



POLICY 3

Administration

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Charity Status:	DGR

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Policy Number: 3

Policy Name: Administration

Purpose:

This policy outlines the responsibilities and duties of the administrative staff, principally the Coordinator and sets out the duties and responsibilities involved to ensure the smooth and compliant running of the Centre.

Scope:

The policy applies to the Coordinator and Centre Manager.

Relationship with AQTF Standards and Conditions & Current Funding Contract:

Condition 3:

- *Compliance with legislation*

Condition 6:

- *Files & records*

Condition 8:

- *Accuracy & Integrity of Marketing*

Standard 3:

- *3.4 the RTO manages record to ensure their accuracy and integrity*
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Relevant Records/Documents

- *tbc*

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Procedures

3.1 Advertising, Marketing and Website

- All Centre advertising and marketing must be representational of the Centre, accurate and ethical. Course objectives, costs and expectations will be clearly communicated to clients prior to commencement.
- The Coordinator, supported by Committee and the Manager, is responsible for all advertising and marketing activities for the Centre.
- Advertising and marketing consists of website, brochure, ads and articles in the local press and any other means seen as appropriate. This can also include telephone and face to face enquiries.
- All marketing and advertising should identify with the Centre and any other subcontracted RTO that is training - by trading name and TOID (RTO number). Where ever we are presenting training, the contact details should also be included.
- Advertising should accurately represent the services to prospective clients and stakeholders.
- The Centre should use equal opportunity principles to encourage all persons to apply.
- Logos placed in advertisements should be used by conditions stated for those logos.
- Information and pricing advertised must be a true reflection of those for all Centre operations. Where ever special conditions apply, these must be clearly stated.
- Contents of courses or processes for procuring need to be clearly defined.
- The Centre ensures that nationally registered training is outlined as distinct from other training offered for the relevant scope of registration training.
- The Centre must not release information or material in marketing that contravenes the privacy policy. Client information or images cannot be released without their written consent (see enrolment forms).
- In case the training is accredited and funded, the following wording should apply to any promotion of the training:
 - *‘This training is delivered with Victorian and Commonwealth Government funding’*
- Marketing and advertising should not:
 - Encourage unrealistic expectations regarding qualification level attainability, facilities, resources and equipment
 - Make false comparisons with courses presented by others
 - Make misleading statements regarding staff member’s qualifications and experience
 - Make misleading statements regarding the prospect of employment or other future pathway following the course
- Course information provided to clients will include:
 - Course information including timetable
 - Enrolment/admission procedure and criteria if any
 - Required competency per training package/accredited course
 - Assessment policy/procedure and expectations
 - Course costs and refund policy
 - Complaints & appeals policy
 - RPL information

Ethical Marketing

- BCAL will strive to promote its operations through appropriate mediums. All Centre members undertake to conduct ethical marketing strategies as per ATQF Standards.
- The quarterly brochure is the main marketing tool of BCAL. It is delivered to all homes in Wonthaggi, Inverloch and Cape Patterson through leaflet drop.
- Other advertising avenues can include local print media, ads in newspaper special events, editorials and contacting network partners.
- Advertising fees must be pre quoted prior to placing an ad in any media.
- Committee may advise on advertising opportunities. Advertising is a budgeted item.
- Under no circumstances must BCAL be advertised in an illegal or improper way.

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- The program Coordinator for BCAL is the person authorised to promote the Centre.
- Advertising should acknowledge funding sources where applicable.
- No logo should be used without the permission of the owner of that logo, and if used, must be as per the rules for that use e.g. no distortion, colours etc.
- The Coordinator should be very familiar with ATQF outlines for ethical marketing, as follows:
 - The RTO's marketing and advertising of training and assessment products and services is ethical.
 - The RTO's marketing material must be accurate and approved by a duly authorised member of the RTO's staff.
 - The RTO must obtain prior permission from any person or organisation for use of any marketing or advertising material which refers to that person or organisation, and must abide by any conditions of that permission.
 - The RTO must accurately represent to prospective clients training products and services that lead to AQF qualifications or Statements of Attainment, and ensure that advertised outcomes are consistent with these qualifications.
 - The RTO must advertise AQF qualifications only if they are included in the RTO's scope of registration and must not state or imply that services are within that scope if they are not.
 - The RTO's marketing and advertising material must the identify training and assessment services leading to AQF qualifications and/or Statements of Attainment separately from any other training/assessment services. The advertising must inform of the name and RTO number of that provider.
 - The RTO must not offer inducements to attract students to training at this Centre.

