

(Reviewed September 2025)

## **Policy Statement:**

Governance involves the appropriate people making decisions to ensure the well-being of the organisation while complying with legislative and reporting requirements. This includes developing practices, policies and procedures to provide strategic direction, to ensure objectives and outcomes are achieved, risks are managed, and resources are used responsibly and that accountability requirements are met.

## **Background:**

The Education and Care National Regulations require Service providers to have policies and procedures that ensure the effective governance and management of the Service, promote continuous improvement, and support positive outcomes for children, young people, families, and educators. This policy outlines the roles and responsibilities of the Mueller College Outside School Hours Care (OSHC) services Management Committee, Nominated Supervisor, and Educators in maintaining strong leadership, clear communication, and ongoing compliance with the Education and Care Services National Law and Regulations. Through regular consultation, transparent decision-making, and systematic review of policies and practices, the Service upholds a culture of accountability, quality, and collaboration.

## **Important terms:**

<b>Children and young people</b>	Refers to the children and young people present in the care environment.
<b>Educator</b>	Refers to the staff employed by the Service to provide care for children and young people attending.
<b>Parent/guardian</b>	Refers to the primary carer/s of the child or young person attending the Service.
<b>Family</b>	Refers to the group of people, including the primary carer, who engage daily with the child or young person in the home environment.
<b>Approved Provider</b>	The organisation that holds Service approval and ensures all safety and emergency management requirements are met.
<b>Nominated Supervisor</b>	The person responsible for daily Service operations and ensuring that this policy is implemented.
<b>National Quality Framework</b>	The national system regulating and assessing education and care services across Australia, including the National Law, Regulations, and Quality Standards.
<b>Regulatory Authority</b>	The government body responsible for approving, monitoring, and regulating education and care services.

## **Legislation:**

### **National Quality Standard (NQS):**

**Quality Area**      **2: Children's Health & Safety**  
                              **3: Physical environment**  
                              **4: Staffing arrangements**  
                              **6: Collaborative partnerships with families and communities**  
                              **7: Governance and Leadership**

<b>2.2</b>	<b>Safety</b>	Each child is protected.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
<b>3.1</b>	<b>Design</b>	The design of the facilities is appropriate for the operation of a service.
3.1.1	Fit for purpose	Outdoor and indoor spaces, buildings, fixtures and fittings are suitable for their purpose, including supporting the access of every child.
3.1.2	Upkeep	Premises, furniture and equipment are safe, clean and well-maintained.
<b>3.2</b>	<b>Use</b>	The service environment is inclusive, promotes competence and supports exploration and play-based learning.
3.2.3	Environmentally responsible	The service cares for the environment and supports children to become environmentally responsible.
<b>4.2</b>	<b>Professionalism</b>	Management, educators and staff are collaborative, respectful and ethical.
4.2.1	Professional collaboration	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills.
4.2.2	Professional standards	Professional standards guide practice, interactions and relationships.

<b>6.2</b>	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
<b>6.2.3</b>	Community engagement	The service builds relationships and engages with its community.
<b>7.1</b>	Governance	Governance supports the operation of a quality service.
<b>7.1.1</b>	Service philosophy and purpose	A statement of philosophy guides all aspects of the service's operations.
<b>7.1.2</b>	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
<b>7.2</b>	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.
<b>7.2.1</b>	Continuous improvement	There is an effective self-assessment and quality improvement process in place.
<b>7.2.3</b>	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

