

GOVERNANCE POLICY

Updated: October 2024



What are we talking about in this document?

This policy is related to the overall direction and management of each service and Keiki Early Learning.



Who is this for?

This policy applies to children, staff, students, management, and visitors of the service.



Why do we need this policy?

We aim 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 Learning Frameworks and all quality and legislative requirements of the National Quality Standard.

‘People’s participation is the essence of good governance.’ – Narendra Modi



Key Terms

Term	Meaning	Source
Approved Provider	A person who holds a provider approval (National Law). A provider approval authorises a person to apply for one or more service approvals and is valid in all jurisdictions.	Guide to the NQF (Glossary)
Continuous Improvement	Ongoing improvement in the provision of quality education and care services.	Guide to the NQF (Glossary)
Governance	Refers to the systems in place to support effective management and operation of the service, consistent with Keiki’s Philosophy. Good governance requires effective management systems and clearly defined roles and responsibilities to support the effective operation of a quality service.	Guide to the NQF (Quality Area 7 – Governance and leadership)



The Important Stuff

Governance is the process by which the Service is directed, controlled, and held accountable to ensure the right decisions are made. The Approved Provider of the Service accepts the legal responsibilities associated with establishing and administrating the Service. The Nominated Supervisor accepts legal responsibilities for the administration and maintenance of the Service.

Roles and Responsibilities

Approved Provider Responsibilities

- Ensure compliance with the Education and Care Services National Law (WA) Act 2012 and the Education and Care Services National Regulations 2012

- Ensure compliance with all other state and federal legislation that impacts upon the management and operations of a service
- Comply with Family Assistance Law
- Display the prescribed information as listed in Regulation 173
- Ensure that parents of enrolled children have access to enter the premises
- Appoint a Nominated Supervisor/Centre Coordinator for the service
- Support the Nominated Supervisor within their role and provide resources required to be successful in their role
- Act honestly and with due diligence
- Ensure there is a sound foundation of policies and procedures
- Be an employer, including all legal and ethical responsibilities that this entails
- Manage control and accountability systems

Nominated Supervisor Responsibilities

In relation to legislative requirements

- Ensure compliance with the Education and Care Services National Law (Western Australia) and Education and Care Services National Regulations
- Ensure compliance with all other Western Australian and Australian governments' legislation that impacts upon the management and operations of a Service.
- Comply with family assistance law
- Comply with funding agreements where appropriate

In relation to the financial management of the service

- Ensure the Service remains financially viable and can meet its debts and other obligations as they fall due
- Review the Service's budget and monitor financial performance and management to ensure the Service is solvent at all times and has good financial strength
- Approving annual financial statements and overseeing the provision of required reports to authorities, including setting and maintaining appropriate delegations and internal controls

In relation to staffing

- Appoint an Educational Leader for the Service
- Ensure that staff WWCCs are current and valid
- Determine who is fit and proper by using the Responsible Person Policy and other related policies
- Ensure staff qualifications remain current (including first aid, child protection and food safety)
- Oversee the appointment of staff and monitoring their performance
- Ensure all Educators and staff have a clear understanding of the hierarchy of management
- Establish clearly defined roles and responsibilities for all members of staff, individually and as a collective
- Provide clear and direct feedback and instruction that is suitable and communicated in writing and verbally
- Ensure their practices and that of their team are guided by the Professional Code of Conduct, implementing actions and decisions in a way that are consistent and reflective of the Organisation's expectations
- Provide educators with training, resources, and support.
- Produce outcomes together with Educators and Staff. Educators must agree on their responsibilities and work according to current policies and procedures.
- Ensure all staff comply with and participate in the regular review of policies and procedures.

In relation to daily management of the service

- Manage control and accountability systems

- Act honestly and with due diligence
- Develop coherent aims and goals that reflect the interests, values and beliefs of all stakeholders of the Service
- Undertake periodical planning and risk assessments and having appropriate risk management strategies in place to manage risks faced by the Service. These must be reviewed regularly and kept up to date.
- Review the work process regularly
- Ensure quality day-to-day management of the Service
- Ensure that the actions and decisions made within the day-to-day management of the Service are clear and consistent
- Maintain the effectiveness of the Service’s well-defined partnership between the Hub and the Coordinator. The partnership requires a clear understanding of roles and responsibilities, and regular and open communication.
- Identify and report all serious incidents and anything that needs to be brought to the attention of the Approved Provider.
- Identify work required for completion and delegate to educators/staff.
- Ensure all records and documents are kept in accordance with legislation and the Record Keeping and Retention Policy.
- Direct and drive the development and growth of the Quality Improvement Plan (QIP).



Procedures

Development of the Keiki Philosophy

The development and review of the philosophy and policies will be a continuous process on an annual basis or when required.

- The philosophy reinforces all other documentation and the practices of the Service. The philosophy reflects the principles of the approved national frameworks “Being, Belonging, Becoming” and “My Time, Our Place”.
- There will be a collaborative and consultative process to support the development and review of the philosophy that includes all stakeholders.
- All philosophy review documents will be dated and include nominated review dates.

