GOVERNANCE POLICY

The *Governance Policy* provides the overall direction, effectiveness, supervision and accountability of a Service. The approved provider and management are responsible for guiding the direction of the service, ensuring that its goals and objectives are met in line with the philosophy, and all legal and regulatory requirements governing the operation of the service.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service that is child safe
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined and understood and support effective decision making and operation of the service.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.
7.2.1	Continuous improvement	There is an effective self-assessment and quality improvement process in place.
7.2.2	Educational leadership	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.
7.2.3	Development of professionals	Educators', co-ordinators' and staff members' performance is regularly evaluated and individual plans are in place to support learning and development.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 2A	Paramount consideration—safety, rights and best interests of children (commencing 2026)
S. 3A	Paramount consideration [NSW]
S. 4	How functions to be exercised
S. 13	Matters to be taken into account in assessing whether fit and proper person

S. 19	Conditions on provider approval
S. 21	Reassessment of fitness and propriety
S. 51	Conditions on service approval
S.162	Offence to operate education and care service unless responsible person is present
S. 162A	Child protection training
S. 162B	Child safety training
S.166A	Offence to subject child to inappropriate conduct [NSW] Offences relating to inappropriate conduct
S.172	Offence to fail to display prescribed information
S. 173	Offence to fail to notify certain circumstances to Regulatory Authority
S. 174	Offence to fail to notify certain information to Regulatory Authority
S.174AA	Educators and other staff members of education and care service to notify certain information [NSW]
S. 174AB	Approved provider must notify Regulatory Authority of event under section 174AA [NSW]
S. 175	Offence relating to requirement to keep enrolment and other documents
Part 6A	Devices in education and care services [commencing 2026]
S. 188	Offence to engage person to whom prohibition notice applies
S. 269B	National Early Childhood Worker Register [commencing 2026]
S. 269E	Approved provider must give information to the National Authority for the National Early Childhood Worker Register [commencing 2026]
29	Condition on service approval-insurance
31	Condition on service approval-quality improvement plan
55	Quality improvement plan
56	Review and revision of quality improvement plans
73	Educational program
74	Documenting of child assessments or evaluations for delivery of educational program
84	Awareness of child protection law
104	Fencing
106	Laundry and hygiene facilities
107	Space requirements- indoor space

108	Space requirements- outdoor space
109	Toilet and hygiene facilities
110	Ventilation and natural light
117A	Placing a person in day-to-day charge
117B	Minimum requirements for person in day-to-day charge
117C	Minimum requirements for a nominated supervisor
128B	Child protection training
128D	Foundation child safety training
128E	Advanced child safety training
154A	National Early Childhood Worker Register
154B	Approved provider must give information to the National Authority for the National Early Childhood Worker Register
157	Access for parents
158	Children's attendance record to kept by approved provider
160	Child enrolment records to be kept by the approved provider and family day care educator
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
167	Record of service's compliance
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures
173	Prescribed information to be displayed
174	Time to notify certain circumstances to Regulatory Authority
174A	Prescribed information to accompany notice
175	Prescribed information to be notified to the Regulatory Authority
176	Time to notify certain information to Regulatory Authority
176B	Nominated supervisor, staff member or volunteer must notify the approved provider of changes

176C	Approved provider must notify the Regulatory Authority of changer
177	Prescribed enrolment and other documents to be kept by approved provider
180	Evidence of prescribed insurance
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents
184	Storage of records after service approval transferred
185	Law and regulations to be available

RELATED LEGISLATION

Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook

RELATED POLICIES

Acceptance and Refusal Authorisation Policy Administration of First Aid Policy Child Care Subsidy (CCS) Governance Policy Code of Conduct Policy Child Protection Policy Child Safe Environment Policy Dealing with Infectious Diseases Policy Dealing with Complaints Policy Delivery of Children to, and Collection from Education and Care Service Policy Emergency and Evacuation Policy Enrolment Policy Excursion/Community Engagement Policy Incident, Injury, Trauma and Illness Policy Interactions with Children, Families and Staff Policy Medical Conditions Policy Nutrition and Food Safety Policy	Open Door Policy Orientation of Families Policy Payment of Fees Policy Privacy and Confidentiality Policy Probation Induction and Orientation Policy Protected Disclosures (Whistleblower) Policy Record Keeping and Retention Policy Safe Arrival of Children Policy Safe Transportation of Children Policy Safe Use of Digital Technologies and Online Environments Policy Sleep and Rest Policy Staffing Arrangements Policy Student, Volunteer and Visitors Policy Sun Safe Policy Water Safety Policy Work Health and Safety Policy

