Wheelers Hill Child Care Centre
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Governance and Management

POLICY

POLICY STATEMENT
Our organisation recognises the importance of having effective, transparent & competent governance and management systems. These aim to ensure accountability to all stakeholders and compliance with all legislative obligations. In all governance and management decisions, the safety, rights and best interests of children are the paramount consideration.

BACKGROUND
The *Education and Care Services National Regulations* require approved providers to ensure their services have policies and procedures in place in relation to governance and management.

LEGISLATION
- National Law Act – 13, 14, 21, 51, 162, 172–175, 188
- National Regulations – 29–31, 55, 56, 84, 104, 106–110, 117, 157, 158, 160–162, 165, 167–185
- National Quality Standard – 1, 2, 3, 4, 5, 6, 7

RELEVANT POLICIES
- Acceptance and Refusal of Authorisations
- Administration of First Aid
- Anaphylaxis Management
- Dealing with Complaints
- Dealing with Infectious Diseases
- Dealing with Medical Conditions
- Delivery and Collection of Children
- Emergency and Evacuation
- Enrolment and Orientation
- Excursions
- Health, Safety and Wellbeing
- Incident, Injury, Trauma & Illness
- Interactions with Children
- Nutrition, Food, Beverages, and Dietary Requirements
- Payment of Fees
- Providing a Child-Safe Environment
- Safe Arrival of Children
- Safe Transportation of Children
- Sleep and Rest for Children
- Staffing Arrangements
- Sun Protection

LOCATION OF INFORMATION
- Centre Policy and Procedure Handbook
- Wheelers Hill Child Care Centre Website

MONITORING AND REVIEW
This policy is required to be reviewed at least annually by the approved provider, in conjunction with nominated supervisors, responsible persons, staff, families and children.

To be Reviewed: July 2027

- Dates of Review:
  July 2026

January 2025
January 2024
January 2023
January 2022

Governance and Management

PROCEDURES

APPROVED PROVIDERS

- Our organisation is privately owned and operated by Trident Personnel Pty Ltd. This is a partnership consisting of approved providers, Colin Sann and David McLoughlin.
- The organisation operates the following four education and care services:
  - Glen Iris Childcare and Kindergarten
  - Kids on Gallaghers Child Care Centre
  - Kids on Mullum Child Care Centre
  - Wheelers Hill Child Care Centre
- Decisions pertaining to the running of the organisation, policies, procedures and improvement plans are made in conjunction with nominated supervisors, responsible persons, staff, families and children.
- Our approved providers have been deemed fit and proper to operate education and care services, and have met all requirements of the Victorian Early Childhood Regulatory Authority (VECRA), including the need to have current Working with Children Checks.
- The organisation does not have any additional persons with management or control of our services.

MANAGEMENT STRUCTURE

- All four education and care services within the organisation are managed by nominated supervisors.
- The nominated supervisors are supported by teams of responsible persons and staff.
- All nominated supervisors work together as a collective to ensure the highest quality education and care is provided across all four services.
- Staff at all four services are familiar with the management structure and are aware of whom they can contact when they are having any issues with families, other staff or management.

PRESCRIBED INFORMATION TO BE DISPLAYED

- Certain information must be displayed at the service which is clearly visible from the main entrance. The information required to be displayed is:
  - Provider approval
  - Name of the approved provider
  - Provider approval number
  - Any conditions on the provider approval
  - Service approval
  - Name of the education and care service
  - Service approval number
  - Any conditions on the service approval
  - Nominated supervisor
  - Name of each nominated supervisor
  - Service rating
  - Current rating levels for each quality area under the National Quality Standard
  - Overall rating of the service
  - Service or temporary waivers
  - The regulations or elements of the National Quality Standard that have been waived
  - Duration of the waiver
  - Whether the waiver is a service waiver or temporary waiver
  - Service operation
  - Hours and days of operation
  - Name and position of the responsible person in charge at any given time
  - Name and phone number of the person that can be contacted that complaints may be addressed
  - Name of the educational leader
  - Contact details of the Regulatory Authority
  - If applicable:
    - a notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled at the service
    - a notice stating that there has been an occurrence of an infectious disease at the service.
- Quality and compliance history — from 12 August 2026, the service's quality and compliance history information, in accordance with Victorian requirements

SERVICE DELIVERY

- The approved provider is required to notify the regulatory authority (Victorian Early Childhood Regulatory Authority (VECRA)) of changes to the ages of children being educated and cared for and the nature of care provided within 7 days.

