



Clarence Childhood Services Association Inc.  
trading as  
**Clarence Family Day Care**

Page: 1 of 3  
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## **RECORDS MANAGEMENT POLICY**

### **AIM:**

To provide guidance and direction in the creation and management of information and records and to clarify staff responsibilities. Clarence Family Day Care is committed to establishing and maintaining information and records management practices that meet its business needs, accountability requirements and stakeholder expectations.

### **RATIONALE:**

The benefits of compliance with this policy will be trusted information and records that are well defined, stored in known locations and accessible to staff and clients when needed. Clarence Family Day Care records provide evidence of actions and decisions and represent a vital asset to support our daily functions and operations. Records support policy formulation, decision-making processes and protect the interests of the service and its stakeholders.

### **POLICY:**

Clarence Family Day Care will maintain and keep up-to-date records which comply with State, Commonwealth and internal requirements. Records will be stored in a confidential manner and for the length of time required under relevant legislation or until such time as the scheme considers necessary.

### **The type of information to be collected**

Clarence Family Day Care is required to collect personal information in accordance with the regulatory framework of operating a children's service. Some of the information we collect is to satisfy the service's legal obligations under the relevant child care legislation. Much of the information that we are required to record is in the category of 'sensitive' information. The type of information collected includes (but is not limited to) details required under the Regulation, such as:-

- records of personal information
- developmental records of children
- records concerning health matters
- court orders affecting custody of the child
- records of attendance and excursions
- records of complaints
- working with children check details
- adult visitors to FDC educators household

In addition to these requirements, we are also required to hold information regarding Child Care Benefit entitlements for each family/child using the service.

Information is required from parents or guardians regarding themselves and their child/ren, from educators and the members of their family, from staff and committee members.

Taxation and accounting records are also required to be kept by the scheme, along with documentation supporting receipts and any payments made by the organisation.

### **The period of time records are to be kept**

The scheme complies with the regulatory requirements for keeping records. The length of time records are to be kept varies, depending on the relevant statutory requirements, for example, the Education and Care Service National Regulation 2011, stipulates various lengths of time records relating to a child's participation at the service are to be kept. Accounting and taxation records are required to be kept for specified periods.

### **Security**

All reasonable steps will be taken during use and storage of personal information to protect the security of the information and the privacy of the individual. We will attempt to protect this information from misuse or loss and from unauthorised access or disclosure. The co-ordination unit uses lockable facilities for the storage of personal information. Passwords are used on scheme computers to ensure that only authorised personnel have access to any information stored on them. A list of all passwords will be kept by the scheme manager.

### **How records may be accessed**

Parents may request access to personal information relating to themselves and their child/ren. Children may request access to personal information about themselves. Clarence Family Day Care will provide individuals access to the personal information held about them unless the scheme is entitled under the Privacy Act or other legislation to deny access or provide an explanation for a decision instead. The service may require a written request from the person seeking access to information. Access to information may be denied where such access would have an unreasonable or unlawful impact on the privacy or security of others.

Clarence Family Day Care will acknowledge a request for access to personal information within 14 days and will attend to the request at the earliest reasonable opportunity.

### **How records are amended**

Clarence Family Day Care make every effort to ensure that the personal information it holds, is appropriate, accurate, complete and up-to-date. A person may seek to access and/or update their personal information held by the scheme by contacting the co-ordination unit staff, or the scheme manager.

### **Disposal of records**

When records are disposed of, they must be properly shredded or destroyed to avoid embarrassment through inadvertent misplacement or dumping.

### **N.B.**

This policy is to be read in conjunction with the 'Privacy Policy' of Clarence Family Day Care.

**Relevant Legislation:** *State Records Act 1998 (NSW); Privacy Act 1988; (including amendments of 12 March 2014); Freedom of Information Act 1982:*