



Dara School

Out of School Hours Care

Governance and Management Policy

Governance and Management OSHC Policy

1. BACKGROUND

Governance (as defined by the Australian Institute of Company Directors) includes the management, rules, relationships, policies, systems and processes whereby authority within an organisation is exercised and maintained. The Dara Village Inc Board of Governance (hereafter, the Board) controls and manages the manner in which its business is organised, managed and operated. Dara School OSHC ensures that it meets its duty of care obligations under the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011; however, it also needs to meet the requirements of Section 194E of the A New Tax System (Family Assistance) (Administration) Act 1999 (the Administration Act). This includes the responsibility to ensure all persons with access to the Child Care Subsidy System (CCSS) are considered 'fit and proper' to carry out that role on behalf of the Approved Provider.

Effective management and leadership guide and oversee the service. Well documented policies and procedures, well maintained records, clear direction and reflective practices support and enable the Service to provide high quality care and education. An ongoing cycle of planning and reviewing that engages the whole Dara OSHC (Out of School Hours Care) community creates the environment for continuous improvement and a sense of ownership and belonging.

2. SCOPE

This policy applies to children, families, Educators, management, and visitors of the Service.

3. POLICY PRINCIPLES

This policy is intended to guide Dara School OSHC and its management team, to recognise that under Section 194E of the A New Tax System (Family Assistance) (Administration) Act 1999 (the Administration Act), Dara School OSHC is required to maintain a high level of business integrity, meet all legislative requirements/legal obligations, guide relevant employment processes and reflect a detailed description of the governance processes employed by Dara School OSHC to manage the CCSS process for the Approved Provider and families utilising the services operated by Dara School.

The Service undertakes to ensure that all aspects of governance and management are clear, relevant and work in partnership with the Service philosophy. There is an ongoing process of review and evaluation of all aspects of the Service and this information is available to all stakeholders.

4. PHILOSOPHY AND POLICIES:

The Service philosophy will be on display in the Service and included in the Quality Improvement Plan for the Service.

The philosophy and purpose underpin all documentation and practices of the service.

At Dara OSHC, there is a periodic review of all policies and procedures in consultation with all stakeholders. These policies and procedures provide clear documentation that defines agreed upon and consistent ways of doing things to achieve the stated outcomes.

All documents should be dated and include a date for review.

There is a comprehensive index for all Service policies.

The Service philosophy and policies will be readily available for all stakeholders and reference to this can be found in the Parent Handbook. The statement of philosophy will also be included in the Quality Improvement Plan (QIP) for the Service.

Policies are available on the school website, and a written copy kept in the OSHC office.

5. ROLES AND RESPONSIBILITIES

The Board is the employer of OSHC staff and responsible for:

- supporting the Service,
- ratifying programs, policies, procedures and budget.

Chairperson is responsible for:

- ensuring all Board members are Fit and Proper.

The Principal is responsible for:

- management and support of employed non-teaching staff,
- director inductions,
- performance and development for the Director,
- ensuring all staff have the required Fit and Proper checks as per the Staffing policy.

The Director is a member of the OSHC Management Committee and will be responsible for:

- leadership and management of the staff,
- ensuring high quality care and education is delivered by the Service,
- generating OSHC reports for the Board,
- employment of casual staff,
- staff induction,
- maintaining best practice, reflecting and setting goals,
- Service management,
- maintaining the budget,
- grievances submitted by staff and parents (see Grievance Policy),
- legislation and regulation management,
- storage of Service records in accordance with regulations,
- liaising with the Principal, Board, Business Manager.

Qualified staff will be responsible for:

- providing high quality care and education,
- liaising with the Director,
- overseeing the implementation of the program,

- maintaining best practice, reflecting and setting goals,
- overseeing, guiding and supporting unqualified/new staff,
- taking on the role of the Nominated Supervisor when the Director is absent.

Unqualified staff will be responsible for:

- providing high quality care and education,
- liaising with qualified staff and the Director,
- seeking direction/clarification whenever necessary,
- implementing the program.

All staff will be responsible for:

- maintaining the equipment, fixtures, and resources at the Service,
- day-to-day cleaning of the Service,
- reporting any damage or unsafety of equipment, fixtures or resources to the Director/school.
- keeping and maintaining confidentiality in relation to children, parents, staff and families.

The OSHC Management Committee will be responsible for:

- liaising with the Board and the Principal,
- supporting the Service,
- overseeing the program, budget, future planning, policy development and review,
- advocating for children and parents to use the Service,
- establishing and evaluating the Service's philosophy and goals,
- implementing policies and procedures,
- upkeep of facilities, equipment and resources,
- making recommendations to the Board for endorsement.

The Board Finance Committee is responsible for:

- audits,
- reports,
- budgets,
- setting fees,
- purchase reviews,
- viability of service.

The School Business Manager will be responsible for:

- managing the Service's finances,
- proper keeping of the Service financial records,
- day-to-day banking recording of profit and loss, payment of invoices, payment of wages,
- reporting to the Board Finance Committee on behalf of the Service.

The School Groundsperson will be responsible for:

- undertaking any repairs/maintenance approved by the school Principal,
- liaising with the Service Director and Principal in relation to maintenance.