- The approved provider must notify the regulatory authority of:
  - any change to the range of ages of children to be educated or cared for by a service.
  - any change to the nature of education and care to be provided by a service.

INSURANCE RECORDS

- The service will keep a current 'certificate of currency' for public liability insurance on file at all times. This will be made available for inspection by the regulatory authority on request.

POLICIES AND PROCEDURES

- The organisation has developed policies and procedures that guide practices, routines and pedagogy, and ensure the highest quality education and care is consistently delivered.

- The organisation ensures policies and procedures are readily available for all staff, families, students, volunteers, visitors and the regulatory authority.

- Policies and procedures can be accessed in the following locations:
  - Policy and procedure manual in the service foyer
  - On the service's website
  - On request via email or printed copies

- Policies and procedures can be translated, if required. Should an interpreter be required, the nominated supervisor or responsible persons can facilitate the request.

- Policies and procedures are regularly reviewed and maintained. Families, staff, management and children are strongly encouraged to provide feedback and input during policy reviews.

- The organisation stays informed on any relevant legislative amendments and revisions to evidence-based guidelines, and updates policies and procedures accordingly.
- Following serious incidents, complaints, and near misses, the organisation considers whether policies or procedures need to be reviewed.

- The approved provider must give at least 14 days' notice to families enrolled at the service before making any change to a policy or procedure that would:
  - Have a significant impact on the enrolled child.
  - Affect the family's ability to utilise the service.
  - Affect the fees charged or the way fees are collected.

- The notice period is not required if the change to policy or procedure is to address an issue in relation to the safety, health or wellbeing of any child enrolled at the service.

- Staff are given adequate onboarding and ongoing support to ensure up-to-date knowledge of policies, procedures and their responsibilities.

- Adequate resources and time are allocated to enable staff to comply with policies and procedures.

- Non-compliance with policies and procedures is promptly addressed.

- Continuous monitoring is taken to ensure that policies and procedures are followed by all stakeholders.

REPORTING AND NOTIFICATION REQUIREMENTS

- The approved provider must notify the regulatory authority within 24 hours of becoming aware of a serious incident, including:
  - the death of a child while being educated and cared for by the service or following an incident while being educated and cared for by the service.
  - any incident involving serious injury or trauma to a child while that child is being educated and cared for by the service, which:
    - a reasonable person would consider required urgent medical attention from a registered medical practitioner; or
    - the child attended or ought reasonably to have attended a hospital e.g., *broken limb*
  - any incident involving serious illness of a child while that child is being educated and cared for by the service for which the child attended, or ought reasonably to have attended, a hospital, *e.g., severe asthma attack, seizure or anaphylaxis*
  - any emergency for which emergency services attended.
  - when a child appears to be missing or cannot be accounted for at the service.
  - a child appears to have been taken or removed from the service in a manner that contravenes the National Regulations.

- a child is mistakenly locked in or locked out of the service premises or any part of the premises.

- The approved provider must notify the regulatory authority within 24 hours of becoming aware of:
  - any complaint alleging that the Law has been contravened or that a serious incident has occurred or is occurring while a child was or is being educated and cared for by the service.
  - any incident that requires the approved provider to close, or reduce the number of children attending, the education and care service for a period.
  - the attendance at the approved education and care service of any additional child or children being educated and cared for in an emergency, including:
    - a description of the emergency; and
    - a statement by the approved provider that the approved provider had taken into account the safety, health and wellbeing of all the children attending the education and care service when deciding to provide education and care to the additional child or children.
  - any incident where the approved provider reasonably believes that physical abuse or sexual abuse of a child or children has occurred or is occurring while the child is or the children are being educated and cared for by the service.
  - allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child is or the children are being educated and cared for by the service.

- The approved provider must notify the regulatory authority within 7 days of becoming aware of:
  - any circumstances arising at the service that poses a risk to the health, safety or wellbeing of a child or children attending the service.

- The approved provider must notify the regulatory authority 7 days before:
  - the first time the service provides, or arranges for, the transportation of children.
  - the final time the service provides, or arranges for, the transportation of children.

