Partnership with families
13th December to 17th December 2021

Dear Families,

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

* reviewing our governance and management systems. These include our compliance practices, and processes we implement to manage risk, keep secure and confidential records, and manage complaints. We always welcome feedback on any of our governance or admin practices. If you feel there is something we could improve, please let me know
* reviewing our FeesPolicy and Governance Policy. **S**ummaries follow:

**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 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.

**Fees Policy**

Includes information about:

* booking/enrolment fee
* how and when fees must be paid (eg in advance, weekly or fortnightly, pupil free days, when child is sick or on holidays)
* arrangements for Child Care Subsidy
* what must be included in statements of entitlement
* invoices and receipts
* notice required to terminate enrolment (parents or NS) or cancel casual bookings
* service fees including late fees

process for recovering overdue fees.

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