Partnerships with families  
29th March to 2nd April 2021

Dear Families,

As a part of the continuous improvement required by the National Quality Standard, this week we are:

* reviewing how our Service Philosophy guides all aspects of our service operations and teaching practices. If you’re not familiar with our Philosophy please ask us for a copy. We regularly review our Philosophy and welcome suggestions and feedback from families. If you’d like to know more please feel free to discuss with me
* reviewing our Privacy and Confidentiality Policy and Grievance Policy. Summaries follow:

**Privacy and Confidentiality** **Policy**

* Personal information will be managed openly and transparently in a way that protects an individual’s privacy and respects their rights under Australian privacy laws
* We only collect or use personal information if this is needed to educate and care for children at the service, or to comply with our legal obligations. We take reasonable steps to make sure people know we have their personal information, how we got it and how we'll handle it
* We do not disclose personal information to others unless people would have reasonably expected us to do this or we have their consent
* We aim to keep the personal information accurate, up-to-date and complete
* We have systems and practices to ensure personal information is secure and can only be accessed by those who need the information
* We have a data breach response plan in the unlikely event personal information is lost, or accessed/disclosed without authorisation
* People may access their (or their child’s) personal information and may request the correction of any errors
* We have a dedicated Privacy Officer for privacy matters, including complaints

**Grievance Policy**

**Employees, volunteers and visitors will:**

* raise complaint directly with the person concerned and not involve other educators, staff, volunteers or parents
* raise complaint with the Approved Provider/ Nominated Supervisor if unable to resolve concern, or uncomfortable raising matter directly with person
* raise any alleged suspected/alleged unlawful activity (including bullying and child abuse) with the Approved Provider or Nominated Supervisor immediately

**Employees, volunteers and visitors will not:**

* get involved in complaints/ grievances that don’t concern them
* raise complaints with an external complaints body without first using our grievance procedures

**The Nominated Supervisor will:**

* discuss with the complainant within 24 hours of receiving complaint
* properly, fairly, confidentially and impartially investigate complaint
* invite complainant to have a support person present during an interview
* provide all affected parties with a clear written statement of investigation outcomes within 7 working days of receiving complaint
* store appropriate records of the investigation confidentially
* protect the parties from victimisation
* offer external review
* request feedback on the grievance process
* track complaints to rectify  identify recurring issues
* notify regulatory authority within 24 hours about alleged serious incidents or breaches of National Law, or within 7 days of alleged physical or sexual abuse of child at service.

There are copies of the policy near the sign in/out sheet. Please take a moment to read it. We value any feedback you may have.

Nominated Supervisor