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| POLICY/PROCEDURE NAME & REVIEW PROCESS | GOVERNANCE and MANAGEMENT POLICY <p>This policy and procedure has been created to provide all stakeholders with clear guidelines and transparency to our practices and procedures.</p> <p>We welcome feedback and input from all stakeholders at any time and this policy is subject to review based on feedback or due date of annual review.</p> |
| NATIONAL QUALITY STANDARD | QUALITY AREA 7 GOVERNANCE AND LEADERSHIP 7.1 GOVERNANCE 7.1.1 Service philosophy and purpose. 7.1.2 Management systems. 7.1.3 Roles and responsibilities. 7.2 LEADERSHIP 7.2.1 Continuous improvement. 7.2.2 Educational leadership. 7.2.3 Development of professionals |
| NATIONAL LAW AND REGULATIONS | 29- Condition on service approval – insurance 31- Condition on service approval – quality improvement plan 55- Quality improvement plans 56- Review and revision of quality improvement plans 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 157- Access for parents 158- Children’s attendance record to be kept by approved provider 160- Child enrolment records to be kept by approved provider 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 service must have policies and procedure 170-Policies and procedures to be followed 171-Policies and procedures to be kept available 172- Notification of change to policies or procedures 173- Prescribed information to be displayed 175- Prescribed information to be notified to 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 records and other documents 184- Storage of records after service approval transferred 185- Law and regulations to be available. |
| RELATED POLICIES and RECORDS | <ul style="list-style-type: none"> ▪ Archive record ▪ Child protection policy ▪ Close record ▪ Code of conduct policy ▪ Emergency evacuation and lockdown policy ▪ Non-compliance response record ▪ Open record ▪ Risk assessment record. ▪ Record keeping and retention of records policy. ▪ Record keeping and retention of records procedure. ▪ Service Information record. |

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| | <ul style="list-style-type: none"> Serious reporting record |
| SCOPE OF POLICY | This policy applies to all children, educators, families, management, students, volunteers, and visitors at our service. |
| AIM OF POLICY | To ensure that our service has strong guidelines, procedures, and practices in place regarding governance and management to ensure the ongoing viability of the service. We aim to be accountable and transparent in all that we do by implementing effective systems of risk management, financial and internal control, and performance reporting. Our aim is to provide a clear policy, implement the policy, support practices relating to the policy, train staff regarding the policy and maintain and update the compliance of the policy for all our stakeholders. |
| SERVICE IMPLEMENTATION | <p>Governance is the system or process by which organisations are directed, controlled, and held accountable to ensure that the right decisions are made. This policy recognises the importance of having a framework of rules, relationships, systems, and processes in place. We view good governance and management as essential to our provision of quality education.</p> <p>Implementation</p> <ul style="list-style-type: none"> Ensure that the policies and procedures are well documented and available to all our stakeholders and comply with legislative and regulatory requirements. Ensure service records are well maintained. Ensure there is clear direction and reflective practices that inform continuous improvement. Ensure there are clearly communicated roles and responsibilities. The management and staff abide by strong privacy and confidentiality practices. Implementation and compliance of relevant legislation. Clear decisive administrative systems are established and maintained to ensure the effective operation of the service. Appropriate systems are in place to monitor compliance. <p>Service Philosophy</p> <ul style="list-style-type: none"> The service philosophy will guide all aspects of the service. Staff will share values through this philosophy. Management will seek staff and stakeholder input to ensure that this is a collaborative approach. Management and staff will abide by the service philosophy. Management and staff will review it annually. <p>Risk Management</p> <ul style="list-style-type: none"> Systems are in place to manage and minimise risk within the service. All prescribed information is available and abides by National Law and Regulation. Approved provider will ensure that there are facilities for storage of confidential records at the service. Management will ensure that children's program information is shared in a way that respects the rights of children and families to privacy and confidentiality. At induction nominated supervisor will make educators aware of risk, responsibilities, policies, and procedures. Risk assessments are reviewed by nominated supervisor at 6 monthly intervals to ensure that information is accurate and up to date. Risk management procedures will be completed at the introduction of new equipment resources and changes to the environment within the service. <p>Roles and Responsibilities</p> <ul style="list-style-type: none"> A thorough induction process will be given to all staff on commencement at the service. A code of conduct will be given to all new staff members and a signed copy kept on staff file. All staff will have clear guidelines of their role in the service and expectations of this role, and this will be outlined in the position description. Role responsibilities will be introduced to a potential educator at interview process to ensure that as a service we are open and transparent and are clear with our expectations. <p>Continuous Improvement</p> <ul style="list-style-type: none"> The service is reflective and conducts self-assessment in order to be aware of change required in the service. The service will seek input from stakeholders through various avenues such as surveys, emails, documentation, and conversation. |