PURPOSE

Our Service aims to ensure all legal and financial requirements are implemented and recognised through appropriate governance practices, providing quality education and care, meeting the principles, practices and elements of the approved learning frameworks, such as the Early Years Learning Framework (EYLF V2.0) and the National Quality Framework (NQF). We believe that children's safety, rights, and best interests are the paramount consideration for all Service operations, decisions and functions. Our Service ensures that child safety, wellbeing and best interests take priority over all

other considerations, including financial interests or other obligations of management, and are embedded in our daily practices, policies and procedures.

SCOPE

This policy applies to children, families, staff, educators, management, approved provider, nominated supervisor, students, volunteers and visitors of the Service.

IMPLEMENTATION

Under the Education and Care Services National Regulations, the approved provider must ensure that policies and procedures are in place in relation to the governance and management of the service and that they take reasonable steps to ensure those policies and procedures are followed. ACECQA 2021. For definitions and key terms used within this policy, refer to *Key Term – Policies and Procedures.*

Governance is the process that directs and controls our Service, ensuring accountability and supporting decision making. The approved provider and nominated supervisor of the Service accept the legal responsibilities associated with establishing, administering, and maintaining the Service and are answerable for decisions made on behalf of the Service. Information relevant to the operation and compliance of the Service, including compliance history, policies and relevant notices, is made accessible to families, staff and the regulatory authority.

Staff are supported through clear delineation, access to policies and procedures, appropriate induction and training and avenues for guidance when governance-related concerns arise. Governance is strengthened through open communication and shared responsibility between the approved provider, management, educators, families and the regulatory authority.

Management may include Persons with Management or Control of the Service (PMC) as defined by ACECQA. Persons with management or control may *participate in executive or financial decision-making or have authority or responsibility for, or significant influence over, the planning, direction or control of the activities or the delivery of the education and care service* (ACECQA 2023).

Our Service has the following established positions:

Approved Provider	Marek Morgan
Nominated Supervisor	Sarah Wydro

Educational Leader	Helen Cammaroto
Persons with Management or Control	Marek Morgan, Sarah Wydro, Jan Morgan
Lead Educators	Jess Bourke, Chantelle Churchill, Chrissy van den Bosch, Kushanthi Silva, Jacinta Zanghi, Grace Spano, Sally Wentworth, Courtney Ficarra, Dani McDonald, Laura Ramirez, Cina Thomson, Bree McLatchie

NATIONAL QUALITY FRAMEWORK (NQF) AND NATIONAL QUALITY STANDARD (NQS)

Our Service will ensure full compliance with the National Law and National Regulations at all times, and the approved provider will maintain provider approval under the NQF by continuing to meet all eligibility, suitability, and operational requirements to deliver education and care Services. The approved provider will follow and implement all directions or orders issued by the regulatory authority or the Minister of Education. Our Service will participate in the NQS process as outlined within the Guide to the National Quality Framework. The approved provider and nominated supervisor will ensure all educators and staff are prepared for assessments and ratings, ongoing quality improvement, and compliance with all regulatory requirements. Our Service will work towards achieving an 'Exceeding' rating in all seven quality areas defined in the NQS of the NQF.

FIT AND PROPER PERSON

The approved provider must be a fit and proper person to be involved in the provision of education and care services and must ensure that any person with management or control of the Service is also assessed as fit and proper. In determining fitness and propriety, the regulatory authority may consider matters including a person's history of compliance with the National Law, any relevant criminal history, any decision to refuse, suspend or cancel a licence or other authority under a law relating to children, and any other matters prescribed by the Regulations. The approved provider will provide any information requested by the regulatory authority to support an assessment or reassessment of fitness and propriety and will notify the regulatory authority of any change in circumstances that may affect this assessment.

NOTIFICATION AND REPORTING

The approved provider is responsible for ensuring all notification and reporting requirements are met regarding the National Quality Framework, Family Assistance Law, Child Protection, Reportable Conduct Scheme, taxation and other legislation as required, as outlined within the *Notification and Reporting Guide.* Educators and staff will be informed of notification requirements during induction training and

provided with ongoing guidance, to ensure incidents are reported to the approved provider in a timely manner.

