

Intereach Children's Services Governance and Leadership Policy



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| Applies to | Intereach Family Day Care (FDC) and Intereach Out Of School Hours (OOSH) | | | | |
| Definitions | Refer to Schedule of Definitions: <i>Approved Provider, Responsible Person, Child Development Coordinator, Educational Leader, Nominated Supervisor, suitably qualified (Children's Services)</i> . | | | | |
| Version | 4.1 | Date approved | 16/9/2025 | Next review date | 26/07/2026 |

1. Policy Statement

Intereach understands that efficient and effective governance and leadership arrangements are essential for high quality children's services. Intereach is committed to providing a skilled and engaged early childhood workforce, sound administrative and risk management systems, well documented policies and procedures, and a safe and healthy learning environment for children.

Effective leadership and governance will be a key factor of each service aided to promoting positive organisation cultures and building a professional learning environment.

Intereach acknowledges the need to act in accordance with requirements under the Education and Care Services National Law.

2. Objective

The objective of this policy is to provide a clear outline of the governance and leadership structures of Intereach Children's Services to ensure high quality education and care services are provided for children and families.

2.1. Governance Supports the Operation of a Quality Service

Intereach will ensure that there are effective systems, procedures and processes in place to support the service to operate effectively and ethically. An effective governance framework includes:

- a statement of philosophy based on the service's beliefs, values and aims for the educational program that the framework provides;
- an effective and efficient management system to:
 - enable the operation of a quality service;
 - ensure that all aspects of its operations, including policies and procedures, are consistent with the principles underlying the National Law, National Regulations and any other legislation that applies to the service;
 - manage foreseeable and long-term risks to the service's operations and to children while they attend the service;
- comply with the reporting and notification requirements to the Early Childhood Regulatory authority, parents and other organisation under the National Quality Framework as appropriate and,
 - ensure records are managed confidentially and information provided by stakeholders including parents/guardians is current.
- ethical codes and practices that guide decision-making;
- clearly defined roles and responsibilities that support effective decision making and operation of the service;
- an effective complaints management process; and,

- a continuous improvement approach to all aspects of the service and its educational program.

2.2. Effective Leadership Builds and Promotes a Positive Organisational Culture and Professional Learning Community

Intereach will ensure there is:

- effective leadership that builds and maintains a professional workplace in which all staff members can communicate and raise issues openly, participate in respectful debate and contribute to each other's ongoing professional learning;
- a positive work culture that is focused on quality practices, encourages management and staff to continuously improve the service for children and their families; and,
- organisational leadership, governance and culture that embeds child safety as a priority.

3. Responsibilities

It is the responsibility of the Chief Executive Officer to:

- perform the role of Approved Provider delegated authority;
- ensure a responsible person fulfils the role of Nominated Supervisor who in turn accepts responsibility for the day-to-day activities of Intereach Children's Services;
- ensure that an approved responsible person takes charge of the day-to-day operations of Intereach Children's Services when the Nominated Supervisor is not in attendance;
- employ suitably qualified (Children's Services) Child Development Coordinators to monitor and support FDC educators;
- appoint an Educational Leader who will lead the educational programs within the Intereach Children's Services; and,
- ensure that relevant policies and procedures are developed to ensure that Intereach Children's Services operate within regulatory requirements.

It is the responsibility of Nominated Supervisors to:

- accept the appointment of their role in writing and understand the legal responsibilities of the position;
- ensure that administrative systems are established and maintained to ensure the effective operation of the service;
- ensure notification are made under the National Quality Framework (NQF) to the Early Childhood Regulatory Authority (Regulatory Authority) of certain incidents, complaints and changes to information.as detailed in Annexure 1 - "Reporting information to the regulatory authority";
- encourage collaboration between stakeholders e.g. families, educators and employees; and,
- communicate the governance structures within Intereach Ltd and the leadership of Children's Services to families.

It is the responsibility of employees in Intereach Children's Services and FDC educators to:

- have an understanding of the governance structures within Intereach Ltd and the leadership of Children's Services; and,
- comply with all relevant policies and guidelines within Intereach and participate in training to support working within the Policy Framework.