- The approved provider must notify the regulatory authority within 7 days following any change to:
  - the hours and days of operation of the education and care service.
  - the ages of children being educated or cared for by the service.
  - the nature of education and care offered by the service.

COMPLAINTS

- The approved provider must notify the regulatory authority within 24 hours of becoming aware of any complaint alleging that the Law has been contravened or that a serious incident has occurred or is occurring while a child was or is being educated and cared for by the service.

- The name and telephone number of the person to whom complaints can be made must be clearly visible at the service.

ATTENDANCE RECORDS

- The organisation will ensure accurate attendance records are kept which:
  - Records the full name of each child attending the service.
  - Records the date and time each child arrives and departs.
  - Is signed on the child's arrival and departure by either:
    - The person who delivers or collects the child.
    - The nominated supervisor, responsible persons or staff.

ENROLMENT RECORDS

- The organisation must keep an enrolment record for each child enrolled at the service. Only the service will use the enrolment form, which requests information from families as required under the regulations.

SERVICE PHILOSOPHY

- A statement of philosophy guides all aspects of the service's operations and outlines the purpose and principles under which the service operates.
- The philosophy is reviewed on a regular basis. There is a collaborative and consultative process to support the development and maintenance of the philosophy that includes children, families and staff.
- The philosophy review enables new developments and opportunities to be considered, such as new research to inform practice, changes in legislation, professional development opportunities, changes to policies and procedures, and conversations between staff, children and families.

QUALITY IMPROVEMENT PLAN

- The Quality Improvement Plan (QIP) identifies the service's strengths and where improvements can be made and how they can be implemented.
- All staff are required to participate in the continuous development, implementation and evaluation of the Quality Improvement Plan.
- Feedback from families and the children's voices are included in the Quality Improvement Plan.

ASSESSMENT AND RATING PROCESS

- The organisation is always striving towards excellence in the assessment and rating process.
- All staff are required to support and participate in the assessment and rating process, including attending assessment and rating meetings.
- Staff must familiarise themselves with the requirements of the National Quality Framework and National Quality Standard. It is the responsibility of staff to obtain knowledge in relation to the quality areas and elements, and acquire and foster the service's pedagogical practices.
- Services are given a rating for each of the 7 quality areas and an overall rating based on these results. The ratings are:
  - **Excellent**
    - Service promotes exceptional education and care, demonstrates sector leadership and is committed to continually improving.
    - Awarded by ACECQA.
    - Services rated Exceeding National Quality Standard in all quality areas may choose to apply for this rating.
  - **Exceeding National Quality Standard**
    - Service goes beyond the requirements of the National Quality Standard in at least 4 of the 7 quality areas, with at least two of these being quality areas 1, 5, 6, or 7.
  - **Meeting National Quality Standard**
    - Service meets the National Quality Standard.
    - Service provides quality education and care in all 7 quality areas.
  - **Working Towards National Quality Standard**
    - Service provides a safe education and care program.
    - There are 1 or more areas identified for improvement.
  - **Significant Improvement Required**
    - Service does not meet 1 of the 7 quality areas or a section of the legislation and there is a significant risk to the safety, health and wellbeing of children.
    - The regulatory authority will take immediate action.

- The approved provider must ensure the service's quality rating is clearly visible from the main entrance of the service premises.

CONTINUOUS IMPROVEMENT

- The organisation is reflective and conducts self-assessments to recognise strengths, identify areas of need, and gain a deeper understanding of current practice and the quality of education and care experienced by children and families attending the service.

- The service will seek input from staff, families, children and all additional stakeholders through various avenues such as surveys, emails, documentation, meetings and conversation.

EDUCATIONAL LEADERSHIP

- The service keeps documentation from the educational leader that shows evidence of feedback and guidance to staff about the assessment and planning cycle.

- The service provides the educational leader with time off the floor to ensure that they have opportunities for discussions with staff to build capacity and understanding about pedagogy and practice, including ways to assess, reflect on and plan for children's learning.

- The service ensures that the educational leader supports and builds staff understanding of how to assess, plan for and evaluate children's learning, including supporting the development of documentation that is meaningful and relevant.

