

# Service Delivery Management

## 1. Overview

### 1.1. Purpose

The provision of a high-quality, safe and healthy environment is vital for children, staff and other stakeholders. Learning and development are supported by our governance framework and quality management system, designed to ensure accountability and leadership across the group.

### 1.2. Scope

All Junior Adventures Group (JAG) People are required to comply with the provisions set out in this policy, their contract of employment and all other relevant policies, procedures and legislation. It is the responsibility of the group's leaders to ensure good governance and that all JAG people engage with our quality management system to get the best service delivery outcomes.

### 1.3. Legislative Requirements

Under the *Education and Care Services National Regulations*, JAG is required to have policies and procedures in place to ensure the health, safety and wellbeing of the children in care.

## 2. Policy Statement

JAG is committed to providing learning, development, health and safety practices that keep children and JAG People from harm. Our skilled Team Members utilise our processes and practices to ensure that we deliver a high-quality educational program, and we rely on the Board and leadership from the Chief Executive and senior leaders to support this.

## 3. Principles

### 3.1. Duty of Care

We have a duty of care to ensure the safety and wellbeing of children and JAG People. This includes a quality management system that supports the identification and management of risk, good education and learning outcomes, response to individual needs of children we support and safe keeping of private information we are provided to assist in delivering the service.

### 3.2. Quality Systems

We are approved by the relevant regulatory authority and operate according to the National Quality Framework and other legislation in preparing for and responding to emergencies, evacuation and contacting emergency services. Our quality management system guides and directs our work, including our continuous improvement work.

JAG is dedicated to ensuring that all JAG People and volunteers understand our obligations to deliver a quality program and to meet the NQF requirements as a minimum.

### 3.3. Policies and Procedures

Our policies and procedures are developed, reviewed and implemented in consultation with relevant internal and external stakeholders. We regularly review and audit them to identify areas to strengthen our systems and processes.

### 3.4. Responsibilities and accountabilities

An organisation chart details the positions, roles, and responsibilities of all relevant personnel as well as information regarding governance relationships and interactions.

Regular staff meetings are held at each Service between Management, Service Leaders and Team Members to communicate Service activity and outstanding issues. These issues may include, but are not limited to, budgets, resourcing, policies, program content and staff morale.

### 3.5. Staff Capability

Our staff are experienced and skilled practitioners in early childhood and primary education fields; they are employed and supported by clear systems of management and administration.

Team Members are encouraged to move between services to observe a variety of programs, techniques and environments in operation.

In the spirit of continuous improvement and strengthening our service, we will provide opportunities for team members at each service to critically evaluate the role of Management within the Service and the organisation.

### 3.6. Leading Effective Practices

JAG people are led by Service Leaders who regularly assess and build capability in service delivery. This includes internal and external training to build knowledge and responsiveness.

Our Service Leaders utilise performance development and management practices led by HR to support and develop our staff to deliver the best service that is tailored to individuals, culturally relevant, inclusive, safe and educational.

### 3.7. Record Keeping

Records will be kept of service delivery activity, and all records are kept confidential and follow storage, documentation and archiving guidelines. Safety audits, incidents and complaints, which will allow us to track issues and changes in practice to be considered, senior managers and the Board will have access to vital data that inform their management and decision-making.

Senior Management is responsible for ensuring all records and information (including financial records) are accurately maintained in accordance with relevant legislation.

### 3.8. The Board

We have robust processes for the recruitment, selection, orientation, evaluation and renewal of the Board; this is reviewed yearly.

### 3.9. Child Safety

We safeguard children through our procedures and practices. Policies and practices reflect the relevant legislation, including the National Principles for Child Safe Organisations. JAG provides policies and procedures to equip JAG people with the knowledge, skills, and awareness to keep children safe. Service Practice are continuously reviewed and improved to ensure current legislation is in effect throughout the business.

#### 4. Our Quality Management System

The diagram below outlines how our systems and processes support our service delivery from the operational aspect through to governance.