168	<p><b>Education and care service must have policies and procedures</b></p> <p>(1) The approved provider of an education and care service must ensure that the service has in place policies and procedures in relation to the matters set out in subregulation (2). Penalty: \$1100.</p> <p><b>Note.</b></p> <p>These may include policies and procedures prepared by the approved provider in accordance with an education law of the participating jurisdiction.</p> <p>(2) Policies and procedures are required in relation to the following—</p> <ul style="list-style-type: none"> <li>(a) health and safety, including matters relating to— <ul style="list-style-type: none"> <li>(i) nutrition, food and beverages, dietary requirements; and</li> <li>(ii) sun protection; and</li> <li>(iii) water safety, including safety during any water-based activities; and</li> <li>(iv) the administration of first aid; and</li> <li>(v) sleep and rest for children, including the matters set out in regulation 84B;</li> </ul> </li> <li>(b) incident, injury, trauma and illness procedures complying with regulation 85;</li> <li>(c) dealing with infectious diseases, including procedures complying with regulation 88;</li> <li>(d) dealing with medical conditions in children, including the matters set out in regulation 90;</li> <li>(e) emergency and evacuation, including the matters set out in regulation 97;</li> <li>(f) delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99;</li> <li>(g) excursions, including procedures complying with regulations 100 to 102;</li> <li>(ga) if the service transports or arranges transportation of children other than as part of excursions, transportation including procedures complying with Division 7 of Part 4.2 of Chapter 4;</li> <li>(gb) the safe arrival of children who travel between an education and care service and any other education or early childhood service within the meaning of regulation 102AA, including the matters set out in regulation 102AAB;</li> <li>(h) providing a child safe environment, including matters relating to the promotion of a culture of child safety and wellbeing within the service;</li> <li>(ha) the safe use of digital technologies and online environments at the service, including— <ul style="list-style-type: none"> <li>(i) the taking, use, storage and destruction of images and videos of children being educated and cared for by the service; and</li> <li>(ii) obtaining authorisation from parents to take, use and store images and videos of children being educated and cared for by the service; and</li> <li>(iii) the use of any optical surveillance device at the service; and</li> </ul> </li> </ul> <p><b>Example</b></p> <p>The use of closed-circuit television.</p> <ul style="list-style-type: none"> <li>(iv) the use of any digital device issued by the service; and</li> <li>(v) the use of digital devices by children being educated and cared for by the service;</li> <li>(i) staffing, including— <ul style="list-style-type: none"> <li>(i) a code of conduct for staff members; and</li> <li>(ii) determining the responsible person present at the service; and</li> <li>(iii) the participation of volunteers and students on practicum placements;</li> </ul> </li> <li>(j) interactions with children, including the matters set out in regulations 155 and 156;</li> <li>(k) enrolment and orientation;</li> <li>(l) governance and management of the service, including confidentiality of records;</li> <li>(m) the acceptance and refusal of authorisations;</li> <li>(n) payment of fees and provision of a statement of fees charged by the education and care service;</li> <li>(o) dealing with complaints, including matters relating to— <ul style="list-style-type: none"> <li>(i) the provision of a complaint handling system at the service that is child focused; and</li> <li>(ii) the management of a complaint that alleges a child is exhibiting harmful sexual behaviours.</li> </ul> </li> </ul>
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## Education and Care Services National Law

12	<p>Applicant must be a fit and proper person</p> <ul style="list-style-type: none"> <li>(1) An applicant who is an individual must satisfy the Regulatory Authority that the applicant is a fit and proper person to be involved in the provision of an education and care service.</li> <li>(2) If the applicant is not an individual, the applicant must satisfy the Regulatory Authority that— <ul style="list-style-type: none"> <li>(a) each person who will be a person with management or control of an education and care service to be operated by the applicant is a fit and proper person to be involved in the provision of an education and care service; and</li> </ul> </li> </ul>
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## GOVERNANCE AND MANAGEMENT POLICY & PROCEDURE

167	<p>(1) The approved provider of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury. Penalty: \$11 400, in the case of an individual. \$57 400, in any other case.</p> <p>(2) A nominated supervisor of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury. <b>Penalty: \$11 400.</b></p>
176	<p>Compliance directions</p> <p>(1) This section applies if the Regulatory Authority is satisfied that an education and care service has not complied with a provision of this Law that is prescribed by the national regulations.</p> <p>(2) The Regulatory Authority may give the approved provider a written direction (a compliance direction) requiring the approved provider to take the steps specified in the direction to comply with that provision.</p> <p>(3) An approved provider must comply with a direction under subsection (2) within the period (being not less than 14 days) specified in the direction.</p> <p style="text-align: right;">Penalty: \$2200, in the case of an individual. \$11 400, in any other case.</p>
301 (3,k)	Requirements and standards as to the leadership and management of education and care services, including governance and fitness and propriety of all staff members and volunteers, management of grievances and complaints and the provision of information to families;

### **Principles:**

The Mueller College Outside School Hours Care Service is governed by the Directors of Mueller Community Church. The Management committee overseeing the operation of the Service includes those appointed by the Directors and the Nominated Supervisor.

