

POLICY/ PROCEDURE NAME & REVIEW PROCESS	CCS -PERSONNEL POLICY This policy and procedure has been created to provide all stakeholders with clear guidelines and transparency to our practices and procedures. We welcome feedback and input from all stakeholders at any time and this policy is subject to review based on feedback or due date of annual review.
NATIONAL QUALITY STANDARD	QUALITY AREA 7 GOVERNANCE AND LEADERSHIP 7.1 GOVERNANCE 7.1.2 Management systems. 7.1.3 Roles and responsibilities.
NATIONAL LAW AND REGULATIONS	170-Policies and procedures to be followed 171-Policies and procedures to be kept available 172- Notification of change to policies or procedures
RELATED POLICIES and RECORDS	<ul style="list-style-type: none"> ▪ Cyber Safety Policy ▪ CCS Personnel Record ▪ Enrolment Record ▪ Media Alert Record ▪ National Model Code Policy ▪ Privacy and Confidentiality Policy. ▪ Staff Schedule Record ▪ Technology Policy
SCOPE OF POLICY	This policy applies to approved provider, nominated supervisor, employees, educators, of the service.
AIM OF POLICY	To ensure that the service has strong guidelines, procedures, and practices in place regarding the appointment of CCS personnel. The aim of this policy is to ensure that the service staff adheres to Family Assistance Law by implementing robust CCS Personnel measures. Our aim is to provide a clear policy, implement the policy, support practices relating to the policy, train staff regarding the policy and maintain and update the compliance of the policy for all our stakeholders.
SERVICE IMPLEMENTATION	<p>Implementation</p> <p>Staff managing or employed in childcare services in roles regarding the approval and operation of a service are permitted to undertake related actions through the Child Care Subsidy System. They must be identified under a specific role and meet all criteria prior to accessing any CCS software or implement any CCS actions Under Family Assistance Law.</p> <p>All personnel accessing the CCS system must use secure PRODA credentials and be aware that any breach or unauthorised access will be reported and investigated in line with the service's Cyber Safety Policy.</p> <p>Approved provider / nominated supervisor will maintain a CCS Personnel Record which includes role designation, completed checks, training undertaken, and expiry/renewal dates to ensure timely compliance and review.</p> <p>Fit and Proper Determination</p> <p>Under Family Assistance Law, Approved Providers are required to undertake certain background checks of persons with management or control of the approved provider. People chosen to be involved in the receiving and passing on of CCS must be fit and proper and can be the approved provider, any person with management of control of the provider and any person responsible for the day-to-day operation of a childcare service as per below but cannot be appointed until it is determined that they meet fit and proper criteria.</p> <p>Fit and proper means the person is:</p> <ul style="list-style-type: none"> ▪ Competent – they have the skills, knowledge and experience needed to comply with Family Assistance Law. ▪ A good character – they are diligent, honest and have good judgement and integrity. ▪ Law abiding – not disqualified by law from performing their role. ▪ Free of conflicts of interest. <p>The following must be clear.</p> <ul style="list-style-type: none"> ▪ Evidence of activity that does not comply with criminal or civil law, including (but not limited to) activity related to children or indicating dishonesty or violence. ▪ Court proceedings and convictions or findings of guilt, including (but not limited to) activity related to children or indicating dishonesty or violence.

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- Any past administrative decisions relating to a person's suitability to be involved in childcare.
- Evidence of fraud or dishonesty.
- The person's history of managing public funds and any past or current debts to the commonwealth.
- The person's record of financial management, including any instances of bankruptcy, insolvency, or external administration.
- Any potential conflicts of interest between managing or delivering the childcare service and other business or financial interests of the person.
- Any other matter relevant to the suitability of the provider and their staff.
- When a person with CCS access changes roles or exits employment, the approved provider or nominated supervisor will revoke their CCS system access immediately and notify the Department where applicable.

Once an employee is clear and deemed fit and proper, they can perform duties under the following roles.

