

Quality Area 7

Service Leadership and Management

Ooranga is committed to ensuring the organisation maintains strong governance and leadership to facilitate sustainable and effective service provision, with a focus on continuous improvement.

Policy Contents

Responsibilities.....	1
Regulations and Licensing.....	1
Organisational Structure	2
Quality Improvement Plan	3
Authorisations.....	3
Fees and Funding.....	3
Risk Management	3
Publication and Logo.....	4
Grievances.....	4
Confidentiality	5
Use of Property and Resources	5
Related Documents	5

Responsibilities

This policy is to be implemented by all Ooranga staff and members.

Regulations and Licensing

Ooranga is an approved provider of early childhood education by the NSW Department of Education. As a mobile service, Ooranga is governed by the *Children (Education and Care Services) Supplementary Provisions Act 2011* and the *Children (Education and Care Services) Supplementary Provisions Regulation 2012*, which includes the relevant provisions of the *Children (Education and Care Services) National Law (NSW)* and the *Education and Care Services National Regulations* (the National Law Alignment Provisions).

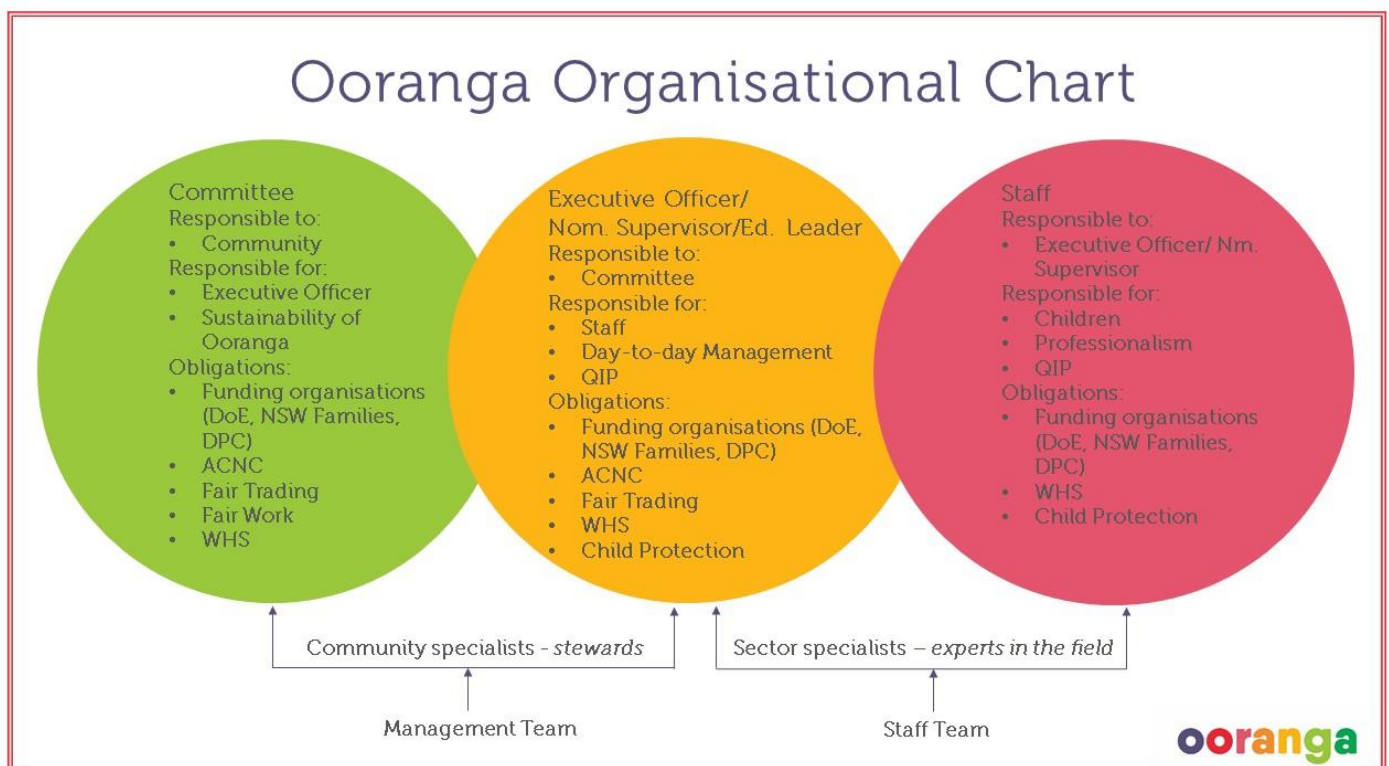
The number of licensed preschool places at each Ooranga venue is 25 per day, except for Currabubula which is licensed for 10 children per day.

