



Government of **Western Australia**  
Department of **Communities**



# ECRU Education and Care Regulatory Unit

**ECRU** Careers

*More than  
just a job*



Are you looking for a career  
that's more than just a job?



**The Department of Communities Education and Care Regulatory Unit (ECRU)** is responsible for approving, monitoring and assessing education and care services throughout Western Australia.

Roles at ECRU are both interesting and diverse and the work we do is important to ensure the safety, health and wellbeing of children attending education and care services.

We visit services every year to promote the continuous improvement and quality of education and care.

We provide ECRU Officers extensive training and we offer flexible working options as well as opportunities to travel.







## Assessments

Our **Assessment team** conduct regular visits at education and care services. These visits vary in purpose, from compliance visits to assessment and rating of quality with an opportunity to travel throughout Western Australia. Authorised Officers in Assessments interface with the sector directly and develop exceptional knowledge of legislation, best practice and sector trends. Positions in the Assessment Team include Quality Manager, Team Leader Assessments, Senior Assessment Officer, Assessment Officer and Compliance Support Officer.



## Investigations

The **Investigations Team** conducts investigations of education and care services following serious incidents or complaints. It prepares and analyses evidence to determine appropriate and proportionate enforcement actions. Authorised Officers in this team provide recommendations which can include statutory action, including prosecution and disciplinary proceedings and prepare reports, evidence briefs and case information admissible for court proceedings. Positions in the Investigations Team include Team Leader Investigations, Senior Investigations Officer and Investigations Officer.



## Operations

**Operations staff** provide quality customer service in accordance with legislative requirements and departmental standards. Operations staff process applications, validate documentation and communicate with providers and services. They also conduct online assessments of relevant providers and service staff, ensuring good outcomes for services in Western Australia.

Operations staff provide support in areas such as human resources, travel and administrative duties. A desire to provide excellent customer service is required. Positions in the Operations Team include Team Leader, Coordinator Applications, Coordinator Administration, Applications Officer, Administration Officer, Customer Service Officer and Senior Finance Officer.

