Partnership with families
29 January to 2 February 2024

Dear Families,

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

* reviewing the purpose of our Statement of Philosophy - this includes guiding Service decisions, policies, and programming, and helping staff, children, families and the community understand our role. We regularly review our Philosophy to make sure it reflects our current values and approach, and we value and welcome your input into these reviews. We’ll let you know when we’re conducting the review
* 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 it’s needed to educate and care for children, or to meet our legal obligations. We take reasonable steps to tell people we have their personal information and how we'll use it
* We don’t disclose personal information to others unless people would have reasonably expected this or we have their consent
* We aim to keep personal information accurate, up-to-date and complete
* We have systems and practices to ensure personal information is secure and only accessible to those who need the information to do their job
* 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 ask for errors to be corrected
* We have a dedicated Privacy Officer who also manages privacy complaints.

**Grievance Policy**

**Employees, volunteers and visitors will:**

* raise complaint directly with person concerned without involving other employees, volunteers or parents
* raise complaint with Approved Provider/Nominated Supervisor if unable to resolve with person, or feel uncomfortable raising complaint with them
* immediately raise any suspected/alleged unlawful activity (including bullying and child abuse) with Approved Provider or Nominated Supervisor

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

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

**The Nominated Supervisor will:**

* discuss with complainant within 24 hours of receipt
* investigate complaint properly, fairly, confidentially and impartially
* invite complainant to have support person present during any interview
* provide those involved with a clear written statement of outcomes within 7 working days of receiving complaint
* keep secure and confidential records of investigation
* protect those involved from victimisation
* offer external review
* request feedback on grievance process
* track complaints to identify recurring issues
* notify regulatory authority within 24 hours of any complaints alleging that a serious incident has occurred or is occurring while a child was or is at the service, or that the National Law or Regulations have been breached, or within 7 days of complaints that physical or sexual abuse of a child has occurred or is occurring while the child is at the service.

There are copies of the policies near the sign in/out sheet. Please take a moment to read them.

We value any feedback you may have.

Nominated Supervisor