

CEEC GOV POL GOVERNANCE AND SERVICE MANAGEMENT POLICY

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PURPOSE

Catholic Early EdCare (CEEC), a Directorate of Centacare under the Corporation of Trustees of the Roman Catholic Archdiocese of Brisbane is committed to providing quality education and care services and operate according to all legal requirements and recognised best practice in service management. As a result Catholic Early EdCare will ensure there is appropriate governance arrangements in place at all times.

SCOPE

This policy applies to staff members as defined in the Education and Care Services National Law Act.

1. POLICY STATEMENT

- 1.1 Catholic Early EdCare strives to meet the National Quality Standard for Early Childhood Education and Care and the requirements for approved providers of child care services under the Education and Care Services National Law Act and Regulations in such a way as to best fulfil its ability to care for children and to carry out the agreed policies and procedures of its Services. This policy has been developed to meet –
- Education and Care Services National Law Act 2010
 - Education and Care Services National Regulations 2011- Regulation 168 (2) (l)
 - Australian Children’s Education and Care Quality Authority- Quality Area 7

- Centacare Vision, Mission and Values Statement
 - Queensland Information Privacy Act 2009 (Act No. 14 of 2009)
- 1.2 All Catholic Early EdCare Services are operated under the Corporation of Trustees of the Roman Catholic Archdiocese of Brisbane and are approved to provide education and care for children in Long Day Care, Outside School Hours Care and Kindergarten settings.
 - 1.3 Catholic Early EdCare is a professional, non-profit organisation which forms part of a network of community services to support people and communities in the Spirit of the Gospel (Centacare Vision Values and Mission Statement).
 - 1.4 Catholic Early EdCare expects that all members of management shall conduct themselves in such a way that is professional and in accordance with the philosophy and goals of the service. Management are expected to actively demonstrate a positive attitude towards their role, the service, the employees and the Catholic Early EdCare clients.
 - 1.5 Catholic Early EdCare requires that all management abide by the code of conduct at all times during their interaction with children, families, community members, employees and other members of management.
 - 1.6 In order to protect children and better provide its services, Catholic Early EdCare seeks and deals with personal and sensitive information relating to families, children and others. Catholic Early EdCare respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.
 - 1.7 Catholic Early EdCare supports the principles of privacy and confidentiality. Types of information collected include personal information on employees, children and families which is used in the operation of Catholic Early EdCare Services.
 - 1.8 Personal information collected includes - names, addresses and contact numbers for family members, children's medical details, care/parenting arrangements, qualifications, recognised training and/or positions, places of employment.

2. QUALITY

- 2.1 Catholic Early EdCare has developed, and will regularly review and update, written policies and procedures for conduct of its Services (including at least the matters required by the Education and Care Services National Regulation 2011 and the National Quality Standards).
- 2.2 Catholic Early EdCare has systems and personnel to monitor changes in the Education and Care National Law Act, 2010 and the National Quality Standards (or any specific quality elements) which may affect or require a change to any of the policies and procedures of the Approved Provider.
- 2.3 It is the responsibility of Service Directors/Coordinators and Catholic Early EdCare Management to check for, record and act on any non-compliances by the Service or its staff.

- 2.4 In addition to Catholic Early EdCare Services' Governance and Management Policy, the National Quality Standards requirements of the current legislation are incorporated into the specific Policies and Procedures of the Service.

3. CATHOLIC EARLY EDCARE STAFF

- 3.1 All staff and Educators are an important part of Catholic Early EdCare and are –
- Consulted as appropriate in the development of all policies and procedures
 - Provided with an up-to-date induction process, containing relevant information necessary to enable them to abide by Service Policies and Procedures
 - Required to agree to adhere to all values, policies and procedures, through written terms of employment and role statements, including acceptance that repeated failure to comply may result in termination of employment.
- 3.2 Area Managers are responsible for the management of all Services in their allocated cluster and provide support and guidance to Directors/Coordinators.
- 3.3 Catholic Early EdCare Support Services staff will provide guidance and mentoring in areas of subject matter expertise to all Catholic Early EdCare Services
- 3.4 Work Safe Advisors provide guidance and mentoring and conduct scheduled, independent reviews in order to ensure compliance with physical environment and equipment standards, as well as safety and hygiene across all Catholic Early EdCare Services.
- 3.5 The Director/Coordinator, in conjunction with the management of Catholic Early EdCare is responsible to conduct regular informal assessments, and formal annual performance reviews, of all employees' adherences to Policies and Procedures and to take immediate appropriate steps to address non-compliances.