- The service engages in reflective practice and critical reflection discussions that examine current practice and pedagogy, leading to quality improvement.

STAFF DEVELOPMENT

- The service has processes to ensure that staff receive ongoing feedback about their performance and support to improve practice through performance reviews.

- Staff will self-evaluate, and then in conjunction with the nominated supervisor, will identify strengths, areas for improvement, and from this set individual goals and plan for professional development.

- The service ensures opportunities are provided for ongoing professional development for all staff.

ETHICAL PRACTICE

- Our organisation acknowledges the traditional custodians of the land on which we live, play, learn and work – the Wurundjeri and Bunurong people of the Kulin Nation, and we pay our respects to their Elders past, present and emerging. We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this land.

- Our organisation is an inclusive organisation. We welcome all children, families, educators, staff and visitors into our services. We embrace the wonderful diversity that makes up our community and our world.

- Our organisation is an equal opportunity employer. We encourage all applicants to apply for positions within our organisation regardless of gender, race, age, culture, orientation, abilities, background, appearance, behaviour, qualifications, years of experience or professional barriers. Our aim is to create a workforce that reflects the community where we live, work, learn and play.

- Our organisation is a child-safe organisation. We want children to be safe, happy & empowered. We support and respect all children. We are committed to the safety, participation and empowerment of all children. As a child-safe organisation, all of our employees must have or obtain a valid working with children check. The *Child Safe Standards* are embedded in all of our programs and practices, to minimise the risk of child abuse or harm to children.

- Our organisation will not discriminate against any child, family, staff member or stakeholder based on gender, sex, identity, race, impairment, age, culture, qualifications, knowledge, religious beliefs, religious practices, marital status, abilities, background, appearance, behaviour, parental status, health status, relationship status, parental preferences, political beliefs, sexuality, orientation, family responsibilities, experience, personal or professional barriers, and/or any other determinant.

- The following principles provide an ethical framework to guide the delivery of services within the organisation:
  - treating staff, families, children, and other stakeholders respectfully and professionally at all times.
  - dealing courteously with those who hold differing opinions.
  - respecting cultural differences and diversity within the service, and making every effort to encourage and include all children and families in the community.
  - operating with honesty and integrity in all work.
  - being open and transparent in making decisions and undertaking activities, and if that is not possible, explaining why.
  - working to the standards set under the National Quality Framework and all applicable legislation as a minimum, and striving to continually improve the quality of the services delivered to the community.
  - disclosing conflicts of interest as soon as they arise and effectively managing them.

PRIVACY

- Our organisation values the privacy of our families and staff and will do our utmost to ensure that the Australian Privacy Principles and the Privacy Act 1988 are adhered to at all times.

- The organisation ensures that only authorised people have access to information regarding the families, children and staff in our service.

- The organisation will ensure that information kept about children, families or staff is not divulged or communicated, directly or indirectly, to anyone other than:
  - a parent or guardian of the child to whom the information relates.
  - staff who require the information for the education and care of the child.
  - medical personnel who require the information for medical treatment of a child.
  - developmental information that is required to provide adequate education and care for the child.
  - the regulatory authority or an authorised officer.
  - child protection agency.
  - *Victoria Police* or emergency services as required to ensure the child's safety.
  - as expressly authorised, permitted or required to be given by or under any Act or Law.
  - with the written consent of the person who provided the information.

- All records relating to families, children and staff must be securely stored in the service office, in a locked cupboard or filing cabinet. It must not be accessible to the public.

- Records containing prescribed information about children in care at the service will be maintained for the required time frame, in accordance with state legislative requirements.

- Information regarding existing and past families will be treated with the strictest confidence and under no circumstances will any information be disclosed without the permission of the persons concerned.
- Access to personal and sensitive information is restricted to key staff only.
- The service will regularly back-up personal and sensitive data from computers to protect personal information collected.
- All computers are used to store personal information are password protected. The organisation's customer management software is also password protected.
- Images and videos of children are not shared without permission from parents or guardians, and the service ensures these images and videos are appropriate.
- Complaints relating to privacy matters are dealt with promptly and in a consistent manner.
- The service must ensure families only have access to the files and records of their own children.
- Any notifiable breach to data is reported to the approved provider.

