

WUDINNA RSL MEMORIAL KINDERGARTEN

Endorsed by Educators & Governing Council August 2024

Responsible Person Policy



This information relates specifically to and meets the requirements of Regulations 150 and 168 of the *Education and Care Services National Regulations*.

Wudinna RSL Memorial Kindergarten will ensure there is a responsible person always present who will manage the day-to-day operation of the service while children are being educating and caring.

The responsible person is appropriately qualified and has suitable skills to perform the role as the responsible person to be present when the service is educating and caring for children.

The responsible person can be:

- the **Nominated Supervisor** of the service (the Preschool Director or the Principal, who accepted the role of **Nominated Supervisor** on accepting, in writing, the position of Preschool Director or Principal) or;

an **identified educator (s)** who has been placed in charge of the day-to-day operation of the preschool service when the Nominated Supervisor is absent from the preschool service premises.

The Nominated Supervisor will elect a responsible person to manage the day-to-day operation of the service during their absences from the preschool service premises. The elected responsible person must complete the attached *Responsible Person Acceptance Form* before undertaking the role. Completed forms are kept on file.

The responsible person's name is displayed on the preschool service's notice board at all times. Whenever this role is assumed by a different person, other than the Nominated Supervisor, the notice board display will reflect the change of name to ensure parents and families know who to direct queries too.

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Approved by Governing Council: 22/8/.24

Sourced: *Education and Care Services National Regulations, ACECQA Guide to the NQF*, Preschool staff and Governing Council.

After you make a complaint

After submitting your complaint, you may be:

- sent a message to let you know your complaint has been received
- given a reason for actions taken or decisions made
- given a chance to explain your point of view and hear the school's view
- told the next steps in the department's complaint process
- given information about the policy, procedure or guideline that relates to your complaint.

Most complaints can be resolved quickly, but complex matters may take more time. We will let you know if this is the case.

Outcome of the complaint

After you receive a final outcome:

- the issue might be confirmed, or you might receive information showing why it can't be proven
- a decision, process or procedure might be reviewed, or you might get more information about why it can't be changed (for example, due to law)
- it might be confirmed that the matter was managed properly or could have been handled better you may receive an apology.

Requesting a review

You can seek a formal review if you're not satisfied that your complaint has been addressed or you have identified an error in the assessment. You must have already:

- followed the complaint steps
- allowed enough time for Customer Feedback to follow up on your complaint
- exhausted all avenues and options to resolve your concerns.
- provided all information and evidence requested.

Receiving fair treatment

You will not be discriminated against if you make a complaint.

All department staff are bound by the Code of Ethics for the Public Sector. This requires that all staff act impartially, fairly and equitably.

Avoiding unreasonable conduct

We understand you might feel frustrated or upset when you make a complaint. However, this is not an excuse for unreasonable conduct.

If you start behaving unreasonably, we will take steps to manage this.

Unreasonable conduct includes:

- constant phone calls, visits or emails after you have received a final response to a complaint
- threats, harassment, demands, yelling or insults to staff.