4. Licensing

- Intereach Ltd holds Provider Approval status granted under the Children (Education and Care Services) National Law (NSW).
- Intereach Ltd has Service Approval status for Intereach Family Day Care, Intereach Family Day Care Vic and Intereach Out of Hours School Care.
- As an Approved Provider the Board has responsibility to ensure the approved service complies with the relevant Law and Regulations including the Children (Education and Care Services) National Law (NSW), Education and Care Services National Regulations, Child Safe Standards NSW and VIC.
- Early Childhood Education Directorate, NSW Department of the Regulatory Authority for NSW Intereach children's services.
- Department of Education and Training is the Regulatory Authority for Vic Intereach Children's Services
- Intereach Children's Services operate under the Education and Care National Law 2010 and the Education and Care Services National Regulations 2011.

5. Funding

- Intereach Children's Services receives funding from the Community Child Care Fund from the Department of Education, Skills and Employment.

6. National Quality Framework

| Standard/ Elements | Concept | Descriptor |
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| 7.1 | Governance | Governance supports the operation of a quality service that is child safe. |
| 7.1.1 | Service philosophy and purpose | A statement of philosophy guides all aspects of the service's operations. |
| 7.1.2 | Management systems | Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe. |
| 7.1.3 | Roles and responsibilities | Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service. |
| 7.2 | Leadership | Effective leadership builds and promotes a positive organisational culture and professional learning community. |
| 7.2.1 | Continuous improvement | There is an effective self-assessment and quality improvement process in place. |
| 7.2.2 | Educational leadership | The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle. |

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| 7.2.3 | Development of professionals | Educators, co-ordinators and staff members' performance is regularly evaluated and individual plans are in place to support learning and development. |
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| 7. Context | |
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| 7.1. Standards or other external requirements | Australian Children's Education and Care Quality Authority (2017). National Quality Standards Australian Children's Education and Care Quality Authority (2017). Guide to the National Quality Framework Early Childhood Australia (2016). Code of Ethics |
| 7.2. Legislation or other requirements | Education and Care Services National Regulation 2011 Clause 168 Education and Care Services National Law Act 2010 169 <i>Child Safe Standards NSW</i> <i>Child Safe Standards VIC</i> |
| 7.3. Internal documents | Refer to related policies and procedures, noting that all policies and procedures are relevant to the governance of service. |

| 8. Document control | | | |
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| Version | Date approved | Approved by | Next review date |
| 1.0 | 07/08/2013 | CEO and Stakeholder Policy review Group | 07/08/2016 |
| 2.0 | 01/06/2016 | Combined Leadership Group | 01/06/2019 |
| 3.0 | 08/07/2020 | Joint Leadership Governance Group | 08/07/2023 |
| 3.1 | 15/03/2021 | T. Mercer, Program Manager Quality (minor change) | 08/07/2023 |
| 4.0 | 26/07/2023 | Quality Governance Group | 26/07/2026 |
| 4.1 | | Minor update to include notification requirements table. Approved by: Kerri-Anne Hyde – General Manager, Operations | |

ANNEXURE 1 – Reporting Information to the Regulatory Authority

| CIRCUMSTANCES THAT MUST BE NOTIFIED TO THE REGULATORY AUTHORITY | | | |
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| Type of Notification | Responsible | Timeframe | Reference |
| Death of approved provider | Nominated Supervisor or person in day-to-day control | Within 7 days of the death | Section 39(2) |
| Intention to transfer service approval | Transferring approved provider and receiving approved provider | At least 60 days before the transfer, except in WA which is at least 42 days before the transfer | Sections 59 and 173(2)(f) Regulations 36 & 37 |
| Delay to transfer of service approval Note , this requirement is not yet applicable in WA | Transferring approved provider and receiving approved provider | As soon as practicable | Section 59A |
| Confirmation of transfer of service approval taking effect, specifying the date of transfer | Transferring approved provider and receiving approved provider | Within 2 days after transfer | Section 68 |
| Change in name of approved provider | Approved provider | Within 14 days | Section 173(1)(a) |
| Any appointment or removal of a person with management or control of service | Approved provider | Within 14 days | Section 173(1)(b) |
| Failure to commence operating within 6 months (or within the time agreed with the regulatory authority) after being granted a service approval | Approved provider | Within 14 days | Section 173(1)(c) |

