



VIC-EDU-P-033 Child Safety Recordkeeping Procedure

1. Purpose

The *VIC-EDU-P-033 Child Safety Recordkeeping Procedure* aligns with the *VIC-EDU-P-004 Child Safety Recordkeeping Policy*. This procedure set out the mandatory requirements to ensure compliance with the policy and with related legislated requirements to ensure recordkeeping for child safety and wellbeing.

2. Scope

This procedure applies to all MacKillop Education school staff, contractors and volunteers and MacKillop Family Services (MFS) staff who create, use, review and store Child Safety and Wellbeing Records.

3. Procedure

Recordkeeping

MacKillop Education ensures that full and accurate records of all decisions and activities relevant to child safety and child wellbeing are created and captured.

MacKillop Education has the following processes in place to ensure that this is achieved:

- All concerns and complaints associated with child safety and child wellbeing are reported and recorded in accordance with MacKillop Education policies and procedures as outlined in *VIC-EDU-P-003 Child Safety Responding and Reporting Obligations Policy and Procedure*, *VIC-EDU-P-005 Complaints Policy* and *Agency-Wide-CO-P-020 Incident Reporting and Review (Vic)*.
- To ensure all MacKillop Education staff, contractors, and volunteers are aware of and can comply with recordkeeping obligations, support and training measures as outlined in the below “Records Training” section will be provided.

Record access and control

MacKillop Education ensures that Child Safety and Wellbeing Records can only be accessed, modified or used by those with relevant authority.

MacKillop Education has the following processes in place to ensure that this is achieved:

Family Journey - school incident reports:

- All MacKillop Education staff at the campus where the incident occurred may access the reports
- Campus staff with designated Position of Leadership 2 and above can amend incident records.
- Campus Principals can approve and sign off incident reports for their campus
- The MacKillop Education Executive and Deputy Executive Principals can approve and sign off incident reports from any campus
- MFS Chief Executive Officer, Data and Compliance team members and Executive Leaders can access and modify incident reports.

Synergetic - school student information and case notes

- All MacKillop Education staff can access student information and case notes for the students at their campus
- The MacKillop Education Executive and Deputy Executive Principals and the Child Safety, Quality and Compliance Coordinator can access all MacKillop Education student information and case notes.

MacKillop Education ensures that Child Safety and Wellbeing Records can be readily accessed and used when and as required.

MacKillop Education has the following processes in place to ensure that this is achieved:

- Systems have been put in place to catalogue records with sufficient descriptive information that enable Child Safety and Wellbeing Records to be easily located and accessed when they are needed.

MacKillop Education has systems and process in place to ensure the authenticity and reliability of Child Safety and Wellbeing Records, so that they can be trusted as credible evidence.

MacKillop Education has the following processes in place to ensure that this is achieved:

- MacKillop Education has put in place audit logs that show who has created or modified an electronic Record (and when).
- MacKillop Education requires all staff to date hard copy Records confirming when the Record was created.

Record storage and preservation

MacKillop Education ensures that Child Safety and Wellbeing Records are stored in a way that protects them from misuse, loss, deterioration and damage.

MacKillop Education has the following processes in place to ensure the above is achieved:

- All digital/electronic Child Safety and Wellbeing Records are securely stored, by password protection and encryption where possible. The management of information security throughout MacKillop Family Services is aligned with the ISO27001 and ISO27002 Standards.
 - Incident records are recorded in Family Journey, the MacKillop Family Services Client Management System,
 - Case notes are recorded in Synergetic - School Management System,
 - Complaints are recorded in SharePoint
 - Staff records are maintained by the MFS Human Resources Team
- Any physical Child Safety and Wellbeing Records created or received by MacKillop Education are scanned and stored electronically.
- It is the responsibility of the staff member uploading the material to ensure that the scanned copy is a true and accurate representation of the original. The staff member must ensure the scanned copy includes all pages of the original and the quality is of a high standard.
- All digital / electronic Child Safety and Wellbeing Records are preserved in formats that are expected to remain readable for the required lifetime of the Record.
- Digital Child Safety and Wellbeing Records are routinely backed up on Family Journey - Client Management System, SharePoint - Complaints and Synergetic - School Management System.