Website

- The Centre will maintain a website that is current and professional as an online front page to the community. The website is maintained by the IT Coordinator, with assistance from professionals when required. It should contain the following information:
 - Current courses as presented in the term brochure. These should include all accredited, pre-accredited and fee for service courses, which are divided into area headings as required.
 - Links or information for stakeholders at the Centre that wish to present themselves on our website. These include U3A, Woodcrafters, VCAL and Community Garden. This area also includes links to other providers if appropriate, such as Mitchell House.
 - Links to forms and surveys which include our enrolment form and withdrawal form and student and stakeholder surveys. This could also include a general 'have your say' area (email link).
 - An 'About Us' link that contains important information/policies on fees & concessions, refunds, complaints and appeals, course cancellations and other information. This area also contains reports we are required to publish such as Student Performance (Quality Indicators for previous year) and the latest Compliance Audit report.
 - The website will also contain full contact details as well as an email links and links to other online presences such as Facebook and twitter etc.
 - Other information as required.

3.2 Answering telephone and taking messages

- All telephone calls shall be answered politely and promptly by the nearest available admin staff member.
- Staff should be mindful of the fact that the telephone enquiry is often the first point of contact for many persons accessing the Centre.
- State Centre name - Bass Coast Adult Learning - and your name.
- Ensure that you speak clearly and in a friendly and encouraging manner. Show patience especially for those BCAL clients with more special needs - for example persons who are not fluent in English or those lacking in self-esteem.

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- Place messages to staff and other stakeholders on the appropriate desk or deliver at what is seen as an appropriate time – for example at a session break from class. Unless urgent, training staff should not be interrupted during class times.
- The answering machine is to be provided for out of hours' telephone enquiries. Admin must attend to these messages promptly.

3.3 Computer use and internet café (see email policy)

- BCAL's computers are available to all members of the public through structured courses or flexible learning. The Centre endeavours to offer the highest quality and most up to date facilities and courses. Misuse of computer facilities may result in suspension of rights to use these facilities.
- The Centre accepts no responsibility for the actions of computer users.
- No user is to add, remove or modify any programs on the computers. Users must not access or display any material that may reasonable be considered offensive such as violence, gore, pornography or abusive language.
- Users must not use the computers for the creation or distribution of viruses, malware or personal abuse of others. Users may not download files to the computers but are welcome to save files to a memory stick or other removable device provided that device is virus free. Downloads are at the user's own risk and may be subject to copyright. Burning to CD by prior arrangement only.
- Any person damaging any computer is responsible to remedy that damage or arrange replacement.
- BCAL computers courses have a permanent staff member who teaches classes. This person is also responsible for network maintenance and upgrades.
- Hire of computer room is available to outside groups, but MUST be pre booked and charges apply.
- Assistance with computers outside of structured classes is only available with prior arrangement.
- Only computers in the computer room or class set laptops and i-pads are to be used for classes. No staff computer is to be used by an unauthorised person.
- Any problem with any computer will first be dealt with by staff if possible, then by technicians if required.
- The Centre provides no assistance with computer use except by prior arrangement. Any concerns about malfunctions to be reported to administration.
- Printing is available at a cost of 10c per page.
- Copyright: The Centre will not knowingly be a party to any infringement or copyright or intellectual property rights either by download or upload.
- Security: The computers have anti-virus software that is updated daily, anti-spyware that is updated regularly and a software firewall. Every effort will be made to keep the computers free of viruses, Trojans, worms and other malware, but the Centre will have no liability for any loss or damage to data or hardware as a result of using our facilities.
- Users are blocked from saving any files locally but are free to save files to memory stick (USB drive) or other removable media
- Patrons use computers at their own risk.