Ooranga is an incorporated association and registered charity and maintains annual reporting to the Australian Charity and Not for Profit Commission (ACNC) and NSW Fair Trading.

Organisational Structure

Ooranga is managed by a volunteer management committee, comprised of members from across the service region. The Committee has responsibility for the strategic direction and management of the organisation. The responsibility for the day-to-day operation and management of the service is delegated to the Executive Officer in keeping with service policies, procedures, relevant position/role descriptions and legislation.

The Executive Officer is supported by the Nominated Supervisor and the Educational Leader to provide leadership, supervision, and support for all early childhood educators. A full-time administration officer supports all aspects of service management and delivery.



Quality Improvement Plan

Ooranga's core values identify the pursuit of excellence through continuous improvement. Ooranga utilises Quality Improvement Plans to self-assess performance in delivering quality education and care and to plan future improvements. Feedback provided by children and families is integral to the development of QIP goals to ensure that service provision remains relevant and of high quality into the future.

Authorisations

The Children (Education and Care Services) Supplementary Provisions Regulation 2012 stipulates that Ooranga must obtain authorisation from parents/carers of preschool children, for actions such as the administration of medications, collection of children, excursions and providing access to personal records. Enrolment of children at Ooranga preschool venues may be refused if authorisations are not completed.

Fees and Funding

Ooranga relies heavily on State and Federal funding which is supplemented by fees collected from members. To continue to provide high quality early education and care for children, Ooranga needs to ensure financial sustainability. It is essential for families to pay fees promptly to enable the organisation to plan with certainty. Ooranga is committed to ensuring our fees are as affordable as possible and support families to have access to any government support to reduce out of pocket expenses for preschool.

Risk Management

Ooranga maintains procedures to prioritise the maintenance of environments and conditions that are safe for children, families and educators. Procedures will be implemented to assist with early detection of potential hazards and to reduce risks within the education and care community.

To ensure effective risk management, Ooranga complies with legislation and regulations with regular reviews of policies and procedures to reflect best practice in early childhood education.

Publication and Logo

Ooranga utilises a range of media to communicate to members and publicise the service to the wider community. Authorisation from parents/carers to use images of children in publications will be sought through preschool enrolment and playgroup membership forms. Ooranga will ensure that the privacy of staff, children and families is maintained where authority is not given to use individual images.

The Ooranga logo is available for cross promotion on request from collaborating organisations and groups. Requests to use the Ooranga logo should be forwarded to the Executive Officer with sufficient notice to allow approval by the Management Committee when required.

Grievances

Ooranga values the feedback of educators, staff, families and the wider community in helping to create a service that meets regulation and the needs of enrolled children and their families. We encourage open communication through opportunities to respond and feedback on the program. A component of this feedback is the ability to put forward a complaint and have this managed appropriately with due consideration for accountability and quality improvement.

Ooranga members and the wider community are encouraged to use the Community Complaints and Feedback form if they would like to see a change to service operation or to lodge a complaint. These forms are available at all preschool venues, online at www.ooranga.com.au and from the Ooranga office.

Staff use an internal Grievance Procedure in the event they need to make a complaint. A Grievance form should be lodged to the Executive Officer. If the complaint is in regard to the Executive Officer, the form may be lodged to a member of the Ooranga Management Committee. All complaints will be dealt with as quickly as possible and remain confidential to those involved.

Confidentiality

Ooranga is committed to protecting the privacy of staff, children and families involved with the service. Ooranga is subject to the Privacy Act and abides by the National Privacy Principles.

Ooranga will ensure that all information and documentation relating to early childhood education services it provides is stored securely, either in digital or hard copy form, and is always treated appropriately.

Use of Property and Resources

Ooranga provides a number of property and resource items to enable staff to undertake their jobs (including physical property, cash, promotional materials and logo, equipment, motor vehicles, telephones, computer hardware, internet and computer systems and associated technology hardware and software).

All property items are provided to assist in the delivery of the Ooranga mission. It is the responsibility of all staff and members to use, and maintain where appropriate, all property and resources related to the service mission with respect and for their intended purpose. Staff should notify the Executive Officer if any property is lost, requires disposal or maintenance/repair.

Related Documents

Other relevant policy documents; Staffing Arrangements, Collaborative Partnerships with Families and Communities Policy.

Relevant procedures; Arrival and Departure, Asset Use and Management, Grievance, Orientation and Induction Checklist, Records Management, Work Health and Safety, Delegations and Responsibilities.

Ooranga Quality Improvement Plan.

Ooranga Preschool Enrolment and Playgroup Membership Forms.

Regulatory References: Children (Education and Care Services) Supplementary Provisions Regulation 2012; Education and Care Services National Regulations.

Breach of this policy may lead to disciplinary action including termination of employment.