CIRCUMSTANCES THAT MUST BE NOTIFIED TO THE REGULATORY AUTHORITY

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| The suspension or cancellation of a working with children card or teacher registration, or disciplinary proceedings under an education law of a participating jurisdiction in respect of a nominated supervisor engaged by the service. | Approved provider | Within 7 days of the approved provider being notified | Section 173(2)(a) |
| Addition of a new nominated supervisor | Approved provider | At least 7 days prior to commencement (or, if 7 days is not possible, as soon as practicable but no more than 14 days after commencement) | Section 56 |
| Nominated supervisor ceases to be employed or engaged by the service, is removed from the role, or withdraws consent to the nomination | Approved provider | Within 7 days | Section 173(2)(b) |
| Change of a nominated supervisor's name or contact details | Approved provider | No specified timeframe | Section 56A |
| Any proposed change premises (other than a family day care residence) | Approved provider | Within 7 days | Section 173(2)(c) |
| Ceasing to operate the education and care service | Approved provider | Within 7 days | Section 173(2)(d) |
| Surrender of service approval | Approved provider | No specified timeframe | Section 86(1) |
| A change in the location of the principal office of a family day care service | Approved provider | At least 14 days before the change will occur | Section 173(2)(e) |

CIRCUMSTANCES THAT MUST BE NOTIFIED TO THE REGULATORY AUTHORITY

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| Any change relevant to approved provider's fitness and propriety | Approved provider | Within 7 days | Section 174(1)(a) |
| Any change to the address of the approved provider, or the principal office of the approved provider, or the contact details of the approved provider | Approved provider | Within 7 days | Regulation 175(1)(a) |
| The appointment of receivers or liquidators or administrators to the approved provider or any other matters that affect the financial viability and ongoing operation of the service | Approved provider | Within 7 days | Regulation 175(1)(b) |
| Any change to the hours and days of operation of the service, (including any closures of service) | Approved provider | Within 7 days | Regulation 175(2)(a) |
| For centre-based services, any change to the range of ages of children to be educated or cared for by a service | Approved provider | Within 7 days | Regulation 175(2)(ab) |
| For centre-based services, any change to the nature of education and care to be provided by a service | Approved provider | Within 7 days | Regulation 175(2)(ac) |
| For centre-based services, the first time the service provides, or arranges for, the regular transportation of children | Approved provider | Within 7 days | Regulation 175(2)(f) |
| For centre-based services, the final time the service provides, or arranges for, the regular transportation of children | Approved provider | Within 7 days | Regulation 175(2)(g) |

CIRCUMSTANCES THAT MUST BE NOTIFIED TO THE REGULATORY AUTHORITY

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| If an approved provider is a trust, the trust must notify the identity of the trustee | The trust | Within 30 days after the scheme commencement day | Section 306(5) |
| Surrender of provider approval | Approved provider | No specified timeframe | Section 38(1) |

Information about nominated supervisors the approved provider must notify to the regulatory authority

The approved provider must notify the regulatory authority if they add a new nominated supervisor of a service (section 56, regulation 35).

The provider must give written notice at least 7 days before the new nominated supervisor commences or if that is not possible in the circumstances, as soon as possible but not more than 14 days after the individual starts work as a nominated supervisor (section 56(2)(c)).

The notice to the regulatory authority must include written consent from the new nominated supervisor to the nomination. The only exception is if the approved provider is an individual and nominates themselves to be a nominated supervisor. In this case, the approved provider does not need to provide their own written consent to being a nominated supervisor (section 56(2)(a)).

The approved provider must also notify the regulatory authority in writing of any change to the name or contact details of any nominated supervisor (section 56A).

The approved provider must also notify the regulatory authority if a nominated supervisor is no longer employed or engaged by the service, if they are removed from the role of nominated supervisor, or if they withdraw their consent to be the nominated supervisor (section 173(2)(b)).