Internet Café

- The Internet Café is available to all members of the general public for free, easily accessible internet use. The café's opening hours will be the same as BCAL's office hours. Any other times be arrangement only. The rules of the Internet Café make up a part of this policy, and are displayed on the wall of the café for all patrons to read.
- The above rules apply to all internet café users.

Breaches to rules:

- Breaches occurring in internet café will result in instant expulsion. Repeat breaches will result in a permanent ban from the internet café.

Breaches occurring from students in the classroom:

- First occasion: remind student of rules, point out rules in wall, warning given.
- Subsequent occasions: removal of computer privileges for given time frame: week, fortnight, month.

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- Repeat occasions: permanent removal of individual computer privileges. Student will only be able to use the computer when fully supervised by staff member, and for class work.
- Serious breaches: for offensive, bullying, etc. student will be subject to general student disciplinary action.
- Where a student is under 18 years of age, and depending on the seriousness of the breach, the parents/carers of that student may need to be informed at the Coordinator's discretion.

3.4 Correspondence via Email and Mail

- All correspondence through BCAL will primarily be the responsibility of the Coordinator to collect, post and distribute. All correspondence will be treated as confidential.
- Mail is to be collected daily, first thing, by administration from the post office box. Only the Coordinator and the Manager are to have a Post Office Box key.
- Correspondence is also received through email and web notifications.
- Correspondence is to be sorted and distributed daily.
- Coordinator posts outgoing mail daily as required.
- Coordinator and Manager attend to emails and correspondence daily and attend to all matters as required.
- All correspondence requiring Committee approval to be photocopied and placed in the Committee folder for tabling at next meeting. Correspondence that has been dealt with after the monthly Committee meeting can then be filed or held over at the Committee's discretion.
- Urgent matters requiring Committee attention will initiate notice to Committee executive, or a special Committee meeting.
- Correspondence is filed, or disposed of by shredding.

Email

- This procedure is to ensure the proper use of the Centre's email system and make users aware of what is acceptable/unacceptable use of the system.
- Email is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although it seems a less formal means of communication, there are legal risks in using email. You, and this Centre, will be legally liable for the following email misuse:
 - Sending or forwarding libellous, defamatory, offensive, racist or obscene remarks via email.
 - Unlawfully forwarding confidential information.
 - Unlawfully forwarding or copying messages without permission (copyright infringement).
 - Sending an attachment that contains a virus.
- The following rules are required by law and are to be strictly adhered to:
 - It is strictly prohibited to send or forward emails containing libellous, defamatory, offensive, racist or obscene remarks. If you receive an email of this nature, you must promptly notify admin.
 - Do not forward a message without first acquiring permission from the sender, if necessary and possible.
 - Do not send unsolicited emails if unnecessary.
 - Do not forge or attempt to forge email messages.
 - Do not send email messages using another person's email account.
 - Do not copy a message or attachment belonging to another user without permission of the originator.
 - Do not disguise or attempt to disguise your identity when sending mail.
- Personal use of email should be kept to a minimum and not interfere with work.
- Protect any confidential information to be sent by email in a pass-warded attachment.
- All Centre email accounts are maintained by admin. Do not share accounts or passwords. Unused email accounts will be deleted after 60 days.

3.5 Emergency, fire drills and critical incidents

- All rooms in the Centre have evacuation procedures displayed in a prominent position. These include path of travel, assembly point and emergency numbers. The assembly point for all staff and students is the front car park of the Centre.
- All emergency equipment (fire) is checked twice yearly by CFA Client Services. This check needs to be sent to the BC shire. The shire also checks fire equipment periodically.
- Alarm must be raised as soon as an emergency is perceived, be it fire, gas leak, terrorist threat, etc. The Centre has no alarm system, so this must be by a person visiting each room.
- Authorities are to be notified immediately.
- Tutors/user groups are expected to be aware of evacuation procedures, including movement of students, all ages and abilities – out of the building and into evacuation point. All tutors are responsible for classes and must move students out in an orderly fashion. Tutors are expected to have an accurate and up to date roll for marking off students.
- If a student or any person is not accounted for, authorities must be notified immediately:

