SNUGGLES

Educating Children Birth to Kindergarten

Governance and Management Policy

(Sourced: Education and Care Services National Regulations and the National Quality Framework ACECQA CCYP VEYLDF/EYLF ACECQA March 2026)

Policy statement

Snuggles Early Learning Centre has a duty of care to ensure that all persons are provided with a high level of protection during the hours of the service's operation. We are licensed to 62 places and are approved to open from 6:30 am -6:30 pm, Monday to Friday. We adhere to our licensing conditions.

Background

Well documented policies and procedures, well maintained records, shared values, clear direction and reflective practices enable Snuggles to function well as a learning community.

We believe at snuggles that:

- *Effective leadership promotes a positive organisational and child safety culture and builds a professional learning community*
- *There is a commitment to continuous improvement through the Quality Improvement plan and Administrative systems enable the effective management of a quality service*
- *The Approved provider working in collaboration with all key stakeholders supports the effective management of the physical and digital learning environment (section 51)*
- *The Snuggles Early Learning Centre community considers the safety, rights and best interests of children as the paramount consideration when developing policies and procedures (Section 2A).*
- *Quality child safe governance and management procedures and practices are implemented in line with the NQF and regulatory requirements. Shared community understanding of these policies and procedures underpin quality practice*
- *A regularly reviewed Philosophy with shared beliefs and values underpins all interactions at the service (7.1.1)*

Legislative Requirements

Chapter 4 Operational requirements. Part 6 through to part 15 of the Act.

Strategies and practices

Appropriate governance arrangements are in place to manage the service

This service uses Google Drive, center emails, regular community communications and a centre website to support access and input to all community members of the policies, procedures and practice that govern the service

National Workforce Register

Sunggles ELC ensures required information about all relevant persons at the service is recorded in the National Early Childhood Worker Register (section 269B, regulation 154A, 154B)
Sunggles ELC ensures that nominated supervisors, staff members and volunteers (including students) meet any requirements for working with children clearances, such as a WWCC/WWVP registration, or teacher registration details (jurisdiction dependent) before they start working at the service and that this information is regularly checked for currency and included in the staff record and National Early Childhood Worker Register (section 269B, regulations 146, 147, 149, 154B, 268, 295,344, 358 and 384).

Records
This service ensures the confidentiality of all records by ensuring these are kept in a manner that supports privacy and maintains the confidentiality of individual child information that is collected and housed at the service
This is inclusive of: *(Regulations **158 - 162 and Regulations 181 and 183**)*

- Child Enrolment records
- Child assessments
- Incident, injury, trauma and illness record
- Medication record
- Child Attendance Records
- Court Orders
- Personal Family Information
- Physical and digital documentation of child learning

And any further information collected for a child or family to assist in their engagement at the centre.

Part 4.1 Educational Program and Practice
Regulation 73 Educational Program,
Regulation 74 Documenting of Child Assessments or evaluations for delivery of Education Program
Regulation 75 Information about educational program to be kept available
Regulation 76 Information about Educational program to be given to parents

Educators are supported to ensure each child's contexts, including previous learning experiences, culture, needs, interests, capabilities, emotional wellbeing and knowledge, are considered and reflected in the learning environment and that this is regularly communicated.

Roles and Responsibilities

- Position Descriptions, roles and responsibilities are clearly defined, understood, and support effective decision- making and operation of the service (Element 7.1.3)
- The performance of educators, staff and coordinators is regularly evaluated and individual plans are in place to support learning and development (Element 7.2.3)
- The nominated supervisor, educators, staff, volunteers and contractors to whom a prohibition notice applies are not engaged by the service (section 188)

- The educational leader is supported to lead the development and implementation of the educational program and assessment and planning cycle (Element 7.2.2)

Reg (157) Collaborative partnerships with families and communities

- Snuggles will adhere to access requirements from parents in accordance with Providing a safe environment for children

Reg (158) Child attendance records will

- record the full name of each child attending the service; and
- record the date and time each child arrives and departs; and
- is signed by one of the following persons at the time that the child arrives and departs—
  (i) the person who delivers the child to the education and care service premises or collects the child from the education and care service premises;
  (ii) the nominated supervisor or an educator.

Reg (160) Child Enrolment Records will include

- the full name, date of birth and address of the child;
- the name, address and contact details of—
- each known parent of the child; and
- any person who is to be notified of an emergency involving the child if any parent of the child cannot be immediately contacted; and
- any person who is an authorised nominee; and

Note

Authorised nominee means a person who has been given permission by a parent or family member to collect the child from the education and care service or the family day care educator. See section 170(5) of the Law.