Archived physical Child Safety and Wellbeing Records

- All physical Child Safety and Wellbeing Records are stored in a format and made of materials that are likely to survive and be readable for their required lifetime.
- All physical Child Safety and Wellbeing Records are stored securely in environmental conditions that protect them from fire, water, pests and dust. Only authorised staff have access to the records in these locations. Authorised personnel are: General Manager, Heritage and Information, Group Director, The MacKillop Institute and MacKillop Education, Deputy Executive Principal, Campus Principals

MacKillop Education ensures that all storage locations used for the storage of Child Safety and Wellbeing Records are well maintained.

MacKillop Education has the following processes in place to ensure that this is achieved:

- Digital storage systems and devices (on which Child Safety and Wellbeing Records are stored) are regularly tested, backed-up and replaced (as necessary).
- Updates and security patches are regularly applied to digital storage systems on which Child Safety and Wellbeing Records are stored.
- Physical storage locations (in which physical Child Safety and Wellbeing Records are stored) are regularly inspected for water, heat and pest damage and are repaired where necessary.

Records retention and disposal

MacKillop Education ensures that Child Safety and Wellbeing Records are only disposed of:

- once they have reached their minimum retention period, in accordance with the Public Record Office Victoria Recordkeeping Standards; and
- with the authority of the Melbourne Archdiocese Catholic Schools Ltd (MACS) Director of Governance and Strategy.

MacKillop Education ensures that records are disposed of using secure and permanent methods. Where Child Safety and Wellbeing Records are disposed of, the school retains a record evidencing the disposal of those Records. This includes a register of all Child Safety and Wellbeing Records disposed of, which records the following:

- a description of the Record (including the date of the Record)
- when disposal of the Record was authorised by the MACS Director of Governance and Strategy, Group Director, The MacKillop Institute and MacKillop Education.
- the type of record and the minimum retention period for the Record, as advised by MACS Information Management and Administration Team.
- the date on which the minimum retention period for the Record was reached.
- the date of disposal of the Record.
- the method of disposal of the Record.

Records training

The school ensures that all school staff, contractors, and volunteers understand their recordkeeping obligations in respect of Child Safety and Wellbeing Records and the school's recordkeeping systems and processes (as appropriate).

MacKillop Education has the following processes in place to ensure this is achieved:

- On an annual basis, all school staff receive training regarding their recordkeeping obligations in respect of Child Safety and Wellbeing Records.
- Where appropriate to the nature and responsibilities of their role, contractors and volunteers are provided with training and information regarding their recordkeeping obligations in respect of Child Safety and Wellbeing Records.

When providing training and information to school staff, contractors and volunteers regarding their recordkeeping obligations with respect to Child Safety and Wellbeing Records, school staff, contractors and volunteers are made aware that they must do the following in respect of matters relating to child safety and wellbeing:

- document work activities including decisions made, actions taken and notes of meetings and important conversations;
- ensure records include relevant contextual information - for example, the date and location of a meeting and who was involved;
- make sure records are complete, accurate and can be understood in the future by those who were not directly involved;
- keep records in authorised systems and designated storage areas;
- understand the school's records management policy and processes; and
- protect records from unauthorised access and disclosure.

When providing training and information to school staff, contractors and volunteers regarding their recordkeeping obligations with respect to Child Safety and Wellbeing Records, school staff, contractors and volunteers are made aware that they must not:

- destroy, delete or alter Child Safety and Wellbeing Records without authorisation;
- damage or lose Child Safety and Wellbeing Records in their care;
- keep Child Safety and Wellbeing Records on personal devices or personal cloud storage locations or in portable storage devices such as USBs; or
- remove physical Child Safety and Wellbeing Records from school premises without authorisation.

4. Related legislation, policy, guidelines and resources

Agency-Wide-CO-P-020 Incident Reporting and Review (Vic).

VIC-EDU-P-003 Child Safety Responding and Reporting Obligations Policy and Procedure

VIC-EDU-P-004 Child Safety Recordkeeping Policy.

VIC-EDU-P-005 Complaints Policy

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MACS Child Safety and Wellbeing Recordkeeping Procedures

5. Approval and Review Details

Approval and Review	Details
Approval Authority	Group Director, The MacKillop Institute and MacKillop Education
Approval Date	14 February 2024
Advisory Committee to Approval Authority by	MacKillop Education Leadership Team
Next Review Date	1 February 2026
Version	1