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- The service has developed an ongoing Quality Improvement Plan and regularly reviews and updates this in consultation with children, families, staff, and community.
- The service will use reflections of children's learning and development to plan, implement and evaluate programs and to support children in achieving outcomes.

Each member of the team plays an important role in the implementation of each policies guidelines, and they are outlined as below but not limited to the following:

The Approved Provider

- Will ensure that the service has appropriate systems and policies in place for the effective governance and management of the service.
- Will ensure that the prescribed information is on display and maintained by the nominated supervisor.
- Will provide information to the regulatory authority upon request in relation to being a fit and proper person.
- Ensure that the service is insured and display this certificate in the service.
- Adopt quality governance and management processes, procedures, and practices, in line with the
- National Quality Standard, in particular Quality Area 7 – Governance and Leadership.
- 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.
- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the policy and procedures.
- Ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements.
- Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Ensure the policy is kept up to date with current legislation, research, and best practice.

The Nominated Supervisor

- Ensure that regulatory obligations are met in relation to governance and management.
- Implement 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 as set out by approved provider.
- Develop and review the service philosophy on an annual basis.
- Ensure that the family of a child at the service is welcomed to enter the premises when the child is being educated and cared for except in the case of a court order.
- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.
- Ensure they take reasonable steps to ensure that the educators, staff, and volunteers follow the policy and procedures.
- Ensure they provide the educators, staff and volunteers the documentation to perform their role, follow policy and procedure and ensure they are checking the documentation according to regulatory and service requirements.
- Ensure that a rigorous recruitment process is completed, and a thorough induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.

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| | <ul style="list-style-type: none"> Ensure that the staff are supported with ongoing professional development and training they require to comply with this policy. Will encourage feedback from stakeholders and staff regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. Ensure the policy is kept up to date with current legislation, research, and best practice. Conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy. <p>Educators</p> <ul style="list-style-type: none"> Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations. Ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure. Ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service. Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service. Will provide feedback to the nominated supervisor or approved provider regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. Will provide feedback regarding policy review when required. |
| REGULATION IMPLEMENTATION | The following procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy. |
| In regard to regulation 29- Condition on service approval-prescribed insurance and Regulation 180 – Evidence | <p>Approved Provider will</p> <ul style="list-style-type: none"> May only operate an education and care service providing that they have public liability insurance of \$10,000,000 or a policy of insurance or an indemnity against public liability provided by the Government of a state or territory. Nominated supervisor will advise approved provider when insurance is due for renewal. Nominated supervisor will display certificate in the foyer and or ensure it is readily available. Insurance certificate will be made available to the regulatory authority if requested. |
| In regard to regulation 31- Condition on service approval-Quality improvement plan and regulation 55 – Quality Improvement Plan regulation 56- review and Revision of Quality Improvement plan. | <p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that the service has a current Quality Improvement Plan- QIP and that it is available to all stakeholders, the regulatory authority or an authorised officer and is kept at the service at all times. Ensure Quality improvement plan must be formulated within 3 months of the granting of service approval. It must highlight improvements planned for the service and be inclusive of the service philosophy. Quality improvement plan must be updated at least annually or sooner if directed by the regulatory authority and all stakeholders must be given opportunity to have input. Quality improvement plan should commence review by completing a self-assessment of the service, this will highlight strengths and improvements. It can be placed in foyer in a paper version and approved provider will advise nominated supervisor to seek input from families through questionnaires, email, surveys, newsletters. QIP will be reviewed by staff at staff meetings through the same process asking questions, constantly reviewing self-assessment adding to strengths and brainstorming strategies for improvement. |
| In regard to Regulation 84- Awareness of child protection law | <p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that nominated supervisor and all staff at the service are aware of the current child protection law in the provider's jurisdiction and understand their obligations under that law. Ensure that nominated supervisor and all educators and staff are aware that it is an offence under the National Law to subject a child being educated and cared for by an approved service to any form of corporal punishment, or any discipline that is unreasonable in the circumstances. Be committed to ensuring that nominated supervisor and staff follow all state and territory government procedures to protect children within the service. Ensure that nominated supervisor and staff are aware of their commitment to child protection, their mandatory obligation and ensure there are clear procedures in place for reporting suspected child abuse as per the child protection policy. |