6. ORGANISATION SIZE AND STRUCTURE

The process of application for the Child Care Subsidy System (CCSS) includes two approvals. These tasks are completed by the National Quality & Compliance Manager. This person is required to maintain an active PRODA account and is responsible for:

- Approved Provider approval,
- initial Approval application,
- any amendments such as the name of the Approved Provider, change of bank details, amendment to Approved Provider address/contact details,
- any amendments to approved personnel, including maintaining a National/State Police check less than six months old for each nominated personnel, Working With Children Check (WWCC) / Teachers Registration Board of South Australia and other required information. This may include personal reference checks at the time of commencement or consideration as an employee,
- personal history checks with ASIC for the Director of the Approved Provider,
- documentation, including required ASIC documents, Workcover currency certificates and public liability insurance currency certificates,
- liaising with Child Care Subsidy System team in relation to the approval,
- individual Service approvals,
- each individual Service approval application is to be submitted before the Service commences to ensure a smooth transition when the Service commences operation,
- notification of Service closure/transfer as required,
- maintenance of required approval documentation as above.

The Approved Authority (Principal) is required to hold sufficient knowledge or experience in relation to the above processes. This includes a review of this policy and the associated Service policies, as well as of the Child Care Provider Handbook, produced by the Department of Education, Skills and Employment. See the final section (Appendix A) of this policy for the matters to be notified and the timeline in which these notifications are required to be made. Should the role of the manager change, the new manager will be provided with direct training and all required documentation by the outgoing manager or the Business Manager.

The Business Manager will review the entirety of the notifications required to ensure all are met, including those undertaken by the Director.

The process of the Child Care Subsidy System (CCSS), once the approval has been granted, is managed by the Approved Provider Business Manager.

This person is required to maintain an active PRODA account and is responsible for:

- ensuring the required information is within the Child Care Subsidy System software program (Xplor) used by Dara OSHC to manage children's enrolment and attendance records, to ensure:
 - links can be established between the software and the CCSS approval once it is received,

- all family enquiries and concerns are managed in a timely manner to ensure regulatory requirements are met and families are able to access CCSS if eligible. A sign is in place at the main entrance to the Service with contact details of the team for questions or concerns. When families enrol online, they are also provided with contact details for any concerns they may have in relation to the booking and CCSS processes. Contact details are available on the Dara OSHC website to allow families to raise any questions or concerns they may have in a timely manner. The Dara School Grievance policy is in place to support actions to be taken in the event that the concern cannot be resolved. This is also applicable for the CCSS processes,
- management of the Additional Child Care Subsidy (ACCS) approval process, though the collection of application information to satisfy the Manager that the family is entitled to these benefits according to the [Child Care Provider Handbook](#),
- supervising access by the Director to manage any portion of the CCSS management process,
- ensuring all members of the team receive appropriate training, based on the Child Care Provider Handbook, in relation to the application of families for Child Care Subsidy allowances. This training will be provided only to those employees whose role includes interacting with the CCSS process. Training will follow the procedure listed below in the Plan for Staff Development and Training,
- supervising the data integrity of CCS submissions, checking submissions for correctness and mitigating fraudulent claims through the reporting elements of the data management system (Xplor).

The Business Manager is required to hold sufficient knowledge or experience in relation to the above processes. This includes a review of this policy and the associated service policies, as well as of the Child Care Provider Handbook, produced by the Department of Education, Skills and Employment. The Business Manager is responsible for ensuring that the CCSS Data management system in place meets all of the notification requirements required of this system, including reporting vacancies and changes to fee information. Should the role of Business Manager change, the new manager will be provided with direct training and all required documentation by the outgoing manager or Principal.

The person with management or control for the Approved Provider is required to maintain a Police check of fewer than six months old and a current Working With Children Check or state equivalent. The National Quality & Compliance Manager will maintain copies of these documents and a list of expiry dates of these documents. Further accountability will be achieved through the staff record database used by the Approved Provider (Employment Hero), which provides a warning within a short period of time before the check expires. This then triggers the person with management or control to be sent an alert and reminder to update their records. The National Quality & Compliance Manager will ensure this process is reviewed on a bi-annual basis.

The persons in day-to-day control of the service will have no control of the CCSS operations other than to submit children's attendances and finalise rolls at the end of each session. The Business Manager will ensure that these persons have provided the required check of a Working With Children Check (WWCC) or individual state-required Teaching Registration that

is required to be a suitably qualified person in day-to-day control. Accountability will be achieved through the staff record database (Xplor) used by the Approved Provider, which provides a warning within a short period of time before the check expires. This then triggers the person with management or control to be sent an alert and reminder to update their records. The Business manager will ensure this process is reviewed on a bi-annual basis.

7. RESPONSIBLE PERSON

A responsible person of Dara School is any person who is:

- a member of the Board; or
- employed in a senior management position at Dara School, such as the Principal, Deputy Principal, or Business Manager.

8. ASSESSMENT OF FITNESS AND PROPRIETY

Each person holding a position defined in this policy as a 'Responsible Person' will be assessed for fitness and propriety in accordance with this policy.

The assessment of fitness and propriety goes beyond ensuring that a Responsible Person meets the fit and proper requirements and obligations under the Requirements for Registration by the SA Government Education Standards Board ([Criteria 1.2](#)).

It ensures that candidates meet the unique requirements of Dara School as a 'lighthouse' school, or model school, for Gifted Education.

Assessments will be completed within the following time frames:

- before a person becomes a holder of a Responsible Person position; or
- within 30 days of a person being appointed as a temporary holder of a Responsible Person position. Board agreement shall be sought prior to a temporary appointment to a Responsible Person position.

All Responsible Persons who have already completed a Fit and Proper assessment:

- will be required to confirm annually that their latest assessment remains valid;
- are subject to a continuous and timely disclosure obligation should any information or event relevant to this assessment occur; and
- will be required to provide current National police check every 3 years.

