



Wynter Street Taree
PO Box 270 Taree NSW 2430
Ph: 02 6552 5088
Email: tareechildcareservices@ccstd.com.au

3.8 Child Care Services Taree & Districts Inc.

Record Handling and Management Policy

Child Care Services Taree & Districts Inc. (CCSTD) is committed to protecting and upholding the right to privacy of participants, staff, workers, volunteers and members of the Management Committee and representatives of agencies we deal with. In particular CCSTD is committed to protecting and upholding the rights of our participants to privacy in the way we collect, store and use information about them, their needs and the services we provide to them. CCSTD requires staff, workers, volunteers and members of the Management Committee to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.

The Purpose of the Policy

Child Care Services Taree & Districts Inc. is committed to collecting, keeping and disposing of Participant records in ways that protect privacy and ensure confidentiality is maintained. All records will be stored appropriately to allow for their retrieval, use and preservation whilst maintaining their security, privacy and confidentiality. Electronic records will be stored in a CCSTD software system and will be backed up systematically. Physical records will be housed on-site or archived at a secure storage facility.

Service Provider Practices.

Our service will not use personal information for any purpose that is not reasonably required for the appropriate or effective operation of the service. The privacy of all information provided is paramount which we as a service will protect at all times.

All documents and electronic records that contain private and confidential information about Participants, staff, workers and volunteers or CCSTD as an organisation, will be retained in locked cabinets with access only by the Service Manager, Committee President and the relevant Program Co-ordinators (Participant and staff/worker records).

No information or any form of media (thumb drive etc.) relating to CCSTD work may be taken from the premises without the prior permission of the Office Manager.

All Child Care Services Taree & Districts Inc. records will be retained according to the legal requirements for that category of record. Records include all documentation retained in hard copy and electronically in relation to CCSTD organisational arrangements, NDIA service standards and Individual Participants and all staff/worker records.

Archived documents will only be accessible to staff/workers with the delegated authority to access the record, or to others as required by law.

Child Care Services Taree & Districts Inc. will practice the following;

- Collect and keep information regarding participants only when it is relevant and necessary to the provision of the service.
- Ensure data about each participant is up to date, accurate and secure, whether stored in hard copy or electronically, in accordance with privacy legislation.
- Take account of any relevant cultural or religious sensitivities of people using services in the way information about them is collected, stored and used.

- Store participant records for the required length of time.
- Transfer or dispose of Participant records correctly.
- Provide information to Participants about how their personal information is managed.

Office Practices

When the organisation collects, keeps and uses identifiable data about a participant, the following procedures will be implemented to guarantee the privacy of the participant, and to ensure that records are appropriate, accurate and secure.

The organisation collects and records the following information about individual participants;

- General demographics - name, address, gender, age, next of kin, contact details, advocate details where appropriate, service delivery details - GP and other service agencies involved in care, participant goals, current plan of care and goals determined with participant, participant consent to share information and enable service delivery, signed participant service agreement, other information relevant to ongoing care
- Physical environment health & safety information – phone safety checklist, home safety check list, risk management plans (where relevant), signed code of conduct (where appropriate)

This information is collected for the purpose of;

- service monitoring, evaluation and reporting (de-identified information only is used for this purpose)
- meeting the reporting requirements of the NDIA
- developing an accurate participant record and participant file
- monitoring and management of service to participants
- enabling organisational analysis of demographic profiles and service user trends, used for service planning

On the confirmation of service eligibility, the worker or Manager undertaking the participant intake either by phone or on initial face to face assessment, will request the following information from the participant;

- Name, address, gender, age, participants representative, next of kin, contact details, advocate details where appropriate, country of origin, need for interpreter, living arrangements, indigenous status, NDIS Number, NDIS Support Category, NDIS Plan, GP details, Medicare no., medical details, other service agencies involved in care, any required referrals
- Consent to share information and participant related report data

Data Breach Response Plan

Data breaches can be caused or exacerbated by variety of factors, involve different types of personal information and give rise to a range of actual or potential harms to individual entities.

Each breach will be dealt with on a case-by-case basis

Four Key steps following a breach

1. Contain the data breach to prevent further compromise of personal information
2. Assess the data breach by gathering facts and evaluating the risks, including potential harm to affected individuals and where possible take action to remediate the risk of harm
3. Notify individuals and the Commissioner if required, if the breach is an “eligible data breach” under the Notifiable Data Breach Scheme (NDB)

4. Review the incident and consider what actions can be taken to prevent future breaches
Data breaches information and reports are available via [Office of the Australian Information Commissioner \(OAIC\)](#)

Relevant Legislation and Standards

- NDIS Practice Standards
- NDIS Code of Conduct
- NSW Disability Service Standards (NSW DSS)
- NDIS Terms of Business
- Freedom of Information Act 1982
- Privacy and Personal Information Act 1988 (NSW)
- Office of the Australian Information Commissioner (OAIC)
- The Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014 (NSW)
- Mental Health Act 2007 (NSW)
- Ombudsman Act 1974 (NSW)
- NDIA National Quality and Safeguards Policy 2018
- Disability Discrimination Act 1992
- Anti-Discrimination Act 1977(NSW)
- Criminal Records Act 1991(NSW)
- Work Health and Safety Act 2011(NSW)
- Children and Young Persons (Care and Protection) Act 1998