- any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child; and
- any person who is authorised to authorise an educator to take the child outside the education and care service premises;
- any person who is authorised to authorise the education and care service to transport the child or arrange transportation of the child.
- details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child;
- details of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person;
- the gender of the child;
- the language used in the child's home;
- the cultural background of the child and, if applicable, the child's parents;
- any special considerations for the child, for example any cultural, religious or dietary requirements or additional needs;

Reg (161) Authorizations to be kept in the enrolment record include

- an authorisation, signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child, for the approved provider, nominated supervisor or an educator to seek—

(i) medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and
(ii) transportation of the child by an ambulance service;

Reg (162) Health information to be kept in the enrolment form

- the name, address and telephone number of the child's registered medical practitioner or medical service (If available); and
- if available, the child's Medicare number; and
- details of any—
  (i) specific healthcare needs of the child, including any medical condition; and
  (ii) allergies, including whether the child has been diagnosed as at risk of anaphylaxis; and
- any medical management plan, anaphylaxis medical management plan or risk minimisation plan to be followed with respect to a specific healthcare need, medical condition or allergy referred to; and
- details of any dietary restrictions for the child; and
- the immunisation status of the child; and
- if the approved provider or a staff member has sighted a child health record for the child, a notation to that effect.
- In relation to Victoria, in the case of an education and care service specified in paragraph (a) of the definition of ***early childhood service*** in section 3(1) of the *Public Health and Wellbeing Act 2008* of Victoria—
  (i) an immunisation status certificate within the meaning of section 147 of the *Public Health and Wellbeing Act 2008* of Victoria that is issued in relation to the child and that is provided under section 143B of *Public Health and Wellbeing Act 2008* of Victoria; or
  (ii) details of any exemption in relation to the child under section 143C of the *Public Health and Wellbeing Act 2008* of Victoria.

Section 162A and 162B Child protection and safety training

- ensure that nominated supervisors, persons in day-to-day charge, staff and volunteers have completed required child protection training, as required by section 162A of the National Law
- ensure that persons with management and control, nominated supervisors, persons in day-to-day charge, staff and volunteers have completed child safety training, as required by section 162B of the National Law

Staff Records

Staff Records will be kept and maintained in accordance with the current regulations
Reg 118 Educational Leader
Reg 145 Staff Record
Reg 146 Nominated Supervisor
Reg 147 Staff Members
Reg 148 Educational Leader
Reg 149 Volunteers and Students

Reg 150 Responsible Person
Reg 151 Record of educators working with children (Rosters and Timesheets)
Reg 152 Record of access of Early Childhood Teachers (Rosters and Timesheets)
Reg 152A Record of replacement of educator (Rosters and Timesheets)
Reg 152B Record of replacement of early childhood teacher or suitably qualified person (Rosters and Timesheets)

These documents will also be housed in a manner to protect confidentiality but provide accessibility for the purpose of day to day operations

Reg 165 (3) Visitors
A record book inclusive of the date time of arrival and departure and signature of the visitor is recorded and maintained at the centre

Reg 167 Record of a service's compliance
Records of a services compliance: amendment, suspension or compliance direction maintained

Reg 168 Policies and procedures

- The approved provider of an education and care service must ensure that copies of the current policies and procedures required under regulation 168 are readily accessible to the nominated supervisor, staff members of, volunteers at, engaged by or registered with, the service.
- The approved provider of an education and care service must ensure that copies of the current policies and procedures required under regulation 168 are available for inspection at the education and care service
- **Regulation 168(2)(h)** – providing a child safe environment, including matters relating to the
    - promotion of a culture of child safety and wellbeing within the service and protection from harm and hazard (QA 2) including **regulation 168(2)(ha)** the safe use of digital technologies and online environments at the service, including:
        - the taking, use, storage and destruction of images and videos of children being educated and cared for by the service
        - obtaining authorisation from parents to take, use and store images and videos of children being educated and cared for by the service
        - the use of any optical surveillance device at the service including CCTV
        - the use of any digital device issued by the service
        - the use of digital devices by children being educated and cared for by the service.

Regulation 168(2)(i) – staffing, including:

- a code of conduct for staff members
- determining the responsible person present at the service
- the participation of volunteers and students on placements.
- **168(2)**(ia) child-safe recruitment practices, including a requirement for reasonable enquiries to be made about whether a prospective staff

member at the service is subject to a suspension notice, supervision notice, prohibition notice or enforceable undertaking; and
168(2)(ib) ongoing child-safe employment practices, including a requirement for reasonable enquiries to be made about whether a staff member at the service is subject to a suspension notice, supervision notice, prohibition notice or enforceable undertaking; and

Regulation 170, taking reasonable steps to ensure all staff, educators and volunteers employed, engaged or registered with the service follow the policies and procedures.

Regulation 171, ensuring that current policies and procedures:

- are readily accessible to all staff, educators and volunteers employed, engaged or registered with the service
- are available for inspection at the service premises.

