Partnership with families  
2nd November to 6th November 2020

Dear Families,

As a part of the continuous improvement required by the National Quality Standard, this week we are:

* making sure all our staff understand and implement their particular responsibilities. We welcome your feedback, both positive and negative, about our employees’ responsibilities and the way they implement them. If you wish, you may discuss confidentially with the Nominated Supervisor
* reviewing our Staffing Arrangements Policy and our Governance Policy. Summaries follow:

**Staffing Arrangements Policy**

Policy includes requirements:

* for minimum educator to child ratios
* for adequately supervising children including issues which may affect this
* for always supervising educators under 18 years of age
* ensuring students and volunteers are never left alone with any child
* to have an Educational Leader
* to always have a ‘responsible person’ present (ie one of approved provider, nominated supervisor, person in day to day charge) who “hands over” responsibility for the role to another eligible person if they leave the service
* for educator and Educational Leader qualifications, including first aid and child protection clearances
* for experience and fitness to hold ‘responsible person’ positions
* for fitness and propriety in persons dealing with Child Care Subsidy
* to design and implement rosters to promote continuity of care.

**Governance** **Policy**

The Governance Policy outlines our Service structure, roles and responsibilities and adopts several governance principles including:

* clearly defined reporting relationships
* effective delegation guidelines
* regular communication between managers to ensure compliance and best practice
* ethical and responsible decision making eg consistent with our Code of Conduct, policies and the National Education and Care Law and Regulations
* fraud prevention eg in relation to administration of the Child Care Subsidy
* making timely and balanced disclosures eg as required under National Law and Regulations
* rights of children and families to be involved in decision making eg through regular requests for feedback and provision of information
* recognising and managing risk eg through risk assessments, WHS and hygiene procedures, compliance with policies and procedures.

There are copies of the policies near the sign in/out sheet. Please take a moment to read them. We value any feedback you may have.

Nominated Supervisor