

Document Name	Document Version Number	Review Date
Governance and Management of the Service, incorporating Confidentiality of Records Policy	1.0.1	September 2019
Date Adopted	Minute Number	Status
20 September 2017	4819	Re Adopted, No Alterations

### Purpose

Greater Hume Children Services is managed by Greater Hume Shire Council which ensures appropriate governance arrangements are in place in respect of financial management, legislative compliance, human resource management and policy development and adoption.

### Scope

Staff and management, Educators, Relief Educators, parent/guardians and volunteers.

### Definitions

Educators: are fully licensed registered educators in accordance with service policy and procedure.

Relief Educators: are fully licensed and registered relief educators in accordance with service policy and procedure.

### Policy Content

Greater Hume Children Services will ensure that:

- i. administrative systems are established and maintained to ensure the effective operation of the service.
- ii. records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements.
- iii. the regulatory authority is notified of any relevant changes to the operation of the service, of serious incidents and of any complaints which allege a breach of legislation.
- iv. processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner.
- v. service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly

### Links to Policy

Nil

### Links to Procedure

Payment of Fees Office Procedure  
 Payment of Fees Educator Procedure  
 Incident Injury Trauma and Illness Office Procedure  
 Incident Injury Trauma and Illness Educator Procedure  
 Enrolment and Orientation Office Procedure  
 Excursions Procedure  
 Dealing with medical conditions Procedure  
 Child safe environment Educator Procedure  
 Child safe environment Office Procedure

Code of conduct procedure including determining the responsible person present and participation of volunteers and students

## **Links to Forms**

Nil

## **References**

Australian Children's Education and Care Quality Authority (2011). Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2016  
Australian Children's Education and Care Quality Authority (2011). National Quality Standards  
Australian Children's Education and Care Quality Authority (2011). Guide to the National Quality Framework  
Australian Children's Education and Care Quality Authority (2011). Guide to the National Quality Standard  
Firth, J, Kambouris N, & O'Grady O. (2003). Health and Safety Model Policies and Practices. (2nd ed.)  
National Health and Medical Research Council. (2005). Staying Healthy in Childcare: Preventing Infectious Diseases in Child care (5th Ed.)

## **Responsibility**

Service Manager

## **Document Author**

Service Manager

## **Relevant Legislation**

Education and Care Services National Regulation 2016  
Education and Care Services National Law Act 2010  
Local Government Act 1993.

## **Associated Records**

Nil