

Family Day Care

Governance and Management Policy



Merri-bek
City Council

Section: 7 Governance and Leadership

Policy ID Number: 7.1

Link to National Quality Standard: 7.1.2

Link to Education and Care Services National Legislation: r158; r159; r160; r161; r162; r177, r178; r179; r181; r182; r183; r184.

1 Policy Statement

Family Day Care will implement robust governance, management and administrative systems, ensuring the effective, transparent and competent operation of service.

2 Rationale

Family Day Care is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is embedded in the everyday thinking and practice of all Educators, Educator family members, work experience/work placement students and volunteers irrespective of their involvement in child related duties.

Effective leadership and service management supports the delivery of quality care and education. Through good governance and management, the effective functioning of the service can be ensured across all seven quality areas, enabling quality outcomes for children and their families.

To ensure appropriate distribution of Australian Government funds and accurate payment to Educators.

To ensure that all personal, health and/or sensitive information relating to FDC stakeholders remains confidential, is stored securely and archived appropriately.

3 Procedures

3.1 Governance

- Family Day Care is operated by Merri-bek City Council (Council) and follows the management structure implemented by the organisation. The service adheres to the relevant legislative frameworks and the Council policy and procedures and guidelines to ensure there is robust systems and processes in place to assist in the management and governance of the service.
- All staff have regular support meetings with their direct supervisor to support and guide them in their role as well as ensure accountability to maintaining required standards. As part of regular home visits Resource Officers support and monitor Educators, including accountability to meeting required standards.
- The Coordination Unit uses the Quality Improvement Frameworks to ensure that the service is reviewed, and any service improvements are implemented according to the relevant legislation and policies and procedures.
- The Coordination Unit will regularly communicate with and seek feedback from families and Educators using avenues such as meetings, emails and surveys. Any changes to service policy and procedure will be notified in writing with appropriate time frames for implementation.
- Councillors or Council management may also determine changes to service delivery. In these circumstances families and Educators will be notified in writing of any changes.

- Council will sign an Agreement with each registered Educator, that will outline the requirements of the Educator role including matters that relate to governance and administration. This will be signed prior to registration and reviewed annually.

3.2 Administration of Child Care Subsidy

- Family Day Care will use a software system approved by the relevant Australian Government Department to administer the service including Child Care Subsidy (CCS) and adherence to Family Assistance Law.
- Coordination Unit staff and Educators are trained in the use of the software system to ensure accurate records are kept.
- Educator payments are administered using the software system. Checking processes are in place to approve and make payments and this is managed by administration staff, the Children's Services Coordinator and relevant members of the Council's Finance Department.
- Educators and families are provided written information outlining CCS and family payments.
- Anyone who is concerned about fraudulent or illegal use of CCS can report this to the Australian Government at tipoffline@dese.gov.au or 1800 664 231.

3.3 Confidentiality

- The Coordination Unit staff and Educators will maintain the security and confidentiality of all personal, health and/or sensitive information relating to all FDC Stakeholders in accordance with Privacy Laws and Merri-bek City Council Privacy Policy.
 - Personal and/or health information may be released when required by law, for example, to State or Federal authorities, or Child Protection agencies or for a child's safety, for example if emergency services are in attendance. In other circumstances written permission may be sought to disclose information.
- Educators will not discuss any personal or sensitive information disclosed to them with anyone except the appropriate Coordination Unit staff.
- The Coordination Unit staff will provide all Educators, prospective Educators and families with the Parent Information Handbook, providing information about privacy within FDC. The Educator Agreement also outlines these requirements.

3.4 Record Keeping

- The Coordination Unit will implement systems to ensure all records required by legislation are created, updated as appropriate and stored according to practices described by the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 and Council's records management policies and procedures.
- The Coordination Unit staff will ensure all staff, Educator, children and family records are stored in a safe and secure manner, prohibiting unauthorised access by others. Digital records are password protected and/or have restricted access and written records are kept in a locked area.
- Educators will ensure all records they keep in relation to children and families are stored in a safe and secure manner, prohibiting unauthorised access by others.
- Educators and Families are required to keep all information up to date to ensure all information is true and correct. Records can be updated at any time there is a change and the Coordination Unit will also provide regular prompts to update certain information. Upon receipt of relevant information, the Coordination Unit will amend the appropriate record/s.
- Educators and families can access their records through Council's Freedom of Information process. Any requests for records to be released are to be made through the appropriate Council Department.

- Educators will forward all family or child records to the Coordination Unit once a child and/or family leaves care. These records will be stored and/or archived according to Council policy and legislative requirements.
- Educators will forward all FDC records, including all family or child records to the Coordination Unit once they cease to be a registered Educator with Family Day Care. These records will be stored and/or archived according to Council policy and legislative requirements.
- The Council's Records Management team set the protocols for archiving and destruction of records using relevant legislation. This includes archiving records for required timeframes and destroying them in a secure manner.
 - The Coordination Unit provide written records to the Records Management Department who will then manage the archiving and destruction of these records.
 - Digital records are kept in the Council's digital record management system and the Records Management Department manage the archiving and destruction of these records.

4 References

- [Education and Care Services National Law Act](#)
- [Education and Care Services National Regulations](#)
- [National Quality Standards](#)
- [ACECQA](#)
- Educator Agreement
- [Privacy and Data Protection Act 2014 \(Vic\)](#)
- [Health Records Act 2001](#)
- Council Policies and procedures
- [Child Care Provider Handbook](#)
- Parent Information Handbook

5 Definitions

Term	Definition
FDC Stakeholders	All people linked to Family Day Care which includes: <ul style="list-style-type: none"> • Coordination Unit staff • Registered Educators and all members of their household • Prospective Educators and all members of their household • Children and families on the waiting list and enrolled and attending • Students • Volunteers

Revision History

Date	Revision No.	Revision Section	Revision Description
December 2016	1.0	All	Initial Policy Release (creation date)
January 2022	2.0	All	Updated from old Policy to new format and current information.
January 2028	Next Review Date		