7.1 INFORMATION TO BE OBTAINED

For candidates and new and temporary appointments to Responsible Person positions, the Chairperson, Principal and/or, where appropriate, the selection committee, will obtain when relevant, the following information using the Personal Information form (see Appendix C), Personal Declaration form (see Appendix C), and by other appropriate means:

- identification information;
- a declaration confirming their agreement with the aims and objectives of Dara School, and required qualifications for leaders as set out in the Dara School Constitution;

- information on whether the person possesses the necessary qualifications, skills, knowledge, expertise, diligence and soundness of judgement to undertake and fulfil the particular duties and responsibilities of the role;
- information on whether the person has demonstrated the appropriate competence and integrity in fulfilling occupational, managerial or professional responsibilities previously and/or in the conduct of their current duties;
- a declaration that the person would not otherwise be unfit or be disqualified from being a proper person (bad repute, failed obligations elsewhere or otherwise of not creditable integrity);
- a declaration and information on whether the person has been or is the subject of civil or criminal proceedings or an enforcement action, which reflect adversely on the person's competence, diligence, judgement, honesty or integrity, and impinging on Dara's reputation or bringing into disrepute;
- a declaration and information on whether the person has an actual or perceived conflict of interest, which may influence their ability to carry out their duties and responsibilities in a prudent manner with the degree of probity and independence required.

7.2 FITNESS AND PROPRIETY

In making a determination about the fitness and propriety of a Responsible Person, or a candidate for a Responsible Person position, the Board, Principal, and/or, where appropriate, the selection committee, will give consideration to the following:

- the person's character in relation to their proposed, existing and/or previous roles, including whether there are reasonable grounds to believe that the person has demonstrated in these roles appropriate professional conduct, sound judgement, and diligence for the Responsible Person position;
- an assessment of the responses provided in the Personal Information and Personal Declaration;
- references and their current curriculum vitae with appropriate detail on the person's qualifications and work experience;
- a copy of the results of an Australian National Police Criminal History Check obtained from the relevant state or territory police service or an agency accredited by the Australian Criminal Intelligence Commission;
- a bankruptcy check, as applicable through the Australian Financial Security Authority website;
- details of the person's individual PRODA account (RA number);
- a current and historical personal name extract obtained through the Australian Securities and Investments Commission website;
- evidence that the person does not appear on the banned and disqualified register held by the Australian Securities and Investments Commission (in the form of a computer printout of the results of the search);
- details of the Working With Children Check.

7.3 DISQUALIFIED PERSONS

A Responsible Person (or person proposed to be a Responsible Person) will automatically fail the fitness and propriety standard if they are or have been:

- a disqualified person as defined by the relevant law;
- prohibited from being a Director;
- convicted of an offence in respect of dishonest conduct or have been subject to a civil penalty order or is an insolvent person under administration;
- an undischarged bankrupt.

The Board will not allow a disqualified person to act in any Responsible Person position.

All Responsible Persons are required to notify Dara School as soon as possible and at the latest within seven days if they become, or have grounds to believe they will become, a disqualified person.

9. FINANCIAL MANAGEMENT

- The Board is responsible for financial planning and management of the OSHC service,
- The Board will ensure that all reports are made in accordance with the Department of Education and Child Development, and Commonwealth requirements,
- The Board must ensure that health & safety practices followed by the service comply with Health Regulations, Department of Education, Training & Employment OSHC standards, Australian standards and the Occupational health, Safety & Welfare Act (1986), and will allocate sufficient resources in the annual budget at all times to ensure a healthy and safe environment,
- The Board Finance Committee and the Director will draw up the annual budget detailing estimated income and expenditure for the year ahead. The budget will be passed at a Board Finance Meeting and endorsed by the Board,
- The Financial Officer will be responsible:
 - for ensuring financial transactions are properly completed and recorded,
 - for the day-to-day financial management of the service including the payment of bills, allocation of petty cash, collection and banking of fees (see Fee Policy),
 - for presenting a financial summary to the Board each term.
- Financial records will be audited in compliance with Dara Village Inc Constitution requirements. After financial records have been audited, a Balance Sheet and Profit and Loss Statement and the audit report will be presented at the AGM.
- The Director is responsible for ordering goods and resources for the service. The Business Manager will check all purchases against the monthly budget.
- An assets register, including all items owned by the service will be maintained by the Director.
- Copies of all financial records will be kept for a minimum of seven years and will be available for inspection by Commonwealth Department Officers.
- Financial records must be maintained to enable compliance with:

- Any agreement with the Commonwealth of Australia in respect of recurrent grants for OSHC,
- Any requirement in the agreement in respect of Childcare Assistance funding and Childcare rebate,
- Other legislative requirements such as income tax assessment Act 1936 (Commonwealth), Superannuation Guarantee Charge Act 1992 (Commonwealth) and SA Childcare Award requirements.

Dara School OSHC is a non-for-profit Service that must be financially accountable and be operated as a financially viable and sustainable business.

The school Business Manager in consultation with the Director will develop a yearly budget that incorporates all known costs in regard to income and expenditure, including maintaining provisions for planned future spending and staff entitlements. The budget will be ratified by the Board Finance Committee and the Board.

Further information on budgeting and fee setting are set out under the Fee Policy.

A financial report will be given to the Board each meeting.

