Partnerships with families  
5 to 9 August 2024

Dear Families,

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

* reviewing the management practices that support the effective operation of a quality service. These practices include things like records management, administrative systems, notification processes, complaints management and our documented policies and procedures. If you have any questions – or suggestions – please feel free to raise them with me
* reviewing our GovernancePolicy and our Fees Policy. Summaries 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
* robust financial management and reporting to ensure effective administration and prevent fraud, including in relation to Child Care Subsidy payments
* 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:

* various Service fees eg daily fees, late fees
* administrative and other requirements and obligations relating to Service fees
* Child Care Subsidy, Additional Child Care Subsidy and related administrative requirements
* notice periods required to terminate enrolment or cancel casual bookings
* 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