



# LIWARA CATHOLIC OUTSIDE SCHOOL HOURS CARE

## RECORDS MANAGEMENT POLICY

### **POLICY STATEMENT**

At Liwara Outside School Hours Care we have a duty to keep adequate records about staff, parents and children in order to operate responsibly and legally. The centre will protect the interests of the children and their parents and educators/employees including appropriate privacy and the service will also protect the integrity of business records by keeping appropriate and accurate records for the required time periods set down by law. All records kept at the service will be protected from unauthorised access in accordance with service Confidentiality and Storage of Records policy. Prescribed information will be displayed in accordance with the Education and Care Services National Law Act. Archived records will be stored in a safe and secure manner.

### **RATIONALE**

Liwara Outside School Hours Care understands it has a responsibility to protect and manage records in a way that respects the privacy and confidentiality of all stakeholders, whilst maintaining business requirements. Legislation requires that families provide personal information to the service so that appropriate care can be taken of their children. The service will retain and use this information in accordance with regulatory, taxation and privacy requirements. Records that need to be retained will be filed or stored in a manner that protects them from unauthorised access. The service's Confidentiality and Storage of Records policy underpins the manner in which records are managed within the service.

### **PROCEDURES**

#### **Displaying information**

The approved provider will display the following prescribed information required by the Education and Care Services National Law (WA) Act 2012, in a prominent position at or near the main entrance to the service:

- Provider approval information
- Service approval information
- Nominated supervisor information
- Any service waivers or temporary waivers held by the service
- Hours, days of operation of the service
- Name, telephone number of the person at the service to whom complaints may be addressed
- Name and position of the responsible person in charge of the service
- Contact details of the regulatory authority
- Notice of an occurrence of an infectious disease at the service (if applicable)

#### **Maintaining records**

The service will maintain an efficient record keeping system by adhering to the following strategies:

- Setting up an organised filing system
- Updating records regularly
- Ensuring records can be understood by all authorised persons
- Establishing strategies to check accuracy of records
- Cross referencing records to ensure all required information is kept
- Documenting where backup records are stored

#### **Access and security**

Security of records will be maintained through:

- Using secure computer passwords that are regularly changed
- Using lockable filing cabinets
- installing a monitored security system for the service
- Following procedures to check individuals identity before granting access to records
- Storing records in an area that is away from those who do not need to access it
- Discussing security procedures regularly with educators/employees

- During orientation the service will provide relevant information to educators and families about which records are kept and how they are protected within the service.
- A Privacy Statement will be attached to all forms that require families to provide personal information.
- Clear guidelines on who has access to what records will be provided by the service for educators and families.
- Records relating to enrolled children are maintained in an up to date form in a secure area at the service. These records are only accessed by authorised personnel or the enrolled child's family.
- Records relating to staff qualifications, evidence of enrolment in training, criminal record checks, working with children check, medical clearances, and timesheets will be maintained and provided to the regulatory authority on request.

### **Retaining records**

The service will retain records for the periods required in accordance with:

- Taxation laws – records kept for 5 years
- Fair Work Act – employee records kept for 7 years
- Family Assistance Law – records kept for 3 years
- Education and Care Services National Law (WA) Act 2012
  - Accident/Injury/Illness/Trauma Records for children kept until child reaches 25 years
  - Death of a child – records kept for 7 years
- Any other records required to be kept for 3 years
- Records relating to former enrolled children are archived in a safe and secure location.
- Information about where archived records are stored is kept at the service.
- Records that are no longer required to be kept by the service and which are considered to have no historical importance will be destroyed by being burned or shredded.
- Records of a business or historical interest will be kept by the service. These may include:
  - Minutes of General and Special Meetings.
  - Minutes of Management Committee Meetings.
  - Important correspondence received and sent.
  - Annual report
  - Business plans
  - Marketing plans

### **PROCEDURES**

The following procedures will be reviewed as part of the policy review and as required by changes in legislation. The Nominated Supervisor/Director is responsible for maintaining all of the records stored in the Centre.

**Confidentiality Statement** – to be included by the Nominated Supervisor/Director in the orientation package for educators and filed in the staff file on completion.

**Educator Code of Ethical Conduct** – to be provided to Educators during orientation and included in the staff handbook.

**Procedure for updating personal information** – staff are responsible for providing updated relevant information which will be stored in their file and kept in a secure filing cabinet.

**Procedure for access to personal information**- the Nominated Supervisor/Director is responsible for providing access to personal information to ensure that records are accessed only by authorised persons.

**Procedure for safe storage and disposal of personal information** – the Nominated Supervisor/Director is responsible for the safe storage and will ensure that personal information that is no longer required is destroyed by shredding.

**Procedure for archiving old records** – Old records are stored off site in keeping with the schools archiving procedure.

## **LEGISLATION AND GOVERNMENT REQUIREMENTS**

Privacy Act 1988 (Cth.)  
Taxation laws  
Family Assistance Law  
Fair Work Act 2009

National Catholic Education Commission and National Council of Independent Schools' Associations, Privacy Compliance Manual (as amended April 2014) – retrieved on 23 June 2014 from <http://www.ncec.catholic.edu.au>.

Australian Children's Education and Care Quality Authority (2012), Education and Care Services National Law (WA) Act 2012, Duty of Confidentiality section 273, ACECQA, NSW

Australian Children's Education and Care Quality Authority (2012), Education and Care Services National Regulations (WA) 2012. Sections 168 (2) (i); 181, 183, 184, Part 6.2 – 195; 203; 223. ACECQA, NSW.

Australian Children's Education and Care Quality Authority (2011), The Guide to the National Quality Standard – Quality Area 7, Element 7.3.1. ACECQA, NSW.

Australian Children's Education and Care Quality Authority (2011), The Guide to the Education and Care Services Law and the Education and Care Services National Regulations, ACECQA. NSW.

National Privacy Principles - <http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>

## **REFERENCES**

Child Care Service Handbook Department of Social Services Child Care Service Handbook retrieved from <https://www.dss.gov.au/> - Retrieved 13 November 2015

*Section 4.9 Information Management*

*Section 5.4 Key obligations imposed on approved childcare services under family assistance law*

*Section 5.5 Cooperation with authorised officers under the Act*

*Section 6.10 Reporting of vacancy data*

*Section 9 Reporting enrolment information*

*Section 10 Reporting attendance information*

CEOWA Code of Ethical Conduct retrieved from

<http://internet.ceo.wa.edu.au/Employment/Documents/062012%20Code%20of%20Ethical%20Conduct.pdf>  
retrieved 13 November 2015

## **FOR MORE INFORMATION**

| <b>Review History</b> |                |             |
|-----------------------|----------------|-------------|
| Previous Review       | Year of Review | Next Review |
| April 2017            | May 2018       | May 2019    |
| May 2018              | May 2019       | May 2020    |