Business admin policies, e.g. advance estimates of entitlements, charging for absences

Families/Carers make bookings for their child/ren's attendance via an online booking system. Full terms and conditions are available in the Dara School OSHC Family Handbook and in confirmation when enrolment is completed. The following additional conditions apply:

- In relation to Before and After School Care, if a cancellation is made within 48 hours of the booked session, the account is charged in full. If cancellation is made before this time, the account is credited in full. A charge of \$5 applies if a booking is made within 24 hours of the booked day that the child/ren will attend.
- In relation to Vacation Care, if a cancellation is made within 24 hours of the booked session, the account is charged in full. If cancellation is made before this time, the account is credited in full. A charge of \$5 applies if a booking is made within seven days of the booked day that the child/ren will attend.
- Families / Carers are eligible for 42 days of absences without impacting their CCSS benefits. This information is available for families in the Dara School OSHC Family Handbook, and the Business Manager is experienced in explaining this process to families to ensure shared understanding.
- If a child is unwell or unable to attend on the day that they are booked to attend, the family/carer can provide a medical certificate within five days and will then be given full credit to their account.
- A child enrolment is ACTIVE for eight weeks following the last day that the child/ren attends the service. If a period of more than eight weeks has elapsed, the child will automatically be provided with a new enrolment when the family/carer attempt to book the child/ren into the service. All information will need to be re-entered again, including CCSS connections. This will most frequently apply to Vacation Care services. If the booking is cancelled the first or last day of the child/ren's enrolment with Dara School OSHC, the CCSS may be removed by the Department of Education, Skills and

Employment. In this situation, the family/carer will be charged the full fee for the session with no childcare subsidy applying to this day.

When a new enrolment is made, the Dara School OSHC process creates an automated email response, prompting the family/carer to confirm their CCSS enrolment. They will receive a reminder every day for a week until it is confirmed. Once this has occurred, the Business Manager will refresh the account. If incorrect details are provided, an automated email informs them that something is not right and to call Business Manager. The CCSS is then applied. Dara OSHC will make all efforts to assist the family/carer to adjust their fees, including resubmitting data, refreshing accounts, etc. OSHC will refund monies to the family/carer if any CCSS is paid back to Dara OSHC.

Invoicing

Families/carers are required to provide Direct Debit details on enrolment to enable Xplor to charge families either through their credit card or bank account. Statements of account are available at any time on the family/carer enrolment portal. There are Terms and Conditions provided during the enrolment process, which detail:

- Cancellation fees
- Additional fees (such as excursions/incursions/activity fees)
- Administration fees
- Outstanding debts
- Late pick up fees
- Child Care Subsidy process/contact details, including the requirement of the family/carer to link their account to Dara School OSHC.

10.COMPLAINTS HANDLING POLICY AND PROCEDURE

A detailed Grievances policy and procedure are available to families/carers via the Dara School OSHC webpage. The Business Manager is available during business hours Monday to Thursday to answer family/carer invoice questions. The process for complaints handling is provided to families in the Grievance policy available on the Dara School OSHC webpage. Dara School OSHC reflects on the Child Care Financial Integrity Strategy and its Child Care Financial Integrity Framework to understand the role of the Department and its practices. The aims of this process are to prevent error, non-compliance and fraud before it occurs, as well as to provide a risk-based approach to planning and decision making. The strategy involves the Department goals of:

- Details the principles that fair and consistent decisions in financial integrity matters.
- Outlining department expectations and potential intervention responses.
- Helping to provide Services, educators and families to gain the skills and knowledge necessary to comply with Child Care Financial Integrity

11.FACILITIES AND ENVIRONMENT

Regulations 103–115 relate to the physical environment required for an OSHC service. Dara OSHC Service complies with these regulations.

The centre consists of a large space, a toilet block, storage shed, extensive verandas, and outside seating and tables for children to enjoy their snack and mealtimes.

The centre has a fully operational kitchen.

Our environment is large, flexible, diverse and aesthetically pleasing, facilitating children's learning and development. The environment is designed to ensure children's visibility whilst also taking into consideration the autonomy of the child.

Premises are well cleaned and maintained by the school maintenance officer and cleaning adheres to guidelines and operational procedures.

The environment is designed to be accessible to all children and stakeholders. The layout provides flexibility enabling the group dynamic to be large, small or singular. All stakeholders including the children are actively involved in creating an aesthetically pleasing environment.

There is adequate storage space for equipment and space for administrative tasks as well as space where confidential meetings can be undertaken and areas for food preparation which meet the requirements of the Food Safety Standards.

12.ROLE OF OSHC MANAGEMENT COMMITTEE

Role

The Dara School OSHC Advisory Committee is appointed to:

- Make decisions about the overall management of the service at committee meetings and these will be ratified by the Board. The best interests of the families and service will always take priority in determining decisions.
- Assist the Board in meeting relevant Commonwealth and State Government legislation and standards.
- Support and assist the Board, Principal and OSHC Director to ensure that the quality of care being offered is in keeping with the values, principles and policies of the school.
- Advocate for, represent and ensure that children, families and staff have a voice in advising the Board on issues relating to the management of the OSHC Service.
- Support and assist the OSHC Director and staff on a day-to-day basis, and
- Make recommendations to the Board on major decisions affecting OSHC for its consideration and final decision.

Composition

Membership of the OSHC Advisory Committee is open to all parents who have enrolled their child(ren) in the Service in the current year. The OSHC Advisory Committee will elect a member from:

- Board Representative (either the Principal or Principal's delegate),
- The OSHC Director,
- A staff representative.
- Parent representatives.