EMERGENCY NUMBERS

FIRE:	000
AMBULANCE:	000
POLICE:	56721222
HOSPITAL:	56713333
POISONS:	131126

Critical Incidents

- Critical incidents may be defined as an emergency where there is an immediate threat to a person on site, such as a large bushfire or non-emergency such as an illness reaching pandemic level.
- Where a known critical incident threatening the Centre is in progress (emergency or non-emergency), students and staff are NOT to attend the Centre under any circumstances.
- Where the incident occurs when staff and or students are onsite, staff need to respond quickly and effectively:
 - Contact appropriate emergency personnel
 - Account for all persons onsite, and see to their safe exit from the premises where necessary
 - Ensure ease of access for all emergency personnel
 - Ensure services are turned off where appropriate, e.g. Electricity, gas (not water)
- When a critical incident is passed, staff will be required to:
 - Liaise with emergency personnel
 - Assess damage
 - Recover equipment
 - Inform stakeholders of complete situation
 - Arrange any required follow up – insurance, counselling etc.

When a critical incident has occurred there may be a recovery period for the Centre following this incident. Some procedures will need to be observed should this occur:

- *Within one week of incident clearance:*
 - No staff, students or others are to attend the site until it has been declared free of risk by the relevant authorities. Senior staff are responsible in contacting any person who may need to be informed of this situation - this may include using notices in public media.
 - Once the authorities have contacted staff members, senior staff will attend the site to survey the damage to the Centre. Staff may then need to contact other staff members to attend their own areas; however, people onsite should be kept to a minimum. Staff members should note all damage to property/fittings/resources etc.

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- Insurance companies may have to be contacted to survey damage to site, and claims processed.
- *Within two weeks of incident clearance:*
 - Trades person will need to be contacted - it is hoped that site clean-up and rebuild, if necessary, is able to be undertaken as quickly as possible.
 - If the Centre is unusable, alternative venues may have to be sourced so that Centre operations can resume as soon as possible.
 - Should any Centre stakeholder be affected by this incident, it may be necessary to assist them with counselling sessions?
 - The Centre Manager to maintain communication with all Centre stakeholders.
- *Weeks/months following incident clearance:*
 - Rebuild of Centre and replacement of equipment/resources. All staff to have input into this. Funding from insurance and Centre reserves if necessary.
 - Maintain communication with all relevant persons during this time. This includes staff, students & their families, other Centre users – U3A, Woodcrafters etc.
 - Review of procedures following incident, and integration of perceived improvements required for further incidents.

3.6 Expectation of visitors

- The Centre welcomes visitors. BCAL undertake to inform and assist all visitors.
- All visitors must report to reception upon arrival.
- Authorities from other organizations are required to see admin prior to walking around the property.
- Admin staff will escort visitors wishing to contact any person on site where appropriate. Visits during class time may be restricted unless urgent.
- Persons without legitimate reasons to be on BCAL premises may be asked to leave.
- Admin must ensure that visiting services and out-of-hours users know what will be expected of them.
- No animals to be brought onto the Centre grounds, even in cars. Definitely no animals to be left in cars.

3.7 Child Safety and Welfare

With respect to Child Safety and Wellbeing the Centre Manager adheres to the defined standards:

- **Standard 1:** Establishment of a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued
- **Standard 2:** Child safety and wellbeing is embedded in organisational leadership, governance and culture
- **Standard 3:** Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously
- **Standard 4:** Families and communities are informed and involved in promoting child safety and wellbeing
- **Standard 5:** Equity is upheld and diverse needs respected in policy and practice
- **Standard 6:** People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
- **Standard 7:** Processes for complaints and concerns are child-focused
- **Standard 8:** Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training
- **Standard 9:** Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed
- **Standard 10:** Implementation of the Child Safe Standards is regularly reviewed and improved

- **Standard 11:** Policies and procedures document how the organisation is safe for children and young people

