West, Newcastle, Central Coast, North Coast, and Greater Sydney surrounds.** We have services in place at schools with 60 students and schools with more than 700 students.
- TASK now supports **33 schools as approved services** across NSW in the public and private sectors. Some services offer all sessions: mornings, afternoons and holidays, others are afternoons or holidays only or a combination of all three.
- TASK gives time back to families by providing kids with opportunities to explore new things in fun and interesting programs, do some homework, create new friendships, and share nutritious food.**
- TASK has a team of over 270 permanent part-time, full-time, and casual workers. We do not use agency staff, preferring to have a large pool who are trained by us and familiar to children and families. We have



teams in TASK Central in Petersham to manage all other aspects of service operations.

- TASK is **financially stable**. We have steadily increased turnover in seven years and have effective processes to manage payment collection and invoice settlement. We commit to operating TASK at your school according to the operational guidelines specified.
- TASK has a **proven track record** in getting services set up efficiently, and with the aim of making things as easy as possible for school and families.
- **TASK is an ethically private service** – we channel monies back into our programs, people, and places. All service operations are Australian-based.
- We are independent and have a solid reputation as generous, honest and committed collaborators within our school communities;
- At the request of the Education Department, TASK is providing care at several schools in Sydney and Newcastle after challenges with OSHC provision.
- TASK has dynamic and experienced teams in place across Sydney. We have a focus on employing those who are familiar to schools we work in – many ex-students are now part of the TASK team. We are committed to working with and supporting Erskineville

families and the P&C in the provision of OSHC and employment opportunities.

- **In summary, TASK:**
 - provides **quality** out-of-school-hours care in a safe, inclusive environment where students are engaged and part of a community of 'TASKers';
 - is passionate about facilitating access to a quality OSHC service for all families in need;
 - works **cooperatively** to implement its services and share school facilities with other users;
 - is uniquely adapted to limited onsite storage and minimising footprint in allocated spaces;
 - is highly mobile and adaptable to rapid venue or access changes when required by school;
 - is a supportive employer – we have little staff turnover and we invite existing staff at schools/OSHC to join our incoming team;
 - is an OSHC specialist. All energy and resources are directed to the care of children before school, after school and at holiday times. This means complete focus on our core activity of caring for children.

Our values underpin our approach to all aspects of service delivery – from communication with families and team members to collaboration and support with schools and the local community, we aim to have fun, be safe, inclusive and grow together...

Strategies

Policies

The Approved Provider and or Nominated Supervisor will:

- Ensure that a comprehensive set of policies are in place as required under **Regulation 168** and other Regulations and laws that the service must comply with.
- Ensure that these policies comply with relevant legislation.
- Update these policies on a regular basis; particularly when there is a change to legislation.

Compliance Measures

The Approved Provider and or Nominated Supervisor will:

- A Nominated Supervisor, approved as a suitable, fit and qualified person by the Regulatory Authority and appointed by the Approved Provider, oversees the day-to-day operations of the Service.
- At any time the Nominated Supervisor is not on the premises, a substitute Responsible Person who is physically present is placed in charge of the Service's day-to-day operations.
- The details of the Nominated Supervisor and the Responsible Person are clearly displayed in the main entrance of the Service.
- The Nominated Supervisor ensures that the Service's staffing arrangements meet regulatory requirements at all times.
- Ensure that the service is meeting requirements by doing regular checks of procedures throughout the service.
- Ensure that the Quality Improvement Plan is regularly updated to outline areas of improvement and ensuring compliance at all times as outlined in **Regulation 55**.
- Whenever uncertain about compliance in any area the Nominated Supervisor will contact relevant authorities to get clarification.

Risk Management

The Approved Provider and/or Nominated Supervisor will:

- Ensure risk assessments are conducted on the service whenever necessary including excursions as required in **Regulation 100**.
- All educators are required to hold a working with children's check and be cleared for the service before commencement.
- Uphold Regulation 84 of the National Regulations in regards to maintaining awareness of the existence of child protection laws and the obligations of educators and other employees in their state or territory.
- Ensure that all staffing arrangements meet requirements and premises layouts are designed for effective supervision purposes thus eliminating many risks posed to children in the education and care setting **Regulation 120, 122, 123, 130, 131, 132, 242, and 271. (Note the modification to Regulation 123 in that NSW Educator to Child ratios are different. Refer to Regulation 271).**