Persons with Management or Control of the provider -PMC

- A PMC is someone who will make decisions on behalf of the Approved Provider.
- These people may change bank account details and other information regarding the childcare service, add and remove other persons, such as persons responsible for the day-to-day operation of the service, from the Child Care Subsidy System. Authorise data submission transactions to the Childcare Subsidy System. Notify the department of the cessation of operations. Apply to add or remove a service.

They can be any of the following:

- An officer of a body corporate.
- A member of the management committee of an association.
- Each partner of a partnership.
- A person in a management position of the business, with the authority or responsibility for, or significant influence over, decisions affecting the delivery of children's education and care (such as a state/territory or area manager).
- It can also be a person who hold executive or management roles within the approved provider entity, it may be a person outside the approved provider entity. For example, a person employed by a third-party management company.
- A PMC may also be a person without a formal or contractual role who, by their actions, has significant influence over the planning, direction or control of the activities or the delivery of the service.
- A nominated supervisor, person in day-to-day charge of a service, or a person who holds other operational management roles in a service (such as a centre manager) would not meet the PMC definition simply by holding these roles in the service.
- The following checks must be completed before they can access CCS. They require national police check that is no longer than 6 months old/ A WWCC/ National personal Insolvency index check that is run through and confirmed by the Bankruptcy register/Evidence that the person is not banned or disqualified from ASIC and a current and historical personal name extract search of the records of ASIC.

Notification of a PMC

- When adding or changing a PMC, the approved provider must notify the regulatory authority within 14 days of the event. This is under section 173 of the National Law and section 174 of the National Regulations.
- Notification is not required for PMCs who had already been notified to the regulatory authority as PMCs before the change to the definition on 1 July 2023.
- To notify the regulatory authority of any appointment or removal of a PMC, the provider must submit the **PA08 Notification of change to information about approved provider form** through the NQA IT System.
- Each identified PMC must then complete a **PA02 – declaration of fitness and propriety form**.
- If an existing PMC is no longer fit and proper for any reason, the regulatory authority must be notified within seven days.
- In the event that third-party management providers are engaged, the approved provider remains responsible for verifying that all personnel meet fit and proper obligations and have clear role documentation and system permissions.

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Persons responsible at the service.

- A person responsible at the service will take part in decision-making and daily operations at the service. Providers must also identify persons responsible for the day-to-day operation of a service. They are called 'persons responsible at the service.' A PMC nominates them.

Persons responsible at the service can be:

- Service directors.
- Service managers.
- These people may add and remove persons responsible for the day-to-day operation of the service and service contacts. Authorise data submission transactions to the Childcare Subsidy System. Notify the Department of Education of changes regarding the service for which they are responsible, excluding bank account details and cessation of operations.

The following checks must be completed.

- They require national police check that is no older than 6 months / A current valid WWCC.

Service contacts.

- These people can notify the department of non-financial contact details, including addresses and phone numbers, but they cannot notify the department about any other changes to information about a service.
- There is no requirement for a provider to nominate service contacts and therefore no obligation to undertake fit and proper checks.
- The service will maintain a CCS Personnel Register which includes role designation, completed checks, training undertaken, and expiry/renewal dates to ensure timely compliance and review.

Each member of the team plays an important role in the implementation of each policies guidelines, and they are outlined as below but not limited to the following:

The Approved Provider

- Will ensure that any employees appointed to one of the roles responsible for the implementation of CCS is suitably qualified and has all the appropriate qualifications and checks in place.
- Will ensure any CCS-related fee increases are updated in the system and reflected in Complying Written Arrangements (CWAs), with proper family notification and system submission.
- Will ensure that fees are set for families and will ensure 14 days' notice is given to families via email online, memos etc to advise of fee increases.
- Will ensure that copies of the policy and procedures are readily accessible to nominated supervisors, educators, staff, volunteers, and families, and are available for inspection.
- Will notify families at least 14 days before changing the policy or procedures if the changes will.
 - Affect the fees charged or the way they are collected or
 - Significantly impact the service's education and care of children or
 - Significantly impact the family's ability to utilise the service.
- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Will ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements.
- Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research, and best practice.

