

Policy Statement

Our Organisation aims to protect the privacy and keep personal information collected confidentially 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 who 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.

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 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
- ✓ If the welfare of the child or their family is in significant risk of harm, their personal information will be given to relevant agencies.
- ✓ 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 and website and in line with ACI Privacy Policy.
- ✓ 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.
- ✓ 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 an approved CCS Software Program where parents can manage ongoing bookings including requesting changes to booked days and managing casual bookings.
- ✓ 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, Injury and Trauma Form as well as Illness Forms, containing nature of incident, injury, trauma or illness, who attended the child and what course of action, was taken. Note – Incident, Injury and Trauma form and Illness Forms 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.

Considerations

Education and Care Services National Law

162	Offence to operate education and care service unless responsible person is present
172	Offence to fail to display prescribed information
173	Offence to fail to notify certain circumstances to Regulatory Authority
174	Offence to fail to notify certain information to Regulatory Authority
175	Offence relating to requirement to keep enrolment and other documents

Education and Care Services National Regulations

107	Space requirements – indoor space
117B	Minimum requirements for a person in day-to-day charge
157	Access for parents
158	Children's attendance record to be kept by approved provider
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures
173	Prescribed information to be displayed
175	Prescribed information to be notified to Regulatory Authority

177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents
184	Storage of records after service approval transferred

Education and Care Services National Quality Standards

Quality Area	Standard	Element
QA 2 Children's health and safety	2.2 Safety	2.2.1 Supervision 2.2.2 Incident and emergency management 2.2.3 Child protection
QA 4 Staffing arrangements	4.1 Staffing arrangements 4.2 Professionalism	4.1.1 Organisation of educators 4.2.1 Professional collaboration
QA 6 Collaborative partnership with families and communities	6.1 Supportive relationships with families	6.1.1 Engagement with the service
QA 7 Governance and Leadership	7.1 Governance	7.1.2 Management system 7.1.3 Roles and responsibilities

Activity Centres Inc. Policies and Procedures

Acceptance and Refusal of Authorisation	First Aid Policy - Management of Incident, Injury, Illness and Trauma
Access	Grievances and Complaints Management
Child Protection	Medical Conditions
Child Safe Environment	Physical Environment
Delivery and Collection of Children	Reporting to the Regulatory Authority
Emergency	Responsible Person
Enrolment	Staff Selection
Excursion	Storage
Fee	

My Time, Our Place

<u>Learning Outcome 1</u> Children have a strong sense of identity	<ul style="list-style-type: none"> Children feel safe, secure and supported
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Early Years Learning Framework

<u>Learning Outcome 1</u> Children have a strong sense of identity	<ul style="list-style-type: none"> Children feel safe, secure and supported
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Legislation

The Children and Young Persons (Care and Protection) Act 1998 (NSW)	Privacy Act 1988
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Policy is only endorsed if initialled by 2 members of the Management Committee

Endorsed by the Management Committee on the 30 May 2023
 Maintenance of Records Policy is to be reviewed by the 30 May 2027