Reg 172 Changes to policies and procedures

- the approved provider of an education and care service must ensure that parents of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure referred to in regulation 172
- that may have a significant impact on—
  - the service's provision of education and care to any child enrolled at the service; or
  - the family's ability to utilise the service.
- The approved provider of an education and care service must ensure that parents of children enrolled at the service are notified at least 14 days before making any change that will affect the fees charged or the way in which fees are collected.
- If the approved provider considers that the notice period would pose a risk to the safety, health or wellbeing of any child enrolled at the service, the approved provider must ensure that parents of children enrolled at the service are notified as soon as practicable after making a change

Information, Reporting and Record Keeping requirements
Snuggles ELC ensures that all reporting and reporting requirements are met regarding the National Quality Framework, family assistance, taxation, child protection, and other relevant laws

Snuggles ELC displays, notifies and maintains information according to the:

- Display and reporting of prescribed information **Reg 173**
- Notifies authorities in accordance with **regulations 174 175 and 176**
- Snuggles ELC adheres to prescribed records to be kept in accordance to **regulation 177**

Insurance Information
Snuggles maintains a Certificate of currency as per **Reg 180**.

Confidentiality and storage of records
Snuggles adheres to the terms set out in **regulations 181**

- The approved provider of an education and care service must ensure that information kept in a record under these Regulations is not divulged or communicated, directly or indirectly, to another person other than—
  (a) to the extent necessary for the education and care or medical treatment of the child to whom the information relates; or
  (b) a parent of the child to whom the information relates, except in the case of information kept in a staff record; or
  (c) the Regulatory Authority or an authorised officer; or
  (d) as expressly authorised, permitted or required to be given by or under any Act or law; or
  (e) with the written consent of the person who provided the information.

Snuggles adheres to the terms set out in **regulations 183**

- The approved provider of an education and care service must ensure that records and documents set out in regulation 177 are stored—
  (a) in a safe and secure place; and
  (b) for the relevant period set out in subregulation (2).

The records must be kept—

(a) if the record relates to an incident, illness, injury or trauma suffered by a child while being educated and cared for by the education and care service, until the child is aged 25 years;
(b) if the record relates to an incident, illness, injury or trauma suffered by a child that may have occurred following an incident while being educated and cared for by the education and care service, until the child is aged 25 years;
(c) if the record relates to the death of a child while being educated and cared for by the education and care service or that may have occurred as a result of an incident while being educated and cared for, until the end of 7 years after the death;
(d) in the case of any other record relating to a child enrolled at the education and care service, until the end of 3 years after the last date on which the child was educated and cared for by the service;
(e) if the record relates to the approved provider, until the end of 3 years after the last date on which the approved provider operated the education and care service;
(f) if the record relates to the nominated supervisor or staff member of an education and care service, until the end of 3 years after the last date on which the nominated supervisor or staff member provided education and care on behalf of the service;
(g) in case of any other record until the end of 3 years after the date on which the record was made.

Please see the CCTV Procedure for further information directly related to this type of video data collection.

Snuggles adheres to:

- **Regulation 29** Condition on service approval – insurance (held with Guild Insurance)

- **Regulation 31 Regulation 55 and 56** Condition on service approval – quality improvement plan. Supported with regular shared development, management, implementation/action, collaborative accessibility, systematic and wholistic review and evaluation (QA 7.2.1)
- **Section 51** The conditions for the service approval are met and the service does not exceed the maximum the number of children
- **Regulation 84** Awareness of child protection law Regulation (inclusive of a digital technology and the online environment and digital record keeping/authorisation obligations **Regulation 179A and 179B**)
- **Regulation 104** Fencing Regulation meets specifications
- **Regulation 106** Laundry and hygiene facilities Regulation meets specifications
- Regulation107 Space requirements – indoor space meets specifications
- Regulation 108 Space requirements – outdoor space Regulation meets specifications
- Regulation 109 Toilet and hygiene facilities Regulation meets specifications
- Regulation110 Ventilation and natural light Regulation meets specifications
- Regulations 117A Placing a person in day-to day charge 117B Minimum requirements for a person in day-to-day charge 117C Minimum requirements for a Nominated supervisor, meets requirements.
- Regulation 176B require each nominated supervisor, staff member or volunteer (including students) to notify the service within 24 hours of becoming aware of a change in status of their WWCC/WWVP registration or teacher registration, if not already required to notify under a law of the participating jurisdiction (regulation 176B)
- Regulation 176C Approve provider to notify the regulatory authority within 24 hours of becoming aware of a change in status of any WWCC/WWVP registration or teacher registration for any nominated supervisor, staff member or volunteer (including students), if not already required to notify under a law of the participating jurisdiction

Policy review

- This review will be done in accordance with regulations

Procedures

- Snuggles Procedures, including but not limited to, the enrolment, staff recruitment and retainment and management of centre records are maintained with emphasis on confidentiality.

Links to other policies

- All centre Policies

Policy reviewed **September 2025**
Policy Review Date: **As Required**