PROTECTION OF PERSONAL INFORMATION

- From October 1st, 2023, written consent must now be obtained before personal information about any of the following people can be disclosed:
  - a parent of a child enrolled at the service (other than the person requesting the documentation).
  - a person required to be notified of an emergency if a parent cannot be contacted.
  - an authorised nominee of a child.
  - a person authorised to consent to medical treatment or the administration of medication to a child.
  - a person authorised to authorise staff to take a child outside the service premises.
  - a person authorised to authorise the service to transport a child or arrange transportation of a child.
- Written consent must be provided each time a request is made. Consent can be withdrawn at any time in writing so staff should check each time any information is disclosed.
- The new requirement applies to information about these people contained in any of the following documents:
  - the documentation of child assessments or evaluations for delivery of educational programs.
  - an incident, injury, trauma and illness record.
  - a medication record.
  - a children's attendance record.
  - a child's enrolment record.
- Personal information includes any information about an identified individual such as their home address, email address, telephone number, date of birth, medical records, bank account details, and tax file number.

CONFIDENTIALITY

- Staff will not discuss any matters relating to the children, families or other staff with any other party, including family or friends.

- All staff are aware of the importance of confidentiality and maintaining the privacy and security of information.
- Staff will direct any concerns regarding what constitutes confidential information to the nominated supervisor or responsible persons for clarification.
- The only person authorised to have access to information are the families, staff, nominated supervisor, responsible persons, and relevant authorities, if required.
- Information will not be given to a third party without the family's written consent.
- The service will not verify any child's enrolment without parental consent.
- Disclosure of confidential information will be considered an act of misconduct and will result in appropriate disciplinary action.
- Information shared with staff must be treated with respect and in a professional and confidential manner.
- Procedures are in place to ensure information is communicated to intended recipients only, *e.g., account statements, emails.*
- At no stage will personal information of staff be given to a third party, except as permitted or required by any Act or Law, or in regards to reporting incidents or child protection matters, e.g., WorkSafe, the Victorian Early Childhood Regulatory Authority (VECRA), or the Social Services Regulator (SSR).
- Personal information about a child, family or staff member may be communicated if the person who provided the information gives written permission for the organisation to share the information, *e.g., sharing a child's information with an inclusion support agency.*
- Records identified as no longer being required to keep under the regulations will be discarded appropriately.
- Our organisation maintains confidentiality in all matters at all times with specific emphasis on protecting children's rights.
- All staff within the organisation will respect the confidentiality of children, families, other staff and documents, and will not:
  - disclose to anyone the confidential information acquired by virtue of their position.
  - use any information acquired for their personal or financial benefit, or for the benefit of any other person.
  - permit any unauthorised person to inspect, or have access to any confidential documents or information.
- Any information received or transmitted in electronic form, *e.g., text message, email, or Facebook message,* shall be treated with the same confidentiality as any other written form of communication and must be stored confidentially.
- The obligation for staff to maintain confidentiality shall continue even after staff are no longer employed by the organisation.

STORAGE OF RECORDS

- Records will be kept in a safe and secure place for the period of time specified in the national regulations. Records may be kept in hard copy or electronic form and will be accessible as required.

- Precautionary steps will be taken to ensure all information of personal nature is not available to people unauthorised to access this information.

- Thorough and secure destruction of records after the lapse of the mandatory period of retention will also be practised.

RECORD KEEPING

- Records will be kept in a safe and secure place. They will be kept for the period of time specified in the national regulations. Records may be kept in hard copy or electronic form and accessible as required.

- Enrolment forms and other documentation must be kept at the service to the extent practicable, if they relate to the service, any staff member, or child for the previous 12 months. If they are not kept on the premises, they must be kept at a place readily accessible by an authorised officer.

- Good record keeping is important in identifying and responding to the risks and incidents of child sexual abuse. It can help to avoid additional distress and trauma for survivors who may be seeking and documenting information about their abuse while in the care of child-centred organisations. It is recommended that records identified as relevant to child safety and wellbeing (including incident, injury, trauma, and illness records relating to child sexual abuse be:
  - kept for 45 years.
  - clear, objective, and thorough.
  - maintained in an indexed, logical, and secure manner.
  - retained and disposed of in a consistent manner.

