

4.12 Information Policy

Policy number: 4.12
Date last reviewed: December 2024
Reviewed by: Child Care Team

This policy relates to	
National Quality Standards Early Childhood Education & Care	1.3.3, 7.1.2

Purpose

The service shall maintain records as required under legislation and shall permit access to records in line with confidentiality requirements.

Policy

Parents, educators and staff will be provided with information detailing service policies to assist in understanding their rights and the responsibilities. Additional information will be provided whenever policies change. This information is available in Hubworks and QR code and SharePoint.

Parents, educators and staff are expected to provide the service with all relevant personal information in written form needed for the effective operation of the service.

❖ Information for Staff

Each staff member must be provided with and have access to a current copy of:

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- National Quality Standards for Early Childhood Education and Care and School Aged Care
- In Home Care Standards (In Home Care only)
- Early Years Learning Framework – *Belonging, Being and Becoming*
- Framework for School Aged Care – *My Time Our Place*
- Information for parents under Section 14 of the Regulation
- Staying Healthy in Child Care
- Beaucare Child Care Service Policy and Procedures Manual

- Other relevant written material (such as Awards, Commonwealth Department of Family & Community Services Handbook, and the service's Policy and Procedures Manual)

❖ Information for Educators

Each educator is provided with access to:

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- National Quality Standards for Early Childhood Education and Care and School Aged Care
- In Home Care Standards (In Home Care only)
- Early Years Learning Framework – *Belonging, Being and Becoming*
- Framework for School Aged Care – *My Time Our Place*
- Information for parents under Section 14 of the Regulation
- Staying Healthy in Child Care
- Beaucare Child Care Service Policy and Procedures Manual

❖ Information for Parents

Each parent is provided with a copy of the Parent Handbook which contains information on:

- The service's goals and objectives;
- The role of Coordinators and other persons engaged by the licensee;
- The processes for selecting educators and monitoring the equality of care provided by them;
- Parent's rights, including the right to:
 - Participate in the management of the Service, including the professional discussions;
 - The policy of non-discriminatory access and its application;
 - Continued contact with a Coordinator;
 - Procedures for dealing with parents' concerns;

- The address and telephone number of the nearest office of the Department of Communities.
- Parent's responsibilities, including:
 - Payment of fees;
 - Delivery and collection of children;
 - Notification of changes in information recorded;
 - Compliance with relevant health and hygiene policies.
- The services policies and practices in relation to:
 - Hygiene, safety, emergency and evacuation procedures;
 - Outings and excursions;
 - Injuries, illness and infectious diseases including minimal exclusion times for infectious diseases;
 - Storage and administration of medication for children;
 - In-service training for Coordinators, other staff and educators;
 - Participation of students and volunteers in the service.
- Community resource numbers.

Procedures

Requests for information may be made verbally or in writing according to the criteria above.

The Information will be checked to ensure it does not breach confidentially for other parties. The service reserves the right to charge a fee for the compilation of backdated information (e.g. for Family Law matters).

Associated Beaucare Policies and Documents

[Appendix F QIP and Compliance](#)

Relevant Legislation

National Law

National Regulations

National Quality Standard

Australian Government: *Family Law Act 1975*

<http://www.comlaw.gov.au/Details/C2004A00275>

Australian Government: *A New Tax System (Family Assistance) (Administration) Act 1999* <http://www.comlaw.gov.au/Details/C2011C00864>

Australian Government: *Privacy Act 1988*

<http://www.comlaw.gov.au/Details/C2004A03712>

Office of the Australian Information Commissioner

<http://www.oaic.gov.au>

Australian Government Department of Education and Training: *Child Care Service Handbook*

<https://www.education.gov.au/child-care-provider-handbook-0>