All notifications are made to the regulatory authority in writing through the National Quality Agenda IT System (NQA ITS) or in other ways, if specified, within the specified timeframes as outlined in the National Quality Framework. All notifications made to the Department of Education as per Family Assistance Law are made via the Provider Portal or CCS Software (Qikkids). Reportable Conduct Schemes may have dedicated online reporting forms or systems for approved providers to complete.

Key notification and reporting requirements: Please note this is not an exhaustive list, refer to the *Notification and Reporting Guide* for all notification requirements.		
National Law or Regulation	**Notification to the regulatory authority by the approved provider**	
S. 37, 38, 39, 40 59, 59A, 86, 173, 174, 174AB [NSW only], 306 R. 36, 174, 175	• of changes regarding the approved provider, Persons with Management or Control or operational changes	
	Timeframe	Within 7 - 60 days (check notification guide as timeframes differ, 7 days is the minimum requirement)
174AB [NSW only]	• when they become aware of an event, such as (a) a negative notice in relation to the educator or other staff member or (b) a change in relation to the educator's accreditation or registration as a teacher	
	Timeframe	Submit this notification via email to information@earlylearningcommission.nsw.gov.au within 24 hours of becoming aware.
S. 174 R. 12, 175, 176	• of any incident or complaint that seriously compromises the safety, health or wellbeing of a child, including physical or sexual abuse	
	Timeframe	within 24 hours or within 24 hours of the approved provider being aware of the incident, complaint or allegation
S. 56, 56A, 173 R. 35	• of any changes to the nominated supervisor	
	Timeframe	at least 7 days prior to the appointment (or as soon as possible, but no more than 14 days after commencement)

National Law or Regulation	**Notification to families**	
S. 69	• transfer of Service approval	
	Timeframe	at least 7 days before transfer
S. 37, 38, 84 85, 86 R. 172	• changes to policy or procedures that: o affect the fees charged or the way they are collected o significantly impact the service's education and care of children, or o significantly impact the family's ability to utilise the service.	

	Timeframe	At least 14 days before, unless this timeframe would pose a risk to the health, safety or wellbeing of a child – in which case, as soon as practicable before making the change
R. 88, 93, 94	• occurrence of an infectious disease • medication administered during an emergency, including an asthma or anaphylaxis emergency	
	Timeframe	As soon as practicable
R. 86	• any incident, injury, trauma or illness involving their child	
		As soon as practicable, but within 24 hours

National Law or Regulation	Notification to the approved provider	
174AA [NSW only]	• educators and other staff members must notify the approved provider in writing in the event of (a) a negative notice in relation to the educator or other staff member or (b) a change in relation to the educator's accreditation or registration as a teacher	
	Timeframe	Within 72 hours of the event or within 24 hours of becoming aware

CHILDREN'S HEALTH AND SAFETY

Our Service is dedicated to ensuring that all health and safety needs are met through the implementation of a high standard of hygiene practices to control the spread of infectious diseases, the prevention and management of injuries and illness, and to provide a safe and secure physical environment for children, in accordance with the *Administration of First Aid Policy, Administration of Medication Policy, Dealing with Infectious Diseases Policy, Health and Safety Policy, Incident, Injury, Trauma & Illness Policy, Medical Conditions Policy, Nutrition and Food Safety Policy, Safe Use of Digital Technologies and Online Environments Policy, Sun Safe Policy, Supervision Policy, Unexpected Death of a Child or Staff Member at the Service Policy and Water Safety Policy.*

CHILD SAFE ENVIRONMENT

Our Service is committed to ensuring all educators, staff, students, and volunteers understand and consistently implement our child safe policies, including *Child Protection, Child Safe Environment, Code of Conduct* and *Child Safety and Wellbeing Policies* to maintain a child safe environment in accordance with the National Principles for Child Safe Organisations – (Child Safe Standards) and Victorian Child Safe Standards.

The approved provider will ensure that all prescribed personnel, i.e. all Persons with Management or Control, nominated supervisors, persons in day-to-day charge, other staff, volunteers, and students complete national child safety training (before or within 14 days of commencing work at the Service or working directly with children, including the foundation training and advanced training (where applicable), and renew training every 2 years.

No staff member, educator or volunteer will engage in or overlook any inappropriate conduct towards a child while on the Service premises, during Service activities, excursions or any activity related to the Service. We ensure that children being educated and cared for are adequately supervised at all times, including when using digital devices as part of the educational program.