- Incident, injury, trauma, and illness records must be stored until the child is 25 years old. Records relating to child sexual abuse that has, or is alleged to have, occurred must be stored for at least 45 years from the date the record was created.

- Approved providers are required to keep a record of each staff member's Working with Children Check. This is also required for volunteers and students. The record must include the identifying number of the current check, and the check's expiry date. All staff, volunteers and students must also be recorded on the National Early Childhood Worker Register (NQAITS) before commencing work at the service.

RECORDS TO BE KEPT BY THE ORGANISATION

If the record relates to an incident, illness, injury or trauma suffered by a child while being educated and cared for by the education and care service.	Until the child is aged 25 years.
If the record relates to an incident, illness, injury or trauma suffered by a child that may have occurred following an incident while being educated and cared for by the education and care service.	Until the child is aged 25 years.
If the record relates to the death of a child while being educated and cared for by the education and care service or that may have occurred as a result of an incident while being educated and cared for.	Until the end of 7 years after the death.

In the case of any other record relating to a child enrolled at the education and care service.	Until the end of 3 years after the last date on which the child was educated and cared for by the service.
If the record relates to the approved provider.	Until the end of 3 years after the last date on which the approved provider operated the education and care service.
If the record relates to a nominated supervisor or staff member of an education and care service.	Until the end of 3 years after the last date on which the nominated supervisor or staff member provided education and care on behalf of the service.
In case of any other record.	Until the end of 3 years after the date on which the record was made.

ROLES AND RESPONSIBILITIES

Approved Provider	• Ensure that obligations under the *Education and Care Services National Law* and *National Regulations* are met, as well as all other laws relevant to governance and management of the service.
	• Display the prescribed information listed in the regulations.
	• Ensure that the service is insured and keep evidence of this.
	• Ensure that the number of children at the service does not exceed the maximum in the service approval.
	• Ensure that all reporting and notification requirements are met regarding the National Law, National Regulations, National Quality Framework, family assistance, taxation, child protection, and other relevant laws.
	• Notify families at least 14 days before changing policies 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.
	• Appoint a nominated supervisor, who is approved as a suitable, fit and qualified person to oversee the day-to-day operations of the service.
	• Support the nominated supervisor and responsible persons in their roles.
	• Provide information to the regulatory authority upon request in relation to being a fit and proper person.
	• Ensure that roles and responsibilities are clearly defined, understood, and support effective decision-making and operation of the service.
	• Employ and support staff in their roles, and ensure the relevant awards and conditions of employment are complied with.
	• Ensure that the performance of staff is regularly evaluated and individual plans are in place to support learning and development.
	• Provide staff with training, resources and support.
	• Ensure adequate policies and procedures are in place to comply with the legislative and regulatory requirements placed on the organisation.

	• Adopt quality governance and management procedures and practices. • Be responsible for overseeing legal functions and responsibilities. • Ensure appropriate systems are in place to monitor compliance. • Act honestly, ethically, respectfully, and with due care and diligence. • Develop ethical standards and a code of conduct which guides procedures in a way that is consistent and reflective of the organisation's expectations. • Establish systems of risk management, financial and internal control, and performance reporting. • Monitor management and financial performance to ensure the solvency, financial strength and good performance of the service. • Expend funds appropriately according to any funding and budgets. • Provide adequate resources to ensure effective administration and operation of the service. • Ensure compliance with the Commonwealth Privacy Act 1988 and follow the standards of Australian Privacy Principles to regulate the way in which the organisation manages personal and sensitive information. • Ensure that records are kept confidential and not divulged except as permitted under regulations. • Ensure records are stored securely for the periods set out in regulations. • Keep records and documentation as listed in regulations. • Ensure that information collected from families, staff and the community is maintained in a private and confidential manner at all times. • Ensure that confidential information is not divulged or communicated (directly or indirectly) to another person other than the ways outlined as appropriate in the regulations. • Thoroughly and securely destroy records after the lapse of the mandatory period of retention. • Ensure children are adequately supervised and that educator-to-child ratios are maintained at all times. • Read, understand, follow and enforce the organisation's policies and procedures.
Nominated Supervisor and Responsible Persons	• Ensure that obligations under the *Education and Care Services National Law* and *National Regulations* are met, as well as all other laws relevant to governance and management of the service. • Display the prescribed information listed in the regulations. • Ensure that the number of children at the service does not exceed the maximum in the service approval. • Ensure that all reporting and notification requirements are met regarding the National Law, National Regulations, National Quality Framework, family assistance, child protection, and other relevant laws. • Appoint responsible persons to be placed in charge of the service's day-to-day operations in the absence of the nominated supervisor. • Appoint an educational leader, who is approved as a suitable, fit and qualified person to lead the development and implementation of educational programs at the service. • Support approved provider and responsible persons in their roles. • Ensure that roles and responsibilities are clearly defined, understood, and support effective decision-making and operation of the service. • Employ and support staff in their roles, and ensure the relevant awards and conditions of employment are complied with.

