GOVERNANCE POLICY

The Governance Policy provides the overall direction, effectiveness, supervision and accountability of the Langwarrin Community Centre. 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 Centre.

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-ordinations 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
S 4	How functions to be exercised
S 19	Conditions on provider approval
S. 51	Conditions on service approval
S. 162	Offence to operate education and care service unless responsible person is present
S 166A	Offence to subject child 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. 175	Offence relating to requirement to keep enrolment and other documents
S.188	Offence to engage person to whom prohibition notice applies
S 269B	National Early Childhood Workforce Register
S 269E	Approved provider must give information to the National Authority for the National Early Childhood Worker Register
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	Record 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
108	Space requirements outdoor
109	Toilet and hygiene facilities
110	Ventilation and light
117B	Minimum requirements for person in day-to-day charge
117 C	Minimum requirements for a nominated supervisor
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
175	Prescribed information to be notified to the Regulatory Authority
176	Time to notify certain information to Regulatory Authority
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 other documents
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 Code of Conduct Policy Child Protection Policy Child Safe Environment Policy Infectious Diseases Policy Dealing with Complaints Policy Delivery of Children to, and collection from EEC Service Policy Emergency and Evacuation Policy Enrolment and Orientation Policy Excursion/Incursion Policy Incident, Injury, Trauma & Illness Policy Interactions with Children, Staff and Families Policy	Medical Conditions Policy Record Keeping and Retention Policy Privacy and Confidentiality Policy Safe Transportation Policy Safe Use of Digital Technologies and Online Environments Policy Sleep and Rest Policy Staffing Arrangements Policy Part 1 & Part 2 Student and Volunteer & Visitor's Policy Sun Safety Policy Water Safety Policy Work, Health & Safety Policy

PURPOSE

The Langwarrin Community Centre 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 Early Years Learning Framework (EYLF) and the National Quality Standard (NQS). 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 staff, educators, management, Approved Provider, Nominated Supervisor, visitors and clients of the Langwarrin Community Centre.

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 Langwarrin Community centre (regulation 168) and that they take reasonable steps to ensure those policies and procedures are followed (regulation 170). ACECQA 2021

Governance is the process that directs and controls the Langwarrin Community Centre, ensuring accountability, and supporting decision making. The Approved Provider and Nominated Supervisor of the Centre accept the legal responsibilities associated with establishing, administering, and maintaining the Service. The Langwarrin Community Centre has the following established positions:

Approved Provider	Josephine Kiley
Nominated Supervisor	Carol Hopkins
Responsible Persons	Various
Lead Educators	Various

NOTIFICATION AND REPORTING

- The approved provider is responsible for ensuring all notification and reporting requirements are met regarding the 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 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, within the specified timeframes. All notifications made to the Department of Education as per Family Assistance Law are made via the Provider Portal (OWNA Software) or CCS Software .

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 days (check notification guide as timeframes differ, 7 days is the minimum requirement)
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	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
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

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 Food Safety Policy, Safe Use of Digital Technologies and Online Environments Policy, Sun Safe Policy, Supervision 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) No staff member, educator, 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 children being educated and care for are adequately supervised at all times and including when using digital devices as part of the educational program.

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.)

SERVICE PHILOSOPHY

- The development and review of the philosophy and policies will be a continuous process on an annual basis or when required.
- The philosophy and associated statement of purpose will reinforce all other documentation, and the practices of the Langwarrin Community Centre. The philosophy will reflect the principles of the approved national framework "*Belonging, Being and Becoming: The Early Years Learning Framework for Australia*"
- There will be a collaborative and consultative process to support the development and maintenance of the philosophy that will include children, parents and educators.

- All documents will be dated and include nominated review dates.

- 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 and Code of Conduct Policy.* The approved provider is responsible for implementing effective recruitment, induction, supervision, and performance processes; 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 to make personal and ethical decisions related to confidentiality, recruitment, duty of care, record keeping, professional relationships and appropriate use of resources within the Langwarrin Community Centre. Employees, educators, staff and management are informed that inappropriate conduct and behaviour, including bullying, sexual harassment, discrimination and harassment will not be tolerated.

MAINTENANCE OF RECORDS

Our Service is committed to meeting all record-keeping requirements under the 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.

