7.01. GOVERNANCE AND MANAGEMENT OF SERVICE

QUALITY AREA 7 | VERSION 6.0

Regulatory Policy & Procedure

Statement of Commitment

Wyndham City Council is committed to safeguarding children younger than 18 and ensuring their active participation as valued members of our community, while fostering a child-safe environment. We focus on early identification of risks to protect children from harm, whether caused by adults, harmful behaviours between children, exposure to family violence, or concerns like grooming, cumulative harm, or neglect.

We encourage the reporting of any concerns or suspicions of child abuse or harm. The Reportable Conduct Scheme improves how organisations respond to allegations of abuse, harm, neglect, and risk to children. Under this scheme, the CEO, or their delegate, must report any allegations of child-related misconduct to the Commission for Children and Young People within a specific timeframe.

All allegations are taken seriously, and reporting does not require agreement on the conduct. Concerns can be reported to a line manager or directly to the Senior Child Safe Advisor. Investigations will be conducted by an external party under the oversight of relevant authorities, including Victoria Police, the Department of Families, Fairness and Housing, and Child Protection.

Furthermore, Wyndham City Council has also publicly declared its commitment to being a Child Safe Organisation on our external website and recognises the importance of Child Safety in the provision of quality community services. All children and young people who attend services, programs, events, and community spaces have a right to feel safe, be safe, and be heard. We are committed to maintain a child safe environment, and value a culture of safety within council and its operations.

There are also behavioural expectations to recognise the importance of an inclusive and welcoming environment to all children & young people of the wider community including Aboriginal and Torres Strait Islanders, culturally and/or linguistically diverse, those with a disability and promoting an environment with no tolerance for racism.

Purpose

This policy outlines the duties, roles, and responsibilities of how the Wyndham City Early Education and Care Services (EECS) will meet its legal and financial obligations.

Policy Statement

Wyndham City is committed to effective governance of its early educations and care service provision and operations.

Wyndham City is a cluster management organisation operating 23 Early Education and Care Services across the municipality. In addition to providing Early Educations and Care Services, Council also provides a Preschool Field Officer Service to support the inclusion of children with additional needs.

Early Educations and Care Services in Wyndham are managed by the Early Education and Care Services Unit and report to the Manager of Community Support, within the City Life Directorate.

Scope

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge, early childhood teachers, educators, and staff.

7.01. GOVERNANCE AND MANAGEMENT OF SERVICE

QUALITY AREA 7 | VERSION 6.0

Responsibilities	Approved Provider and EECS Unit	Nominated Supervisors/ Team Leaders	Early Childhood Teacher, Educators, and other staff	Family, parents/guardians	Contractors, volunteers, and students
Ensure all obligations under the *Education and Care Services National Law and National Regulations* are met.	✓	✓	✓		✓
Ensure all obligations under other laws relevant to ***governance*** and management of the service are met.	✓	✓	✓		✓
Display the prescribed information outlined by legislation. *(Process 7.1.1: Prescribed Information to be displayed & Available)*	✓	✓			
When requested, provide information to the Department of Education (DE) in relation to being a fit and proper person.	✓				
Ensure the service is insured and keep evidence of this.	✓				
Ensure the number of children at the service does not exceed the maximum in the service approval.	✓	✓			
Ensure that the family of a child attending the service is permitted to enter anytime the child is in attendance.	✓	✓	✓		
Adopt quality governance and management processes, procedures, and practices, that adhere to the *National Quality Framework.*	✓	✓	✓		
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.	✓	✓			
Develop, assess, and approve EECS and the ***service philosophy***, purpose, strategic direction, and initiatives.	✓	✓	✓		
Take reasonable steps to ensure that nominated supervisors, staff and volunteers adhere to the *Governance and Management Policy* and procedures.	✓	✓			
Ensure copies of this policy are readily accessible to nominated staff and families, and always available for inspection.	✓	✓			
Notify families at least 14 days before changing the policy 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.	✓	✓			
Ensure all reporting and reporting requirements are met.	✓	✓			
Notify DE of any changes relating to the approved provider, nominated supervisor or operational changes.	✓	✓			
Notify DE of any serious incidents, and complaints relating to a serious incident or where the Law has been contravened.	✓	✓	✓		
Ensure the health, safety, and wellbeing of children in the service and take every reasonable precaution to protect children from harm and hazard.	✓	✓	✓		✓
Ensure the service ***QIP*** is reviewed every quarter, kept on the premises, and is made available for inspection and to families.	✓	✓	✓		
Ensure requirements relating to the physical environment, space, equipment, and facilities are met.	✓	✓	✓		✓
Ensure children's educational and developmental needs are met.	✓	✓	✓		✓