	• Ensure all staff hold a valid Working with Children Check before commencement, and conduct regular checks throughout their employment. • Ensure that the performance of staff is regularly evaluated and individual plans are in place to support learning and development. • Provide staff with training, resources and support. • Ensure adequate policies and procedures are in place to comply with the legislative and regulatory requirements placed on the organisation. • Adopt quality governance and management procedures and practices. • Ensure appropriate systems are in place to monitor compliance. • Act honestly, ethically, respectfully, and with due care and diligence. • Develop ethical standards and a code of conduct which guides procedures in a way that is consistent and reflective of the organisation's expectations. • Expend funds appropriately according to any funding and budgets. • Ensure that records are kept confidential and not divulged except as permitted under regulations. • Ensure records are stored securely for the periods set out in regulations. • Keep records and documentation as listed in regulations. • Ensure that information collected from families, staff and the community is maintained in a private and confidential manner at all times. • Ensure that confidential information is not divulged or communicated (directly or indirectly) to another person other than the ways outlined as appropriate in the regulations. • Ensure children are adequately supervised and that educator-to-child ratios are maintained at all times. • Develop, review and approve the service philosophy. • Ensure there is an effective self-assessment and quality improvement process in place, including a quality improvement plan that is kept at the premises, reviewed at least annually, and is made available for families, staff and the regulatory authority. • Maintain awareness of child protection laws and obligations of staff. • Read, understand, follow and enforce the organisation's policies and procedures.
Educators and Staff Members	• Ensure that obligations under the Education and Care Services National Law and National Regulations are met, as well as all other laws relevant to governance and management of the service. • Support nominated supervisor and responsible persons in their roles. • Hold a valid employee *Working with Children Check* or VIT registration. • Keep up to date with current child protection legislation and any obligations. • Be an active participant in the performance review process. • Act honestly, ethically, respectfully, and with due care and diligence. • Ensure that records are kept confidential and not divulged except as permitted under regulations. • Ensure that information collected from families, staff and the community is maintained in a private and confidential manner at all times. • Ensure that confidential information is not divulged or communicated (directly or indirectly) to another person other than the ways outlined as appropriate in the regulations. • Ensure children are adequately supervised and that educator-to-child ratios are maintained at all times. • Actively support, and contribute to the review of, the service philosophy.

	• Show a commitment and actively contribute to the continuous improvement cycle and development and review of quality improvement plans. • Actively participate in, contribute to, and integrate all learning into practice from, team meetings and professional development. • Read, understand, follow and enforce the organisation's policies and procedures.
Parents, Guardians and Families	• Address any questions to the approved provider, nominated supervisor or responsible persons. • Provide feedback for the service's quality improvement plan. • Read, understand and follow the organisation's policies and procedures.

SOURCES

- ACECQA – *Governance and Management Guidelines* – August 2021
- ACECQA – *Key NQF Changes for Centre-Based Services from 2023* – October 2023
- ACECQA – *Updating Record Keeping Requirements to Support Child Protection* – July 2023
- Australian Children's Education and Care Quality Authority
- Children, Youth and Families Act 2005 – September 2023
- Early Childhood Australia Code of Ethics 2016
- Education and Care Services National Law Act 2010 – July 2023
- Education and Care Services National Regulations 2011 – July 2023
- Guide to the National Quality Framework 2018 – July 2023
- Victorian Early Childhood Regulatory Authority (VECRA)
- Social Services Regulator (SSR)
- Education and Care Services National Law (2025–26 child safety amendments)
- Victorian Government — quality and compliance history display requirements (2026).