4. PHILOSOPHY AND POLICIES/PROCEDURES

- 4.1 It is a requirement that The Statement of Service Philosophy is displayed on the wall in a clearly visible location within each Catholic Early EdCare Service.
- 4.2 It is also a requirement that The Statement of Service Philosophy is contained within the Catholic Early EdCare Information Handbook and referred to within all Catholic Early EdCare enrolment materials.
- 4.3 The development and review of the Catholic Early EdCare philosophy and all Catholic Early EdCare policies will be an ongoing process. Additionally –
- The Catholic Early EdCare philosophy will underpin all other documentation and the practices of the service and will reflect the principles of the approved national framework. 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 philosophy will be included in the Quality Improvement Plan for each Catholic Early EdCare Service.
 - Policies and procedures will provide clear documentation that will define agreed and consistent ways of doing things to achieve the stated outcomes

- The Approved Provider will ratify the philosophy and the policies
- All documents will be dated and prescribed policies will include nominated review dates
- There will be a comprehensive index for the Service prescribed policies as it is likely that some policies may address several aspects of operational practice
- The Catholic Early EdCare philosophy and all prescribed and non-prescribed policies will be available for all stakeholders and there will be reference to this in information handbooks

5. CHILDREN AND FAMILIES

- 5.1 Children and families are an integral part of the Service and –
- Are actively invited to participate in decision-making and policy development wherever appropriate
 - Are kept informed of all Policies and Procedures, and their means of communicating with the Service, through a Family Handbook and regular communications via the Service newsletter.

6. MANAGEMENT OF CATHOLIC EARLY EDCARE IN ARCHDIOCESAN PARISHES AND SCHOOLS

- 6.1 Centacare is responsible for the administration of a range of Parish and Archdiocesan and Catholic Early EdCare Services in the Archdiocese of Brisbane.
- 6.2 Centacare fulfils its responsibilities and clarifies the ongoing responsibilities of a parish member in the following ways –

7. GENERAL PRINCIPLES

- 7.1 Catholic Early EdCare is an apostolate of the local parish. Along with the parish school and other parish activities, it is a response by the parish to meet the needs of the local community in a seamless process in a Catholic Church environment and in accordance with Church teachings.
- 7.2 Catholic Early EdCare is owned by the parish and operates through the trusteeship of the Archdiocese which is necessary to secure government financial support for parents and facilitate essential licensing and accreditation processes.
- 7.3 The Archbishop has approved the management of Catholic Early EdCare by Centacare Vicariate of the Archdiocese of Brisbane.
- 7.4 To ensure the best service is provided to families accessing Catholic Early EdCare, Centacare and the Parish will collaborate in relation to the Catholic Early EdCare operations and Centacare will develop a broad range of policies and strategies to facilitate the effective operation of the Catholic Early EdCare.

8. ADVISORY GROUPS

- 8.1 Every Catholic Early EdCare operation will be encouraged to establish an Advisory Group to provide advice to the Catholic Early EdCare and Centacare in relation to local issues.
- 8.2 The Advisory Group plays an important role in ensuring that the parish, parents, the school, the Catholic Early EdCare and Centacare are effectively communicating and collaborating for the betterment of the Catholic Early EdCare facility.
- 8.3 The Advisory Group will be conducted in accordance with the Catholic Early EdCare Advisory Group Guidelines.

9. DIRECTOR/COORDINATOR

- 9.1 Every Catholic Early EdCare will have a Director/Coordinator appointed and employed by Centacare in consultation with the Parish Priest or his delegate.
- 9.2 The Director/Coordinator manage and coordinate the general operations of the Service in accordance with the Centacare administrative policies, procedures, operating guidelines and directions under the direction of a Catholic Early EdCare Area Manager.
- 9.3 The Director/Coordinator will be required to work with and report to Centacare management to ensure maintenance of quality standards, financial management accountability, staff appointments and excellence in care.

10. ESTABLISHING AND CLOSING OF A CATHOLIC EARLY EDCARE SERVICE

- 10.1 All plans for establishing and closing of Catholic Early EdCare operations can only be developed after a wide- ranging consultative process involving the parish, Parish Priest, School, Parents/Carers and Centacare.
- 10.2 Final decisions in relation to establishing and closing of Catholic Early EdCare operations must be signed off by the Executive Director of Centacare or his/her delegate and the Parish Priest.

