

ECEC Policy 23

Governance (including CCS Governance)

Controlled Document

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Statement

The Governance Policy provides the overall direction, effectiveness, supervision and accountability of a Service. The approved provider and 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 Service. This governance framework operates within the authority and accountability structures of CatholicCare Wollongong and the Catholic Diocese of Wollongong.

Paramount Consideration

In accordance with section 3A of the Education and Care Services National Law (NSW), the safety, rights and best interests of children are the paramount consideration in all decisions, actions and governance arrangements relating to the operation and delivery of the Service.

This obligation applies to the Approved Provider, Persons with Management or Control, the Leadership Team, nominated supervisors, educators, staff, students and volunteers, and overrides all other considerations, including financial, operational, business or convenience-based interests.

Purpose

Our Service 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), My Time, Our Place (MTO): Framework for School Age Care in Australia and the National Quality Standard. 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 children, families, staff, educators, management, approved provider, nominated supervisor, students, volunteers and visitors of the Service.

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 service and that they take reasonable steps to ensure those policies and procedures are followed. ACECQA 2021.

Governance is the process that directs and controls our Service, ensuring accountability, and supporting decision making. The approved provider and nominated supervisor of the Service accept the legal responsibilities associated with establishing, administering, and maintaining the Service. Management may include Persons with Management or Control of the Service (PMC) as defined by ACECQA and the Family Assistance Law. Persons with Management or Control may participate in executive or financial decision-making or have authority or responsibility for, or significant influence over, the planning, direction or control of the activities or the delivery of the education and care service (ACECQA 2023). Our Service has the following established positions:

- Approved provider
- Nominated supervisor
- Educational leader
- Persons with Management or Control
- Responsible persons

Service-level leadership operates within the delegations and governance structures established by CatholicCare Wollongong.

Governance Structure

The legal entity 'Trustees of the Roman Catholic Church for the Diocese of Wollongong' (commonly known as the Catholic Diocese of Wollongong) is incorporated under the Roman Catholic Church Property Act 1936.

Catholic Family Welfare Services (t/a CatholicCare Wollongong) is the Approved Provider of services. CatholicCare is one of four divisions of the Diocese of Wollongong with its own ABN (96 760 398 961) and separate financial accounts which are subject to internal and external audit.

The governance system of CatholicCare Wollongong is set out in the CatholicCare Governance Manual which includes, as attachments, the Mandate of the Bishop and the Constitution. It sets out the role and responsibilities, in relation to CatholicCare Wollongong, of:

- The Bishop of Wollongong

- The Director of CatholicCare Wollongong (CEO)
- The CatholicCare Executive Leadership Team (CELT) including the Chief Operating Officer, has overall responsibility for the sustainability and relevance of the service.
- The CatholicCare Advisory Council (CAC) which advises both the Bishop and the Director

CatholicCare Wollongong will direct their activities towards achieving the organisation's goals and implementing the organisation's Quality Improvement Plan by guiding and monitoring the organisation's business and affairs in line with the organisation's philosophy.

In carrying out its responsibilities, CatholicCare Wollongong undertakes to maximise the value and contribution of the organisation to the employees and families and children using the service. In serving these interests there is an implicit understanding that the rights of the child are paramount in all decision making.

CatholicCare Wollongong (*registered as Catholic Family Welfare Services*) is the employer of all staff of the organisation and the Approved Provider of education and care under the Children Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011. and the National Family Assistance Law.

National Quality Framework (NQF) And National Quality Standard (NQS)

Our Service will ensure full compliance with the National Law and National Regulations at all times, and the approved provider will maintain provider approval under the NQF by continuing to meet all eligibility, suitability, and operational requirements to deliver education and care Services. The approved provider will follow and implement all directions or orders issued by the regulatory authority or Minister of Education. Our Service will participate in the NQS process as outlined within the Guide to the National Quality Framework. The approved provider and nominated supervisor will ensure all educators and staff are prepared for assessments and ratings, ongoing quality improvement, and compliance with all regulatory requirements. The Service strives to achieve high-quality outcomes and continuous improvement across all seven Quality Areas as defined in the NQS of the NQF.