Process for Appointment to the Committee

- All parent users are actively encouraged to nominate for positions on the Advisory Committee.
- Elections for Advisory Committee representatives are held via a ballot system, with candidates elected on a majority basis, where necessary.
- Where possible, only half of the committee member positions should be up for re-election at one time, to ensure continuity of knowledge.
- All new members of committees with responsibility for operating or managing the OSHC service will be oriented into their roles and responsibilities. Returning committee members will provide new members with support and encouragement.

Schedule of meetings:

- OSHC advisory committee will meet a minimum of once each Term.
- The Director will meet with the school Business Manager every week.
- The AGM will be held in May of each year.

Management

- Parents and staff are to be kept informed about the committee's membership, meetings, decisions and have opportunities for input.
- Policies and procedures will be strictly followed by the committee and will be regularly reviewed to ensure they meet current needs.
- Committee members need to be clear about the extent of their responsibilities with the Service, through reference to this policy.
- The OSHC Advisory Committee should report regularly to the Board. Both a financial report and a general operational report should be presented as required by the Board.
- The financial position of the Service should be monitored, budgets developed, and financial planning undertaken for future objectives. The financial position of the Service should be a major consideration in all management decisions. • The School is responsible for any deficits or losses incurred by the Service.
- The OSHC budget must cover OSHC staffing costs, consumables, food, drink, craft and play equipment, toys, computer, electronic equipment, office and administration expenses and excursions.
- The School is legally responsible for the management of Commonwealth Government funding as per the funding agreements.
- The School is responsible for organising an annual audit to ensure that all OSHC expenditure is accounted for including accruals and staff entitlements.
- Responsibility for the day-to-day operation of the Service is delegated to the Director. Any matters that the Director is not confident about resolving, or determines to be significant, will be brought to the attention of the Board for discussion and resolution as soon as possible.
- The committee members will request access to the Service's resources and records when necessary to fulfil their management responsibilities. All requests

for access will be made to the Director, who will determine a mutually convenient time. The Service's Confidentiality policy will be strictly observed.

13. DECISION MAKING LEVELS

The Person with Management or Control of the Approved Provider (The Director of Dara School OSHC), the Principal and the Business Manager are responsible for the appointment of the persons responsible for the implementation of the Child Care Subsidy System within Dara School OSHC. The Person with Management or Control is required to maintain an active PRODA account at all times.

14. STAFF/EMPLOYMENT

Plan for recruitment – fit and proper persons

All persons with the ability to interact directly with any Child Care Subsidy System (CCSS) processes (including applications, management of links to the Dara School OSHC childcare management system and family liaison in relation to CCSS) must be 'fit and proper' and will therefore be required to provide documents including a current Police Check (less than six months old), and a current Working With Children Check (or approved equivalent) on commencement in this role. A PRODA access approval will also be required. These persons will be the Service contact for all CCSS matters.

Staff recruitment/expertise/experiences levels

Dara School OSHC have a detailed Policy known as the Guidelines for the recruitment of staff, educators and volunteers. This policy includes the preparation for recruitment, the interview process and ongoing management procedures.

In addition to this procedure, when considering vacant positions for persons with access/management responsibility of the Child Care Subsidy System (CCSS), the relevant Manager, will consider the following factors in relation to persons deemed as 'fit and proper':

- Police Check Results
- Previous knowledge of the CCSS management process (including the CCSS calculator)
- Previous knowledge of the Child Care Subsidy System (Dara School OSHC software provider)
- Previous experience in customer service management

If the person will hold a responsible position in relation to CCSS, such as that of the Person with Management or Control, or of the Business Manager, they will be required to establish financial suitability according to the CCSS systems and declare that they have not been investigated or charged with any offences against the Family Assistance Law. This may involve a personal history check with ASIC.

Plan for staff development and training

All staff who interact with any part of the Child Care Subsidy System (CCSS) will be trained by the Customer Service Manager or the National Quality & Compliance Manager as appropriate to their proposed role/responsibilities.

Training will include 1:1 guidance in the processes, procedures (including troubleshooting) and legal obligations of persons interacting with the CCSS system and Dara School OSHC data management system. The relevant Manager will take the proposed staff member through the relevant procedure, providing written direction as required and then supervise the proposed staff member's own interaction with the process until the required level of competence has been achieved. The Manager will review this on a regular basis to ensure an effective CCSS process is in place at all times.

The Business Manager will be trained to review closed attendances received from individual services for accuracy. Since the process for families/educators to sign their child in and out is now digital, accuracy is assured in that times are automatically populated and cannot be amended. If the attendance times appear inconsistent to bookings or staffing allocations, families will be contacted to confirm the accuracy of children's attendance.

Children's attendance figures can be audited through the software provider, Xplor enrolment database, which shows each child's attendance and weekly summaries. The Director will be trained to ensure they know to notify their Manager if they note any irregularities. This may include children's sign in or out records outside of normal operational hours. All previous data is archived electronically, and the Business Manager will be made aware of the method available to retrieve past records as required.

Should a new Business Manager be appointed, the Principal will conduct the training as listed above.

15. WORKPLACE HEALTH AND SAFETY

The establishment and maintenance of a safe workplace is a joint responsibility of employers and employees. Dara OSHC Service will have practices and procedures to address the legal requirements relating to safety in the workplace and this information will underpin any service specific requirements, including grievance/complaints procedures.

The Dara School WHS Coordinator will include OSHC in their oversight of the site practice. OSHC has a WHS representative who has undertaken the responsible officer training role.

