



# leadership and service management



1 Educational  
program  
and practice

2 Children's health  
and safety

3 Physical  
environment

4 Staffing  
arrangements

5 Relationships  
with children

6 Partnerships  
with families and  
communities

7 Leadership  
and service  
management

? **WHY IS IT  
IMPORTANT?**  
Quality education  
and care is built  
on effective  
leadership

The service is well managed and provides a safe and healthy learning environment.

**Examples of what to look for:**

- The service has a positive organisational culture.
- Educators are valued and have a clear understanding of the service's goals and expectations.

The **National Quality Framework** introduces a new quality standard to improve children's education and care services across Australia. Seven quality areas help ensure your child is given the best possible start in life. Over time, all Australian services will be rated against the National Quality Standard.

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