Notification and reporting

The approved provider is responsible for ensuring all notification and reporting requirements are met regarding the National Quality Framework, Family Assistance Law, Child Protection, Reportable Conduct Scheme, taxation and other legislation as required, as outlined in [Notification types and timeframes | ACECQA](#). 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, through the NQA ITS within the specified timeframes as outlined with the National Quality Framework. All notifications made to the Department of Education as per Family Assistance Law are made via the Provider Portal or CCS Software via the PRODA portal. In all portals all information is current and maintained.

Childcare Subsidy (CCS) Governance

Approved Provider details

CatholicCare Wollongong, as the Approved Provider, must hold approval from a delegate of the Secretary of the Department of Education to claim Child Care Subsidy and pass this on to families as a fee reduction. The Approved Provider will ensure all reporting and compliance requirements for claiming and administering Child Care Subsidy payments are met. This includes the Approved Provider undertaking fit and proper person checks and required background checks for all relevant key personnel, including Persons with Management or Control.

The approved provider will ensure the service is approved under the Education and Care Services National Law and maintains Provider and Service Approval, including meeting requirements of the National Quality Framework. The Approved Provider will continue to meet the conditions for Child Care Subsidy approval as outlined within the Childcare Provider Handbook.

Under Family Assistance Law, the Approved Provider must ensure background checks are undertaken for:

- each person who has management or control of the provider
- each person who has responsibility for the day-to-day operation of the service

Persons with management or control of the provider

Persons with Management or Control are individuals who participate directly or indirectly in decision-making or management of the Approved Provider (the legal entity) that operates childcare services. Persons with Management or Control include:

- members of the group responsible for executive decision-making of the Approved Provider
- persons who have authority or responsibility for, or significant influence over, planning, directing or controlling the activities of the Approved Provider
- persons responsible for the day-to-day operations of the Approved Provider (whether or not employed by the provider)
- persons responsible for the day-to-day operation of a childcare service for which the Approved Provider is approved or seeking approval (whether or not employed by the provider)

Depending on the organisational structure and an individual's level of influence, Persons with Management or Control may include executive officers, board or council members,

officers of a body corporate, partners, members of a governing body, and senior management positions within CatholicCare Wollongong.

Provider Personnel who are authorised by the Approved Provider may undertake the following actions within the Child Care Subsidy System, subject to role-based access, internal controls, and delegated authority:

- change bank account details and other information regarding the childcare service
- add and remove other persons, such as persons responsible for the day-to-day operation of the Service, from the Child Care Subsidy System
- authorise data submission transactions to the Child Care Subsidy System
- notify the Department of Education of the cessation of operations
- apply to add or remove a service.

Provider and service personnel required checks

Under the Family Assistance Law, CatholicCare Wollongong, as the Approved Provider, will ensure that all relevant key personnel involved in the administration of Child Care Subsidy meet fit and proper person requirements.

The Approved Provider will ensure that:

- fit and proper person checks are completed for all relevant Persons with Management or Control and persons responsible for the day-to-day operation of a service
- evidence of completed checks is retained and can be provided to the Department of Education or other authorised bodies upon request. Details are maintained in PRODA.
- personnel records relating to fit and proper checks are reviewed and updated when personnel commence, change roles, or cease employment or engagement
- information submitted through PRODA or related CCS systems remains current and accurate

Provider personnel

Persons with Management or Control of the Approved Provider will undergo all relevant fit and proper checks as part of their PRODA registration to administer Child Care Subsidy on behalf of the Service.

These checks include:

- a Bankruptcy Register Search obtained through the Australian Financial Security Authority (no more than three months old)
- an Australian National Police Criminal History Check obtained from an accredited agency (no more than six months old)
- a current and historical personal name extract obtained through the Australian Securities and Investments Commission (no more than three months old)

- confirmation that the person does not appear on any banned or disqualified registers.

Evidence of these checks is maintained in accordance with CatholicCare Wollongong record-keeping, privacy, and confidentiality requirements.

Service personnel

Persons Responsible for the day-to-day operation of a Service will undergo the following relevant fit and proper checks:

- a copy of the results of an Australian National Police Criminal History Check obtained from the relevant state or territory police service or an agency accredited by the Australian Criminal Intelligence Commission, no more than six (6) months before the date of the application.

Details of the working with children cards required to be held under state or territory regulation.

Determining whether a person is fit and proper

CatholicCare Wollongong will determine whether a person is fit and proper to be involved in the administration of Child Care Subsidy in accordance with the Family Assistance Law.