16. REVIEW AND EVALUATION OF SERVICE

Ongoing review and evaluation will underpin the ongoing development of the service. Dara OSHC values and encourages feedback from all stakeholders. Parent feedback is encouraged by ongoing verbal communication, regular feedback forms in relation to all aspects of the service and when reviewing policies and procedures.

The Quality Improvement Plan will guide service continuous improvement.

17. Additional Child Care Subsidy (ACCS)

Additional Child Care Subsidy (ACCS) is the process of providing families with additional fee assistance to support vulnerable or disadvantaged families and children. This may be before the family are working with Child Protection agencies for some elements of ACCS.

There are four payments within this scheme:

- Child Wellbeing - a subsidy equal to 100 per cent of the actual fee charged, up to 120 percent of the Child Care Subsidy hourly rate cap, for up to 100 hours of assistance per fortnight.
- Grandparent - a subsidy equal to 100 per cent of the actual fee charged, up to 120 per cent of the Child Care Subsidy hourly rate cap, for up to 100 hours of assistance per fortnight.
- Temporary financial hardship - a subsidy equal to 100 per cent of the actual fee charged, up to 120 per cent of the Child Care Subsidy hourly rate cap, up to 100 hours of assistance per fortnight. It is limited to 13 weeks per event that gives rise to temporary financial hardship.
- Transition to work - a subsidy equal to 95 per cent of the actual fee charged (up to 95 per cent of the Child Care Subsidy hourly rate cap).

In most cases, this is paid to the provider; however, at some times, it can be paid directly to the family.

The Child Care Provider Handbook (Appendix B) details the full applications of this scheme and different contributing factors and with which payment type the family is to access.

Dara School OSHC will not charge any family who is eligible for ACCS more than what they would originally charge an individual who is eligible for Child Care Subsidy.

The Business Manager will manage this process and the administration of this subsidy.

The backdating of claims for 28 days will only be considered once the family/third party support agency has provided all the required information.

In relation to the ACCS (Child Wellbeing) subsidy, only the approved provider can apply for this subsidy on behalf of the individual, not the child, although the child must already be registered for Child Care Subsidy. All required documents must be submitted by the approved provider, including a Complying Written Arrangement (CWA) enrolment between the individual applying for the ACCS (Child Wellbeing) and Dara School OSHC, to accept liability for the fees. A child protection worker is then to provide Dara School OSHC with a support letter to confirm the child is 'at risk'.

Dara School OSHC may provide a 'certificate' for the first six weeks, and if the subsidy is required for longer than this (up to 13 weeks), an application must be made to Services Australia for a determination. Dara School OSHC will charge full fees until the family is deemed to be CCS/ACCS eligible.

The documentation required for this subsidy may vary, depending on the family circumstances.

18.CCSS OPERATIONS

Systems access and training for childcare subsidy data reports

The Dara School OSHC CCSS software system 'Fully Booked' provides all childcare subsidy system (CCSS) data reports. Only staff members who have received training will have access to amend/contribute to CCSS data. See Plan for Staff Development and Training section above for details on training provided.

Third-party software security

Dara School OSHC maintains a contract with Fully Booked, who provides the enrolment/booking processes but also the CCMS submission system to manage session reports/submission, report absences and electronic submission requirements. Fully Booked/EziDebit is PCI DSS (Payment Card Industry Data Security Standard) compliant, at a Level 1 standard (the highest level of compliance that can be achieved by an organisation). This ensures that a family/guardian's details are handled with maximum security. This is reviewed annually by a Qualified Security Assessor, as well as numerous security checks and tests conducted throughout the year. In relation to the security of Dara School OSHC, Fully Booked has provided a declaration that the software has been tested against scenarios provided by the Department of Education, Skills and Employment and has provided an undertaking to abide by CCMS IT Security Principles for Software Developers.

Access and management of educator care records (for FDC and IHC)

This is not required for Dara School OSHC, who do not include Family Day Care or In-Home Care components in their delivery model to date. Should this change in the future, amendments will be made to this policy and the relevant procedures.

19. ASSURANCE – FRAUD PREVENTION OR DETECTION/RISK/AUDIT PROCESS

Evaluation to ensure staff training has been effective

The Business Manager will conduct bi-annual performance reviews to ensure all staff are meeting department key performance indicators.

A weekly 'catch up' allows for the team to discuss current practices as a group and share relevant information, ensuring a consistent shared message.

Individual progress meetings are held at two monthly intervals.

The Business Manager consistently reviews and reflects on the business practices to ensure all regulatory requirements are met in an accurate and reduced risk manner. A full audit process is in place within the software package that allows any entry to be traced to whom completed the action. Any concerns in relation to fraud or adverse risk are identified, documented and investigated as a matter of urgency. The provider of the data management system, Fully Booked, may be contacted by telephone with follow up email in the case of suspected errors or fraud

This ensures a documented history of the investigation process. The Business Manager will determine the investigation path and who should be involved to ensure a timely resolution and notification requirements are met. Once commenced, this investigation process will be shared with the executive level of the approved provider and the National Quality & Compliance Manager. Should fraud be detected, the Approved Provider/Principal will notify the required authorities.

Processes ensuring that data reports to the department are accurate

The Business Manager provides feedback to the CCSS software (Xplor) provider in relation to any data reports that may not be accurate. The provider responds to Dara School OSHC in a timely manner to ensure data reports meet regulatory requirements and business needs. Enquiry reference numbers are maintained to ensure a trace of enquiries is possible if required.