3.8 Files and records

- BCAL establishes a personal file for each employee and client of the Centre. These files are kept securely both electronically (pass-worded) and in paper (secured files). Admin has the responsibility for this aspect of operations. (See also *Student Records for student file policy* and relevant Victorian legislation *Public Records Act 1973*)
- Access to all files is limited to regulatory bodies (as necessary), admin personnel, relevant staff member and Committee members unless by written agreement.
- Admin can give persons' access to *their own* records upon request. However personal details are not to be released to others without the written consent of the owner.
- All personal files will take the form of computerised files, protected by passwords, stored on admin computer, backed up regularly and virus protected, and hard copy files, kept in secure admin area with archives in locked store room near the lunch room.
- Staff member's files are kept in the employee register (Staff Folder) in the secure admin area.
- Committee member's details are kept in 'Committee Information' folder in secure admin area.
- All client's enrolment files both electronic and paper are kept in the admin area and archived in the locked storeroom. Non-current files are to be kept in archive as required by relevant legislation and guidelines.
- All enrolment and class records are to be recorded by the Centre Manager or the Program Coordinator electronically through the Centres pass worded student recording software VETTRAK, and reported as per regulatory requirements each month by the AVETMISS data reporting system.
- All electronic information on admin computers is automatically backed up daily. The hard disk for this is kept in the locked admin store room.

Archival Records

- Noncurrent files are to be kept in secured archive – electronic and/or paper copies for a period of time stipulated by current legislation and relevant guidelines:
 - Legal, taxation and financial records – paper and electronic – are to be held for a 5-year period
 - Enrolment and assessment information is to be kept for a 30-year period.
- Archives are to be sorted yearly for storage turnover.
- All stored records must be kept secure. The store room must be kept locked at all times and the electronic records should be password protected. Privacy requirements must be adhered to.
- Destruction of confidential records is to be by shredding.
- Should BCAL fold, all records will be transferred to a relevant registering body/ authority/ agency for future storage.

3.9 First aid and medical

- A fully equipped and portable first aid kit is kept at the front desk of the administration office. This is accessible for all persons at the Centre at all times. Supplies should be checked and updated regularly.
- Staff should not distribute pain relief tables (Panadol, Nurofen, Disprin) without explicit permission as some people have allergies to these.
- Where students or staff have pre-existing medical conditions, these should be kept on file, and Management procedures for the conditions should be made known to relevant staff members. Where medication is to be kept at the Centre, staff need to know how and where it is to be kept, and if necessary how and when it is to be administered.

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- Where persons are under 18 years of age, parent/guardian signature is required on medical detail forms. Medical detail forms are to be kept under strict confidentiality guidelines. Information should only be made known with person’s permission.
- If a person is ill, it is advised that they stay at home. Staff members and students will be asked if they wish to go home. If a student is under 18 years of age, parents will be contacted to pick them up. Students under 18 years of age should not be expected to return home alone.
- If a person cannot return home immediately, they will be allowed to sit or lie down in a quiet place and given water to drink.
- Where possible all staff members are to hold a current Level 2 first aid certificate. This will require annual CPR updates and a full update every 3 years. The Centre will include these in the staff’s annual PD register and cover the cost of these courses. It is necessary for all staff members to hold this qualification due to the varied teaching times of members.

3.10 General enquiries

- Reception staff must greet people in a friendly and welcoming manner. Extra attention/assistance may be required for some BCAL clients, for example people requiring language support and persons lacking in self-esteem.
- Front desk staff should be familiar with all aspects of BCEAC operations and be able to answer all enquiries with regard to these services.
- Every effort should be made by front desk staff to familiarise themselves with services in the local area so that these enquiries can also be dealt with, including referrals to appropriate agencies
- When volunteers are staffing the front desk extra effort needs to be taken to record all details of general enquires so that referrals can be made to admin, Committee etc. to deal with the query.
- Front desk staff should also be able to handle receipting payments, booking clients into courses and following through on all types of enquiries from anyone contacting the Centre.