In making this determination, consideration is given to matters including, but not limited to:

- compliance with criminal or civil law, including matters involving children, dishonesty or violence
- outcomes of court proceedings or findings of guilt
- any past administrative decisions relating to suitability to be involved in childcare
- evidence of fraud or dishonesty
- history of managing public funds and any current or past debts to the Commonwealth
- financial management history, including bankruptcy or insolvency
- potential or perceived conflicts of interest
- arrangements in place to ensure compliance with the Family Assistance Law by the provider and personnel.

These considerations inform governance decisions regarding CCS-related roles and approvals.

Review of Personnel to Ensure Fitness and Proper Standing

CatholicCare Wollongong is committed to ensuring that all personnel registered with PRODA as Persons with Management or Control of the Provider or Persons Responsible for the Day-to-Day Operation of the Service remain fit and proper in accordance with the Child Care Subsidy (CCS) Handbook and relevant legislative requirements.

This commitment includes, but is not limited to:

- ongoing training and professional development
- completion of national quality framework (NQF) professional development eLearning modules through ACECQA.
- completion of department of education online learning modules, including:
 - fit and proper person requirements
 - persons with management or control
 - other relevant modules as identified in the training catalogue
- regular review and assessment

Fortnightly review of personnel qualifications, registrations, and compliance with fit and proper requirements or as relevant personnel are on or off boarded.

- verification of professional development completion and maintenance of up-to-date records.
- documentation and record-keeping
 - maintenance of accurate, secure personnel records, including evidence of training, qualifications, and regulatory compliance.
 - documentation of any incidents or concerns that may impact a person's ongoing fit and proper status, with appropriate follow-up actions.
- ongoing accountability and oversight

Managers and Service Leaders are responsible for monitoring staff compliance with training and regulatory obligations.

Any change in a person's status that may affect their fit and proper standing will be reported to the relevant regulatory authority in accordance with CCS requirements.

Children's Health and Safety

CatholicCare Wollongong is committed to ensuring the safety, rights and wellbeing of all children in accordance with CatholicCare Wollongong's Child Safeguarding policies and the Child Safeguarding Code of Conduct. The Service implements these requirements under the Approved Provider's governance, oversight and accountability framework, with children's safety, rights and best interests as the paramount consideration.

CatholicCare Wollongong 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 following policies:

- *Administration of First Aid Policy*
- *Administration of Medication Policy*
- *Dealing with Infectious Diseases 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*
- *Water Safety Policy.*

Child Safe Environment

Our Service is committed to ensuring all educators, staff, students, and volunteers understand and implement our child safeguarding policies, including the Code of Conduct, Risk Management, Equity and Inclusion, Complaints Management, Disciplinary and Misconduct (Reportable Conduct), Training and Development, and Mandatory Reporting of Harm, Abuse, or Neglect (MRG). This supports a child-safe environment in line with the National Principles for Child Safe Organisations (Child Safe Standards) – Office of the Children’s Guardian.

No staff member, educator, or volunteer will engage in or overlook inappropriate conduct towards a child on Service premises, during activities, excursions, or related events. Children will be adequately supervised at all times, including when using digital devices as part of the educational program.

Access to the Service may be refused to any parent, guardian, or authorised person whose behaviour or circumstances pose a risk to children, staff, volunteers, or visitors. The approved provider will maintain copies of court or parenting orders in enrolment records to enforce restricted access where legally required.

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, Self-assessment and Quality Improvement Plan (QIP) (for the purpose of this document we use the department endorsed Self-Assessment Tool (SAT) in place of the QIP).

Our Service will develop a QIP within the first 3 months of operation in collaboration with children, parents/guardians, educators and the leadership team. The Service philosophy will reinforce all other documentation and everyday practices, reflecting the principles of the approved national framework: *Belonging, Being and Becoming: The Early Years Learning Framework for Australia, V2.0* and *My Time, Our Place: Framework for School Age Care in Australia, V2.0*.

The approved provider will ensure:

- the Service philosophy is developed to guide management, staff and business decisions and is included within the QIP
- the QIP reflects a culture of continuous improvement, assessing the Service's practices against the National Quality Framework and identifies areas of improvement
- the QIP is available at the Service premises upon request and is updated at least annually or upon request by the regulatory authority
- the QIP is submitted to the regulatory authority upon request within the required timeframe
- coherent aims and goals, reflecting the interests, values, and beliefs of all stakeholders, are
- developed and recorded within the QIP as part of the Service's self-assessment reflective procedures.