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| | <ul style="list-style-type: none"> Ensure nominated supervisor and staff keep up to date and comply with any relevant changes in legislation and practices in relation to this policy. Ensure practices are in place to ensure that all staff, volunteers, and students hold a current Working with Children Check prior to commencement of employment, and it is checked according to state regulations. Ensure nominated supervisor updates child protection annually. Ensure no volunteers/students, parents/guardians and other visitors to the service are left alone with individual children or groups of children. Ensure where the service has been notified of a court order prohibiting an adult from contacting an enrolled child, such contact does not occur while the child is on the service premises. Ensure nominated supervisor, staff, volunteers, and students undertake appropriate training and education on child protection, including recognising the signs and symptoms of child abuse know how to respond, and understand processes for reporting and managing concerns/incidents. Ensure the nominated supervisor understands their obligation of reporting any suspected harm or abuse of a child to the regulatory authority. Ensure all staff have undertaken current child protection legislation training, including on mandatory reporting requirements and obligations in their state/territory. If not, develop a plan to ensure training is undertaken in a suitable period and updated annually. |
| In regard to regulation 104- fencing requirements | <p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that any outdoor space used by children at the education and care service premises is enclosed by a fence that will not allow children preschool age or under to be able to go through it, over it or under it. Ensure the existing fence must not be altered to the point that children can gain access over it or under it, therefore no equipment, ladders, boxes, garden beds must be placed against any external fences. Ensure that nominated supervisor monitors this by walking through outdoor areas at regular times throughout the day and alerting staff or children to any unsafe practices. Ensure staff monitors children's play by actively supervising and redirecting children from placing equipment near to the fence. Ensure Open record and close records will be completed to ensure that this practice is checked for and amended if required. Ensure any compromise to any fences must be reported immediately to the nominated supervisor for emergency repairs. Ensure if a fence is broken and could potentially allow children access then all play must be moved to indoors or another area until fence is fixed. |
| In regard to regulation 106 – Laundry facilities | <p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure all staff have access to laundry facilities at the service. Ensure these areas be kept clean, tidy and are not a risk to health and safety. Ensure they must not be accessible to children all laundry doors must be locked. Ensure all staff in younger rooms will have access to a soiled clothing bin. This should have a lid that closes fully, all soiled clothing placed in a plastic bag in the bin with child's name on bag, be out of reach of children and the nominated supervisor should implement a process for families to be made aware of soiled clothing- tags on personal bags/ email alert / notice at sign in etc. |
| In regard to regulation 107- Space requirements – indoor space 108- Space requirements – outdoor space | <p>Approved provider will</p> <ul style="list-style-type: none"> Ensure the indoor space must have 3.25 metres of unencumbered space for each child attending the service. Ensure the indoor space does not include storage space, walkways, toilet and nappy change areas, kitchen area. Ensure the outdoor space has 7 metres of unencumbered space for each child attending the service. Ensure the outdoor space does not include car park, storage shed walkaway or pathway. Ensure if any of these areas are compromised or will be compromised due to renovation, damage after a storm, damage occurring due to age etc, then the nominated supervisor must inform approved provider immediately and the area must be sealed off from access to children if it poses a risk to their safety. |