7.01. GOVERNANCE AND MANAGEMENT OF SERVICE

QUALITY AREA 7 | VERSION 6.0

Responsibilities	Approved Provider and EECS Unit	Nominated Supervisors/ Team Leaders	Early Childhood Teacher, Educators, and other staff	Family, parents/guardians	Contractors, volunteers, and students
Ensure requirements relating to staffing are met.	✓	✓	✓		
Ensure all roles and responsibilities are clearly defined, understood, and support effective decision making and operation of the service.	✓	✓			
Ensure staff performance is regularly evaluated, and individual plans are in place to support learning and development.	✓	✓	✓		
Ensure no staff to whom a prohibition notice applies are engaged by the service.	✓				
Ensure the educational leader is supported to lead the development and implementation of the educational program and assessment and planning cycle.	✓	✓			
Ensure requirements relating to the nominated supervisor and responsible person are met.	✓				
Keep record of the service's compliance with the information listed in *Regulation 167.*	✓	✓	✓		
Keep record of enrolment and other documents listed in *National Law: Section 175* at the service and ensure it is available for inspection by an authorised officer.	✓	✓	✓		
Ensure records are kept confidential and not divulged except as permitted under *Regulations 181 and 182.*	✓	✓	✓		
Ensure records are stored safely and securely for the period set out in *Regulation 183.*	✓	✓	✓		
All records required under regulation must be accurate and available to families to be viewed when requested.	✓	✓	✓		

Definitions

The terms defined in this section relate specifically to this policy:

Governance: The process by which organisations are directed, controlled, and held to account. It encompasses authority, accountability, stewardship, leadership, directions, and control exercised in the organisation (Australian National Audit Office, 1999).

Quality Improvement Plan (QIP): A document created by an approved provider to help self-assess service performance in delivering quality education and care and to plan future improvements.

Service philosophy: A statement the approved provider must develop and include in their QIP that outlines the purpose and principles under which the service operates.

Legislation and Standards

Relevant legislation and standards include but are not limited to:

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- National Quality Standard, Quality Area 7: Governance and Leadership

7.01. GOVERNANCE AND MANAGEMENT OF SERVICE

QUALITY AREA 7 | VERSION 6.0

Related Appendices & Documents

- Appendix 7.1.1: Hours and Days of Operation
- Appendix 7.1.2: Nominated Supervisor and responsible Person/s
- Process 7.1.1: Prescribed Information to be displayed & available

Related Policies

- Code of Conduct
- Code of Ethics
- Dealing with Compliments and Complaints
- Enrolment and Orientation
- Privacy and Confidentiality
- Staffing Arrangements

Authorisation and Version Control

Version	Objective ID	Action	Date	Endorsement date	Next Review Date
3	A2340472	Minor Changes - wording	13/11/2018	KK 22/01/2019	2021
4	A3906260	Addition of WCC Commitment to Safety	7/06/2022	TP	2025
5	A4673755	Policy format updated. Minor wording changes	July, 2023	TP	July, 2026
6	A4673755	Updated Wyndham City's Statement of Commitment to a Child Safe Organisation – as per Wyndham City's Child Safe Management page	23/06/2025	TP 	July, 2026