The Service continues to meet all regulatory obligations relating to Quality Improvement Plans under the National Regulations.

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 *Child Safe 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 CatholicCare Policies and Procedures. 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 the agency *Code of Conduct and Ethics Policy* and the *Child Safeguarding Code of Conduct Policy* provide guidance for all staff and educators to make personal and ethical decisions related to confidentiality, recruitment, duty of care, record keeping, professional relationships and appropriate use of resources within the Service.

Compliance with the Code of Conduct is mandatory and supports the Approved Provider in meeting its statutory duty to prioritise the safety, rights and best interests of children as the paramount consideration.

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 National Quality Framework, National Model Code, and 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. Refer to *the Record Keeping and Retention Policy* for notification requirements and timeframes to the regulatory authority, Department of Education or other authority.

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, quality ratings, any waivers, operating hours, contact details for complaints and the regulatory authority, and the names of the responsible person and educational leader. In relation to Service ratings, the approved provider must display the current and previous rating levels for each quality area under the NQS, the overall service rating, and any suspended or revoked ratings, as well as the quality rating certificate. The Service's quality and compliance history must be displayed, covering the past 2 years of compliance history, any prosecution information and compliance actions that are under review. Our Service will update the quality and compliance history statement following a change to NQS ratings issued or compliance notices issued, within 7 days.

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](#) 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 leadership 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 CatholicCare Wollongong's *Privacy 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 through the *Protected Disclosures Policy*. This process supports a culture of integrity and accountability.

Policy review and management

The approved provider will ensure policies and procedures are developed, implemented and maintained, in accordance with Reg. 168. 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, children and families.

Ethical decision-making

Our Services 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 (EYLF and MTOP), and the ethical standards within the Early Childhood Australia (ECA) and CatholicCare *Code of Ethics and Conduct Policy*.

Managing conflicts of interest

CatholicCare Wollongong is committed to managing conflicts of interest in a transparent, ethical and accountable manner in accordance with the *Conflict of Interest Policy*.

A conflict of interest may be actual, potential or perceived, and arises when personal, professional or financial interests could improperly influence, or be perceived to influence, decision making or actions undertaken on behalf of the Service or the Approved Provider.

All members of the Leadership Team, Persons with Management or Control, nominated supervisors, senior staff and any person involved in governance, financial oversight, recruitment, procurement, enrolment or decision-making processes must:

- identify and promptly declare any actual, potential or perceived conflict of interest;
- ensure conflicts are managed in accordance with the *Conflict of Interest Policy*;

- comply with directions relating to restriction, exclusion from decision making, or other management actions.

Where a conflict of interest exists, the person concerned must not be present for, contribute to, or influence discussion or decisions relating to the matter, unless otherwise determined through approved management strategies.

Conflicts of interest must be recorded in the CatholicCare Wollongong *Conflict of Interest Register*, maintained by People & Culture, and reviewed in accordance with agency requirements. Decisions regarding the management of conflicts of interest are made by the relevant Executive Manager, or by the Chief Executive Officer where the conflict involves an Executive Manager.

In managing conflicts of interest within education and care services, the statutory paramountcy obligation under section 3A of the Education and Care Services National Law (NSW) applies. Where a conflict arises between personal, financial or organisational interests and the safety, rights and best interests of children, decisions must always be made in favour of the child.

Failure to disclose or appropriately manage a conflict of interest may result in disciplinary action in accordance with CatholicCare Wollongong policies.

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 and MTOP). 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. An educational leader will be appointed and supported by the approved provider to lead the development and implementation of the educational program and assessment and planning cycle.

Management of complaints

Our *Client & Stakeholder Feedback (includes Compliments & 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.

All decisions relating to complaints, investigations and notifications involving children are undertaken with the safety, rights and best interests of children as the paramount consideration.

Business and financial plans

Our Services 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 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 will clearly demonstrate the ownership structure at the:

- Service premises,
- Service website and digital platforms and
- in any information required to be displayed under the National Law.

