
	Management Area: Children's Services	Version No: 5.0 Pages: 4
	Category of Procedure: Operational	Approval Date: 12/07/2023 Procedure Approver: Head of Children's Services
Procedure Title: Confidentiality of Records Procedure		Author: Head of Children's Services

YMCA SOUTH AUSTRALIA

Confidentiality of Records Procedure

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1. Purpose

YMCA South Australia must ensure all information and records kept by a Children's Service is within the guidelines of the Education and Care Services National Regulations and the Privacy Act.

2. Scope

The scope of this procedure applies to all Board members, Sub Committee members, educators, and volunteers. This procedure applies to all YMCA Member Associations. For the purposes of this document, we refer to these as the YMCA. All Policies and Procedures must conform to this procedure.

3. Procedures


YMCA must ensure that information kept within accordance with the Education and Care Services National Regulations is not divulged or communicated, directly or indirectly, to another person other than;

- To the extent necessary for the education and care of the child
- To the extent necessary for medical treatment of the child
- A parent of the child to whom the information relates (except in the case of information kept in a staff record)
- the Regulatory Authority or an Authorised Officer
- As expressly authorised, permitted, or required under the Education and Care Services National Law and Regulations
- With the written consent of the person who provided the information.

YMCA must ensure that documents set out in Education and Care Services National Regulations are kept in a safe and secure place for the required length of time.

4. Roles and Responsibilities

Department / Area	Role / Responsibility
Children's Services Management	<p>Is responsible for the development, monitoring, and review of the procedure and related systems, ensuring content meets all legislated requirements.</p> <p>To facilitate procedure awareness to all educators on the appropriate implementation and use of the procedure.</p>

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Responsible Persons	<p>Nominated supervisor/service management will oversee the implementation and service adherence of the procedure.</p> <p>Nominated supervisor/person with management and control will seek individual community feedback and facilitate an active consultation process with service users as appropriate.</p> <p>Is responsible for addressing any instance of non-compliance with this procedure and implementing strategies to help prevent non-compliance with this procedure.</p> <p>Responsible for ensuring suitable resources and support systems to enable compliance with this procedure.</p> <p>Drive the consultation process and provide leadership and advice on the continuous improvement of the procedure.</p>
All employees, volunteers & students	<p>Responsible for meeting the requirements outlined in this procedure.</p> <p>Responsible for raising concerns or complaints in accordance with this procedure.</p>

5. Key Relevant Documents


- Education and Early Childhood Services (Registration and Standards) Act 2011
- Education and Care Services National Regulations (2011 SI 653)
- Information Sharing Guidelines for safety and wellbeing (ISG) Families SA
- Governance and Management Policy

6. Monitoring Evaluation and Review

This procedure will be reviewed every two years or earlier for reasonable cause or upon the request of the YMCA South Australia Board.

7. Version History

Version	Date	Description of changes	Effective Date	Review Date
2.0	16/06/2016	Updated.		
3.0	07/08/2019	Converted to Procedure.		
4.0	12/07/2023	Updated legislative and industry requirements.	12/08/2023	July 2025

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		Updated document name.		
5.0	26/05/2025	Updated OSHC to read children's services to incorporate ELC.	26/05/2025	May 2027