3.11 Legislation

- All Centre operations are regulated by numerous legislatures. These cover areas such as privacy, record keeping, education, discrimination and most areas of Centre operations.
- Victorian Legislation and Parliamentary documents are available at www.legislation.vic.gov.au. Commonwealth Legislation available at www.comlaw.gov.au
- Some of the legislation relevant to Centre operations includes:
 - Charter of Human Rights and Responsibilities Act 2006
 - Disability Act 2006
 - Education and Training Reform Act 2006
 - Equal Opportunity Act 2010
 - Freedom of Information Act 1982
 - Information Privacy Act 2000 / Privacy Act 1988 including the 2014 Australian Privacy Principles
 - Occupational Health and Safety Act 2004
 - Public Records Act 1973
 - Further Education and Training Act 2013/2014
 - Working with Children Act 2005
- All staff are to be aware of the legislation that affects their areas of operation.
- Staff are encouraged to inform if some legislation is not included but is relevant to Centre operations.
- All personnel should have knowledge of the basics of these legislature/acts.

3.12 Lunchroom facilities

- The Centre has kitchen and lunch room facilities in both the admin and school blocks. We provide tea, coffee, milk and sugar for administration, tutors, students and *some* visitors. Both kitchens have a permanent boiler installed for making cuppas.

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- Admin is responsible for ensuring that the facilities have adequate supplies. Supplies are purchased through petty cash or State Supply orders.
- Everyone – students and staff - is expected to clean and wash up after themselves and ensure facilities are kept clean and tidy. Where students leave a mess, the responsible staff member is required to clean up after them. Students and staff can report shortages in either room if not noticed by admin.
- BCAL does not provide tea, coffee, sugar, milk or cups for user groups and persons hiring facilities; they are expected to provide these themselves.
- These facilities are a privilege, not a right, and will be removed if disrespected e.g. the area not kept clean, overuse of supplies etc.

3.13 Open hours including holiday closures

- The Centre office is available from 8.30am until 5pm, Monday to Friday, staffed by full time Centre Manager and full time Coordinator.
- If required, volunteers or Committee members should be engaged to cover administration duties in the Centre when no staff members are available.
- The Centre closes for 6 weeks over the Christmas holiday period. The Manager remains the prime contact for this period, and is responsible for regular general checks of the Centre. The Coordinator is secondary contact, and also primary contact for security alarm calls. Mobile numbers should be provided to authorities that may require contact. However, contact should be restricted to urgent matters and emergencies only.
- Where training is after hours, training staff are responsible for the Centre and lock up after class. All areas not in use during after-hours training are locked by Coordinator when leaving.
- With the exception of 6 weeks over the Christmas break and normal public holidays, administration shall keep BCAL open and all normal duties will be performed.
- All electrical equipment to be turned off and Fridges to be defrosted.
- The Manager is responsible for mail, answering machine, own emails and Centre visits over the closure periods.

3.14 Privacy

- Privacy at the Centre operates under Victorian Government privacy legislation (Public Records Act 1973 & the Information Privacy Act 2000). All staff and students at this Centre are entitled to have their details kept private from general viewing, and only allow persons with written permission or relevant authorities access to private information. This includes personal details, qualification information, assessment information, appeals, complaints etc.
- Information collected is only that which the Centre and regulatory bodies require, and will be collected by lawful and fair means. At this Centre, the information required is collected principally on the Centres enrolment form and transferred to the electronic student Management system. Other forms will be used to collect assessment information.
- Persons will be informed on the relevant form why and what the Centre collects, and forms are to include a disclaimer as to their agreement for this use. This must be on the enrolment form, and that form must be signed as agreed by the student.
- All information must be secured against unauthorised access. This includes pass-wording electronic information and locking doors to paper record storage areas.
- Students may have access to their own records upon request. Other persons only have access by owner's written permission.
- Clients may raise concerns regarding the information handling and privacy practices of the Centre at any time. Knowledge of privacy legislation and regulatory guidelines by staff members is recommended to best attend to these concerns.

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- Information collected from staff and clients is collected as required to be reported under the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS) guidelines (available in the Manager's office). This information includes:
 - Name
 - Address
 - Contact details (including telephone)
 - Date of birth
 - Gender
 - Country of birth
 - Language spoken at home & Level of English spoken
 - Disability information
 - Compulsory schooling level information
 - Other qualifications completed
 - Employment status
 - Indigenous status
- This information, once collected, should be kept up to date and accurate. Clients and staff are encouraged to inform the Centre of any changes to their information.

