



# Governance and Management Policy

<b>Policy Number</b>	QA7/8	<b>Title</b>	Governance and Management Policy
<b>Revision</b>	2.1	<b>Written By</b>	Policy Team and Nominated Supervisor
<b>Reviewed By</b>	EHOOSH Management Committee	<b>Approved By</b>	EHOOSH Management Committee
<b>Supersedes</b>	2.0	<b>Effective Date</b>	June 2025

## 1. Policy Statement

Eastwood Heights OOSH (EHOOSH) is committed to strong and effective governance and management that ensures the service operates with transparency, integrity and in the best interests of children, families, educators, and the wider community. The Parent Management Committee, as the Approved Provider, is accountable for developing, implementing, and maintaining robust systems and practices that align with the Education and Care Services National Law and Regulations, National Quality Framework (NQF), and National Quality Standard (NQS).

The governance and management framework at EHOOSH supports strategic direction, financial viability, operational effectiveness, and ongoing continuous improvement. The PMC promotes a culture of collaboration and inclusion, valuing the contributions of educators, staff, families and children.

## 2. Background

The Education and Care Services National Regulations require policies and procedures to be in place in relation to governance and management.

Leadership and management in education and care services, found that effective leadership and service management are important in guiding and supporting the delivery of quality education and care programs and the impact is felt across all areas of the National Quality Standard. It is through good governance and management that the effective functioning of the service can be ensured across all seven quality areas, enabling quality outcomes for children and their families.

## 3. Procedure

This section outlines how governance and management are applied at EHOOSH to meet the service's legal, ethical and quality obligations. Procedures are developed to ensure transparency and consistency across decision-making, operational practice, and leadership engagement. Each component is aligned with the National Quality Standard and supports ongoing service improvement.

### 3.1. Philosophy

The philosophy at EHOOSH is a dynamic document that evolves through regular reflection. It is collaboratively developed by children, families, educators, and staff and embodies the service's values and priorities. The philosophy underpins all service decisions and guides the implementation of policies and practices. It is included in the Quality Improvement Plan (QIP) and reviewed at least annually to ensure it remains current and meaningful.

### 3.2. Policies and Procedures

Policies and procedures at EHOOSH establish a clear framework for daily operations and strategic direction. They are developed in alignment with current legislation, best practice guidance, and the service philosophy. Updates occur annually or in response to changes in legislation or operational need. All policies are accessible to educators, families, and the community and are supported through ongoing staff training and family engagement.

### **3.3. Financial Management**

Financial sustainability is overseen by the Parent Management Committee, who prepare and monitor an annual budget. This includes regular financial reporting and forecasting to ensure the service meets its obligations and goals. Fee structures are reviewed in consultation with families to ensure affordability and transparency. The Committee ensures compliance with financial policies, maintains appropriate insurances, and oversees financial audits where required.

### **3.4. Quality Improvement**

Continuous improvement is embedded into service culture through a responsive and evolving QIP. Feedback is gathered from educators, children, and families to inform reflective practice and planning. The Nominated Supervisor and Quality Area Team Leaders ensures the QIP is regularly reviewed and used as a strategic tool to drive quality outcomes, staff development, and educational program enhancement.

### **3.5. Confidentiality and Record Keeping**

EHOOSH ensures secure and confidential handling of all records. Storage and access systems meet legislative requirements for safety and privacy. Confidentiality obligations are explained during staff induction and reinforced through ongoing professional learning. Records related to children, staff, and families are accessible only to authorised persons and are retained and disposed of in accordance with regulatory timelines.

### **3.6. Work Health and Safety**

WHS at EHOOSH is guided by proactive risk identification, regular audits, and a safety-focused culture. Risk assessments are completed for all relevant activities and reviewed regularly. WHS matters are discussed at team meetings, and updates are communicated through staff bulletins. The Nominated Supervisor reports to the PMC on WHS trends and incidents.

