

Acorn Child Care Centres Policies and Procedures



4.3 Professional References from Acorn

Background

This policy sets out the Acorn's obligations in dealing with requests for references for current or former employees in relation to job applications.

Policy statement

Acorn maintains a policy of not providing references to prospective employers. However, Acorn will in some

circumstances provide references for employees and ex-employees. This is up to the discretion of the Director. At any time, a professional reference in relation to a staff member's position at Acorn is required by an outside party, this may only be provided by the Director, Licensee or Owner of the Company. No other staff member is authorised to provide this information on the Centres behalf.

Strategies and practices

References will be provided only to appropriate parties. Before providing a reference, the Director should verify the identity of the person requesting the reference. If in doubt about the identity of the person requesting the reference, the Director should ask for the request in writing. The Director should not give out any information to parties who do not have a legitimate "need to know".

In considering whether to give a reference, and in determining the content of any such reference, referees must not discriminate on any grounds covered in Acorn's [Discrimination Policy](#).

When providing references, referees shall

- take reasonable care;
- provide information which is as far as possible true, accurate and fair, and which does not give a misleading impression;
- express opinions as opinions rather than statements of fact; and
- limit the information given to the employee's job-related performance.

A staff member may act as a personal referee for any individual. On no account should a personal reference be written on Acorn's letterhead or in any way suggest that Acorn endorses the reference. When providing the personal reference, it is recommended that you verbally state it is a personal reference only.

Should anyone be in doubt as to whether they are authorised to provide any form of reference, then they should consult with the Director immediately to obtain the correct advice before taking any further action.

Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	181	Confidentiality of records kept by approved provider
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	183	Storage of records and other documents
QA	6.1.1	Respectful supportive relationships are developed and maintained
	7.1.1	Appropriate governance arrangements are in place to manage the service

Sources

- Freedom of Information Act 1989 (Commonwealth)
- Privacy Act 1988 (Commonwealth).

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