

# POLICY AND PROCEDURE

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<b>POLICY NAME</b>	<b>Leadership and Service Management (Quality Area Seven)</b>
<b>POLICY TYPE</b>	<b>Childrens Services</b>
<b>PURPOSE</b>	<p>To ensure that:</p> <ul style="list-style-type: none"><li>· Strong, robust and effective governance arrangements are in place to manage every Northside Early Childhood Education Centre,</li><li>· we are compliant with the National Quality Framework and importantly that each Early Childhood Education Centre meets or exceeds the National Quality Standard.</li></ul> <p>Northside Community Service is committed to and will support Centre Directors (Nominated Supervisors) to provide strong pedagogical and operational leadership to their teams, through rigorous and regular self-assessments and continuous improvement.</p> <p>This policy will ensure that administrative systems are established and maintained by the organisation to ensure the effective operation of the Early Childhood Centres. This includes:</p> <ul style="list-style-type: none"><li>· Rigorous operational and financial reporting, both internally to Northside Community Service and to relevant external stakeholders and agencies;</li><li>· Effective and consistent management of all operational systems and processes. This includes but is not limited to; bookings enrolments, labour expenditure, management of budgets and accounts.</li></ul>
<b>SCOPE</b>	<p>This policy applies to all Northside staff members. Specifically all Northside staff members who are employed in Northside's Early Childhood Education Centres employed in Centre Director or Assistant Director roles.</p> <p>This policy is also applicable to Northside staff members who provide support functions to Early Education Centres including People and Culture team members, Corporate Services team members and the Executive Director of Children's Services.</p>
<b>DEFINITIONS</b>	<p><b>Northside:</b> Northside Community Service, including all Services operated by both Community Services and Children's Services business units.</p> <p><b>Staff member:</b> Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.</p> <p><b>Service:</b> Any Early Childhood Education Centre or activity operated by Northside Community Service.</p> <p><b>Educators:</b> early childhood practitioners who work directly with children in early childhood</p>

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	<p>settings</p> <p><b>Statement of Philosophy:</b> A written statement of philosophy outlining the principles under which the service operates. This philosophy reflects the principles of the National Law, the Early Years Learning Framework and/or the Framework for School Age Care (or other approved learning frameworks).</p> <p><b>Self-Assessment:</b> A regular, formal and documented process where Early Childhood Centres review and assess their practices, programs and operations against the National Quality Standard.</p>
<p><b>POLICY</b></p>	<p>This policy ensures that:</p> <ul style="list-style-type: none"><li>· The induction of educators, co-ordinators and staff members, including relief educators, is comprehensive.</li><li>· Every effort is made to promote continuity of educators and coordinators at the service.</li><li>· Adults working with children and those engaged in management of the service or residing on the premises are fit and proper.</li><li>· A statement of philosophy is developed and guides all aspects of the service's operations.</li><li>· The performance of educators, co-ordinators and staff members is evaluated and individual development plans are in place to support performance improvement.</li><li>· An effective self-assessment and quality improvement process is in place.</li><li>· Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements.</li><li>· Children's Education and Care Assurance 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.</li><li>· Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner.</li><li>· Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly.</li></ul>
<p><b>PROCEDURE</b></p>	<ul style="list-style-type: none"><li>· The Executive Director of Children's Services is to ensure that every Centre Director has read and signed this policy at the commencement of their employment.</li><li>· The Centre Director is to ensure that each centre staff member has read and understands their individual responsibilities outlined in Quality Area Seven (National Quality Standard).</li><li>· The Centre Director is to ensure that each employee has read, understands and signed off on Northside's policy and procedures for raising grievances and complaints, including the Whistleblowing Policy.</li><li>· The Centre Director will ensure that all Educators have current work plans (reviewed annually) and that they have regular supervision sessions with the direct line supervisors/manager</li><li>· The Centre Director will ensure that all organisational policies and procedures in relation to staff member entitlements (planned, unplanned leave etc.) will be adhered to.</li></ul>
<p><b>RELATED DOCUMENTS &amp; ATTACHMENTS</b></p>	<p><b>Northside Community Service policies:</b></p> <ul style="list-style-type: none"><li>Whistleblowing Policy</li><li>Grievance Policy</li><li>Code of Conduct</li></ul>

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- The National Quality Framework, Including National Care and Education Law and The Early Years Learning Framework
- The United Nations Convention on The Rights of the Child
- ACT Children and Young People
- ECA Code of Ethics and Statement of Intent



EXCEPTIONAL PEOPLE | COURAGEOUS PRACTICE