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?

- Communications
- Contract management
- Document management
  - Record retention (archiving) and destruction
  - Policies, procedures and related documents
- Expenditure
- ICT
  - Acquisition and disposal ICT devices
  - Digital information security
  - Use of ICT facilities and devices

Communications

Goodstart’s Corporate Affairs, Marketing and Communications (CAMCO) department seeks to provide accurate timely and compelling communications which support the Goodstart brand. The department actively manages communications with families, staff, media and external partners and stakeholders. This includes oversight of brand, digital content and the advocacy program.

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 CAMCO. The Goodstart logo is not to be reproduced or sent to a third party without prior written approval by the CAMCO.

All agreements between Goodstart and philanthropists, corporate businesses, government or community service organisations regarding grants or funding over $10,000 must be approved through the process managed by CAMCO found in the Partnerships - Funding Requirement.

Related Documents: BM9 Internal Communications Planning Guideline; BM9 Internal Communications Request Procedure; BM9 Local Area Marketing Activity Guideline; BM9 Local Area Marketing Procedure; BM9 Brand Requirement; BM9 Communication with Families Requirement; BM9 Media Engagement Requirement; BM9 Union Engagement Requirement; BM9 Partnerships - Funding Requirement

Contract management

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

- Reviewed and approved by the Legal Department;
- Approved by all relevant 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.
**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: NQS7 Leadership, Service Management and Effective Administration Policy; BM9 Record Retention and Destruction Procedure; BM9 Record Retention and Destruction Requirement; BM9 Record Retention and Destruction Guideline; BM9 Record Retention and Destruction Schedules - Centre Records Pre-1 January 2012 Appendix; BM9 Record Retention and Destruction Schedules - Centre Records Post-1 January 2012 Appendix; BM9 Record Retention and Destruction Schedule - Centre Support Office Records Appendix; BM9 Recall Account Codes and Collection Centres Appendix; BM9 Record Retrieval and Return Procedure.*

**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 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.


**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: BM9 Credit Cards Requirement; BM9 e-Procurement Procedure; BM9 e-Purchasing Procedure; BM9 Expense Reimbursements Procedure; BM9 Petty Cash Requirement; 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 Requirements.*
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 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.

Related Documents: BM9 Use of ICT Facilities and Devices Requirement.

Responsibilities

This policy is to be implemented by: All staff

Content owner: Jeff Harvie, Chief Financial Officer

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