

POLICY

POLICY 8: GOVERNANCE AND MANAGEMENT OF THE FDC SERVICE INCLUDING CONFIDENTIALITY OF RECORDS

OVERARCHING PERSPECTIVE:

Perspective: Quality Services

Policy: Services and Programs

OUTCOME:

To ensure that the Approved Provider, Nominated Supervisor, Certified Supervisors Educators, Volunteers and Students of the service will be aware of and supported to fulfill their responsibilities and that all personal details are maintained confidentially. It is the responsibility of all parties involved with the service to be aware of their duties, roles and responsibilities and make their best efforts to fulfill these duties, roles and responsibilities.

SCOPE:

This document applies to the Educators, Families, Coordination Unit Staff, Volunteers and Students of Our Village Family Childcare Service.

RATIONALE:

To ensure that all personal details and matters of a sensitive and private nature remain confidential for Staff, Educators, Families, Volunteers and Students involved with the service.

PROCESS:

GOVERNANCE OF THE SERVICE

Sunbury Community Health Board of Directors is responsible for:

- Ensuring that the service has appropriate systems and policies in place for the effective governance and management of the service
- The service pursues its stated purpose and remains viable
- Budget and financial accountability to enable ongoing viability and making best use of the service's resources
- Monitor and oversee management including ensuring that good management practices and appropriate checks and balances are in place
- Oversee legal functions and responsibilities
- Adequate policies and procedures are in place to comply with the legislative and regulatory requirements placed on the service
- Appropriate systems are in place to monitor compliance
- Reasonable care and skill is exercised in fulfilling their roles as part of the governing body of the service
- Focusing on the strategic directions of the organisation and avoiding involvement in day-to-day operational decisions, particularly where the authority is delegated to senior management staff within the service

Sunbury Community Health Management is responsible for:

- Ensuring Our Village Family Childcare Code of Conduct (refer to *Code of Conduct Policy*) is transparent and consistent with the goals, values and beliefs of Sunbury Community Health
- Providing leadership, forward planning and guidance to the service, particularly in relation to developing a strategic culture and directions
- Ensuring that the actions of and decisions made by the Coordination Unit are transparent and will assist to build confidence among Educators, families and stakeholders
- Undertaking strategic planning and risk assessment on a regular basis and having appropriate risk management strategies in place to manage risks faced by the service
- Reviewing the service's budget and monitoring financial performance and management to ensure the service is solvent at all times, and has good financial strength
- Approving annual financial statements and providing these reports to government as required
- Setting and maintaining appropriate delegations and internal controls

Manager and Coordination Unit Staff are responsible for:

- Developing coherent aims and goals that reflect the interests, values and beliefs of families, children and staff, and the stated aims of the service, and have a clear and agreed philosophy which guides business decisions
- Staff do not use their position for personal gain or put individual interest ahead of responsibilities
- Maintain focus, integrity and quality of service
- Staff act honestly, and with due care and diligence
- Develop a sound framework of policies and procedures that complies with all legislative and regulatory requirements, that enables the daily operation of the service to be geared towards the achievement of the service's purpose

CONFIDENTIALITY

Sunbury Community Health Service will ensure:

Storage of Personal Information:

There are sound systems and processes for storing confidential records relating to staff, educators, volunteers, students and families in the Coordination Unit office and in the educator's homes

- Documents and records must be stored for the relevant periods of time as set out in regulation 183 (2):
 - if the record relates to an incident, injury or trauma suffered by the child while being educated and cared for by the Education and Care service, until the child is aged 25 years;

- if the record relates to an injury, illness or trauma suffered by a child that may have occurred following an incident while being educated and cared for by the education and care service, until the child is aged 25 years;
- if the record relates to a 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 7 years after the death;
- in the case of any other record relating to a child enrolled at the education and care service, until the end of 3 years after the last date on which the child was educated and cared for by the service;
- if the record relates to the approved provider, until the end of 3 years after last date on which the provider operated the education and care service;
- if the record relates to the nominated supervisor, staff member or educator of the service, until 3 years after the last date on which the nominated supervisor, staff member or educator provided education and care on behalf of the service;
- in case of any other record, until the end of 3 years after the date on which the record was made.

Storage of organisation records and other documents:

Appropriate security will apply for all non-personal and operational records and documents.

- Financial Records will be stored for at least seven (7) years
- Timesheets will be stored for three years from the end of the calendar year they were issued.

Release of client information:

All confidential information is to be kept in individual family or educator files and in a secure area e.g., a lockable filing cabinet. Coordination Unit Staff and Educators are obliged to ensure that information they release complies with the Health Record Acts and Information Privacy Act or other relevant legislation.

Client Access to Information:

Clients have access to their personal information kept by Sunbury Community Health and Our Village Family Childcare Service and have the right to request inspection, copying and amendment of their personal information/health record. Should such a request be received, it shall be referred to the Manager . Client and Corporate Services.

Confidentiality in Group work/Training etc:

Members of groups run by Our Village Family Childcare Service should be made aware of confidentiality procedures. Confidentiality issues should form part of the introduction and orientation of Educators and the Coordination Unit.

Destruction of documents:

All personal information remains confidential at all times. Disposal of records will occur in a secure manner.

Sunbury Community Health will ensure that all Educators, Staff, Volunteers and Students are aware that:

- Information kept in a record is not divulged or communicated, directly or indirectly, to another person other than:
 - To the extent necessary for education and care or medical treatment of the child to whom the information relates to; or
 - A parent of the child to whom the information relates, except in the case of information kept in a staff record; or
 - The Regulatory Authority or an authorised officer; or
 - As expressly authorised, permitted or required to be given by or under any Act or law; or
 - With the written consent of the person who provided the information
- Discussions about families with other families, their own family or other educators must not be undertaken
- Matters relating to a family are only be discussed with Coordination Unit
- All confidential information is to be kept in individual family or educator files and stored in a secure area e.g., lockable filing cabinet. Coordination Unit and Educators are obliged to ensure that information they release complies with the Health Record Acts and Information Privacy Act or other relevant legislation.

Educators and Children leaving the service:

- Upon leaving the service Educators will provide all documents referred to in Regulation 178 (1) of the Education and Care Services National Regulations to the Coordination Unit for secure management including:
 - Incident, Injury, Trauma and Illness records
 - Medication records
 - Children's attendance records
 - Child enrolment records
 - Record of visitors to the FDC residence
 - Educational observations and learning
- When children cease care all records relating to the child (as above) will be provided to the Coordination Unit for secure management or destruction.

DEFINITIONS:


REFERENCES:

- Education and Care Services National Regulations 2011 . Regulation 168
- Health Records Act 2001
- Information Privacy Act 2000 (Vic)
- The Federal privacy Act 1998

RELATED DOCUMENTS:

(SCH) Issue Resolution Procedure
Staffing - Code of Conduct Policy - 40

This box to be completed after final draft has been approved.

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| Owner: | Manager, Family Day Care | <p>Signed in accordance with Deed of Delegation: 1/12/2016</p> <p>X </p> <hr/> <p>Marcus Bosch General Manager, Child, Youth & Family Services Signed by: Marcus Bosch</p> | |