11. CENTACARE MANAGEMENT

- 11.1 Centacare management of Catholic Early EdCare operations includes, but is not limited to, the following –
 - Area Manager cluster management
 - Catholic Early EdCare Service Management Plan
 - Employment and supervision of Coordinator/Director
 - Oversight of budget, financial reporting and annual audit
 - Human resource management
 - Workplace Health & Safety management
 - WorkCover management
 - Management of taxation obligations
 - Other risk management issues including appropriate insurance coverage
 - General administrative support as required, and

- Development of administrative policies.
- 11.2 Centacare will enter into a Memorandum of Understanding (MOU) with each parish in relation to the Catholic Early EdCare operation.
- 11.3 Centacare will charge the Catholic Early EdCare an Administration Fee to be collected within an agreed timeframe on a percentage of all direct service income (recurrent government funding and fees) received by the Catholic Early EdCare. Details of the fee will be included in the Memorandum of Understanding.

12. FINANCE

- 12.1 On behalf of the parish, Centacare the responsibility for financial management for the Catholic Early EdCare.
- 12.2 Preparation of annual budgets, management reports and information for annual financial statements is the responsibility of the Director/Coordinator and Area Manager with the assistance of Centacare.
- 12.3 The Director Catholic Early EdCare and Centacare Accountant(s) will sign the annual financial statements.
- 12.4 Annual budgets, quarterly or as required, management reports and annual financial statements may be provided to the Parish Priest (at his request).
- 12.5 Annual Financial Statements will be sent to the Parish Priest 3-4 months after the end of the financial year.
- 12.6 Centacare will appoint an external auditor in accordance with government and Archdiocesan guidelines to independently audit the annual financial statements of Catholic Early EdCare.
- 12.7 Cash retention of 10 weeks operating expenses will be held by Catholic Early EdCare. This amount will be calculated annually on the 30 June based on the financial year's operating expenses, and adjusted shortly after that time if necessary.
- 12.8 Cash equivalent to staff provisions such as long service leave, annual leave and sick leave will be maintained by Catholic Early EdCare.
- 12.9 Should a service cease to operate, any retention held will be paid to the Parish once all liabilities are finalised.
- 12.10 At the end of each quarter (June, September, December, and March) any surplus payment available to the Parish from the service will be calculated by deducting operating expenses from total income. This will be on a cash basis, excluding fees in advance.
- 12.11 Any required expenditure of a capital or maintenance nature will only occur with the agreement of the Parish and will be deducted from the allocation of surpluses.

13. PROPERTY

- 13.1 All Catholic Early EdCare plant and equipment and facilities are owned by the Parish, subject to the funding agreement with government.

- 13.2 Many Catholic Early EdCare operate out of parish and/or parish school facilities and therefore the Director/Coordinator and the Parish must collaborate in relation to management and use of these facilities to ensure the needs of all parties are being met and that goodwill is maintained.
- 13.3 Where the Catholic Early EdCare is using parish or parish school facilities an appropriate Memorandum of Understanding will be entered into incorporating an agreed fee where appropriate.

14. CONFIDENTIALITY OF CHILDREN/FAMILY RECORDS

- 14.1 Catholic Early EdCare Service will only gather information it needs in order to provide its services and protect and care for children and staff.
- 14.2 Services will obtain the written consent of persons to use information held by the Service in connection with providing the services, delivering the program and complying with its Duty of Care to children, employees and other persons, including those giving the information. The service may seek permission to share relevant information as required by law. This is done through the enrolment and other related procedures as new information is received.
- 14.3 Services will protect the rights of the individual's privacy by ensuring that information collected is stored securely in a locked filing cabinet.
- 14.4 Records held at each Service are only to be accessed by persons who need them for a reason for which the person giving the information has consented to it being used or, strictly in the case of emergency, to fulfil the Service's Duty of Care and responsibilities to the children.
- 14.5 All records pertaining to any child incident, illness, injury or trauma will be kept until the child reaches the age of 25.
- 14.6 The Director/Coordinator will ensure that children's records are reviewed and updated at least twice per year and otherwise immediately after receiving a request from a parent/guardian to update any detail in the child's record.
- 14.7 Services are required to ensure –
- Fair and open information collection practices
 - Processes and practices that ensure information collected about individuals and families is accurate, complete and current
 - Limiting the use and accessibility of personal information.