Serious incidents, change of circumstances and complaints to notify

Notification to regulatory authority

| Type of Notification | Responsible | Timeframe | Reference |
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| Death of a child. | Approved provider | As soon as practicable, but within 24 hours | Section 174(2)(a) Regulation 12 Regulation 176(2)(a)(i) |
| 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. | Approved provider | Within 24 hours of the incident or of becoming aware of the incident | Section 174(2)(a) Regulation 12 |
| 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. | Approved provider | Within 24 hours of the incident | Section 174(2)(a) Regulation 12 |
| Any emergency for which emergency services attended. | Approved provider | Within 24 hours of the incident | Section 174(2)(a) Regulation 12 |
| A child appears to be missing or cannot be accounted for or appears to have been removed from the premises in a manner that contravenes the National Regulations. | Approved provider | Within 24 hours of the incident | Section 174(2)(a) Regulation 12 |
| A child is mistakenly locked in or out of the service premises or any part of the premises. | Approved provider | Within 24 hours of the incident | Section 174(2)(a) Regulation 12 |
| Any incident that requires the provider to close or reduce the number of children attending. | Approved provider | Within 24 hours of the incident | Section 174(2)(c) |

ANNEXURE 1 – Reporting Information to the Regulatory Authority

Serious incidents, change of circumstances and complaints to notify

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| | | | Regulation 175(2)(b) |
| <p>Any complaint alleging that:</p> <ul style="list-style-type: none"> a serious incident has occurred or is occurring at an education and care service (refer to regulation 12 for a list of Serious Incidents), or the National Law has been contravened. | Approved provider | Within 24 hours of the complaint | Section 174(2)(b) Regulation 12 |
| The centre-based service is educating and caring for extra child/ren due to an emergency. | Approved provider | Within 24 hours | Section 174(2)(c) Regulations 123(5) and 175(2)(ca) |
| Any circumstance at the service that poses a risk to the health, safety or wellbeing of a child attending the service. | Approved provider | Within 7 days | Section 174(2)(c) Regulation 175(2)(c) |
| Any incident where the provider reasonably believes that physical or sexual abuse of a child or children has occurred or is occurring while the child is or the children are being educated and cared for by the service. | Approved provider | Within 24 hours of the incident, or within 24 hours of the approved provider becoming aware of the incident | Section 174(2)(c) Regulation 175 (2)(d) Regulation 176(2)(bb) |
| Allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child is or the children are being educated and cared for by the service. | Approved provider | Within 24 hours of the allegation, or within 24 hours of the approved provider becoming aware of the allegation | Section 174(2)(c) Regulation 175 (2)(e) Regulation 176(2)(bc) |

ANNEXURE 1 – Reporting Information to the Regulatory Authority

Information for FDC educators to report to their approved provider

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| Any serious incident while a child is being educated and cared for by the educator (refer to Serious Incidents outlined in Incidents and Complaints table above). | FDC Educator | None specified | Section 174A Regulation 12 |
| Any complaint alleging that: <ul style="list-style-type: none">a serious incident has occurred or is occurring at an education and care service (refer to regulation 12 for a list of Serious Incidents), orthe National Law has been contravened. | FDC Educator | None specified | Section 174A Regulation 12 |
| Any new person over 18 years who resides at the FDC residence and any circumstance relevant to whether a resident who is over 18 years is fit and proper. | FDC Educator | None specified | Regulation 164 |
| Any circumstances relating to whether a person who resides at the FDC residence is a fit and proper person to be in the company of children, including if the person is charged with or convicted of a sexual offence, an offence of a violent nature, an offence involving drugs, an offence involving a weapon; if a person's application for a working with children or vulnerable people check is revoked, suspended or rejected; if the person is prohibited from working with children. | FDC Educator | None specified | Regulation 164 |
| Any circumstances arising at a family day care residence or approved family day care venue that may pose a risk to the health, safety and wellbeing of children cared for at a residence or approved venue, including any renovations or other significant changes to the residence or venue, an infectious disease outbreak at the residence or venue, a bushfire, flood or other natural disaster that may affect the residence or venue Information received by the approved provider through this notification mechanism must be considered, and addressed or mitigated, as part of a risk assessment process. | FDC Educator | None specified | Section 174A Regulation 176A |