The Nominated Supervisor

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	<ul style="list-style-type: none"> Will monitor and ensure that any employees appointed to one of the roles responsible for the implementation of CCS is suitably qualified and has all the appropriate qualifications and checks in place. They will check expiry dates and advise approved provider of any variations of compliance actions against their employees. Will monitor the use of software and conduct checks on the correct implementation of all staff practices. Will ensure any CCS-related fee increases are updated in the system and reflected in Complying Written Arrangements (CWAs), with proper family notification and system submission. Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations. Will ensure they take reasonable steps to ensure that the educators, staff, and volunteers follow the policy and procedures. Will ensure they provide the educators, staff and volunteers the documentation to perform their role, follow policy and procedure and ensure they are checking the documentation according to regulatory and service requirements. Will ensure that a rigorous recruitment process is completed, and a thorough induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure. Will ensure that the staff are supported with ongoing professional development and training they require to comply with this policy. Will encourage feedback from stakeholders and staff regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. Will ensure the policy is kept up to date with current legislation, research, and best practice. Will conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy. <p>Educators</p> <ul style="list-style-type: none"> Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations. Will ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure. Will ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service. Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service. Will provide feedback to the nominated supervisor or approved provider regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. Will provide feedback regarding policy review when required.
REGULATION IMPLEMENTATION	The following procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.
In regard to regulation 170- Policies and procedures to be followed.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that all staff and volunteers are made aware of Regulatory policies and procedures by ensuring that this forms a part of the induction process. Ensure probationary reviews will be conducted once new staff are appointed at the 3- month and 6-month mark to ensure that they are following policy and procedure and to review and revise regulatory policies. Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure and further training and revision of procedural practices in relation to policy and procedure. Ensure annual review and revision of policies and procedures will be conducted, and all educators will be given the opportunity for input.
In regard to Regulation 171- Policies and procedures to be kept available.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process. Ensure policies will be available on request for all staff members to have access when required.

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	<ul style="list-style-type: none"> Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge. Ensure policies will be available for all stakeholders when requested and when updating.
In regard to Regulation 172- Notification of change to policies or procedures	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure, provide further training and allow for input if required in relation to policy and procedure. Ensure stakeholders will be invited to provide feedback for policies and procedures at any time, not just on annual review but will also be invited to add feedback at review time or after an event that may require change to policy or procedure. Ensure policies and procedures will be emailed or put on display in the foyer for stakeholders to have the ability to provide feedback. Ensure feedback will be considered from stakeholders and educators and may result in a change in policy. Ensure policy and procedure may be changed at any time if there has been an incident in the service that has required a change to be implemented for the safety and health of children and or educators. Ensure in the event of a change to a policy after feedback or a situation that occurs, we will provide 14 days' notice to all stakeholders before the change takes effect
CONTINUOUS IMPROVEMENT	<p>We are dedicated to the ongoing improvement of our practices and procedures through the following actions:</p> <ul style="list-style-type: none"> Conducting regular reviews and updates of this policy with all stakeholders. Actively seeking feedback from children, families, and staff members. Providing targeted skill development and training for staff when areas for improvement are identified or when gaps in policy and procedure implementation are observed.
KEY TERMS	<ul style="list-style-type: none"> Approved provider—a person who holds approval for one or more childcare services under Family Assistance Law. Childcare software—software developed and provided by commercial providers to interact with the Australian Government's Child Care Subsidy System (information technology system) and to support other administrative and management activities for childcare providers, personnel of services utilise this software to submit attendances, upload childcare subsidy and issue statements to stakeholders. Proda – is the online system where you can authenticate an individual's digital identity. Stakeholder - a person or group of people who have an interest in a business, a person such as an employee or customer. They have a sense of responsibility toward it and an interest in its success.
WE GRATEFULLY ACKNOWLEDGE THE FOLLOWING SOURCES	<ul style="list-style-type: none"> Australian Children's Education & Care Quality Authority. ACECQA Code of Ethics Childcare Provider Handbook July 2024 Education and Care Services National Regulations. Education and Care Services National Law Act 2010 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. Guide to the National Quality Framework. National Quality Standard. United Convention on the Rights of the Child

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