Use and disclosure

- Once the client has agreed to the collection and disclosure of their information as outlined, this information should not be used for any other purpose without further written permission. The information collected will be used by this Centre to:
 - Establish and maintain client and participant relationships
 - Provide products and services as required by the client and participant
 - Administer and manage those products and services
 - Report to state/territory registering bodies in relation to training services provided
- Contractors who present courses through the Centre are required to collect information within the bounds of these privacy terms
- The internet is included in these privacy terms. Data transmitted to authorities must be done so in a secure and protected manner.

Access to records

- Access to information is controlled at all times.
- Access to a person's own records should be available to them at any time.
- Access by another person to records is only with written permission from the owner of the records.

Breaches in Privacy (guide from Office of Victorian Privacy Commissioner)

- Breaches may happen from time to time due to human error, poor policy/procedure, deliberate act or other reason. Should this occur, the following procedures will need to be observed:
 - Contain the breach and investigate. The person investigating must be from Senior Management. Investigations should be fully documented including: Date of incident, brief description, when and how was it discovered, location of incident and cause of incident
 - Contact the persons who need to be made aware of the breach. For example, if the breach a criminal offence then the authorities will need to be contacted
 - Evaluate the breach – who was involved, what is the extent, who is affected?
 - Notify affected individuals only if necessary, e.g. if there is risk of harm to the individual resulting from the breach, such as identify theft. If the individual does need to be notified, they will be invited to attend an interview with Centre Management. During this interview, all details will be given including the nature of the breach, how it occurred, the investigation process and the means by which the Centre is dealing with the breach. Names of other persons involved will not be given.
 - If the breach is serious it may be necessary to contact the Victorian Privacy Commissioner as well as police, insurers, financial institutions and other relevant bodies, including regulatory body if

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relevant.

- After the initial investigation is completed, the Centre must take steps to ensure that further breaches do not take place. This will include looking closely at the privacy procedures currently being followed at the Centre, ensuring staff are aware of and following these procedures and making changes where necessary.

Changes to Privacy Laws March 2014

- Thirteen (13) Australian Privacy Principles (APPs) replace the National Privacy Principles (NPPs) from March 12, 2014 in line with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. These are available at www.oaic.gov.au/privacy/privacy-resources, and are briefly outlined below. They now form part of the privacy policy.
- **APP 1: Open and transparent Management of personal information**
 - Privacy policy must contain the following information:
 - a. The kinds of personal information the Centre collects and holds
 - b. How the Centre collects and holds personal information?
 - c. The purpose for which it collects and holds, uses and discloses
 - d. How individual may access, and seek to correct the information
 - e. How complaints about breaches are handled
 - f. & g. Will the information be disclosed overseas? And if so specify which countries
 - The policy must be available to all who wish it, free of charge.
- **APP 2: Anonymity and pseudonymity**
 - Individuals have the option of not identifying themselves, or of using a pseudonym in relation to a particular matter. This will not apply if by law or other, it is impractical for the Centre to do this.
- **APP3: Collection of solicited personal information**
 - Only collect what is reasonably necessary for Centre functions/activities.
 - Do not collect sensitive information unless the individual consents, is required by law, health reasons, is an enforcement body, is not for profit and the information relates to the Centres activities and available only to the members of the Centre and those with regular contact.
 - Collect only by lawful and fair means.
- **APP4: Dealing with unsolicited personal information**
 - The Centre must determine if unsolicited information was collected under the act, and if not, destroy the information as soon as practicable.
- **APP5: Notification of the collection of personal information**
 - Ensure the individual is aware of the purposes for collection and is notified of all relevant information.
- **APP6: Use and disclosure of personal information**
 - The Centre must not use or disclose personal information for any reason other than those stated when the individual gave consent to collect, unless generally permitted or required by law. When disclosure does occur the Centre must make a written note of this. Not to be undertaken for marketing purposes.
- **APP7: Direct marketing**
 - The Centre must not use collected and held personal information for the purpose of direct marketing, except if the individual is ok with receiving direct marketing.
- **APP8: Cross border disclosure of personal information**
 - If disclosing information across borders or overseas, the Centre will need to ensure that the recipient is aware of and does not breach these APPs.
- **APP9: Adoption, use or disclosure of government related identifiers**
 - The Centre must not adopt a government related identifier unless authorised.
- **APP10: Quality of information**
 - Ensure personal information collected is accurate, up-to-date, complete and relevant.
- **APP11: Security of personal information**