Any passwords are maintained by the Principal. These are only passed on to persons who have met the required check processes and undergone the required staff training as listed above.

20. RECORD KEEPING POLICY

Dara School OSHC has a detailed record-keeping policy and procedures. This includes adhering to all required timeframes under the legislative frameworks that apply to Dara School OSHC services.

With records mainly electronic, the storage of records is maintained within the software system in use. Dara School OSHC has ensured that they have access to these records for the legislated timeframes, to ensure it meets legal/audit requirements.

Dara School OSHC is subject to the Australian Privacy Principles (APPs) under the Commonwealth Privacy Act 1988 in the handling of personal information, as required by Regulation 195 of the Education and Care Services National Regulations 2011. Complying

with the APP's is a condition of continued approval to operate under Section 195 of the A New Tax System (Family Assistance) (Administration) Act.

The following records are retained in a secure location (either in hard copy or electronically) at the Service:

- Complaints made to the Provider (or to any of the services of the provider) relating to compliance with the Family Assistance Law.
- Record of attendance for each child for whom care is provided (regardless of eligibility for CCS and/or Additional Child Care Subsidy [ACCS]).
- Record of any absences from care for each child and the reason for the absence (regardless of eligibility for CCS and/or Additional Child Care Subsidy [ACCS]).
- Statements or documents demonstrating that Additional absent days in excess of the initial 42 absent days meet the criteria.
- Copies of invoices and receipts issued in relation to the payment of fees.
- Copies of all Statements of Entitlement issued and any statements issued to advise of a change of entitlement.

Dara School OSHC follow the Child Care Subsidy Secretary's Amendment (Building on the Child Care Package and Other Measures) Rules 2020 in relation to record-keeping requirements and timeframes, following from the Child Care Subsidy Secretary's Rules 2017.

All records must be retained for a minimum of seven years (starting at the end of the financial year in which the care, to which the information or event relates, was provided).

The following legislation is adhered to:

LEGISLATION REFERENCE

A New Tax System (Family Assistance) (Administration) Act 1999 Division 3 – Requirements in relation to records Section 204F – Requirements to notify Secretary of certain matters

Child Care Subsidy Minister's Rules 2017 Part 5 – Provider requirements Child Care Subsidy

Secretary's Rules 2017 Part 4 – Provider requirements Division 3 – Requirement to make records Division 4 – Requirement to keep records

21. MAINTENANCE OF RECORDS

The Service has an obligation to keep adequate records about staff, families and children in order to operate responsibly and legally. The Service will protect the interests of the children and their families and the staff by using procedures that ensure appropriate confidentiality.

All documents relating to children and families will only be made available to the parent/guardian and approved persons nominated on the enrolment form, staff, authorised members of the Board and when requested by authorised government officers. All documents will be stored securely. All documents relating to staff will only be made available to the individual staff person, the 'responsible person' present at the time, an authorised member of the Board. Please see Record Keeping Policy.

22. OTHER POLICIES OR DOCUMENTS RELATED TO THIS POLICY

Parent Handbook OSHC

Employee Handbook OSHC

A5 Grievance OSHC Policy

A2 Fee OSHC Policy

A8 Staffing OSHC Policy

A1 Enrolment OSHC Policy

A9 Record Keeping Policy

23. RELATIONSHIP TO REGULATIONS

National Quality Standards (NQS)

Quality Area 7: Leadership and Service management

Education and Care Services National Regulations

168 Education and care services must have policies and procedures

171 Policies and procedures to be kept available

172 Notification of change to policies or procedures

173 Prescribed information to be displayed

177 Prescribed enrolment and other documents to be kept by approved provider

183-184 Storage of records

185 Law and regulations to be available

103-115 Premises, fencing, furniture, indoor and outdoor space, toilet and hygiene facilities

24. REFERENCES

Australian Children's Education & Care Quality Authority (2018).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations February 2017, <https://www.acecqa.gov.au/sites/default/files/2018-01/NQF-Resource-02-Guide-to-ECS-Law-Regs.pdf>

ECA Code of Ethics. Accessed on 15 February from <http://www.earlychildhoodaustralia.org.au/our-publications/eca-code-ethics/>

Guide to the National Quality Standard. Accessed on 25 April 2022 from [NQF-Resource-02-Guide-to-ECS-Law-Regs.pdf \(acecqa.gov.au\)](https://www.acecqa.gov.au/nqs-02-guide-to-ecs-law-regs)

My Time Our Place Framework for Australia

Legislation | Education Standards Board SA:

Children (Education and Care Services National Law Application) Act 2010 –

Education and Care Services National Regulations 2011

Child Care Provider Governance Requirements (2021)

Child Care Financial Integrity Strategy 2019

Child Care Provider Handbook (2022) Department Of Education, Skills and Employment, Australia
accessed 23 June 2022 from www.dese.gov.au/child-care-package/child-care-provider-handbook

Dara School Board Approval: March 2022

Review Date: March 2027

Appendix A

The Approved Provider will notify the Department of Education, Skills and Employment of any of the following changes to our service(s), within the timeframe specified below.

Providers must notify the department at least 42 days before they stop operating a service.