The approved provider is legally responsible for:

- ensuring that all governance, leadership, strategic, operational and financial decisions demonstrably apply the statutory paramountcy obligation under section 3A of the Education and Care Services National Law (NSW), so that the safety, rights and best interests of children are the paramount consideration in all decision -making;

- 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
- ensuring all staff and volunteers are aware of CatholicCare Wollongong's *Whistleblower Policy* and provide regular training to all staff and management on how to make a protected disclosure
- complying with all other NSW and Australian governments' legislation that impacts upon the management and operations of a Service
- ensuring compliance by all employees and educators with the National Quality Framework and other 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 access to the *Governance Policy* and procedure as part of their induction and are advised on how and where the policy can be accessed via the Document Control System
- 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).

In relation to CCS governance, the approved provider will:

- ensure the Service operates for a minimum of 48 weeks per year
- ensure the Service meets the eligibility requirements as described within the Childcare Provider Handbook

- continue to meet the conditions for service approval as outlined within the Childcare Provider Handbook
- use an approved and registered software provider to interact with the CCS system, including submitting data in accordance with the Childcare Provider Handbook
- identify specified personnel, including Persons with Management or Control, Persons with Day-to-Day Operation and Service Contacts
- ensure specified personnel have registered with PRODA
- identify and record any conflict of interest between specified personnel and the service operation
- ensure all specified personnel are “*fit and proper*” and remain fit and proper in accordance with conditions described within the Childcare Provider Handbook
- ensure specified personnel have completed all required background checks as per PRODA registration and Family Assistance Law requirements.
- ensure enrolment notices are completed for each child and submitted within 7 days from:
 - from the end of the week in which the provider and family made an arrangement
 - the provider or service being approved or
 - the end of a suspension
- ensure enrolment notices must include details as outlined with the Childcare Providers Handbook, p. 30
- ensure enrolment notices and arrangements are updated within 7 days if details have changed or if the enrolment ends
- create a Complying Written Agreement (CWA) for each child and ensure the CWA is signed by each family
- ensure the CWA includes information as outlines within the *Enrolment Policy* and Childcare Provider Handbook
- request families confirm enrolment notices through Centrelink
- ensure an appropriate arrangement of care is entered for each child
- follow legislated requirements as outlined within the Childcare Provider Handbook when entering third party payments
- ensure third party payments are calculated before CCS or ACCS is applied, conditions may apply where a state or territory government agency is contributing to childcare fee payments
- submit vacancies each week
- prioritise enrolments according to recommendations (services are not legally obliged to) from the Childcare Provider Handbook

- children at risk of serious abuse or neglect
 - a child of a sole parent who satisfies, or parents who both satisfy the activity test through paid employment
- submit sessions of care, ensuring sessions are not over 12 hours in length (or 2 sessions are submitted if session is over 12 hours)
- submit sessions of care within 14 days
- record and submit attendance actual time in or out for each child
- ensure sessions of care are submitted with details as outlined within the Childcare Provider Handbook and Family Assistance Law
- resubmit incorrect sessions of care within 28 days to which the report refers to
- provide a reason for session reports which are varied after 28 days, as per Childcare Provider Handbook
- ensure additional absences are recorded and evidence collected as per *Enrolment Policy*
- ensure CCS is not claimed if the service is closed. CCS may be claimed if the service is closed due to a public holiday or a period of emergency
- ensure ACCS – Child Wellbeing is administered according to the Childcare provider Handbook and *Enrolment Policy*
- keep records and evidence relating to the submission of ACCS
- reconcile CCS payments, entitlements paid to families and family payments within the CCS Software
- record payments made by families within the CCS Software
- calculate discounts prior to claiming CCS, the actual fee charged must be reported after discounts are applied. Staff discounts may be applied after CCS has been applied
- provide families with a Statement of Entitlement every 2 weeks. The Statement of Entitlement must include all details as outlined in the Childcare Provider Handbook and *Fees Policy* and relevant procedures.
- provide invoices to families each week, advising families of their gap fee payment obligations
- keep records as outlined within the *Record Keeping and Retention Policy* and Childcare Provider Handbook, including:
 - Complaints
 - Additional records (including attendance records)
 - Additional absence records
 - Copies of fee documents

- Notice about a child at risk
- Copies of evidence supporting approval applications for CCS
- Documenting police checks and Working with Children Checks/Clearances
- Notices provided by a state or territory body about a child at risk of abuse or neglect
- Evidence about a Persons with Management or Control or Persons responsible for the day-to-day operation of the service
- Evidence of police checks and Working with Children Checks/Clearances for specified personnel
- ensure records relating the CCS and the Family Assistance Law are kept for a period of 7 years
- keep staff details up to date for all staff
- Ensure notifications are made according to the Childcare Provider Handbook.