The approved provider will ensure that a parent of a child being educated and cared for by the Service is permitted access to the Service premises at any time the child is in attendance. To ensure children's safety, access to the Service will be refused to any parent, guardian or authorised person where their behaviour, actions or known circumstances pose a risk to the safety or wellbeing of children, staff, volunteers or visitors. The approved provider will keep copies of all court orders and other legal documents in the child's enrolment records to ensure that a parent is not permitted access to the Service or their child when a court order or parenting order prohibits such access.

Our Service ensures that educators, staff, volunteers, and students are informed about the different ways children may express concerns, distress and disclose harm, as well as the process for responding to disclosures from children- including a complaint that alleges a child is exhibiting sexual behaviours that may be harmful to the child or another child. (ACECQA, 2023.)

We believe that children's safety, rights, and best interests should be the top priority in all decisions and actions at our Service. Our Service will use the *Paramount Consideration Record* where appropriate to show how our Service decisions and actions put children's safety, rights and best interests first.

SERVICE PHILOSOPHY, SELF-ASSESSMENT AND QUALITY IMPROVEMENT PLAN (QIP)

Our Service developed a QIP within the first 3 months of operation in collaboration with children, parents/guardians, educators and the management team. The Service philosophy reinforces all other documentation and everyday practices, reflecting the principles of the approved learning frameworks, such as *Belonging, Being and Becoming: The Early Years Learning Framework for Australia.*

The approved provider will ensure:

- the Service philosophy is developed to guide management, staff and business decisions and is included within the QIP
- the QIP reflects a culture of continuous improvement, assessing the Service's practices against the National Quality Framework and identifying areas of improvement
- the QIP is available at the Service premises upon request and is updated at least annually or upon request by the regulatory authority
- the QIP is submitted to the regulatory authority upon request within the required timeframe
- coherent aims and goals, reflecting the interests, values, and beliefs of all stakeholders, are developed and recorded within the QIP as part of the Service's self-assessment reflective procedures.

PHYSICAL ENVIRONMENT

Our Service will ensure the environment is safe, stimulating, clean, and well maintained by regularly inspecting and maintaining facilities, equipment, and resources, supervising children at all times, and providing spaces that support learning, engagement, and inclusive interactions in accordance with the National Quality Framework and *Physical Environment Policy*. The approved provider will ensure that requirements relating to the physical environment, space, equipment and facilities are met at all times children are educated and cared for.

STAFFING

Our Service will comply with all staffing requirements as provided for under the National Quality Framework, in accordance with the *Staffing Arrangements Policy, Probation Induction and Orientation Policy, Recruitment Policy* and *Code of Conduct Policy.* The approved provider is responsible for implementing effective child-safe recruitment, induction, supervision, and performance processes; verifying and maintaining current records of Working with Children Checks (WWCC)/Vulnerable Person Checks (WWVP); appointing and supporting suitable and qualified leaders and staff; ensuring compliance with legislative and regulatory requirements; maintaining clear roles, responsibilities, and records; and fostering a culture of accountability, professional growth, and child safety within the Service.

CODE OF CONDUCT

The standards of behaviour outlined in our *Code of Conduct Policy* provide guidance for all staff and educators to make personal and ethical decisions related to confidentiality, recruitment, duty of care,

record keeping, professional relationships and appropriate use of resources within the Service. Employees, educators, staff and management are informed that inappropriate conduct and behaviour, including bullying, sexual harassment, discrimination and harassment will not be tolerated. They are also aware of the relevant Reportable Conduct Schemes and mandatory reporting systems, as well as our *Reportable Conduct Report Form*, designed to support and assist with the notification process.

MAINTENANCE OF RECORDS

Our Service is committed to meeting all record-keeping requirements under the National Quality Framework, National Model Code, and relevant legislation, with the approved provider responsible for ensuring records are accurately maintained, securely stored, regularly reviewed, and managed in line with authorisation, privacy, confidentiality, and retention requirements. Refer to *the Record Keeping and Retention Policy,* along with the *Quick Reference Guide and Checklist*, for notification requirements and timeframes to the regulatory authority, Department of Education or other authority.