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- The Centre must protect the personal information it holds from misuse, interference, loss and unauthorised access, modification and disclosure. Where it no longer requires the information it must be destroyed and de-identified.
- **APP12: Access to personal information**
 - The Centre must give access to personal information of the individual on request by the individual unless giving that information would, for example, endanger life, health or safety of another, have an impact on the privacy of another, etc.
 - Access must be given within 30 days from request.
- **APP13: Correction of personal information**
 - Ensure correction is undertaken if the Centre is satisfied the current information is inaccurate, out of date, incomplete, irrelevant or misleading. This may also be transferred to relevant 3rd parties.
 - The Centre has the right to refuse to alter formation.

3.15 Public notices and displays

- Public notices, advertising and displays of a non-political or non-commercial nature are welcome at the Centre if appropriate to the BCAL’s ethos, activities and the general community. Admin should oversee this. The Centre retains the right of refusal for any display or petition.
- All notices require admin approval before they are displayed. Unauthorised display will be discarded without notice. Notice is placed on display in both buildings lunchrooms or hallways, if appropriate.
- All notices should be dated before posting and checked fortnightly; those with deadline dates that have expired will be removed.
- Displays should be confined to the brochure stand and the lunch room area.
- Party plan and raffle sales are permitted at administration’s discretion. These should not be politically based and cannot interfere or compete with the Centre’s operations. They should also be limited to one of each type. No Centre responsibility is taken for any displayed goods.
- Brochures from other educational institutions are welcome.

Petitions

- BCAL strives to remain neutral in political matters.
- No petition is to be left at BCAL without permission of staff or Committee.
- Petitions need to be vetted to ensure that they are in line with the policies and philosophies of BCAL.
- There should be a limit set as to how long petitions are to be left at the Centre.

3.16 Room hire and booking facilities

- The Centre and its facilities are available for use by many public organizations or individuals. Use of this Centre must be pre-booked and incurs a fee, set by admin and ratified by the Committee of Management. Changes to pre-booked times and dates is only available by negotiation with administration.
- All irregular room and facility bookings must be entered into the booking diary controlled by the Coordinator. The diary is available at all times in the admin area.
- Priority for facility use is given to BCAL courses and regular stakeholders.
- Persons booking in must give their name, address, telephone number and other contact details, including billing details.
- Costs incurred for facility bookings are reviewed annually or as necessary. Room hire bookings incur GST charges, except by prior arrangement. Costs will be invoiced after the use has taken place.
- Room hire booking costs can be varied only by special arrangement with the Management.
- Payment for regular users will be sought by means of an invoice at the end of each month. One off usage requires payment prior to use or on the day.

3.17 Stationery

- BCAL provides stationery for all staff and administration use. User groups will be expected to provide their own.

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- Stationery ordering is the responsibility of admin staff. Other staff are to inform admin of when they require items for order, any staff member who notices shortages should report this to admin. Stationery is generally ordered from State Supply/OfficeMax, where Centre has account. Stationery is a budgeted item; stationery orders should be attended to promptly.
- Special requests outside ordinary items will be considered on their merit.
- It is not the responsibility of the Centre to provide students with stationery beyond basic class requirements.

3.18 Telephone and fax use

- Telephone and fax use is primarily for administration and staff of BCAL. The public is welcome to use these facilities but there will be a charge.
- Centre Administration will assist individuals wishing to use the telephone or fax. Charges are per current call costs for local and long distance calling per minute.
- Priority is given to Centre business when using equipment.
- Phone calls/faxes for personal matters to be kept to a minimum. Admin to attempt to provide privacy for persons wishing to make calls/faxes of a personal nature.

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