

POLICY GROUP 10: MANAGEMENT & ADMINISTRATION

10.1 Quality Compliance Policy

As an education and care service, our service strives to meet the National Quality Standard and the requirements for Approved Providers and Nominated Supervisors under the *Education and Care Services National Law Act, 2010 and Regulations 2011* in such a way as to best fulfill its ability to care for children and to carry out the agreed policies and procedures of the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *'My Time, Our Place v2.0' Framework for School Age Care*
- *National Quality Standard, Quality Area 7 – Governance and leadership*
- *Policies: 1.1 – Philosophy Statement, 1.2 – Goals, 2.10 – Reporting Guidelines and Directions Policy for Handling Disclosures and Suspicions of Harm, 3.1 – Educational Program Planning, 3.3 – Educators Practice, 5.3 – Food Act Compliance, 6.1 – Space and Facilities Requirements, 7.1 – Emergency Equipment and Facilities, 8.2 – Educational Leader, 10.5 – Approval Requirements under Legislation, 10.6 – Supervisor Certificate, 10.9 – Risk Management and Compliance, 10.10 – Managing Compliance within the Service.*



Procedures

The service has developed, and will regularly review and update, written policies for conduct of the service (including at least the matters required by the *Education and Care Services National Regulations 2011* and the *National Quality Standard*).

The Approved Provider requires the Nominated Supervisor/Coordinator/nominated delegate to act as Quality Officer to:

- Ensure and monitor the implementation of this Quality Compliance Policy;
- Check for, record and act on non-compliance by the service or its employees with this Quality Compliance Policy or any Quality Areas; and
- To monitor changes in the *Education and Care Services National Law Act, 2010 and Regulations 2011* and the *National Quality Standard* (or any specific quality elements) which may affect or require a change to any of the policies and procedures of the service.

The Quality Officer (if that role is separate from the coordinator's role) is to report on all such matters to the Nominated Supervisor/Coordinator, who will, in turn, report to the Approved Provider.

The service adopts a statement of 'Service Philosophy' (see Policy 1.1), as part of its policies and procedures, which reflects National Quality Standard compliance as a minimum, but which truthfully reflects the values promoted by the Approved Provider and the Coordinator within the service.

Educators are an important part of the service and:

- Are consulted as appropriate in the development and modification of all policies and procedures;
- Are provided with an up-to-date Educator Handbook containing relevant information necessary to enable them to abide by service policies and procedures; and

- Agree to adhere to all service values, policies and procedures, through written terms of employment and role statements, including acknowledgement that repeated failure to comply may result in termination of employment.

The coordinator in conjunction with the Approved Provider is responsible to conduct regular informal assessments, and formal annual performance reviews, of all employees' adherence to policies and procedures and to take immediate appropriate steps to address non-compliance.

The statement of 'Service Philosophy' is displayed on the wall of the service, in the Educator Handbook, and in the Family Handbook and enrolment materials.

Children and families are an important part of the service and:

- *Are actively invited to participate in decision-making and policy review and development wherever appropriate; and*
- *Are kept informed of all policies and procedures, and their means of communicating with the service, through a Family Handbook and other regular means of communication e.g. newsletters, emails etc.*

In addition to this General Quality Compliance Policy, the National Quality Standard requirements of the current legislation are incorporated into the specific policies and procedures of the service.

DATE DEVELOPED	DATE RATIFIED	DATE REVIEWED	DATE RATIFIED
August 2018	August 2018	26.07.2021	October 2021
		October 2024	November 2024
		April 2026	May 2026