

13. Governance and Management of the Service - including confidentiality of records

Purpose

Effective leadership and management of the service contribute to a quality environment for children's learning and development. Well-documented policies and procedures, well-maintained records, shared values, clear direction and reflective practices enable the service to function as a learning community. An ongoing cycle of planning and review, including engagement with families, creates a setting for continuous improvement.

OSHC services have a duty to keep adequate records about staff, families and children in order to operate responsibly and legally. The service will protect the interests of the children and their families and the staff, using procedures to ensure appropriate privacy and confidentiality.

Scope

NQF Quality Area 7	Governance & Leadership
Standard 7.1 Governance	Element 7.1.2 Management Systems

Process/guidelines

The OSHC service aims for all aspects of governance and management to be clearly articulated and that this complements the service philosophy and statement of purpose.

The school's Governing Council as the approved provider, holds the ultimate responsibility for the employment of staff, management of the service and meeting accountability requirements.

At Nailsworth Primary School, the Governing Council has devolved clear responsibilities regarding the management of OSHC through the instrument of authorisation to the school's Principal.

As the Nailsworth Primary School operates an OSHC service on a Department for Education site, it is required to establish an OSHC Advisory Committee. At NPS this committee is called the OSHC Management Committee. The OSHC Management Committee has representatives from Governing Council, OSHC families, the OSHC Director and Principal. The group oversees all aspects of the service and reports and makes recommendations to the Governing Council. The committee meets one week before every Governing Council meeting.

Confidentiality of Records

As an approved provider, the regulations outline the requirements for records under the regulations. These requirements include that information in the records is not to be communicated to another person other than:

- that necessary for the education and care or medical treatment of the child;
- a parent of the child to whom the information relates, except in a staff record or the regulatory authority; or
- as expressly authorised under any act or law, with the written consent of the person who provided the information.

Storage of Records and other Documents

As an approved provider, the following records must be kept in a safe and secure place for the relevant period:

- Incident, illness, injury or trauma records suffered by a child at OSHC until the child is aged 25 years.
- An incident, illness, injury or trauma suffered by a child that may have occurred following an incident at OSHC until the child is aged 25 years.
- Death of a child while being educated and cared for at OSHC, until the end of 7 years after the death.
- Any other record relating to a child enrolled at OSHC, until the end of 3 years after the last date on which the child was educated and cared for by the service.

Records relating to the approved provider, nominated supervisor or staff member until the end of 3 years after the last date on which the nominated provider, supervisor or educator provided education and care at the service.

Governance and Management of the Service - including confidentiality of records (continued)

Requirements

The regulations also prescribe record keeping requirements including records being kept in safe and secure place. At NPS OSHC, the records are kept in a locked cupboard in the OSHC office.

Records are to include the name of:

- 1) the person designated as educational leader;
- 2) the responsible person for each time children are at the service; and
- 3) records relating to a nominated supervisor or educator. These must be kept until the end of 3 years after the last date on which the nominated supervisor or educator, provided education and care at the service.

Information for Families

The regulations require the following prescribed information be displayed in a clearly visible location:

- The name and position of responsible person(s) on any given day in charge of the service.
- The responsible person.
- The education leader at the service.
- The person and phone number to whom complaints regarding the service can be directed.

At Nailsworth Primary School OSHC this information is displayed on the notice board located next to the sign in and sign out ipad.

Personal and Sensitive Information

All personal and sensitive information relating to students, families, educators or volunteers is kept by the OSHC Director and stored on site in a secure location. Information is circulated to relevant personnel on a need-to-know basis by the Director, on the understanding that such information is to be treated sensitively and not spread into the wider community.

Roles and Responsibilities

The Director will:

- be responsible for scheduling and organising regular meetings of the OSHC Management Committee; and
- the documentation and storage of all OSHC records.

Monitor, report and review

Author	School Principal Sharron Ward	March 2020
Recommended	OSHC Management Committee	April 2020
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