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| | <ul style="list-style-type: none"> Seek a waiver from the regulatory authority especially in the event of a renovation that will decrease the access of outdoor or indoor space to the children. |
| In regard to regulation 109 – toilet and hygiene facilities | <p>Approved provider will</p> <ul style="list-style-type: none"> Ensure that there are adequate, developmentally, and age-appropriate toilet, washing and hand drying facilities for use by children being educated and cared for by the service. Ensure they will be clean and well stocked, and staff will complete checks on the bathrooms throughout the day to ensure that children have access to supplies. Ensure children will be monitored by staff when bathrooms are in use and staff will encourage children to perform hygienic toileting practices. Ensure in the event that there is any damage or any of the facilities break down staff must inform nominated supervisor immediately in order to seek professional services to rectify problem. Ensure buckets of water must never be left in bathrooms for children to access. Ensure wet floor signage will be placed in bathrooms after mopping floors or any water spills. |
| In regard to regulation 109 – Ventilation and Natural light | <p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that all children attending the service have access to ventilation – fresh air and natural light. Ensure staff will avoid air conditioners and fans when the weather is at a pleasant temperature and open windows instead to ensure children are getting fresh air. Ensure harsh fluorescent lights will be turned off if not required – use of lamps or open window light is preferable. |
| In regard to regulation 157- Access for parents | <p>Approved Provider/ Nominated supervisor will</p> <ul style="list-style-type: none"> Allow access to a parent of a child that is being educated and cared for at the service at any time. This does not mean that a family member can enter the service if they pose a risk to the safety and wellbeing of the staff and children in the service. They may not enter if there is a court order in place restricting their access to the child. Ensure staff are made aware of court orders and these will be placed in staff room and discussed at staff meetings, inductions and at times if new circumstances arrive. Nominated supervisor is responsible for sharing this information. Ensure nominated supervisor will practice regular lockdowns with staff to ensure if in the event of an aggressive parent the service can lockdown with ease. Refer emergency evacuation and lockdown policy. |
| In regard to regulation 158 - Children's attendance record to be kept by approved provider and 160- Child enrolment records to be kept by approved provider and 161- Authorisations to be kept in enrolment record and 162 -Health information to be kept in enrolment record | <p>Approved provider will</p> <ul style="list-style-type: none"> Ensure on arrival all children will be signed into the service. This needs to reflect the date and time of arrival and signature of authorised person who is signing in the child/ren. <p>Enrolment records must include but not be limited to the following for each child that is enrolled:</p> <ul style="list-style-type: none"> The full name, date of birth and address of the child. The name, address and contact details of— Each known parent of the child. Any person who is to be notified of an emergency involving the child if any parent of the child cannot be immediately contacted. Any person who is an authorised emergency contact. Any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child. Any person who is authorised to authorise an educator to take the child outside the education and care service premises. Details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities, or authorities of any person in relation to the child or access to the child. Details of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person. The gender of the child. The language used in the child's home. The cultural background of the child and, if applicable, the child's parents. Any special considerations for the child, for example any cultural, religious, or dietary requirements or additional needs. |