15. APPROVED PROVIDER REQUIREMENTS

- 15.1 The responsibilities of the Approved Provider that cannot be delegated to any other person or body include –
- Compliance monitoring – ensuring compliance with the objects, purposes and values of the service, and within Catholic Early EdCare
 - Organisational governance – setting or approving policies, plans and budgets to achieve these 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 good 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 controls
- Staff selection and monitoring – selecting, evaluating the performance of, rewarding and, if necessary, dismissing the staff following appropriate Human Resources processes
- Risk management – reviewing and monitoring the effectiveness of risk management and compliance in the service; agreeing or ratifying all 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.

15.2 Within Catholic Early EdCare, the Nominated Supervisor is responsible for the day-to-day management of the service and to address operational issues under the direction of, and the policies laid down by the Approved Provider, including –

- Developing and implementing operational strategies and making recommendations to the Approved Provider on strategic initiatives
- Making recommendations for the appointment of staff, evaluating performance, and developing and maintaining succession plans for staff
- Having input into the annual budget and managing day-to-day operations within the budget
- Maintaining an effective risk management framework
- Keeping the Approved Provider and Regulators informed about any developments that may impact on the organisation’s performance

15.3 The development and review of the philosophy and policies will be an ongoing process within Catholic Early EdCare.

15.4 Catholic Early EdCare believe the philosophy underpins all other documentation and the practices of each Service and reflects the principles of the approved national framework. There will be a collaborative and consultative process to support the development of the philosophy that will include children, families and staff/Educators. The Catholic Early EdCare statement of philosophy will be included in the Quality Improvement Plan for each Catholic Early EdCare Service.

- 15.5 Catholic Early EdCare Policies and procedures will provide clear documentation that will define agreed and consistent ways of doing things to achieve the stated outcomes. Additionally –
- Catholic Early EdCare as the Approved Provider will ratify the philosophy and the policies.
 - All documents will be dated and include nominated review dates.
 - There will be a comprehensive index for the service policies as it is likely that some policies may address several aspects of operational practice.
 - Catholic Early EdCare philosophy and policies will be available for all stakeholders and there will be reference to this in information handbooks.
- 15.6 Catholic Early EdCare as the Approved Provider will ensure as far as reasonably practical, Regulations 103-115 relating to the physical environment required for a child care service are maintained at all times
- 15.7 In the event of the relocation of a Service, Catholic Early EdCare as the Approved Provider will ensure that the requirements of the regulations are considered if and when site re-arrangements are proposed.
- 15.8 Work Health and Safety implications will be considered by Catholic Early EdCare as the Approved Provider in relation to staff/Educators locking up and leaving the service at the end of the day and risk assessments of the practices will be undertaken.
- 15.9 Catholic Early EdCare will ensure appropriate equipment and furniture, to meet the needs of the children and educators, is well maintained and safe and all Services will have processes will in place for routine cleaning of toys and equipment.
- 15.10 Catholic Early EdCare will undertake ongoing review and evaluation of each Catholic Early EdCare Service as this will underpin the continuing development of the service. Catholic Early EdCare as the Approved Provider will ensure that the evaluation involves all stakeholders, especially families, children and Staff/Educators.
- 15.11 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 Catholic Early EdCare Service need further development will be included in the QIP and discussed at staff meetings / service visits.
- 15.12 All members of the Approved Provider will maintain confidentiality. This is addressed in the Centacare Confidentiality Policy.
- 15.13 All Services are required to comply with Education and Care Regulation 177 which outlines requirements and includes references to records that services must keep. Regulations 183 – 184 detail storage of records.
- 15.14 Each Catholic Early EdCare Service has a duty to keep adequate records about staff, families and children in order to operate responsibly and legally. Catholic Early EdCare Services will protect the interests of the children and their families and the staff, using procedures to ensure appropriate privacy and confidentiality.
- 15.15 Catholic Early EdCare as the Approved Provider will
- Assist in determining the process, storage place and time line for storage of records

