

## Leadership and service management QA 7 GOVERNANCE & MANAGEMENT, including PRIVACY & CONFIDENTIALITY Policies & Procedures

*Links to Regulations: 155 (e), 168 (2) (l) Links to quality areas, standards or elements: 6, 7*

### **Rationale:**

The Governing Council recognises the importance of good governance and the importance of supporting the staff to achieve the goals of the Centre.

As an Integrated Children's Service, BCCC has an active Governing Council which works closely with the Director, Deputy Director and staff to ensure the safe, legal and effective operation of the Centre by:

- maintaining open communication with staff and families via reports, minutes of meetings and newsletters
- the ongoing cyclic review and approval process of policies and procedures at Governing Council meetings
- ensuring the Centre operates within financial constraints via budgeting, finance meetings, reports and audits
- maintaining a safe and well equipped Centre using work, health, safety systems
- ensuring the Centre operates within legal guidelines by reviewing awards and acts and keeping informed of DfE policies, procedures and guidelines
- being aware of employer obligations by reading relevant correspondence and passing the information at Governing Council meetings

The Privacy of individuals is respected at our Centre:

- all records and information about individual children, families, staff and management are kept secure
- records and information are only accessed by or disclosed to those people who need the information to fulfil their responsibilities at the Balaklava Community Children's Centre or have a legal right to know.

Whilst the Centre operates with one Governing Council it is bound by two Constitutions:

- Childcare: Balaklava Community Children's Centre Incorporated
- Preschool: Department of Education & Children's Services

Employees, work experience students, volunteers and Governing Council members sign a *Confidentiality Agreement* which is retained by the Centre and based on clear written guidelines provided on Induction and includes:

1. What information is to be kept confidential
2. What confidential information they may have access to in order to fulfil their responsibilities and how this information may be accessed
3. Who has a legal right to know what information

Confidential conversations between staff and parents or between Director/Deputy Director and staff members will be conducted in a quiet area away from other children and adults

- Confidential information may be exchanged in the normal course of work with other staff members and may be given to Governing Council when necessary for the proper operation of the Balaklava Community Children's Centre or the wellbeing of users and staff
- All discussions at meetings (including Governing Council and Staff Meetings) will be treated as confidential.

Confidential information including personnel, children, finance, administration files, forms and information will be stored securely in the Administration filing cabinet. Information about staff members will only be accessed by the Director/ Deputy Director/Administrator with the individual staff member involved.

- Staff will protect the privacy and confidentiality of other staff members by not relating information about another staff member to anyone either within or outside of the service.

No member of staff may give evidence or information on matters relating to children and/or their families to anyone other than custodial parents or guardians or to persons specified by the parent or our Approved Provider (DfE).

- Exceptions may apply regarding information about children when subpoenaed to appear before a court of law. In cases where it is unclear whether parents or guardians or anyone else has the right to information, the matter must be referred to the Responsible Person/Director, Deputy Director or the individual staff member concerned
- Advice should be clarified as needed with DfE Legislation and Legal Services Unit 8226 1555.
- Permission from parents will be sought where personal information is requested by other agencies or schools, including the supply of reports during transition
- Students and people on work experience and volunteers will not make staff, children or families in the Balaklava Community Children's Centre an object for discussion outside of the service (eg college, school or home), nor will these students or volunteers at any time use family names in recording or tutorial information.

### **Supporting Resources:**

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- Australian Children's Education & Care Quality Authority, February 2018, National Quality Framework Resource Kit
- Balaklava Community Children's Centre inc. Constitution

### **Sources:**

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- DfE Enrolment Policy and Procedures, including *Proof of Age; Children subject to Family Law & Intervention Orders*
- DfE Early Years System

**Policy Created Date:** Term 4 2013

**Policy last reviewed:** Term 1 2019

**Policy Review Date:** Term 1 2020

**Approval Signatures:**