

Policy Statement

Activity Centres Incorporated aims to protect the privacy and keep personal information collected confidential for all clients and Staff of the Organisation. We will ensure that records containing personal information are kept secure and only disclosed to persons or organisations whom have a legal right to access them under current regulations and legislations. We will aim to inform clients and Staff on how their personal information is collected and used. We aim to ensure that all recorded personal information is kept in secure storage for the specified period of time as stated by the relevant legislation, and then disposed of in a secure manner.

Considerations

- ✓ Education and Care Services National Regulations 2011(current version 1 February 2018)
- ✓ Education and Care Services National Quality Standards 2011 (current version 2018)
- ✓ Privacy Act 1988
- ✓ Australian Privacy Principles
- ✓ Department of Education
- ✓ Children Legislation Act 2009 (Wood inquiry) keep them safe, a shared approach to children's wellbeing.
- ✓ Activity Centres Inc Policies and Procedures.

Procedures

- ✓ The Manager will create forms for the collection of personal information that are up to date and follow current regulations. Example: Enrolment forms, Staff information forms etc.
- ✓ The Manager, Assistant Manager and Coordinators will ensure that all personal information is recorded, properly maintained, updated and kept in the nominated secure place.
- ✓ All records are kept confidential and only disclosed to persons or organisations who have a legal right to access them under current regulations and legislations.
- ✓ Consult ACI Privacy Policy for details of who has access to information and what information we need to keep on file.
- ✓ All documents containing personal Information relating to children and their families will only be made available to authorised persons on request.
- ✓ All documents containing personal Information relating to Staff will only be made available to the individual Staff member, the Manager and an authorised member of the Management Committee or Police if required.
- ✓ All documents containing personal information will be kept secure at all times.
- ✓ The Manager, Assistant Manager and Coordinators and the Management Committee will ensure that personal information of children and their families collected is accurate, up to date and complete.
- ✓ No member of Staff may give out the personal information obtained on enrolment for children and their families to anyone who does not have a legal right to access this information under current regulations and legislations. example: Centrelink.
- ✓ If the welfare of the child or their family is in significant risk of harm, their personal information will be given to relevant agencies, as per the Keep Them Safe legislation, and Child protection.
- ✓ The Manager and Management Committee will inform families on enrolment at the Service how we use and collect their information, through the Services enrolment form, family handbook and website and in line with ACI Privacy Policy.
- ✓ No member of Staff or Management Committee may give personal information or any information relating to Staff and Management to individuals or organisations that do not have the legal right to be informed. Personal information may be exchanged by Staff and Management to assist in the daily operation of the Centre
- ✓ The Manager and Management Committee will inform Staff on employment how we use and collect their personal information, through the Organisations Conditions of Employment form and in line with ACI Privacy Policy.
- ✓ The Manager and the Management Committee will ensure that any documents containing personal information of families, children and Staff will be securely disposed of once the information is no longer required in line with current legislative requirements.
- ✓ The Manager, Assistant Manager and the Management Committee will ensure that personal information collected from Staff is accurate, up to date and complete.

- ✓ Any families who require their personal information to be corrected or updated must put changes in writing to the Coordinator.
- ✓ Any Staff who require their personal information to be corrected or updated must put changes in writing to the Manager.
- ✓ Any person that feels that the Organisation/Service has breached any part of the Australian Privacy Principles has the right to complain and must refer to the Grievance and Complaints Management Policy and Privacy Policy for action.
- ✓ Records to be kept secure will be:

In relation to day to day operations of the Service:

- ✓ Personal information as required by National Regulations, will be kept in the child's file in a locked cabinet and sorted in strict alphabetical order of the child's surname.
- ✓ Enrolments are completed online through QK Enrol where parents can manage ongoing bookings including requesting changes to booked days and managing casual bookings through the convenient My Family Lounge App
- ✓ A diary is to be used as a day book/communication book, recording specific information that Staff need to be aware of, to fully cater for the children in their care. To be used as a phone/message book, recording any messages to ensure all Staff are fully aware of relevant information.
- ✓ Incident, illness, injury and trauma record, containing nature of incident, illness, injury or trauma, who attended the child and what course of action, was taken. Note – Incident, illness, injury and trauma form will be kept until the child is aged 25 years.
- ✓ Medication form, containing parent's requirements and signature, medication used, the time, date and dosage of administration, the person who administered it, and the person who witnessed the administration.
- ✓ Excursion permission notes, containing written permission from the parents, and kept in the child's personal file.

In relation to fees:

- ✓ Fee receipt records, containing payment of fees, type of fee and dates paid for by whom, the amount and current Child Care Subsidy rebate (if applicable). Receipt records will be kept for a period of 7 years.
- ✓ Child Care Subsidy records will be kept for a period of 7 years.
- ✓ Amount owing records, indicating fees due, outstanding fees, along with procedures undertaken to retrieve outstanding fees.
- ✓ Accounting documents. All records relating to accounting and banking statements are to be kept for a period of 7 years.
- ✓ Credit card details advised by families to pay once a month.

In relation to Staff:

- ✓ Staff employment details, including personal information, date of employment, hours of work, position title and job description, resume and references, date for review, and any discipline or grievance incidents to be kept in separate Staff members file in a locked cabinet and sorted in alphabetical order of the Staff member's surname.
- ✓ Staff wages, holiday and sick leave entitlement Union and Superannuation details along with Work Health and Safety details are all to be kept for a period of 7 years.

In relation to Management:

- ✓ Management structure, including position titles, duties and current persons holding the positions.
- ✓ Minutes of meetings and Annual General Meetings.
- ✓ Policy manual, including service details, philosophy and policies.
- ✓ Insurance and financial details. Insurance documents will be kept for a period of seven (7) years.
- ✓ Funding and other relevant agreements, such as School/hall usage etc.
- ✓ All records relating to funding will be kept for a period of 7 years.
- ✓ All records are to be kept up to date, appropriate information passed on to any new Staff or Management member.
- ✓ All records, which require to be kept for an extended period of time, will be stored securely in the designated place and shall not be removed without the knowledge of the Management and only to those who are legally required to obtain the information.

In relation to Review and Evaluation of each Service:

- ✓ Ongoing review and evaluation will underpin the continuing development of each Service. The Management Team will ensure that the evaluation involves all stakeholders, especially families, children and Staff.
- ✓ The development of a Quality Improvement Plan (QIP) will form part of the review process. Reflection on what works well and what aspects of each Service need further development will be included in the QIP and discussed at meetings of the Management Team.

Checklist for Staff

- Ensure all personal information is stored securely and kept confidential.
- Ensure that personal information is not disclosed on loose papers left lying around or noted in the Centre's diary.
- Ensure no personal information is passed on to unauthorised persons.
- Ensure all records are documented clearly and accurately so they can be easily understood at a later date.
- Ensure that information about families or colleagues is not discussed with unauthorised persons (including family and friends)
- Ensure personal information is kept up to date, accurate and relevant, by requesting families and Staff to update records of any changes.

_____ end of policy _____

Policy is only endorsed if initialled by 2 members of the management committee

Endorsed by the Management Committee on the 5TH December 2018
Maintenance of Records Policy is to be reviewed by the 5th December 2021