## 4. Roles and Responsibilities

<b>Approved Provider</b>	<ul style="list-style-type: none"> <li>• Ensure service compliance with the Education and Care Services National Law and National Regulations.</li> <li>• Approve, review, and implement the service's philosophy and strategic direction.</li> <li>• Monitor and endorse the Quality Improvement Plan (QIP).</li> <li>• Maintain oversight of financial governance including budget approval and monitoring.</li> <li>• Ensure the service holds current insurance as per regulatory requirements.</li> <li>• Ensure all required notifications are made to the Regulatory Authority.</li> <li>• Maintain up-to-date records of governance and committee decisions.</li> <li>• Uphold confidentiality and privacy standards in the handling of information.</li> <li>• Promote a culture of continuous improvement and inclusive governance.</li> </ul>
<b>Nominated Supervisor</b>	<ul style="list-style-type: none"> <li>• Manage the day to day operations of the service in line with policies and procedures.</li> <li>• Lead and support staff and educators to meet the service's vision and goals.</li> <li>• Implement and monitor the QIP in consultation with educators</li> <li>• Ensure WHS compliance, including staff training, incident reporting, and hazard management.</li> <li>• Liaise with the PMC on governance matters and provide regular reports.</li> <li>• Coordinate induction and professional development for educators.</li> <li>• Ensure accurate and confidential record keeping.</li> </ul>
<b>Responsible Person in Charge</b>	<ul style="list-style-type: none"> <li>• Assume responsibility for the service in the absence of the Nominated Supervisor.</li> <li>• Ensure the implementation of all policies and procedures during their shift.</li> <li>• Act as a point of contact for families and staff during operational hours.</li> <li>• Monitor the physical environment and report WHS issues to the Nominated Supervisor.</li> </ul>
<b>Educators and</b>	<ul style="list-style-type: none"> <li>• Follow all service policies, procedures, and regulatory requirements.</li> <li>• Engage in the continuous improvement process through reflection and feedback.</li> </ul>

<b>Support Staff</b>	<ul style="list-style-type: none"> <li>• Support the implementation of the QIP and service philosophy.</li> <li>• Maintain current training and qualifications, including child protection and first aid.</li> <li>• Respect confidentiality and uphold ethical responsibilities.</li> <li>• Participate in staff meetings and contribute to team planning</li> </ul>
<b>Families</b>	<ul style="list-style-type: none"> <li>• Participate in policy and philosophy reviews</li> <li>• Provide feedback to inform service improvement</li> <li>• Support the service's governance by attending meetings and staying informed</li> </ul>

## 5. References

### 5.1. Statutory Authority

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations

### 5.2. Relevant Service Policies

- Confidentiality and Privacy Policy
- Payment of Service Fees Policy
- Dealing with Complaints Policy
- Enrolment and Orientation Policy
- Acceptance and Refusal of Authorisations
- Interactions with Children Policy
- Dealing with Medical Conditions Policy
- Incident, Injury, Trauma and Illness Policy

### 5.3. National Frameworks

- National Quality Standard
- My Time, Our Place

## 6. Legislative Requirements.

### Education and Care Services National Law Act 2010

Regulation 29	Condition on service approval – insurance
Regulation 30	Condition on service approval – family day care educator insurance
Regulation 31	Condition on service approval – quality improvement plan
Regulation 55	Quality improvement plans
Regulation 56	Review and revision of quality improvement plans
Regulation 84	Awareness of child protection law
Regulation 104	Fencing
Regulation 106	Laundry and hygiene facilities
Regulation 107	Space requirements – indoor space
Regulation 108	Space requirements – outdoor space
Regulation 109	Toilet and hygiene facilities
Regulation 110	Ventilation and natural light
Regulation 117	Glass
Regulation 117B	Minimum requirements for a person in day-to-day charge

Regulation 153	Register of family day care educators, co-ordinators and educator assistants
Regulation 154	Record of staff engaged or employed by family day care service
Regulation 157	Access for parents
Regulation 158	Children's attendance record to be kept by approved provider
Regulation 159	Children's attendance record to be kept by family day care educator
Regulation 160	Child enrolment records to be kept by approved provider and family day care educator
Regulation 161	Authorisations to be kept in enrolment record
Regulation 162	Health information to be kept in enrolment record
Regulation 165	Record of visitors
Regulation 167	Record of service's compliance
Regulation 168	Education and care services must have policies and procedures
Regulation 169	Additional policies and procedures – family day care service
Regulation 170	Policies and procedures to be followed
Regulation 171	Policies and procedures to be kept available
Regulation 172	Notification of change to policies or procedures
Regulation 173	Prescribed information to be displayed
Regulation 174	Time to notify certain circumstances to Regulatory Authority
Regulation 174A	Prescribed information to accompany notice
Regulation 175	Prescribed information to be notified to Regulatory Authority
Regulation 176	Time to notify certain information to Regulatory Authority

Regulation 176A	Prescribed information to be notified to approved provider by family day care educator
Regulation 177	Prescribed enrolment and other documents to be kept by approved provider
Regulation 178	Prescribed enrolment and other documents to be kept by family day care educator
Regulation 179	Family day care educator to provide documents on leaving service
Regulation 180	Evidence of prescribed insurance
Regulation 181	Confidentiality of records kept by approved provider
Regulation 182	Confidentiality of records kept by family day care educator
Regulation 183	Storage of records and other documents
Regulation 184	Law and regulations to be available

## Revision Chronology

Version Number	Date	Reason for Change
1.0	June 2018	Creation of Policy
2.0	March 2023	Draft of Policy made in new template
2.1	June 2025	Reviewed and Updated