## 5. Key Terms

Term	Definition
Governance	The system or process of directing, controlling, overseeing or managing., Governance includes ethical, service delivery outcomes, compliance and administration components
JAG People	Any adult that governs, manages, conducts work for or provides activities to JAG in a paid or unpaid activity spanning all levels of the organisational structure.
Risk Management	Includes the identification, assessment, management, evaluation and review of risks in a setting.
Service Leader	Anyone who oversees the Service in one of the following roles: 1. The Approved Provider; if the approved provider is an individual, in other cases, a person with management or control of the Service 2. The Nominated Supervisor of the Service 3. A Responsible Person who has been placed in day-to-day charge of the Service in the absence of the Nominated Supervisor.
The Board	A group of nominated members with a variety of skills to support the governance and decision-making at JAG
Team Members	JAG People that work directly with children.

## 6. References

<b>Education and Care Services National Law and Regulations</b>
Early Childhood Australia (ECA) the Code of Ethics
Children Education and Care Services National Law Act 2010
Educational and Care Services National Regulations
National Quality Standards for Early Childhood Education and Care and School Care
ACECQA – National Quality Framework
<b>Other Relevant Legislation</b>
Section 13 – Matters to be taken into account in assessing whether fit and proper person
Section 21 – Reassessment of fitness and propriety
Section 51 – Conditions on service approval
Section 162 – Offence to operate education and care service unless responsible person is present
Section 172 – Offence to fail to display prescribed information
Section 173 – Offence to fail to notify certain circumstances to Regulatory Authority
Section 174 – Offence to fail to notify certain information to Regulatory Authority
Section 175 – Offence relating to requirement to keep enrolment and other documents
Regulation 56 – Review and revision of quality improvement plans
Regulation 84 – Awareness of child protection law
Regulation 117B – Minimum requirements for a person in day-to-day charge
Regulation 117C – Minimum requirements for a nominated supervisor
Regulation 158 – Children’s attendance record to be kept by approved provider
Regulation 165 – Record of visitors
Regulation 167 – Record of service’s compliance
Regulation 168 – Education and care services must have policies and procedures
Regulation 170 – Policies and procedures to be followed
Regulation 171 – Policies and procedures to be kept available
Regulation 172 – Notification of change to policies and procedures

Regulation 173 – Prescribed information to be displayed
Regulation 175 – Prescribed information to be notified to Regulatory Authority
Regulation 176 – Time to notify certain information to Regulatory Authority
Regulation 177 – Prescribed enrolment and other documents to be kept by approved provider
Regulation 180 – Evidence of prescribed insurance
Regulation 181 – Confidentiality of records kept by approved provider
Regulation 183 – Storage of records and other documents
Regulation 185 – Laws and regulations to be available
<b>Related Policies</b>
Safeguarding Children and Young People
Emergency Management Plan and Procedures
Maintenance and Confidentiality of Records
<b>Related Procedures</b>
Procedure Collections
07P004 Assessment and Rating Procedures
07P005 Planning and Holding Meetings Procedures
<b>Other</b>
Quality Area 7: Standards 7.1, 7.2, 7.3
Guide to National Laws and Regulations
OCG Guide to Child Safe Standards - <a href="https://ocg.nsw.gov.au/child-safe-scheme">https://ocg.nsw.gov.au/child-safe-scheme</a>
CCYP Child safe Standards - <a href="https://ccyp.vic.gov.au/child-safe-standards/">https://ccyp.vic.gov.au/child-safe-standards/</a>
National Principles for Child Safe Organisations - <a href="https://childsafefhumanrights.gov.au/national-principles">https://childsafefhumanrights.gov.au/national-principles</a>

<i>Version</i>	3.0
<i>Change History</i>	JAG Policy Change Register
<i>Date Approved</i>	01/07/2023
<i>Date Implemented</i>	01/07/2023
<i>Document Owner</i>	Quality Service Development
<i>Document Approvers</i>	CEO / Approved Provider
<i>Next Review</i>	12 months