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| | <ul style="list-style-type: none"> The relevant authorisations set out in regulation 161. The relevant health information set out in regulation 162 <p>The health information to be kept in the enrolment record for each child enrolled at the service is—</p> <ul style="list-style-type: none"> The name, address and telephone number of the child's registered medical practitioner or medical service. The child's medicare number Any specific health requirements for the child including any medical condition such as anaphylaxis, asthma, diabetes A medical management plan, anaphylaxis medical management plan or risk minimisation plan to be followed by a medical practitioner. Any dietary restrictions for the child The immunisation status of the child. |
| In regard to regulation 167 – Record of Service compliance | <p>Approved provider will</p> <ul style="list-style-type: none"> In the event that the service receives a compliance notice or has any amendments to the service approval, the approved provider or nominated supervisor will keep a record of compliance on the premises. <p>The record will include the following and can be stored in a folder or on a file on the computer desktop</p> <ul style="list-style-type: none"> The record must include the following: Details of any amendment of the service approval – the reason for the amendment/ the date it took place/ the date it ceases. Details of any suspension of the service approval – the reason for suspension/ the date on which it took place/ the date it ceases. Details of any compliance notice issued to the approved provider- the reason stated for the compliance/ steps specified in the direction and the date the steps must be completed/ supporting documents. |
| In regard to regulation 168- Education and care service must have policies and procedures. | <p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that obligations under the Education and Care Services National Law and National Regulations are met. Ensure they take reasonable steps to ensure that the policy and procedures are current, reviewed regularly and communicated to educators, staff, and stakeholders. Take reasonable steps to inform and support educators and staff regarding their responsibilities in implementing the policy and procedures at all times. Take reasonable steps to ensure that nominated supervisor, educators, staff, and volunteers follow the policy and procedures. Ensure copies of the policy and procedures are readily accessible to nominated supervisor, educators, staff, stakeholders, and volunteers and are available for inspection. Notify families at least 14 days before changing the policy or procedures if the changes will: <ul style="list-style-type: none"> 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. Ensure policies and procedures regarding regulatory requirements are in place at the service. Ensure that a suitable Nominated supervisor is in place and will monitor practices and procedures relating to all policies in the service. Ensure policies and procedures are reviewed at least annually and changes are made if required prior to this review. Ensure all stakeholders are involved in the review. Ensure the service is conducive to a child safe environment and guidelines set out in the policy and procedure are clearly outlined. |
| In regard to regulation 170- Policies and procedures to be followed. | <p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that all staff and volunteers are made aware of Regulatory policies and procedures by ensuring that this forms a part of the induction process. Ensure probationary reviews will be conducted once new staff are appointed at the 3- month and 6-month mark to ensure that they are following policy and procedure and to review and revise regulatory policies. |

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| | <ul style="list-style-type: none"> Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure and further training and revision of procedural practices in relation to policy and procedure. Ensure annual review and revision of policies and procedures will be conducted, and all educators will be given the opportunity for input. |
| In regard to Regulation 171- Policies and procedures to be kept available. | Approved Provider will <ul style="list-style-type: none"> Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process. Ensure policies will be available on request for all staff members to have access when required. Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge. Ensure policies will be available for all stakeholders when requested and when updating. |
| In regard to Regulation 172- Notification of change to policies or procedures | Approved Provider will <ul style="list-style-type: none"> Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure, provide further training and allow for input if required in relation to policy and procedure. Ensure stakeholders will be invited to provide feedback for policies and procedures at any time, not just on annual review but will also be invited to add feedback at review time or after an event that may require change to policy or procedure. Ensure policies and procedures will be emailed or put on display in the foyer for stakeholders to have the ability to provide feedback. Ensure feedback will be considered from stakeholders and educators and may result in a change in policy. Ensure policy and procedure may be changed at any time if there has been an incident in the service that has required a change to be implemented for the safety and health of children and or educators. Ensure in the event of a change to a policy after feedback or a situation that occurs, we will provide 14 days' notice to all stakeholders before the change takes effect. |
| In regard to Regulation 173- Prescribed information to be displayed | Approved Provider will <ul style="list-style-type: none"> Display the following information at the service by completing the service information record. Service information must include the following Provider approval- the name of the approved provider/ the approved provider number and any conditions on the provider approval. Service approval – the name of the education and care service/ the service approval number/any conditions on the service approval. Nominated supervisor name/s Rating results -the current rating levels for each quality area stated in the National Quality Standard/ the overall rating of the service. Service Waivers -the details of the waivers including- the elements of the National Quality Standard and the regulations that have been waived/ the duration of the waiver/ whether the waiver is a service waiver or a temporary waiver. Service information- the hours and days of operation of the education and care service/ the name and telephone number of the person at the education and care service to whom complaints may be addressed/ the name and position of the responsible person in charge of the education and care service at any given time/ the name of the educational leader at the service/ the 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/if applicable, a notice stating that there has been an occurrence of an infectious disease at the premises. |
| 175- Prescribed information to be notified to Regulatory Authority and 176- Time to notify certain information to Regulatory Authority. | Approved Provider will <ul style="list-style-type: none"> In the event of a death of a child or a serious complaint as soon as practicable but within 24 hours the regulatory authority must be notified. In the event of any other serious incident circumstance arising at the service that poses a risk to the health, safety or wellbeing of a child or children attending the service OR any incident where the approved provider reasonably believes that physical abuse or sexual abuse of a child or children has occurred or is occurring at the education and care service Or an allegation of |

