



BEFORE, AFTER & VACATION CARE

# LEADERSHIP AND SERVICE MANAGEMENT POLICY

TeamKids, February 2026

FUN

GENUINE

INNOVATIVE

INVOLVED

REMARKABLE

## POLICY RATIONALE

This policy provides clear guidelines, expectations and commitments to the Training, Professional Development and management practices of TeamKids staff as they deliver OSHC services. This policy provides an organisational commitment for the:

- Training and professional development of educators in the delivery of safe, compliant and well-informed services.
- Reporting structures and active supervision of staff in the delivery of safe, compliant and well-informed programs.
- Maintenance of high-quality leadership practices.
- Meeting the legislative requirements of the Regulatory Authority in each respective State, as well as associated agencies such as Reportable Conduct Schemes and Child Protection/Safety Authorities.

## STAFF TRAINING AND PROFESSIONAL DEVELOPMENT

TeamKids requires all educators to attend and actively engage in training and professional development sessions.

Opportunities for compulsory training sessions are offered across various times for educator convenience.

The People and Training Manager provides quality education and care training sessions to program staff. The educator training is based on three ongoing points of analysis:

- Legislation and regulation (via communication with TeamKids National Quality and Compliance Manager)
- Educator, family and children's survey/evaluation analysis
- Training Coordinator's observations and review of TeamKids programs

TeamKids provides various training sessions each quarter to educators based on their role. These sessions are offered to all Educators, Coordinators, Director of Services and Regional/Area Managers. Shifts will not be provided to educators that do not attend compulsory training sessions, including the Induction Training Session.

TeamKids will ensure educators are aware of all required policies and procedures and in particular of their roles and responsibilities in relation to child safety, reporting requirements and appropriate conduct / interactions with children. Further details of there are listed in the TeamKids Code of Conduct, Interactions with Children Policy and Staffing Policy.

## STAFF SUPERVISION STRUCTURE

TeamKids is a Fair Workplace that values all staff, educators and volunteers as well as children and families. In a commitment to this, TeamKids is structured in such a manner that all staff and educators report to a supervisor with delegated roles and responsibilities. These lines of management are in place to support the learning, service excellence and safety within our programs for all children, educators and volunteers.

All staff and educators are allocated time and communication methods as outlined in an organisation structure document, with their manager. Also, Regional/Area Managers provide reports back to Head Office identifying operational needs for training and service improvements as appropriate.

## CONTINUOUS IMPROVEMENT AND GUIDANCE

TeamKids believes in continual assessment and evaluation of the program by management, educators, parents and children is an integral part of service planning and development. It is also critical to running a high-quality education and care service that meets community needs and the achievement of key learning outcomes for children.

### Procedure:

- Children and parents will be offered an evaluation form/survey regularly throughout the year. Children and families are also welcome to provide verbal or written feedback to educators at any time during the program. Such feedback will be documented in the Communication book or passed on verbally to the Coordinator/Director of Service.
- A variety of survey techniques will be used with children, which may include informal discussions, a suggestion box, written surveys and group discussions.
- Educators provide regular feedback on all aspects of the program. Educators critically reflect on program experiences, day to day procedures, OH&S matters, interactions with children and service delivery, in general, to ensure that the service continues to reflect the needs of our community.
- Leadership team meets regularly to discuss and evaluate the previous program and plan for the next program; review and consider educator feedback and so that coordinators can act as effective liaisons to the educators during program periods.
- All feedback forms the basis of future service planning and development.

## EDUCATOR TRAINING AND SUPERVISION PROCEDURES

### Rosters and Pre-program Training:

TeamKids People and Culture and Staffing Team will ensure programs are rostered to meet the requirements of the Education and Care Services National Regulations 2011 with appropriate educator to child ratios and necessary educator qualifications.

- All Educators, Coordinators, Directors of Service and Regional/Area Managers submit availability to the Staffing team before each vacation care program period.
- TeamKids rosters are based on legislative and compliance requirements. Each educator's qualifications, experience, skill, availability and the number of children booked into each program, determines the roster of each staff member.
- All educators are required to attend a minimal amount of training to receive rostered shifts. Shifts will not be provided to educators that do not attend compulsory training sessions, including the Induction Training session.