The approved provider will ensure key Service information is clearly displayed and accessible to families, staff, and visitors. This includes provider and service approval details, nominated supervisors, quality ratings, any waivers, operating hours, contact details for complaints and the regulatory authority, and the names of the responsible person and educational leader. In relation to Service ratings, the approved provider must display the current and previous rating levels for each quality area under the NQS, the overall service rating, and any suspended or revoked ratings, as well as the quality rating certificate. The Service's quality and compliance history must be displayed, covering the past 2 years of compliance history, any prosecution information and compliance actions that are under review. Our Service will update the quality and compliance history statement following a change to NQS ratings issued or compliance notices issued, within 7 days.

Notices must also be displayed if a child at risk of anaphylaxis is enrolled or if an infectious disease has occurred. Where required, our Service will display information in languages commonly spoken by families enrolled at the service to support understanding and inclusion.

The approved provider will collect and maintain digital staff records within the National Early Childhood Worker Register and ensure the register is updated within 14 days following any changes about a staff member, educator, student or volunteer engaged in the Service.

CONFIDENTIALITY

All members of the management team along with the nominated supervisor, responsible person, educators, and staff who gain access to confidential information, whether in the course of their work or otherwise, shall not disclose information to anyone unless the disclosure of such information is required by law and will respect the confidentiality of all documents and meetings that occur.

Management, educators, staff, volunteers, visitors, families and children will maintain a high standard of confidentiality relating to the operation of the Service, in accordance with the *Privacy and Confidentiality Policy and Procedure*. The approved provider will ensure records or information are not provided to persons unless authorised, as per Reg. 181, by implementing strict access controls, training staff on confidentiality obligations, and verifying requests against legal and regulatory requirements.

Our Service provides a safe and confidential process for reporting wrongdoing, misconduct, or any matter that may risk the safety, welfare, or wellbeing of children within the service through the *Protected Disclosures (Whistleblower) Policy*. This process supports a culture of integrity and accountability.

POLICY REVIEW AND MANAGEMENT

The approved provider will ensure policies and procedures are developed, implemented and maintained, in accordance with Reg. 168, as outlined within the *Writing, Reviewing and Maintaining Policies Policy.* The approved provider must ensure staff, students and volunteers follow Service policies and procedures.

The approved provider will ensure a culture of continuous improvement is maintained to ensure policies and procedures:

- comply with all legislative and regulatory requirements
- align with our Service philosophy and goals
- are followed and implemented by all educators and staff
- are routinely reviewed to reflect any changes to legislation or best practice recommendations
- are reviewed following any incident or complaint that reveals policy weakness
- reflect feedback from educators, staff, children and families.

ETHICAL DECISION-MAKING

Our Service will make decisions which are consistent with our policies and procedures and that work in conjunction with the Education and Care Services National Law and National Regulations, our approved learning frameworks, and the ethical standards within the Early Childhood Australia (ECA) Code of Ethics.

MANAGING CONFLICTS OF INTEREST

Conflict of interest, whether actual, potential or perceived, must be declared by all members of the management team, Persons with Management or Control, nominated supervisor and senior staff, and managed effectively to ensure integrity. Every stakeholder that is in a position of management has a responsibility to ensure their transactions, external business interests and relationships will not cause potential conflicts and to make such disclosures in a timely manner as they arise.

The following process will be followed to manage any conflicts of interest:

1. Whenever there is a conflict of interest, the member concerned must notify the approved provider about the conflict.
2. The member with a conflict of interest must not be present during the management meeting where the matter is being discussed or participate in any decisions made on that matter. The member concerned must provide the management committee/approved provider with all relevant information they possess on the particular matter.
3. The minutes of the meeting must reflect that the conflict of interest was disclosed, and that appropriate processes were followed to manage the conflict.
4. A *Conflict of Interest Disclosure Register and Statement* must be completed by each member of the management team/staff member if any conflict of interest arises. If the information in this statement changes, the member shall disclose the change to the approved provider and revise the disclosure statement accordingly.

EDUCATIONAL PROGRAM

Our Service aims to enhance children's learning and development through intentional pedagogical practices, a positive learning environment and a program based on an approved learning frameworks. This approach supports each child's sense of identity and wellbeing and aligns with the principles and practices outlined in our *Educational Program Policy*. The approved provider will ensure the educational program meets the educational and developmental needs of all children enrolled at the Service. An

educational leader has been appointed and is supported by the approved provider to lead the development and implementation of the educational program and assessment and planning cycle.