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 leadership 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.

Related policies

Code of Ethics and Conduct Child Safeguarding Code of Conduct Child Safeguarding Policy Child Safeguarding – Risk Management Child Safeguarding – Equity and Inclusion for Children and Young People Child Safeguarding – Child Safe Complaints Management Child Safeguarding – Disciplinary and Misconduct (Reportable Conduct) Child Safeguarding – Training and Development Child Safeguarding – Mandatory Reporting of Harm, Abuse and Neglect of a child (MRG) Child Safe Recruitment, Induction and Training Gifts and Donations Dealing with Infectious Diseases Policy Client and Stakeholder Feedback (includes compliments and complaints) Policy Delivery of Children to, and collection from ECEC Service Policy Medical Conditions Policy Administration of First Aid Policy Work, Health and Safety Policy	Emergency and Evacuation Policy Employment Screening & Ongoing Probity Checks Employee Induction Enrolment Policy Excursion/Incursion Policy Financial Delegations Incident, Injury, Trauma & Illness Policy Interactions with Children, Staff and Families Policy Acceptance and Refusal Authorisation Policy Nutrition Food Safety Policy Fees Policy Privacy Policy Whistleblower Policy Record Keeping and Retention Policy Recruitment & Selection Safe Arrival of Children Policy Safe Transportation Policy Safe Use of Digital Technologies and Online Environments Policy Sleep and Rest Policy Student, Volunteer and Visitor's Policy Sun Safe Policy Water Safety Policy
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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.

Relevant Legislation

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 2A	Paramount consideration—safety, rights and best interests of children
S. 3A	Paramount consideration
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. 174AB	Approved provider must notify Regulatory Authority of event under section 174AA
S. 175	Offence relating to requirement to keep enrolment and other documents
Part 6A	Devices in education and care services
S. 188	Offence to engage person to whom prohibition notice applies
S. 269B	National Early Childhood Worker 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
117C	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 records and other documents
184	Storage of records after service approval transferred
185	Law and regulations to be available

Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook

<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

Sources

Australian Children's Education & Care Quality Authority. (2025). Policy and procedure guidelines: Governance and management guidelines.

Australian Children's Education & Care Quality Authority. (2026). Guide to the National Quality Framework.

Australian Government Department of Education. (2024). Child Care Subsidy governance statement.

Australian Government Department of Education. (2025a). Child Care Provider Handbook.

Australian Government Department of Education. (2025b). Guide to additional Child Care Subsidy (child wellbeing).

Australian Government Department of Education. Applying for Child Care Subsidy (CCS) approval.

Australian Government Department of Education. Child Care Financial Integrity Strategy.

Australian Government Department of Education. Provider tool kit.

Children (Education and Care Services) National Law (NSW). (For NSW services only).

Early Childhood Australia. (2016). Code of ethics.

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.

Work Health and Safety Act 2011 (Cth).

Induction and ongoing training

- Induction and ongoing training will be implemented, on commencement and during staff meetings as required, focusing on this policy and related procedures.
- Information will be shared with relief/ casual educators on induction and as relevant to the environments that they are working in, their shift responsibilities and the children in their care.

Consequences of Policy Violations:

Violations of this policy may result in disciplinary action, up to and including termination of employment or contract. The severity of the consequences will depend on the nature and impact of the violation, as determined by CatholicCare Wollongong. People and Culture will review each case individually to determine appropriate actions based on the circumstances.

Policy created/ reviewed

Date	Major, Minor or Administrative	Description of Revision(s)
February 2026	Major	New policy

Monitoring, Evaluation and Review

This policy will be reviewed periodically to ensure its effectiveness and relevance. Any necessary updates or modifications to ensure compliance with legislative and standard requirements will be communicated to all employees, contractors, and representatives of CatholicCare Wollongong.

Other situations may include:

- Following an incident, to identify gaps and strengthen data protection measures.
- adoption of new tools or systems.

- mergers, restructuring, or shifts in services that impact on current processes.
- As part of routine evaluations to ensure policies remain effective and aligned with best practices.
- If client/s provide feedback or complaints, prompting a review for improvement.
- When inefficiencies or errors are identified.

The agency will formally review this Policy every three years as part of the policy's known life cycle period.