Code of Conduct, Ethical Decision Making & Confidentiality

All employees, families and visitors are guided by the Code of Conduct to make ethical decisions. The Service will make decisions that are consistent with the policies and procedures which work in conjunction with the national education and care law and regulations, the approved learning frameworks and the ethical standards within the ECA Code of Ethics.

All members of the Hub and Management Team along with the Nominated Supervisors, Centre Coordinators Educational Leaders, Assistant Coordinators, Early Childhood Teachers, Educators, Staff, Students and Volunteers who gain access to confidential information, whether in the course of their work or otherwise, will respect the confidentiality of all documents and meetings that occur and shall not disclose information to anyone unless the disclosure of such information is required by law. This also includes:

- Using information acquired for their personal or financial benefit, or for the benefit of any other person.

- Permitting any unauthorised person to inspect or have access to any confidential documents or other information.
- Treating any information received or transmitted via mobile telephone (including text/SMS) or any other electrical device (e.g. email) with the same confidentiality as any other written form of communication and ensuring it is stored confidentially.

All staff members are required to sign a Confidentiality Agreement upon employment. This obligation remains in place even after the individual has completed their term and is no longer employed by the Organisation, as per Employment Contracts.

Continuous Improvement

Ongoing auditing and evaluation of practice and delivery will support the continuing development of the Service.

The development of a Quality Improvement Plan (QIP) will form part of the reflection procedure. Reflection on what works within the Service and what needs additional development will be included in the QIP.

Induction & Ongoing Staff Training

To ensure understanding of and compliance with Keiki Policies and Procedures, employees of Keiki Early Learning are provided with a link to the Policy Directory and must ensure they read all policies and participate in policy and procedure reviews.

Maintenance of Records

Records will be maintained as per the requirements listed under Regulation 177, in accordance with the Record Keeping and Retention Policy.

- The storage and confidentiality of records will be maintained as per the requirements of Regulations 181–184.
- The Service has a responsibility to keep sufficient records about staff, students, visitors, families and children in order to operate dependably and lawfully.
- The Service will safeguard the interests of the children and their families and the staff, using procedures to ensure appropriate privacy and confidentiality.
- The Service's orientation and induction processes for staff, families, students and regular visitors will ensure significant information is shared in regard to record keeping, retention and confidentiality.
- The Approved Provider will ensure that the record retention procedure meets the requirements of the following government departments:
 - Australian Tax Office (ATO)
 - Services Australia
 - Family Assistance Law
 - National Law and Regulations.



Supporting Documents

Policies

[Code of Conduct](#)

[Record Keeping and Retention Policy](#)

[Privacy and Confidentiality Policy](#)

[Responsible Person Policy](#)



Sources

- Australian Children’s Education & Care Quality Authority (ACECQA).
- Early Childhood Australia Code of Ethics. (2016).
- Education and Care Services National Law (WA) Act 2012. (2023).
- Education and Care Services National Regulations 2012. (2024).
- Guide to the National Quality Framework. (2024).
- Australian Government. Department of Education. Child Care Provider Handbook. <https://www.education.gov.au/child-care-package/child-care-provider-handbook> (2022).
- Work Health and Safety Act 2020. (2022).
- Work Health and Safety (General) Regulations 2022. (2023).



Links to Regulations

National Quality Standard

Quality Area 7: Governance and Leadership

7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
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, coordinators and staff members’ performance is regularly evaluated and individual plans are in place to support learning and development.

Education and Care Services National Regulations

55	Quality improvement plan
117B	Minimum requirements for person in day-to-day charge
158	Children’s attendance record to be kept by approved provider
165	Record of visitors
167	Record of service’s compliance
168	Education and care service must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider
181-184	Confidentiality and storage of records

Education and Care Services National Law

13	Matters to be taken into account in assessing whether fit and proper person
21	Reassessment of fitness and propriety
51	Conditions on service approval
162	Offence to operate education and care service unless responsible person is present
172	Offence to fail to notify certain circumstance to Regulatory Authority
174	Offence to fail to notify certain information to Regulatory Authority
175	Offence relating to requirement to keep enrolment and other documents
188	Offence to engage person to whom prohibition notice applies



Review & Document Control

Policy Reviewed	Modifications
August 2017	Extension of Policy from regulations and set out expectations for all parties
6 th November 2017	Sent to panel and families for review. No suggestions for change. Updated with New Governance Structure created from Senior Team Meetings.
8th January 2018	Quality Area updated to reflect changes to NQS. Centre Director term replaced with Coordinator. Updated with new Organisational Structure that includes Trinity.
5th November 2018	Updated Organisational Structure
June 2019	Updated onto new format and new Keiki logo added
December 2019	Changes to governance structure.
November 2020	Changes to Governance Structure
May 2021	Added fit and proper checks, record keeping information updated. Code of conduct and eca code of ethics added.
July 2021	Added background, statement, principles, key words, links to policies, training and review information in line with ACECQA policies guidelines.
November 2022	New format. Update responsibilities to include display of prescribed information. Update related laws & regulations.
July 2023	Updated format. Reviewed for clarity. Some minor wording/grammar changes.
October 2024	Reviewed. No changes required.

Disclaimer

It is each employee, family and visitor to the service's responsibility to read, understand, follow and address any concerns with management about this policy.

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