Matters to be notified	Timeframe for notification
<p>The total hourly fee charged by the service for care for each approved child care service of the provider (before any fee reduction amounts or other rebates or discounts) as set out in any policy or advertising information provided to individuals who enroll their children with the service.</p> <p>Any change to the fee information.</p>	<p>Within 14 days of any of the following: commencement of the service notice of approval of the service any change.</p>
<p>The hours and days on which each approved child care service of the provider operates, with opening and closing times notified in 24-hour format.</p> <p>Any change to the operating hours.</p>	<p>Within 14 days of: commencement of the service notice of approval of the service any change.</p>
<p>The number of anticipated vacancies that the provider has available to fill in each of its approved child care services for each day of the following week (beginning on a Monday).</p> <p>A vacancy is:</p> <ul style="list-style-type: none"> • for a Centre Based Day Care service or a Family Day Care service—an ongoing full-day vacancy • for an Outside School Hours Care service—an ongoing full-session vacancy. 	<p>By 8.00 pm (AEST) each Friday</p>
<p>Ceasing to operate an approved child care service: to avoid being in breach of a law of the Commonwealth, a state or a territory due to circumstances beyond the provider’s control when 42 days’ notice cannot be given</p>	<p>Within 24 hours after ceasing to operate the service.</p>
<p>Change of physical or postal address of: the provider the premises from which any of the provider’s approved child care services operate.</p>	<p>No later than 30 days before the change or, if the change was not foreseeable at that time, as soon as practicable.</p>
<p>Change to the name of:</p> <ul style="list-style-type: none"> • the provider • any of the provider’s approved child care services, including evidence of name change 	<p>Within 14 days after the change.</p>
<p>Change of any of the following contact details of the provider or of any of the provider’s approved child care services:</p> <ul style="list-style-type: none"> • email address • website • telephone number • fax number 	<p>Within 14 days after the change.</p>

Matters to be notified	Timeframe for notification
<p>Information about any new person: with management or control of the provider (including any person who becomes responsible for the day-to-day operation of any of the provider's approved child care services) who becomes a Family Day Care educator or In Home Care educator for any such service.</p> <p>The information must include:</p> <ul style="list-style-type: none"> the name and contact details of the new person a declaration that the provider has undertaken all background checks required for the new person, together with details of the new person's working with children card, if applicable. 	<p>Within seven days after the new person becomes a person with management or control of the provider or a Family Day Care or In Home Care educator.</p>
<p>Change of the name or contact details for any of the following persons:</p> <ul style="list-style-type: none"> a person with management or control of the provider (including any person who is responsible for the day-to-day operation of any of the provider's approved child care services) a Family Day Care educator or In Home Care educator for any such service. 	<p>Within seven days after the provider becomes aware of the change</p>
<p>The provider becomes aware, because of a background check undertaken for a specified person, that the person:</p> <p>has a serious conviction or finding of guilt for any of the following offences under a law of Australia or of a foreign country</p> <p>an indictable offence punishable by a maximum of two years imprisonment or 40 penalty units</p> <ul style="list-style-type: none"> an offence involving violence or a sexual offence an offence involving fraud, stealing or dishonesty is an undischarged bankrupt, or <p>was a director or secretary of a corporation when the corporation went into administration, receivership or liquidation, or at any time during the 12 months beforehand.</p>	<p>Within seven days after the provider receives a record of the check.</p>
<p>An event or circumstance in relation to a person with management or control of the provider (including a person responsible for the day-to-day operation of any of the provider's approved child care services) that reasonably indicates that the person is not likely to be a fit and proper person to be involved in the administration of Child Care Subsidy.</p>	<p>Within seven days after the provider becomes aware of the event or circumstance.</p>
<p>A person stops having management or control of the provider (including when a person stops having day-to-day responsibility for the operation of any of the provider's approved child care services).</p> <p>The provider must also notify the Secretary of the Department of Education, Skills and Employment of when, and the reason, the person stopped having management or control of the provider.</p>	<p>Within seven days after the person stops having management or control of the provider.</p>
<p>An educator obtains a child care qualification from a registered training organisation and:</p>	<p>Within seven days after the provider becomes aware of the matter.</p>

Matters to be notified	Timeframe for notification
<ul style="list-style-type: none"> ○ the provider or person with management or control has an interest in that registered training organisation by virtue of which the provider or person owns, operates, controls ○ or carries out the registered training organisation, and either <ul style="list-style-type: none"> ● it appears that the educator has not obtained the qualification solely on her or his own merit ● the qualification has otherwise been obtained in circumstances that might be perceived as demonstrating a conflict of interest. 	
<p>A provider or a person with management or control of the provider obtains an interest, or is likely to obtain an interest, in a business which may affect their ability to comply with Family Assistance Law, where the approval may benefit the business or where a conflict of interest might reasonably be perceived to exist.</p>	<p>Within seven days of the provider becoming aware of the matter.</p>
<p>Change in the status of a working with children card for anyone who is required to have such a card under section 195D of the A New Tax System (Family Assistance) (Administration) Act 1999—for example, if the card is amended, suspended or revoked.</p>	<p>Within 24 hours after the provider becomes aware of the change of status.</p>
<p>The provider enters into administration, receivership, liquidation or bankruptcy, and the details of this event.</p>	<p>Within 24 hours after the event.</p>
<p>Unexpected closure of any of the provider’s approved child care services due to unforeseen circumstances.</p>	<p>Within 24 hours after the closure.</p>
<p>A serious conviction or finding of guilt of:</p> <ul style="list-style-type: none"> ● a person with management or control of the provider (including a person who becomes responsible for the day-to-day operation of any of the provider’s approved child care services), or ● a Family Day Care educator, In Home Care educator, or another educator. 	<p>Within 24 hours after the provider becomes aware of the charging, conviction or finding of guilt.</p>