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, any waivers, operating hours, contact details for complaints and the regulatory authority, and the names of

the responsible person

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 Educator Register from 2026 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 operation of the Service, in accordance with the *Privacy and Confidentiality Policy*. The approved provider will ensure records or information is 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.

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, 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 reveal policy weakness
- reflect feedback from educators, staff and families.

ETHICAL DECISION-MAKING

The Langwarrin Community Centre 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, Nominated Supervisor, 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 meeting of the Management Committee or Management meeting where the matter is being discussed, or participate in any decisions made on that matter. The member concerned must provide the Committee/Licensee with any and 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 appropriate processes followed to manage the conflict.
    4. A Conflict of interest disclosure statement must be completed by each member of the Management Committee/Staff member upon his or her appointment, and annually thereafter. If the information in this statement changes during the year, 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 framework (EYLF). 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.

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 meet our obligations to maintain financial integrity and have effective compliance systems in place to ensure child care 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 is 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 for an education and care Service] and that insurance documents are available upon request
- review the Service's budget and monitoring financial performance and management to ensure the Service is solvent at all times and has sound financial strength
- approve annual financial statements and providing required reports to government bodies and maintaining 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 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
- 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 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 for 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 (Reg. 185).

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 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 delegate to the appropriate educator/staff
- ensuring educators and staff do not delegate responsibilities for which they are accountable for or have been delegated to them by management
- delegate 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 on a biennial basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

SOURCE

Australian Children's Education & Care Quality Authority. (2026). *Guide to the National Quality Framework*
Australian Children's Education & Care Quality Authority. (2025). Policy and procedure guidelines. *Governance and Management Guidelines*.
Australian Government. Department of Education. *Child Care Provider Handbook*. (2025)

Children (Education and Care Services) National Law (NSW) (For NSW Services only)
Early Childhood Australia Code of Ethics. (2016).
Education and Care Services National Law Act 2010.
Education and Care Services National Regulations. (Amended 2025)
NSW Government. (2025). Education and Care Services (Supply, Authorisation and Use of Devices) Order 2025.

REVIEW

POLICY REVIEWED BY:	Carol Hopkins	CSO	April 2026
POLICY REVIEWED	April 2026	NEXT REVIEW DATE	August 2028
VERSION	• V4 04.2026		
MODIFICATIONS	• major review of structure of policy in alignment with ACECQA policy Guidelines • exceptions for access to parents added • sources updated as required		
APPROVED BY	Tania Bernardo		

POLICY REVIEWED BY:	Carol Hopkins	CSO	April 2025
POLICY REVIEWED	April 2025	NEXT REVIEW DATE	August 2027
VERSION	• V3 04.2025		
MODIFICATIONS	• annual policy maintenance • new regulations added re: storage of records • minor formatting changes • sources updated as required		
APPROVED BY			
POLICY REVIEWED BY	CAROL HOPKINS	CSO	JANUARY 2023
POLICY REVIEWED	JANUARY 2023	NEXT REVIEW DATE	NOVEMBER 2023
MODIFICATIONS	• Annual policy maintenance • Additional information added regarding Regulation 31/56/185 • minor formatting edits within text • hyperlinks checked and repaired as required • continuous improvement/reflection section added		
POLICY REVIEWED BY:	Samantha Neeman	Manager	June 2022
POLICY REVIEWED	NOVEMBER 2021	NEXT REVIEW DATE	NOVEMBER 2022
MODIFICATIONS	• Additional law/regulations added- ACECQA Guidelines to Policy and Procedure document (August 2021) • Related policies added		

	• Further roles/responsibilities for Approved Provider included • Sources checked for currency	
APPROVED BY		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	REVIEW DATE
NOVEMBER 2020	• fit and proper person checks added • record keeping information added sources checked for currency	NOVEMBER 2021
NOVEMBER 2019	• Sources checked for currency • Additional roles for Approved Provider added Code of conduct information included	NOVEMBER 2020
NOVEMBER 2018	• Regulation numbers added. • Grammar, punctuation and spelling edited. • Sources/references alphabetised. • Additional information added to points. Rearranged the order of points for better flow	NOVEMBER 2019
AUGUST 2017	Terminology improvements made to support clearer understanding and implementation	NOVEMBER 2018
OCTOBER 2017	Updated references to comply with the revised National Quality Standard	NOVEMBER 2018