

Support services

Policy statement

This policy covers a number of issues relating to the support services within Goodstart Early Learning (Goodstart).

What does this policy apply to?

- ▶ [Corporate Affairs, Communications, and Partnerships](#)
- ▶ [Advocacy](#)
- ▶ [Contract management](#)
- ▶ [Document management](#)
 - [Record retention \(archiving\) and destruction](#)
 - [Policies, procedures, and related documents](#)
- ▶ [Expenditure](#)
- ▶ [Information and Communications Technology \(ICT\)](#)
 - [Acquisition and disposal of ICT devices](#)
 - [Digital information security](#)
 - [Use of ICT facilities and devices](#)

Corporate Affairs, Communications, and Partnerships

Goodstart’s Corporate Affairs, Communications and Partnerships team provides accurate timely and compelling internal and external communications, reputation, media and crisis management advice and support and works with philanthropic partners and supports major events.

The team actively manages communications with Goodstarters, families, media, sector partners, philanthropic partners, and stakeholders. The team works closely with all CSO teams with key relationships including State Managers, Advocacy, Safety, Social Inclusion and the Experience and Family Services teams.

Employees of Goodstart are not authorised to speak to the media unless specifically authorised to do so under the media guidelines (BM9). All issues-based media involvement must be coordinated through the team. The Goodstart logo is not to be reproduced or sent to a third party without prior written approval by the Experience and Family Services team.

All agreements between Goodstart and philanthropists, corporate businesses, government, or community service organisations of state or national significance must be approved by the Head of Corporate Affairs and Partnerships - refer to Partnerships - Funding Requirement.

Related Documents: [BM9 Media Engagement Requirement](#); [BM9 Partnerships - Funding Requirement](#)

Advocacy

Goodstart’s Advocacy team works to amplify our impact beyond Goodstart by informing, lobbying, and educating key stakeholders including politicians, government, key sector and community stakeholders and the business community

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about the importance of quality early learning and care for all children. The Advocacy team works closely right across our organisation and actively forges and maintains key relationships with sector stakeholders, all levels of government and provides media liaison on Advocacy issues. Partnerships are a crucial part of Goodstart’s advocacy effort, with the aim of supporting multiple voices to achieve our Purpose – for all Australia’s children to have the learning, development, and well-being outcomes they need for school and life.

If a politician, other dignitary, or their office contacts a centre to organise a visit, or if a CSO Goodstarter is contacted to discuss strategic advocacy issues, please contact advocacy@goodstart.org.au. The Advocacy team will liaise with the centre about whether the visit should proceed, advise senior managers, and support the centre through the process. For CSO Goodstarters, the Advocacy team will provide briefings and other advice to ensure we amplify our impact and have aligned messaging.

If a centre invites a politician to attend the centre to meet with staff or parents, tour the centre, attend a centre event, or present a flag, it is recommended that this is done in collaboration with the State Manager. The Advocacy team should be advised of these visits in order to provide any support or advice required.

All Goodstarters should ensure that they report through to the Advocacy team, and their State Manager, when attending strategic advocacy or policy forums. Written submissions to consultation processes at a State or National level are coordinated through the Advocacy team. If you are aware of a consultation process you think we should be participating in please email the Advocacy team who will be able to provide advice on our approach.

Contract management

All contractual commitments (contracts, agreements, deeds, leases) entered on behalf of Goodstart must be:

- Compliant with BM9 Contract Management Requirement;
- Reviewed and approved by Goodstart’s Legal department;
- Approved by all relevant Goodstart General Managers and Executives; and
- Executed by authorised officers of the company in accordance with the Corporations Act, the Company Constitution and Goodstart’s Corporate Governance Framework.

Related documents: [BM9 Contract Management Requirement](#)

Document management

Record retention (archiving) and destruction

Goodstart is legally obliged to retain documents for specified periods of time, in line with State and Federal legislation. Staff are responsible for ensuring documents within their area are retained for the amounts of time specified in the relevant document retention schedule. All documents no longer required to be retained are securely destroyed to ensure maintenance of confidentiality.

Related documents: [BM9 Record Retention and Destruction Guideline](#); [BM9 Record Retention and Destruction Procedure](#); [BM9 Record Retention and Destruction Requirement](#); [BM9 Record Retention and Destruction Schedules - Centre Records Post-1 January 2012 Appendix](#); [BM9 Record Retention and Destruction Schedules - Centre Records Pre-1 January 2012 Appendix](#); [BM9 Record Retention and Destruction Schedule - Centre Support Office Records Appendix](#); [BM9 Record Retrieval and Return Procedure](#); [NQS7 Leadership, Service Management and Effective Administration Policy](#)

Policies, procedures and related documents

Goodstart recognises the importance of ensuring that policies, procedures, requirements, guidelines, and associated documents are accessible to all. Documents are therefore drafted in plain English, updated regularly, and placed on the intranet to ensure that all staff have appropriate access to them. Relevant policies are also made available to

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families on the internet in line with both legislative and family engagement requirements. Content owners are responsible for ensuring documents are maintained in line with any legislative or business requirements.

Related documents: [BM9 Document Review and Control - Monthly Change Protocol Requirement](#); [BM9 Document Review and Control Procedure](#)

Expenditure

Expenditures and any commitment for expenditures incurred by or on behalf of the organisation must be in accordance with the established policies, procedures, and work instructions. Expenditures incurred shall be directly related to the proper conduct and business of Goodstart and appropriate and reasonable. All expenditures shall be publicly defensible and be able to be supported by proper supporting documentation, available for scrutiny by both internal and external audit.

Related Documents: [BM2 CEO Delegations Requirement](#); [BM2 Delegations Policy](#); [BM9 Credit Cards Requirement](#); [BM9 e-Procurement Procedure](#); [BM9 e-Purchasing Procedure](#); [BM9 Expense Reimbursements Procedure](#); [BM9 Travel, Transport and Accommodation Requirement](#)

ICT

Acquisition and disposal of ICT

ICT facilities and devices are important sources of information and means of communication that can assist Goodstart to provide more effective services. A key component of how effective a piece of technology is as a tool for use at Goodstart is its compatibility with the ICT infrastructure currently installed or planned to be installed in the future. It is also important that the disposal of ICT assets, once they have reached their end of service life, is undertaken in a responsible manner to protect organisation, community, and environment.

Related Documents: [BM9 Acquisition and Disposal of ICT Requirement](#)

Digital information security

Goodstart is committed to the preservation of confidentiality, integrity, and availability of information.

Goodstart has the responsibility for a significant amount of information, which, like other important business assets, has value, and needs to be suitably protected.

Exposure to the organisation (e.g., damage to Goodstart brand, breach of privacy, etc), can occur with unauthorised or inappropriate use or release of information accidental or deliberate damage or loss of data or equipment on which the information is stored.

Related documents: [NQS7 Confidentiality, Privacy and Digital Information Security Requirement](#); [NQS7 Leadership, Service Management and Effective Administration Policy](#)

Use of ICT facilities and devices

ICT facilities and devices (including internet and email) are important sources of information and means of communication that can assist Goodstart to provide more effective services.

Employees are accountable for the use of these technologies and are provided for officially approved purposes. Limited use of ICT facilities and devices is permissible in keeping Goodstart's commitment to the development of a responsive and flexible workplace in which there is recognition of family and community responsibilities and their impact on work.

Any and all use must remain within the acceptable bounds outlined within Goodstart's policies and procedures.

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Related Documents: [BM9 Use of ICT Facilities and Devices Requirement](#)

Responsibilities

This policy is to be implemented by: All staff

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