MANAGEMENT OF COMPLAINTS

Our *Dealing with Complaints Policy* and associated procedures support and encourage children, families, parents, educators, staff, visitors, students and members of the community to lodge a grievance or complaint with the assurance that all matters will be handled conscientiously and confidentially. Our Service ensures our complaint processes are child-focused and easily understood by children, young people and families and are accessible, effective and culturally safe.

BUSINESS AND FINANCIAL PLANS

Our Service aims to comply with the Child Care Subsidy legislative requirements associated with operating a fee reduction service for eligible families. We are committed to meeting our obligations to maintain financial integrity and have effective compliance systems in place to ensure childcare funding is administered appropriately. Management will continuously examine our business and service model to identify opportunities to cater to the needs of our families and community. Management will ensure a strategic plan and business plan are developed for the Service, in alignment with the Service Philosophy and purpose.

The approved provider will:

- ensure the Service remains financially viable and can meet its debts and other obligations as they fall due by developing and implementing a budget or other financial management plan
- ensure the Service holds a current insurance policy for public liability with a minimum cover of $10,000,000 [or public liability provided by the Government of a State or Territory in respect of an education and care Service] and that insurance documents are available upon request
- review the Service's budget and monitor financial performance and management to ensure the Service is solvent at all times and has sound financial strength
- approve annual financial statements and provide required reports to government bodies, and maintain appropriate delegations and internal controls
- comply with funding agreements where appropriate.

OWNERSHIP AND DISCLOSURE REQUIREMENTS

The approved provider will maintain transparency in governance and ownership arrangements by disclosing to the regulatory authority, as required, the names of any related entities and any

subsequent changes within the required timeframes. The approved provider will take reasonable steps to clearly demonstrate their ownership structure:

- at any of their early childhood education and care (ECEC) Service premises,
- on their Service website and other digital content,
- in all advertisements, and
- in any information required to be displayed under the National Law.

REASONABLE STEPS TO CLEARLY DEMONSTRATE THE OWNERSHIP STRUCTURE

The approved provider will ensure that families and the community can readily identify who operates the service they use; in other words, know exactly who is behind the service, especially if their service operates as part of a group (service group) and has a group brand name. To meet the above criteria, the approved provider will:

- clearly display the group brand name at the service premises, using the recommended size of 30% or larger than the largest text used in the same display
- show the group brand name in at least 1 visible place at the service, e.g. entrance signs, foyer, reception
- use the group brand name on the service website home page and on social media accounts, making sure the name is easy to find, e.g. in the 'About' section
- include the group brand name in online, print, signage and broadcast advertising
- use the group brand name in required approval documents and certificates, including the provider and service approval certificates.

THE APPROVED PROVIDER IS LEGALLY RESPONSIBLE FOR:

- regularly reviewing the Service's operational and governance processes to ensure they are effective, compliant, and support continuous improvement
- ensuring compliance with the Education and Care Services National Law and Education and Care Services National Regulations
- ensuring children's safety, rights and best interests are the paramount consideration in all decision making of the service
- ensuring all educators, staff, volunteers and students hold a valid WWCC/WWVP as required by law as part of the Service's overall governance and risk management systems
- ensuring that the nominated supervisor, persons in day-to-day charge of the service, staff and volunteers have completed required child protection training

- ensuring that Persons with Management or Control, nominated supervisors, persons in day-to-day control of the service, staff and volunteers have completed child safety training
- displaying the prescribed information
- providing information to the regulatory authority upon request in relation to a fit and proper person
- ensuring all staff and volunteers are aware of the Service's *Protected Disclosures (Whistleblower) Policy* and provide regular training to all staff and management on how to make a protected disclosure
- complying with all other Victorian and Australian governments' legislation that impacts upon the management and operations of a Service
- ensuring compliance by all employees and educators with the National Quality Framework and other relevant legislation or laws as required
- ensuring educators, staff, students and volunteers have knowledge of and adhere to this policy
- providing new employees, students and volunteers with a copy of the *Governance Policy* and procedure as part of their induction and are advised on how and where the policy can be accessed
- ensuring families are aware of this *Governance Policy*
- complying with Family Assistance Law (FAL)
- adhering to legislative requirements related to taking images or videos of children in early education and care
- acting honestly and with due diligence
- ensuring the number of children attending the Service does not exceed the number of children as outlined within licensing requirements, by monitoring enrolments, attendance, and group allocations (exemptions may apply in an emergency: child protection order or urgent health care needs of a parent)
- being an employer, including all legal and ethical responsibilities that this entails
- managing control and accountability systems
- ensuring Service policies and procedures are readily accessible to the nominated supervisor, staff and volunteers at the Service
- providing Service policies and procedures upon request
- ensuring a copy of the Education and Care Services National Regulations and National Law is available at all times at the service for use by educators, staff, families and visitors.

