


COMMUNITY CENTRE		
Records Management Policy		
Version: 3	Approved: 18 July 2023	
Administered: General Manager	Next Review: July 2026	

Purpose

The purpose of this Policy is to set the standard required for Record Management Procedures for the creation, retention, retrieval and disposal of (hard copy and digital) records in relation to the provision of services, in accordance with relevant legislation.

Scope

Wingate Avenue Community Centre Inc (Wingate Ave CC) provides a range of services, including registered childcare centre (X), social support through light touch case management, employment support, and is a registered training organisation (RTO: TOID 6419). Wingate Ave CC collects, uses, stores and at times may disclose a range of personal information, for the purpose of providing services and meeting legislative requirements. Records are used to underpin transparent and accountable service delivery by providing proof of business practices, communications, service provision, decisions and actions.

This Policy applies to the operations and delivery of all services at Wingate Ave CC, including all staff.

Policy

Wingate Ave CC recognises the importance of effective records management to support its operations, ensure compliance with regulatory requirements, and provide evidence of activities and decisions. It aims to provide a planned and comprehensive approach to the management of records relevant to the services by:

- Preserve confidentiality of all personal information on staff, students and volunteers.
- Maintain accurate, complete and reliable records of operations, including training delivery, assessments, learner support services, administrative process.
- Maintain systematic and secure record management, so that records are created, maintained and disposed of in accordance with relevant policies, guidelines, contracts and regulations.
 - Maintain early childhood service record-keeping procedures that meet the requirements of the Australian Children’s Education and Care Quality Authority, Education and Care National Regulations (2011) and other relevant legislation contained in the National Law and National Regulations, National Quality Standard, and Family Assistance Law.
 - Maintain client record-keeping procedures that meet the requirements of Health Records Act (2001), Evidence (Miscellaneous Provisions) Act (1058) and other National Regulations.
 - Maintain RTO record-keeping procedures that meet the requirements of the Australian Quality Training Framework (AQTF); Victorian Registration and Qualifications Authority (VRQA); VET Funding Contract, Skills First; Adult Migrant Education Program (AMEP); Learn Local; and other external bodies with whom Wingate Ave CC partners.
- Provide training to staff about the importance of record management and equip them with the necessary knowledge and skills to create, maintain, and dispose of records effectively.
- Determine (and regularly review) what information should be retained and for how long by referring to funding contracts to determine length of time some records need to be maintained.
- Maintain record management systems that are secure, stored in good conditions to preserve the records, and easily accessible.
- Dispose of records in a system and secure manner.

Legislative Context

- Education and Training Reform Act 2006 (Vic)
- Education and Training Reform Regulations 2017
- Family Law Act 1975
- Freedom of Information Act 1982
- Health Records Act 2001 (Vic)
- National Vocational Education and Training Regulator Act 2011
- Privacy and Data Protection Act 2014 (Vic)
- Privacy Act 1988 (Cth)

Related Documents

Internal	Business Process: Assessing Eligibility & Pre Training Review
	Business Process: Training and Assessment Strategy
	Management of the RTO Policy
	Eligibility and Enrolment Procedure
	Financial Management Procedures
	Privacy and Confidentiality Policy
	Records Management Procedure
	Management of Government Funded Programs Procedure
RTO Management Procedure	
External	Australian Quality Training Framework (AQTF)
	VRQA Guidelines for VET Providers
	VET funding Contract
	ACFE Board Pre-Accredited Training Delivery Guide
	Fact Sheet Skills First Record Keeping RequirementsV3, 2022
	Guidelines About Eligibility
	Guidelines about Fees
	Guide to Skills Victoria Training System (SVTS)
	The Skills First Quality Charter ('the Quality Charter')

Superseded Versions

Records and Archiving Policy	Version 3	18 July 2023
Records and Archiving Policy	Version 2	August 2019
Records and Archiving Policy and Procedure	Version 1.1	September 2016
Records and Archiving Procedures		May 2012

Approved by:



General Manager
by Delegation of Authority