Practices

In order to achieve and maintain the service's aims and Philosophy, the Directors will monitor the financial viability and accountability of the centre while also ensuring that:

- Funds are expended appropriately according to any funding and budgets.
- The program is operating within budget.
- Required paperwork is submitted to the relevant funding agencies.
- Any additional financial requirements are completed (e.g. Taxation office).
- Provide avenues for effective communication between staff and the Directors (Deputy)
- Employ and support staff in their roles and ensure the relevant awards and conditions of employment are complied with.
- Encourage training and development of staff in their roles.
- Facilitate the participation of staff and management in budget planning to enable cost effective management of the service.
- Provide leadership, forward planning and guidance to the service, particularly in relation to developing a strategic culture and directions.
- Be responsible for overseeing legal functions and responsibilities.
- Ensure that TASK complies with the Commonwealth Privacy Act 1988 and follows the standards of Australian Privacy Principles to regulate the way in which our service manages personal and sensitive information.

Code of Conduct

- Commit themselves to ethical, and lawful conduct, including proper use of authority and professional decorum when acting as Approved Provider, Nominated Supervisor or Responsible Persons.
- Demonstrate un-conflicted loyalty to the interests of the organisation.
- Avoid conflicts of interest with respect to their role.
- Ensure confidentiality of all personal information of staff and educators working within the service.
- Upkeeps statement of philosophy of the service and ensures all others do as well.
- Not use information exclusive to TASK for personal gain and will respect the confidentiality of all information obtained during meetings or through their role.
- Respect the confidentiality appropriate to issues of a sensitive nature in regards to families.
- Treating other persons fairly, courteously and without discrimination, harassment or bullying.
- Upholding the rights of children as set out in the United Nations Convention on the Rights of the Child.
- Be respectful of, and responsive to, persons of all ethnicities, cultures, values and beliefs.
- The Approved Provider and or Nominated Supervisor will monitor and handle any grievances within the service in a timely manner.

Information Displayed

- All information required by Regulation 173 of the Early Education and Care Services Regulations 2011 is displayed in a A-Frame at the service entrance.



Approved Provider Details

To claim Child Care Subsidy, our Service must be approved by a delegate of the Secretary of the Department of Education and Training by showing the required evidence and information to ensure ongoing compliance with the family assistance law.

Required information includes:

Provider & Service Approval Number	PR 40001620	
Business Name	The After School Klub Pty Ltd	
Trading Name	The After School Klub	
Contact Person	Suzanne Tucker and Madeleine Morrison	
Telephone	1300827500	
Mobile	0413305151	
Email	s.tucker@task-kids.com.au	
Address	Shop 3/ 138 New Canterbury RD Petersham NSW 2049	
NQA ITS Details	Are you registered? YES	
Provider Entity Name	The After School Klub Pty Ltd	
ABN	70 164 359 237	
Relevant Entity Documents (Financial Statements, signed partnership agreement etc) provided	YES	
Details in which the provider or their personnel have an interest	Submit position of person completing the document: Owner, Director, Manager, Nominated Supervisor	
External Management Organisation	Is your Service under the management of an external group? NO	
Number of years of operation	9	



Business Structure

The following information describes the type and size of our childcare service operation, including personnel, recruitment and professional development strategies, fee structure, philosophy and financial position.

Entity Type (Partnership, Private Company, Sole Trader, Public Company etc)	PTY LTD
Information provided with application for provider approval	YES
Number of Managers	Two Directors
Number of operation personnel	15-20
Recruitment and Professional Development Plans	See Policy and Procedures for CHILD SAFE SERVICE
Structure of the business	See diagram on next page.
Number of sites and locations	Submit here: 33
Service Type	Outside School Hours Care

Operational Structure

Days of Operation	Monday to Friday
Hours of Operation	6.00am to 6.00pm each day
Weeks of Operation	50 weeks
Fee Schedule	Payment of Fees Policy attached
Number of Licensed Children	Varied at each service
Collection of Fees	Payment types accepted Credit card, IPAY(Direct Debit) and Direct Deposit Centrelink arrangements Managed via HUBWORKS
Liabilities	No Liabilities

Organisational Structure Diagram



Non-Compliance Risk Management

To ensure our continued commercial, operational and financial viability our Service will maintain a current Quality Improvement Plan, Professional Development and Training Plan, Personnel files, Professional Indemnity and Public Liability Insurance and a Child Care Management System.

