



## Coowarra Out Of School Hours

### Care Service Inc

## Record Keeping Policy

### **POLICY STATEMENT**

Under the National Law enrolment and other documents, must as far as practicable be kept at Coowarra OOSH, if they relate to the operation of the service, any staff member or child for the previous 12 months. If not kept on the premises, they must be kept at a place readily accessible by an authorised officer; for example, the records are available online from the service premises.

Accurate record keeping assists in the management of the service, ensures the safety of children and provides a level of transparency and accountability for services, Regulatory Authorities and families.

### **PROCEDURES**

#### **Confidentiality and storage of records**

Records must be kept in a safe and secure place. They must be kept for the period of time specified in the National Regulations. Records may be kept in a hard copy or electronic form, provided that they are accessible as required.

Information that is kept in a record as required by the National Regulations must not be communicated (either directly or indirectly) with anyone other than:

- Educators who require the information for the education and care of the child
- Medical personnel who require the information for medical treatment of the child
- The parent of the child that the record relates to (except for a staff record),
- The Regulatory Authority or an authorised officer

#### **Storage of records after service approval transferred**

If a service approval is to be transferred, the transferring Approved Provider must obtain consent from parents to transfer their childrens records listed in Regulation 171 to the new Approved Provider on the date that the transfer takes effect.



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#### Other Procedures

- The Director 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. These can be electronic or hard copies.
- The Director 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 as per above.
- 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 Director 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 Director and 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.
- 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, as per the Keep Them Safe legislation, and Child protection.
- The Director 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 Privacy Policy.
- The Director 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 the Privacy Policy.
- The Director 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.



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- The Director, 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 or update via the HubHello account.
- Any Staff who require their personal information to be corrected or updated must put changes in writing.
- 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 HubHello and on google drive in using individual children's files
- Enrolments are completed online through HubHello.
- 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. These are stored on Google drive in folders according to the children's birth year.
- 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 Google drive
- If the record relates to the death of a child while being educated and cared for by the education and care service or that may have occurred as a result of an incident while being educated and cared for, until the end of 7yrs after the death
- In the case of any other record relating to a child enrolled at the education and care service, it will be kept until the end of 3yrs after the last date on which the child was educated and cared for by the service

##### 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 in HubHello.
- Child Care Subsidy records will be kept for a period of 7 years in HubHello.



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- 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.

#### 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 files are located on Google drive with one folder per staff member
- 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.
- If the record relates to the nominated supervisor or staff member of an education and care service, it will be kept until the end of 3yrs after the last date on which the nominated supervisor or staff member provided education and care on behalf of the service

#### 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.
- If the record related to the approved provider, it will be kept until the end of 3yrs after the last date on which the approved provider operated the education and care service

#### Insurance and financial details:

- Insurance documents will be kept for a period of seven (7) years.
- This evidence, usually in the form of a 'certificate of currency', must be made available for inspection by the Regulatory Authority or an authorised officer.

#### Funding and other relevant agreements.

- 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.



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- 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 Regulations	National Quality Standard	Other Service policies/documentation
Administration of medication (93)  Exception to authorisation requirement— anaphylaxis or asthma emergency (94)  Children leaving the Education and Care Service premises (99)  Authorisation for excursions (102)  Access for parents (157)  Authorisations to be kept in enrolment record (161)	Standard 2.3 and 7.3	<ul style="list-style-type: none"> <li>- Parent Handbook</li> <li>- Staff Handbook</li> <li>- Enrolment and Orientation Policy</li> <li>- Privacy Act 1988</li> </ul>

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