### **Procedure:**

#### **Educators will:**

- Abide by all Service Policies and Procedures and follow guidance provided in the Staff Handbook.
- Keep informed of current policies, operational updates, and procedures relevant to their roles.
- Maintain confidentiality and store records in accordance with the Service's Privacy and Confidentiality Policy.
- Provide feedback, comments, and suggestions to support ongoing improvement of the Service's programs and operations.
- Communicate respectfully and regularly with families regarding their child or young person's well-being and experiences at the Service.
- Support family involvement and participation in program activities, policy reviews, and Service events.

#### **The Nominated Supervisor will:**

- Work collaboratively with the Management Committee to plan and implement strategies for Service improvement across all operational areas.
- Oversee administrative systems to ensure the effective and compliant operation of the Service.
- Keep families informed of policies, procedures, and updates through daily communication, newsletters, and the Service Handbook.
- Support educators by providing access to up-to-date information, training opportunities, and ongoing guidance related to compliance and quality practices.

#### **The Nominated Supervisor and Approved Provider will:**

- Ensure all records, reports, and information are stored and maintained in accordance with legal and regulatory requirements.



## GOVERNANCE AND MANAGEMENT POLICY & PROCEDURE

- Monitor changes to the Education and Care Services National Law and Regulations and National Quality Standards and update Service policies as required.
- Ensure that all grievances and complaints are addressed, investigated fairly, documented, and resolved promptly.
- Notify the Regulatory Authority of any significant changes to the operation of the Service, serious incidents, or complaints alleging a breach of legislation.
- Share the 'Governance and Management Policy and Procedure' with all employees upon their induction and ensure it is available to staff and families at all times.
- Additional professional development will be provided as needed and during review processes.
- All Service policy will be reviewed annually through consultation with all stakeholders or sooner should there be identified changes or updates to legislative requirement.

### **The Management Committee will:**

- Provide leadership and governance to ensure the Service operates in compliance with the Education and Care Services National Law and Regulations.
- Meet regularly (at least monthly) to discuss the day-to-day operation of the Service, review financial and compliance reports, and address issues raised by children and young people, families, educators, or the community.
- Encourage and support family participation in the education and care of their children and young people through open communication and consultation opportunities.
- Invite families to contribute feedback and participate in reviews of the Service's programs, policies, and quality improvement processes.
- Work collaboratively with the Nominated Supervisor to plan, review, and implement Service improvement strategies.
- Monitor any legislative or regulatory changes that may affect Service operations, policies, or compliance requirements.
- Ensure all grievances and complaints are managed appropriately in collaboration with the Nominated Supervisor.
- Uphold transparency, accountability, and confidentiality in all decision-making and record-keeping processes.

### **See Also:**

- Mueller OSHC Record Keeping Policy & Procedure
- Mueller OSHC Quality Compliance Policy & Procedure
- Mueller OSHC Notifications and Reporting Policy & Procedure
- Mueller OSHC Privacy and Confidentiality Policy & Procedure

## REFERENCES:

- Education and Care Services National Law Act 2010, Current as at October 2024
- Education and Care Services National Regulations, Current as at September 2025
- Education and Care Services National Law Act (QLD) 2011, Current as at September 2025
- Child Protection Act 1999 (Current as at 20 September 2025)
- Guide to the National Quality Framework, Revised September 2025
- My Time, Our Place – Framework for School Age Care in Australia – Produced by the Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments. Ver 2.0, Revised 2022
- National Quality Standard, Revised 1 February 2018
- Guide to the National Quality Standard, Revised May 2022
- The Code of Ethics - Early Childhood Australia Inc. (2025 update)

## REVIEW

POLICY REVIEWED BY:	Rachel Rose	OSHC Director	12/09/25
POLICY REVIEWED	SEPT2025	NEXT REVIEW DATE	JAN 2026
VERSION NUMBER	V2.2		
MODIFICATIONS	<ul style="list-style-type: none"> <li>• New legislation</li> </ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		PAST REVIEW DATE
	<ul style="list-style-type: none"> <li>• Updated references</li> <li>• Addition of the review table</li> </ul>		JAN 2025