TYPE OF RISK	PREVENTION / STRATEGIES IN PLACE	ACTION TO BE TAKEN
CCS Compliance	HUBWORKS	Reporting
Insurances	Public Liability for \$20M	Renewed Automatically
Service Competition	QIP's are completed within 3 months of the opening of the service. QIPs are reviewed annually and sometimes Twice a year if required	Continuous Improvement is monitored by regular meeting with Responsible Person and the Operations Team

Submission of attendees	Attendances are submitted daily through HUBWORKS by a person of Management and control	Ongoing
Submission of vacancies	Vacancies are submitted daily through HUBWORKS by a person of Management and control	Ongoing
Staff Skills and Knowledge	Professional Development Plans are completed yearly at April for all Staff. This enables discussions around required Training and wage rates to be delivered in JULY	Annually
Accurate Data Reports	HUBWORKS Manages the Reporting	Daily

Confidentiality Policy

Responsibilities for the Approved Provider

- Ensure each staff member, volunteers and student information is correct in personnel and other files. This includes information on qualifications, WWCC, criminal history checks, staff entitlements, contact and emergency information, health and immunisation information, and any relevant medical and legal information. This would include any other relevant information collected by the service.
- Ensure that information collected from families, educators and the community is maintained in a private and confidential manner at all times.
- Ensure that such information is not divulged or communicated (directly or indirectly) to another person other than the ways outlined as appropriate in the Education and Care Services National **Regulations, 181**, which says information can be communicated: To the extent necessary for the education, care or medical treatment of the child;
 - To the parent of the child to whom the information relates (except for information in staff records);
 - To the regulatory authority or an authorised officer;
 - As authorised, permitted or required to be given by or under any act or law; and
 - With written consent of the person who provided the information.
- Ensure families are informed upon enrolment how images/photographs of their children will be used on the Internet and/or publications.
- Provide families with information on the Complaints and Feedback procedure if any privacy or confidentiality procedure has been breached. Individuals can make a complaint to the Approved Provider if they believe there has been a breach of their privacy in relation to the Privacy principles. The breach will be assessed by the Approved Provider within 14 days. Where the information collected is incorrect, the information will be corrected. Where a serious breach of privacy is found, appropriate actions will be negotiated between the Approved Provider and the individual to resolve the situation, in line with the Complaints and Feedback procedure.
- Will ensure information provided by families and staff is only used for the purpose for which it was collected.

Responsibilities for the Nominated Supervisor

- Ensure each families' information is correct in enrolment records. This includes information on immunisation updates, income and financial details (credit card or bank information), contact details of family and emergency contact information, children's developmental records, Family Assistance information, and any medical or legal information – such as family court documentation – required by our education and care service. This would include any information required to be recorded under the National Law and Regulations, the Family Assistance Law other relevant information collected to support the enrolment of a child.
- Will ensure information provided by families and staff is only used for the purpose for which it was collected for.

Storage of Information

Ensure that education and care service records, personnel records, CCS information and children's and families information is stored securely reducing the chance of unauthorised access, use or disclosure and remains private and confidential within the education and care environment at all times.

Access to Information

- Will ensure that information kept is not divulged or communicated, directly or indirectly, to anyone other than:
 - Medical and developmental information that is required to adequately provide education and care for the child;
 - The Department of Education and Communities, or an authorised officer; or
 - As permitted or required by any Act or Law.
- Individuals will be allowed access to their personal information as requested. Individuals must request this information in writing from the Nominated Supervisor. Authorised persons may request to view any information kept on their child.
- Information may be denied under the following conditions: Access to information could compromise the privacy of another individual.
- The request for information is frivolous or vexatious; and
- The information relates to legal issues, or there are legal reasons not to divulge the information such as in cases of custody and legal guardianship

Responsibilities for the Educators

- Maintain children's information and store documentation according to policy at all times.
- Not share information about the education and care service, management information, other educators or children and families, without written permission or legislative authority.
- In keeping with the Early Childhood Australia (ECA) Code of Ethics (2008), the Education and Care Services National Regulations and the Privacy Legislation, educators and staff employed by our education and care service bound to respect the privacy rights of children enrolled and their families; educators and staff and their families and any other persons associated with the service.