THE NOMINATED SUPERVISOR IS RESPONSIBLE FOR:

- adhering to the Education and Care Services National Law and National Regulations
- developing ethical standards and a code of conduct which guide actions and decisions in a way that is consistent and reflective of the Service's expectations
- undertaking periodical planning and risk assessments and having appropriate risk management strategies in place to manage risks faced by the Service
- ensuring that actions taken, and decisions made are clear and consistent and will help build confidence in all stakeholders
- the day-to-day management of the Service
- the effectiveness of the Service's well-defined partnership between the management team and the nominated supervisor. The partnership requires a clear understanding of roles and responsibilities, and regular and open communication
- producing outcomes together with educators and staff. Educators must agree on their responsibilities and work according to current policies and procedures
- identifying and reporting if something significant occurs (for example: Work Health and Safety; Fraud Prevention; Complaint handling)
- identifying work required for completion and delegating to the appropriate educator/staff
- ensuring educators and staff do not delegate responsibilities for which they are accountable, or those that have been delegated to them by management
- delegating all tasks in writing with a clear due date
- ensuring educators are adhering to Service policies and procedures
- ensuring educators adhere to legislative requirements for taking images or videos of children in early education and care.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Governance Policy* will be evaluated and reviewed by the approved provider and nominated supervisor on an annual basis or earlier if there are changes to legislation or ACECQA guidance, or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management. All families will be notified 14 days before any policy change that may have a significant impact on the provision of education and care to any child enrolled at the Service or the family's ability to utilise the Service.

RELATED RESOURCES

Approved Provider Transfer Blank Action Plan Budget Forecast Guide Budget Forecast Spreadsheet Compliance Calendar Compliance Checklist Conflict of Interest Register and Statement Credit Card Agreement Director Management Report Key Terms – Policies and Procedures New Ownership Letter Notification and Reporting Guide	NQS Assessment and Rating Process-Letter to Families NQS Assessment and Rating Visit-Letter to Families Paramount Consideration Record Philosophy Development and Review Procedure Philosophy Template QIP Register of Goals Quality Improvement Plan Guide Quality Improvement Plan Workbook Reportable Conduct Report Form Service Closure Letter

SOURCES

Australian Children's Education & Care Quality Authority. *Approved learning frameworks*

Australian Children's Education & Care Quality Authority. (2026). *Guide to the National Quality Framework*

Australian Children's Education & Care Quality Authority. (2026). Policy and procedure guidelines. *Governance and Management Policy Guidelines*.

Australian Government. Department of Education. (2026). Child Care Provider Handbook.

Early Childhood Australia. (2016). *Code of Ethics*

Education and Care Services National Law Act 2010

Education and Care Services National Regulations 2011

NSW Government. (2026). Education and Care Services (Supply, Authorisation and Use of Devices) Order 2026.

NSW Government. (2026). Ownership transparency guidance

NSW Government. (2026). Child safe recruitment and employment practices

Work Health and Safety Act 2011 (Cth). https://www.legislation.gov.au/Details/C2017C00305

REVIEW

POLICY REVIEWED	MAY/AUGUST 2026	NEXT REVIEW DATE	NOVEMBER 2026
VERSION NUMBER	V15.08.26		
MODIFICATIONS	AUGUST • additional law and regulations added • child safety training and child protection training requirements added • fit and proper person information added • notification of changes to WWCC/WWVP checks added MAY • added additional information re: ownership transparency guidance; reportable conduct and child safe environments • edits for clarity • sources updated as required		

POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
NOVEMBER 2025	JANUARY 2026 • added information about not permitting any inappropriate conduct to children • added information re: refusal of entry of persons if children's safety is at risk • additional information added regarding the display of the compliance history statement NOVEMBER 2025 • major review of the structure of policy in alignment with ACECQA policy Guidelines (Sep 2025) • added amendments to National Law (NSW) services only • exceptions for access to parents added • additional information added re: Ministerial Directions (NSW) sources updated as required	NOVEMBER 2025
NOVEMBER 2024	• annual policy maintenance • new regulations added re: storage of records • minor formatting changes sources updated as required	NOVEMBER 2025