## STAFF GRIEVANCE PROCEDURES

TeamKids is a Fair Workplace and as such commits to fostering and cultivating positive relations across all staff including program staff and management. TeamKids aims to create an environment where all staff feel valued and supported. Each staff member has the right to a trusted and supportive platform to raise grievances. In supporting all staff, this platform should provide a clear process for grievance resolution, including a Whistleblower Procedure.

In respecting all staff, TeamKids commits to resolve disputes, issues or concerns in a manner that minimises the impact on the service, customers and other staff members.

- TeamKids seeks to promote through induction, training and general information the creation of an environment where open communication and discussion is encouraged.

- Where staff member/s and educators have complaint/s or grievance/s, they are encouraged to discuss the issue with the relevant staff member, educator or manager in the first instance.
- Where further action is required, or a resolution has not been achieved, the staff member/educator is encouraged to contact the TeamKids People and Culture team.
- Should the issue still not be resolved, the matter will be referred to the Operations Manager, who will endeavour to support a resolution.
- Should a resolution still not be reached, the matter may be referred to an Independent Mediator.
- Any grievances received will be responded to within two working days wherever possible.
- All grievances will be handled in a professional and confidential manner.
- Every effort will be made to resolve the complaint satisfactorily.
- All steps will be documented to ensure that outcomes or processes can be evaluated and amended as necessary to inform continuous service improvement.

## SERVICE MANAGEMENT PROCEDURES

TeamKids is committed to maintaining up to date and relevant policies and policy implementation. The policy document is developed in line with State and Commonwealth legislation, industry regulations and practice, and current research on child development.

### Procedures:

- TeamKids provides all organisational policies to all staff, parents and/or guardians, as well as approved persons on request. (R185)
- The policies are reviewed on a regular basis, at least annually.
- Parents/guardians have access to our website at all times which outlines general program information, major policy areas and key aspects of the program so that families are kept informed of their responsibilities about the service. (R185)
- Any policy changes will be in line with the service philosophy, quality practices and to ensure the safety and wellbeing of children.
- Families and educators will be informed of changes to service policies through updates on the service website.

The approved provider ensures that services do not exceed the approved maximum number of children, by maintaining a record of this number on the enrolment record platform, Fully Booked. This prevents families from booking their child into the service, if the capacity has been reached. This number is updated only when a change is made to the approved maximum number of children through the Regulatory Authority.

## PRESCRIBED ENROLMENT AND OTHER DOCUMENTS

The below-prescribed documents will be kept under Regulation 177 in accordance with the Education and Care Services National Regulations (2011)

- Child assessment documentation
- Evaluations of the program
- Incident, injury and accident reports and documents
- Medical records and documents
- Service assessments attendance records for both staff and children.
- Enrolment records
- Records of the service compliance
- Record of the person in day-to-day charge

- Attendance record
- Written authorisations and Risk Assessments for excursions and regular outings.

The service will maintain the prescribed insurance as detailed in Regulation 180. This will be maintained and on display in the main entrance of each service, to ensure it is available for inspection by the Regulatory Authority or an Authorised Officer under the Law. The Quality & Compliance Team are responsible for ensuring the annual certificate is sent to service through the Customer Service Team, as it is updated annually. The Finance Team is responsible to ensure this certificate is current and updated annually.

The service will display the required information on display at the main entrance of the service. This includes:

- (i) the name of the approved provider; (ii) the provider approval number; (iii) any conditions on the provider approval.
  - (i) the name of the education and care service; (ii) the service approval number; (iii) any conditions on the service approval.
  - the name of each nominated supervisor.
  - (i) the current rating levels for each quality area stated in the National Quality Standard; and (ii) the overall rating of the service.
  - in relation to any service waivers or temporary waivers held by the service, the details of the waivers including—
  - the regulations that have been waived; and (ii) the duration of the waiver; and (iii) whether the waiver is a service waiver or a temporary waiver.
2. For the purposes of section 172(1)(f) of the Law, the following matters and information are prescribed—
- the hours and days of operation of the education and care service.
  - the name and telephone number of the person at the education and care service to whom complaints may be addressed.
  - the name and position of the responsible person in charge of the education and care service at any given time.
  - the name of the educational leader at the service.
  - the contact details of the Regulatory Authority.
  - if applicable—
  - (i) a notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled at the service; and
  - (ii) a notice stating that there has been an occurrence of an infectious disease at the service premises.
- (3) An approved provider of an education and care service (other than a family day care service) must display information specified in sub regulation (1)(d) by displaying one or both of the following certificates—
- the certificate issued to the approved provider by or on behalf of the Regulatory Authority about—
    - the current rating levels for each quality area stated in the National Quality Standard; and
    - the overall rating of the service.
  - if the National Authority has given the service the highest rating level—the certificate about the overall rating of the service issued to the approved provider by the National Authority.

In New South Wales, the Quality & Compliance history of the service is to be displayed, as prescribed by the NSW Regulations or guided by the Regulatory Authority.

All services will display any documents required under conditions specific to their service. For example, plans of approved indoor and outdoor spaces.

## CONFIDENTIALITY OF RECORDS

TeamKids is committed to fair and open information collection practices and processes that ensure information collected about individuals and families is accurate, complete and current. TeamKids provides guidelines for the collection, use, storage, access, and disposal of personal information, including photos/videos for all stakeholders to ensure that any information collected about a person or family is only used for its primary intended purpose, with limited accessibility other staff members.

- Educators will only discuss details relating to families and children with TeamKids staff or other professionals involved in supporting the inclusion of a child in the service, following consent from the child's parent/guardian.
- All participants involved in the service will respect the right to privacy of families, educators and staff.
- Private matters will be handled sensitively at all times.
- All personal information collected by the service will be stored and used in a way that ensures the confidentiality of information at all times. This includes information gathered on children, their families and educators.

### Privacy Laws

TeamKids 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. 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.

## PROCEDURES

Procedures for Compliance with Information Privacy Legislation Family/child Information

- Each child will have an enrolment record. Family information kept on CCMS software is able to be password protected. (R183)
- Personal information relating to families and their children must not be passed on to any other person. (R181)
- TeamKids will store the records with confidentiality with the exception that the parent or authorised nominee of whom the information's relates to, the regulatory authority permitted under any Act or Law.
- Information given will be kept confidential unless the responsible person or educators need to assess information to provide adequate care and safety.
- TeamKids will request written consent of the person who provided the information to release information to any person other than those listed in this policy.

## EDUCATOR INFORMATION – THE SERVICE WILL:

- Ensure a Staff Record can be compiled and maintained in accordance with the Education and Care Services National Law Act (2010) and the Education and Care Services Regulations (2011).
- Ensure that the service holds appropriate information on educators, e.g. health needs, in the event of an emergency.
- Educator Records will be stored at the TeamKids Head Office for a minimum of three years after educators cease employment with the service. (R183)

## ACCESS TO RECORDS

Parents or Educators wishing to access their personal information need to contact the Head Office to access personal record. Concerns about the misuse of personal information can also be directed to the Head Office in writing as per the service Grievances or Complaints policy.

## RETENTION AND DISPOSAL OF RECORDS

The retention and disposal of all records kept by TeamKids will be in accordance with the Regulatory requirements. See Record Keeping Policy.

## FAMILIES/GUARDIANS

As per the Regulations, families are welcome to attend the service at any time that their child is in attendance. TeamKids understand the importance of family involvement that provides children with support, comfort and a sense of familiarity, in particular when settling into a service. Families are encouraged to participate in the planned program, to share their skills and knowledge with all children (while supervised by an educator at all times). Families are welcome to view children's individual records at any time, on request.

## REFERENCES

ACECQA National Quality Framework Resource Kit (2012)  
Quality Area 7 – Leadership and Service Management  
Education and Care Services National Regulations (2011), R 73, 74, 75, 177 & 185  
Education and Care Services National Law Act (2010), S 165  
Victorian Government – Information Privacy Act 2000  
Victorian Government – Public Records Office Standard PROS 09/05

## VERSION CONTROL

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Leadership and Service Management Policy No. PO-0017  
Leadership and Service Management Procedure No. PR-0017