

Governance policy

Aim

TheirCare will meet its legal and financial obligations by implementing appropriate governance practices that support our aim to provide high quality child care that meets the objectives and principles of the National Quality Framework, the National Quality Standard and the My Time Our Place Learning Framework.

Implementation

TheirCare's approach is caring, positive and professional. TheirCare takes accountabilities for all aspects of the OSHC program including administration, bookings and payment and parent enquiries.

Good governance and management are essential to our provision of quality services.

Policies:

- Child enrolment policy
- Child attendance record policy
- Definition of booking policy
- Cancellation of booking policy
- Hours of operation policy
- Orientation process policy
- Equal opportunity policy
- Fee structure policy
- Fee collection policy
- Additional funding policy
- Late pick up fee policy
- Child absences policy
- Child Care Subsidy policy
- Family/individual privacy policy
- TheirCare Privacy Policy
- Administration and maintenance of record policy
- Archiving of records policy
- Partnership responsibility and communication policy
- Quality management policy

Frameworks:

- My Time Our Place
- Early Years Learning Framework (services that provide education and care for 3 and 4 year olds)
- National Regulations and National Laws

Related Policies

Acceptance and Refusal of Authorisation Policy
Enrolment Policy
Fees Policy
Privacy and Confidentiality Policy
Record Keeping and Retention Policy

NQS

QA6	6.1.1	Engagement with the service - Families are supported from enrolment to be involved in the service and contribute to service decisions.
QA7	7.1.2	Management systems - Systems are in place to manage risk and enable the effective management and operation of a quality service.

Source

Bryant, L. (2009). *Managing a Child Care Service : A Hands-On Guide for Service Providers*. Sydney: Community Child Care Co-Operative.
Education and Care Services National Law and Regulations
Family Assistance Law

Review

The policy will be reviewed annually by Management, Employees, Families and Interested Parties.

Last reviewed: 15/01/2025

Date for next review: 15/01/2026