- Provide an orientation and induction processes will include the provision of relevant information to educators, children and families
 - Provide clear guidelines on who will have access to which particular records will be given to representatives of the Approved Provider, educators and families.
 - Ensure that the record retention process meets the requirements of the following government departments - Australian Tax Office (ATO), Department of Human Services (DHS) and the Department for Education, and Training.
- 15.16 In the event of ceasing to operate, the Approved Provider will identify where the records will be kept and seek professional advice on the winding up of the service.
- 15.17 Catholic Early EdCare as the Approved Provider will provide policies and procedures to address the legal requirements relating to safety in the workplace and this information should underpin any service specific requirements, including grievance/complaints procedures.
- 15.18 All Responsible Persons are required to report back to a delegate of the Approved Provider on any Work, Health and Safety issues as they arise.

16. SERVICE COMPLIANCE RECORDS – REGULATION 167

- 16.1 Catholic Early EdCare Services are required to comply with Regulation 167 and Regulation 177 of the Education and Care Regulations and as such, records of a Service's compliance will be made available upon request from an authorised officer and/or a Parent/Carer.

16.2 Under Regulation 167 the following must be available upon request – Record of service’s compliance –

- 1) Subject to sub regulations (2) and (3), the record of the service’s compliance must include the following information -
 - a) Details of any amendment of the service approval made by the Regulatory Authority under section 55 of the Law, including -
 - i) The reason stated by the Regulatory Authority for the amendment;
 - ii) The date on which the amendment took, or takes, effect;
 - iii) The date (if any) that the amendment ceases to have effect;
 - b) Details of any suspension of the service approval (other than a voluntary suspension), including -
 - i) The reason stated by the Regulatory Authority for the suspension;
 - ii) The date on which the suspension took, or takes, effect;
 - iii) The date that the suspension ends;
 - c) Details of any compliance direction or compliance notice issued to the approved provider in respect of the service, including -
 - i) The reason stated by the Regulatory Authority for issuing the direction or notice;
 - ii) The steps specified in the direction or notice;
 - iii) The date by which the steps specified must be taken.
- 2) The information set out in subregulation (1) must not include any information that identifies any person other than the approved provider.
- 3) Subregulation (1) does not include an amendment, suspension, compliance notice or compliance direction if -
 - a) The period for seeking internal or external review under section 191 or 193 of the Law has not yet expired; or
 - b) An application for internal or external review under section 191 or 193 of the Law has been made but not yet determined; or
 - c) An application for internal or external review under section 191 or 193 of the Law has been determined, and the amendment, suspension, compliance notice or compliance direction was not confirmed.

17. RESPONDING TO A REQUEST FROM A PARENT/CARER TO VIEW THE SERVICES COMPLIANCE RECORDS

17.1 In the event a Parent/Carer requests to view the Service’s compliance records, the Director/Coordinator and/or Responsible Person is to access the location of the Services compliance records and print the records requested (in accordance with Regulation 167 and this policy) and provide to the Parent/Carer to view whilst on the Service’s premises.

- 17.2 The records provided are to remain the possession of Catholic Early EdCare and are not permitted to leave the Service premises without the approval of an Area Manager and/or senior Catholic Early EdCare manager.
- 17.3 A Parent/Carer must request in writing if they wish to have a copy of the records and all request are to be made via email to childcare@bne.centacare.net.au

18. CATHOLIC EARLY EDCARE COMPLIANCE RECORD REQUIREMENTS

- 18.1 To comply with Regulation 167, Services are required to save the records detailed in Regulation 167 and point 17.2 of this policy in the following location on the Service L Drive –SERVICE NAME\OECEC\COMPLIANCE & NOTIFICATIONS\COMPLIANCE
- 18.2 Catholic Early EdCare will monitor Service’s record keeping and compliance with Regulation 167.
- 18.3 Catholic Early EdCare requires that Services forward the documents identified in Regulation 167 (and point 16.2) if received from ECEC to the following email - childcare@bne.centacare.net.au. These documents include-
- Amendments to Service approval
 - Service Approval Suspension
 - Compliance Caution, Direction or Compliance Notice (either issued via email/letter)
 - Reminder of regulatory obligation
 - Application of internal or external review
- 18.4 Catholic Early EdCare requires that any finalisation of notification/investigation finalised received by a Service from ECEC is forwarded to the childcare email address and save in the Service L Drive as per the guidance in 17.1 above.
- 18.5 Catholic Early EdCare requires that Services will save in the Service L Drive (as per the guidance in 18.1 above) any correspondence from an ECEC officer (in accordance with the Catholic Early EdCare filing conventions).

