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INDIVIDUAL PROCEDURES INCLUDED:	<ul style="list-style-type: none"> <li>3.1 Policies and Procedures</li> <li>3.2 Display and Reporting of Prescribed Information</li> <li>3.3 Prescribed Records and Retention of Records</li> </ul>
OTHER DOCUMENTS/ LEGISLATION TO BE REFERENCED:	<ul style="list-style-type: none"> <li>• Governance Statement</li> </ul>

## 3.1 Policies and Procedures

### Purpose

In accordance with the Education and Care National Regulations (168) St Nicholas will comply with all requirements to ensure the service has in place all required policies and procedures and a due process for ensuring they remain up to date with all relevant legislations.

### Step by Step

- St Nicholas will ensure that policies and procedures in relation to the following are in place at all St Nicholas Services:
  - Health and Safety including Nutrition, sun protection, water safety and administration of first aid;
  - Incident, injury, trauma and illness
  - Dealing with infectious diseases
  - Dealing with medical conditions
  - Emergency and Evacuation
  - Delivery of children to, and collection of children from, the service premises
  - Excursions
  - Providing a child safe environment
  - Staffing including Code of conduct, determining responsible persons and the participation of volunteers
  - Interactions with children
  - Enrolment and orientation
  - Governance and management of service including confidentiality of records
  - The acceptance and refusal of authorisations
  - Payment of fees and provision of a statement of fees charged by the service
  - Dealing with complaints
  
- All St Nicholas Services will have up to date policy folders located in their Centre foyer and staff rooms. This will ensure access is available for families and staff.

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- All St Nicholas Policies will be reviewed on a 12-24-month cycle and must be formally approved by the St Nicholas Executive Director before implementation. The Executive Manager- Quality Assurance will be responsible for all policy change recommendations.
- All St Nicholas Procedures will be reviewed annually. Procedure change recommendations are made by the and approved by the Executive Manager – Quality Assurance before implementation.
- All St Nicholas staff, management and families are involved in the review of St Nicholas Policies and Procedures. All feedback is reviewed by the Quality Assurance Manager and forwarded with recommendations for change to the Executive Manager – Quality Assurance.
- Parents will be notified at least 14 days in advance of any significant changes made to the above Policies and Procedures that have an impact on:
  - The service provision of education and care to any child enrolled at the service; or
  - The family’s ability to utilise the service
- Parents are notified at least 14 days in advance before any change is made to fees charged at the service or the way in which fees are collected.
- If the Executive Manager – Quality Assurance considers that the notice period for any Policy or Procedural change would pose a risk to the safety, health or wellbeing of any child enrolled at the service, then they are to ensure that parents of children enrolled are notified as soon as practicable after making the change.

Reference: *Education and Care Services National Regulation (168)*

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## 3.2 Display and Reporting of Prescribed Information

### Purpose

In accordance with the Education and Care National Regulations (173) St Nicholas will comply with all requirements to ensure the service displays all prescribed information in a suitable location in all Centre Foyers ensuring clear sight for parents and visitors.

### Step by Step

- All St Nicholas Services will have the following prescribed information on display in a prominent position in the Centre foyer:
  - Approved Provider Name, approval number and any conditions applicable to the provider approval.
  - The name of the Education and Care service, service approval number, and any conditions applicable to the service approval.
  - The Nominated Supervisor Name and if the Nominated Supervisor is a member of a prescribed class.
  - The current service rating for each quality area stated in the National Quality Standard as well as the overall rating of the service.
  - The details of any service waivers or temporary waivers held by the service.
  - The hours and days of operation of the service.
  - The name and telephone number of the person at the Service whom complaints may be addressed too.
  - The name and position of the Responsible Person in charge of the service at any given time.
  - The name of the Educational Leader of the service.
  - The contacts details of the Regulatory Authority.
  - If applicable, a notice stating that a child has been diagnosed as at risk of anaphylaxis is enrolled at the service.
  - If applicable a notice of an occurrence of an infectious disease at the service

Reference: *Education and Care Services National Regulation (173)*

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### 3.3 Prescribed Records and Retention of Records

#### Purpose

In accordance with the Education and Care National Regulations (177) St Nicholas will comply with all requirements to ensure the service retains prescribed records and documents in a secure location in the service.

#### Step by Step

- All St Nicholas Services will have the following prescribed records and documents in appropriate secure locations on the premises for each of the following, as outline in each relevant regulation:
  - Documentation of child assessments or evaluations for the delivery of the educational program (Regulation 74);
  - Incident, injury and trauma records (Regulation 87);
  - Medication records (Regulation 92);
  - Staffing records (Regulation 145)
  - Records of volunteers and students (Regulation 149);
  - Responsible person records (Regulation 150);
  - Records of educators working directly with children (Regulation 151);
  - A record of access to Early Childhood Teachers (Regulation 152) ;
  - Child attendance records (Regulation 158);
  - Child enrolment records (Regulation 160);
  - A record of service compliance with the Law (Regulation 167)
  - A record of certified supervisors placed in day-to-day charge of the education and care service (section 162 of the Law)
- Directors/Nominated Supervisors will ensure that documentation and records in relation to a child enrolled at the service are available to a parent of the child upon request. If a parent's access to information is limited by an order of the court, the approved provider must refer to the court order in relation to release of information concerning the child to that parent.
- The approved provider will ensure all St Nicholas Services keep evidence on the premises of current prescribed insurance of the education and care premises.

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- The approved provider of St Nicholas must ensure that information kept on the premises of each service is not divulged or communicated, directly or indirectly, to another person, other than:
  - To the extent necessary for the education and care or medical treatment of a child to whom the information relates.
  - A parent of the child whom the information relates, except in relation to information kept in a staff record.
  - The regulatory authority or an authorized officer.
  - As expressly authorized, permitted, or required to be given by or under any Act or Law; or
  - With written consent of the person who provided the information.
- The approved provider will all ensure that all St Nicholas Services store and retain prescribed documents and information for the following relevant periods:
  - All incident, illness, injury or trauma suffered by a child while being educated and cared for by the service or occurred following an incident while being cared for, until the child is aged 25 years.
  - If the record relates to the death of a child while being educated and cared for by the service or that may have occurred because of an incident while being educated and cared for, until the end of 7 years after the death.
  - In the case of any other records relating to a child enrolled at the service, until the end of 3 years after the last date on which the child attended was educated and cared for.
  - If the record relates to the approved provider, until the end of 3 years after the last date on which the approved provider operated the service.
  - If the record relates to the nominated supervisor or staff member of the service, until the end of 3 years after the last date in which they provided care at the service.
  - In case of any other record, until the end of 3 years after the date on which the record was made.

Reference: *Education and Care Services National Regulation (177, 180, 181, 183)*

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