



GOVERNANCE AND MANAGEMENT POLICY

Principles:

Little Petal is committed to delivering high-quality education and care services in compliance with state and national legal requirements. Leadership and management at Little Petal are dedicated to ensuring the sustainability, longevity, and quality of its services for families and individuals.

Little Petal recognises the importance of maintaining governance arrangements that reflect its legal status as a company and its responsibility to hold and manage provider and service approvals effectively. Decisions regarding service operations are made with consideration of the opinions and needs of families, Family Engagement and Support Educators, staff, and the wider community.

Purpose:

This policy outlines the roles, responsibilities, and processes that enable effective governance and management at Little Petal. It ensures compliance with all regulatory and legislative requirements while maintaining high standards of service delivery.

Scope:

This policy applies to all individuals engaged with Little Petal, including the Approved Provider, Nominated Supervisor, Family Engagement and Support Educators, contractors, volunteers, administrative staff, parents/guardians, and children.

Roles and Responsibilities:

Regulatory Authority:

The **Education Standards Board of South Australia** oversees compliance with the Education and Care Services National Law in South Australia. Its functions include:

- Approving and assessing education and care services.
- Rating services under the National Quality Framework.
- Educating providers about compliance requirements.
- Taking enforcement action where necessary.

Approved Provider:

Little Petal, as the Approved Provider, is responsible for:

- Ensuring compliance with conditions of provider and service approvals.
- Managing operations in accordance with the National Quality Framework and applicable regulations.
- Ensuring all staff, including Family Engagement and Support Educators, are fit and proper to work with children.
- Developing and implementing policies, procedures, and records to maintain service quality and safety.

Nominated Supervisor:

The Nominated Supervisor supports the daily operations of Little Petal by:

- Supervising staff and ensuring compliance with regulations.
- Communicating effectively with the Approved Provider regarding operational matters.
- Assisting with family enrolments, risk assessments, and regulatory reporting.

Procedures:

1. Governance Structure:

- Little Petal will ensure the organisation operates in accordance with relevant legislation and maintains financial viability.
- The Approved Provider will oversee the professional development and performance management of the Nominated Supervisor to support effective service delivery.

2. Orientation and Training:

- All employees, including Family Engagement and Support Educators, will undergo orientation to understand their roles and responsibilities in maintaining service compliance.

3. Stakeholder Consultation:

- Families will be encouraged to contribute to the management and improvement of services through surveys, feedback forms, and meetings.
- Policies and procedures will be developed in consultation with families, staff, and relevant agencies.

4. Policy Management:

- Policies will reflect best practices, current guidelines, and regulatory requirements under the Education and Care Services National Law and Regulations.
- Policies will be reviewed regularly and updated to meet the evolving needs of the service.

- Families and stakeholders will receive at least 14 days' notice of any policy changes, where possible.

5. Notification to Regulatory Authority:

- The Approved Provider will notify the Education Standards Board of South Australia of significant changes affecting provider or service approval, including management or operational changes.

6. Grievance and Dispute Resolution:

- Little Petal will ensure all families and staff are aware of the Grievance Policy and procedures for raising concerns.

Responsibilities of the Approved Provider:

The Approved Provider will:

1. Ensure the availability of financial, human, and physical resources to meet regulatory requirements.
2. Facilitate effective communication between the Nominated Supervisor, staff, and families.
3. Address barriers to access and participation for families, including cultural, financial, and logistical challenges.
4. Provide professional development opportunities for all staff.

Family and Community Engagement:

- Little Petal values input from families and the community in improving services.
- Feedback will be actively sought and used to guide decisions about service delivery and policy changes.

Compliance Monitoring:

- The Approved Provider will conduct regular audits of service operations to ensure adherence to all legal and regulatory requirements.
- Incident reports and compliance records will be maintained and reviewed regularly.

Evaluation:

To assess the effectiveness of governance and management practices, Little Petal will:

- Collect and analyse feedback from families, staff, and stakeholders.
- Monitor compliance with the National Quality Framework and regulatory requirements.
- Conduct regular reviews of policies and procedures to ensure alignment with current best practices and legislation.

REVISION DATE: 05/01/2025

REVIEW DUE: 05/01/2027

AMENDMENTS: Terminology updated to reflect the title "Family Engagement and Support Educator."