19. VERBAL ADVICE FROM AN ECEC AUTHORISED OFFICER

- 19.1 From time to time authorised officers from ECEC will provide verbal advice to Service Directors/Coordinator. It is recommended, when verbal advice is provided a Service Director/Coordinator requests that advice is provided in writing/via email to the approved provider.

20. RESPONDING TO ECEC REQUESTS FOR INFORMATION/ ECEC COMMUNICATION

- 20.1 If a Service receives any correspondence via email or letter from an authorised ECEC officer, this correspondence is to be made known to the Area Manager. This includes administrative emails, letters of non-compliance, breach notices etc. (Note - ECEC officer should always direct their communications to the Approved Provider and not direct to Catholic Early EdCare Services).

- 20.2 The Area Manager will seek advice from a senior line manager if required and coordinate a response with the Director/Coordinator to the ECEC officer.
- 20.3 All correspondence received from an ECEC officer is required to be saved by a Service in the following location on the Service L Drive – SERVICE NAME\OECEC\COMPLIANCE & NOTIFICATIONS\COMPLIANCE

21. NOTIFICATION TYPES AND TIMEFRAMES

21.1 The Approved Provider has a requirement to notify the regulatory authority about incidents, complaints and changes to information. The timeframes are outlined below:

Change to information about approved provider		
Section 173(1)(a)	Notice of change in name of approved provider	Within 14 days
Section 174(1)(b) Regulation 175(1)(a)	Change to address, principal office or contact details of approved provider	Within 7 days
Section 174(1)(a)	Any change relevant to approved provider's fitness and propriety	Within 7 days
Section 173(1)(b)	Notice of any appointment or removal of a person with management or control of service	Within 14 days
Section 174(1)(b) Regulation 175(1)(b)	The appointment of receivers or liquidators to the approved provider or any matters that affect the financial viability and ongoing operation of the service	Within 7 days
Section 39(2)	Death of approved provider	Within 7 days of the death
Change to information about education and care service		
Section 173(1)(c)	A failure to commence operating within 6 months (or within the time agreed with the regulatory authority) of being granted a service approval	Within 14 days
Section 173(2)(a) Regulation 174(1)	Suspension or cancellation of a working with children card or teacher registration of a nominated supervisor, or disciplinary proceedings of a nominated supervisor under an education law	Within 14 days
Section 174(2)(c) Regulation 175(2)(a)	Any change to the hours and days of operation of the service	Within 7 days
Section 56	Adding nominated supervisor(s)	At least 7 days prior to commencement (or as soon as practicable but no more than 14 days after commencement)

Section 173(2)(b)	A nominated supervisor is no longer employed at the service, is removed from the role or withdraws consent to the nomination	Within 7 days
Section 173(2)(c)	Any proposed change to the premises (other than a family day care residence)	Within 7 days
Section 59 Regulations 36 & 37	Intention to transfer service approval	At least 42 days before transfer
Section 173(2)(d)	Ceasing to operate the education and care service	Within 7 days
Incidents and Complaints		
Section 174(2)(a) Regulation 12 Regulation 176(2)(a)(i)	Serious incident - Death of a child	As soon as practicable, but within 24 hours
Section 174(2)(a) Regulation 12	Serious incident - Any incident involving serious illness of a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital	Within 24 hours of the incident
Section 174(2)(a) Regulation 12	Serious incident - Any incident involving serious injury or trauma to a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital, or a reasonable person would consider that the child would require urgent attention from a registered medical practitioner	Within 24 hours of the incident
Section 174(2)(a) Regulation 12	Serious incident - Any emergency for which emergency services attended	Within 24 hours of the incident
Section 174(2)(a) Regulation 12	Serious incident - A child is missing or cannot be accounted for or appears to have been removed from the premises by a person not authorised by a parent	Within 24 hours of the incident
Section 174(2)(a) Regulation 12	Serious incident - A child is mistakenly locked in or out of the premises or any part of the premises	Within 24 hours of the incident
Section 174(2)(b) Regulation 12	Any complaint alleging that a serious incident has occurred or is occurring at an education and care service, or the National Law has been contravened (refer to Serious Incidents outlined in table above)	Within 24 hours of the complaint
Section 174(2)(c) Regulation 175(2)(b)	Any incident that requires the approved provider to close, or reduce the number of children attending the service for a period	Within 24 hours of the incident
Section 174(2)(c) Regulation 175(2)(c)	Any circumstance at the service that poses a risk to the health, safety or wellbeing of a child attending the service	Within 7 days
Section 174(2)(c)	Any incident where the approved provider reasonably believes that physical or sexual abuse of a child or	Within 7 days