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| | <p>physical or sexual abuse of a child or children (other than an allegation raised as a formal complaint) other, the nominated supervisor will alert the approved provider and a full investigation will occur.</p> <ul style="list-style-type: none"> Once a complaint has been notified to the service, approved provider must ensure that the complainant has been given an opportunity to discuss in private and all information is documented and that the nominated supervisor follows procedure and refers to the serious reporting record. |
| <p>In regard to Regulation 177- Prescribed enrolment and other documents to be kept by approved provider and 181- Confidentiality of records kept by approved provider and 183- Storage of records and other documents and 184- Storage of records after service approval transferred</p> | <p>Approved provider will</p> <ul style="list-style-type: none"> Ensure that there is a dedicated physical space for the secure storage of paper records, preferably in a locked filing cabinet or a dedicated room that can be locked by nominated supervisor. Ensure that the service computer is password protected and has current security protection for the storage of documents and records on the system. Ensure that nominated supervisor regularly reviews records and archives accordingly. Have a system to store, retain and dispose of records and archive correctly by utilising the archive record. Ensure that there is a process to update relevant records. Ensure all records relating to children and staff are to be kept confidential and private except when needing to access medical records for children or in the event of a regulatory authority visit and an officer requires access to documentation. Ensure certain records must be kept for different periods of time and when archiving the nominated supervisor /staff member must box documents according to the length of storage time required. Ensure until a child is 25 years after any Incident, injury trauma and illness that occurred at the service and is recorded. 7 years after the death of a child. 3 years 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 at the service. Ensure any record relating 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. Ensure any record relating 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 the event of any other record, until the end of 3 years after the date on which the record was made. In the event of a service approval being transferred under the Law, the transferring approved provider must transfer the documents referred to in regulation 177 relating to children currently enrolled with the service to the receiving approved provider on the date that the transfer takes effect. Ensure the transferring approved provider must not transfer the documents relating to a child under subregulation (1) unless a parent of the child has first consented to that transfer. |
| <p>In regard to Regulation 185- Law and regulations to be available</p> | <p>Approved provider will</p> <ul style="list-style-type: none"> Ensure that a copy of the National Law and regulations is readily available at all times for nominated supervisor, staff, volunteers, and families to access if they require. Best practice would be to have a paper copy available in a designated folder indicating what is in the folder. |
| <p>KEY TERMS</p> | <ul style="list-style-type: none"> ACECQA – Australian Children’s Education and Care Quality Authority. The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources, and services to support the sector to improve outcomes for children. Governance - (as defined by the Australian Institute of Company Directors) includes the management, rules, relationships, policies, systems, and processes whereby authority within an organisation is exercised and maintained. Simply put, an organisation’s governance controls the manner in which its business is organised, managed, and operated. Governance defines |

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| Policy Name | GOVERNANCE and MANAGEMENT POLICY | | | Policy Version | V.7 |
| Owner | Fishbowl Service Support Pty Ltd | | | | |
| Policy published | February 2019 | Last review date | February 2025 | Next review date | February 2026 |
| Service Support Within Reach | Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice | | | | |

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| | <p>who makes the decisions, what policies or processes are adopted, how risks are managed and how the organisation remains financially viable</p> <ul style="list-style-type: none"> ▪ Stakeholder - a person or group of people who have an interest in a business, a person such as an employee or customer. They have a sense of responsibility toward it and an interest in its success. |
| WE GRATEFULLY ACKNOWLEDGE THE FOLLOWING SOURCES | <ul style="list-style-type: none"> ▪ Australian Children's Education & Care Quality Authority. ACECQA ▪ Code of Ethics ▪ Education and Care Services National Regulations. ▪ Education and Care Services National Law Act 2010 ▪ Earlychildhoodqld.gov.au ▪ Early Childhood Resource Hub erch.edu.au ▪ Early Childhood Australia.org.au ▪ Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. ▪ Guide to the National Quality Framework. ▪ National Quality Standard. ▪ United Convention on the Rights of the Child |

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