Regulation 175(2)(d)	children has occurred or is occurring while the child is being educated and cared for by the service	
Section 174(2)(c) Regulation 175(2)(e)	Allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by the service	Within 7 days
Section 174(2)(c) Regulation 175(2)(ca)	The centre-based service is educating and caring for extra child/ren due to an emergency	Within 24 hours
Notification to parents		
Regulation 172	Policies: parents of children enrolled at the service are notified before making any change to a policy or procedure that may have a significant impact on the service's provision of education and care to any child enrolled at the service; the family's ability to utilise the service; any change that will affect the fees charged or the way in which fees are collected.	At least 14 days prior unless a lesser period is necessary because of a risk
Section 37(3)	Voluntary suspension of provider approval: approved provider must notify the parents of children enrolled at the services operated by the approved provider.	At least 14 days prior to application for suspension
Regulation 86	A parent of a child being educated and cared for by the service is to be notified if the child is involved in any incident, injury, trauma or illness while at the service.	As soon as practicable, no more than 24 hours
Regulation 88	If there is an occurrence of an infectious disease at a centre-based service, the approved provider of the service must ensure that a parent or an authorised emergency contact of each child is notified of the occurrence.	As soon as practicable
Regulation 94	If medication is administered in case of an anaphylaxis or asthma emergency, the approved provider or a nominated supervisor of the service or family day care educator must ensure that a parent and emergency services are notified.	As soon as practicable

SUPPORTING DOCUMENTS

N/A

COMPLIANCE

Breaches of this policy will be dealt with under Centacare's misconduct provisions, as stated in the Employment Guidelines Code of Conduct.

IMPLEMENTATION

Centacare will place this policy on the Archdiocesan Intranet (AI). Directors and managers are responsible for ensuring that the appropriate communication of policies and supporting documents to staff has occurred. All staff are responsible for understanding and complying with this policy. Contact the Policy Sponsor for further interpretation of this policy.

DEFINITIONS

Educator	Defined in Education and Care Service National Law Act 2010 as “an individual who provides education and care for children as part of an education and care service”.
Responsible Person	A Responsible Person is - <ul style="list-style-type: none"> ▪ The Approved Provider, or ▪ A person with management or control, or ▪ A Nominated Supervisor, or ▪ A Person in Day to Day Charge of a Service (PIDTDC)
Nominated Supervisor	Workers who have consented to the nomination by the Approved Provider to take on the responsibility and obligations under the National Law and National Regulations to manage a Kindergarten, Long day care, Outside school hours care Service.
Person in Day to Day charge (PIDTDC)	The PIDTDC is placed in day-to-day charge by the Approved Provider or a Nominated Supervisor of the education and care service; and the person consents to the placement in writing.
Approved Provider	Approved Provider is a person who holds a provider approval. A provider approval authorises a person to apply for one or more service approvals and is valid in all jurisdictions.

22. RECORD KEEPING

- 22.1 Catholic Early EdCare will maintain all records as required by AOB and Centacare policies and procedures relating to record keeping.
- 22.2 All Catholic Early EdCare Services are required to maintain all records in their Service folder on the L:\ drive.
- 22.3 All Catholic Early EdCare Services will adhere to Division 3 – Information and Record Keeping Requirements, Education and Care Services National Regulations; specifically Subdivision 4 – Confidentiality and Storage of Records (181, 182, 183, 184).
- 22.4 Catholic Early EdCare will ensure all privacy provisions are implemented in relation to record keeping in accordance with the Archdiocese of Brisbane (AOB) privacy statement and AOB privacy policy available on the AI portal this extends to storing records in a secure and confidential manner.
- 22.5 Service records will be maintained (stored and preserved) in conditions suitable to the length of time they need to be kept and made available for use. This applies regardless of the format of the records or the media they are stored on.

22.6 Catholic Early EdCare will coordinate the removal, archiving and disposal of records as required.