



Bangalow Community Children's Centre
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Confidentiality Policy

Reviewed : June 2016

Legislation:	Education and Care Services National Law Act 2010 Education and Care Services National Regulations 2011 Privacy Act 1988 - www.privacy.gov.au/law/act Privacy Amendment Private Sector Act 2000 Privacy and Personal Information Protection Act 1998 Child Protection Act Amendments 2010 ECA - Code of Ethics
Reference:	National Quality Framework Resource Kit 2011 Early Childhood Australia - www.earlychildhoodaustralia.org.au Community Child Care Co-operative - cccsw.org.au Guide to the National Quality Standard, ACECQA (2011)

Introduction

BCCC recognises the importance of protecting the privacy of children, families, staff and the community through careful handling of personal and sensitive information collected by our service.

Goals

- To ensure the privacy of children, staff, committee members, volunteers, visitors and parents / guardians of children are respected in the collection and distribution of information. Including via mainstream and social media
- To ensure staff, committee members, volunteer, visitors and parents / guardians of children understand their obligation to maintain confidentiality regarding sensitive and personal information they may be privy to
- To ensure children's and staff records are stored and maintained in a manner that ensures personal information is kept confidential and is accessible only to staff that are authorised to access such information.

Practices

- Personal information will only be collected in so far as it relates to the service's activities and functions, and in line with relevant legislation. Collection of personal information will be lawful, fair, reasonable and unobtrusive.
- The use or disclosure of personal information will only be for its original collected purpose, unless the individual consents or unless it is needed to prevent a health threat, or is required or authorised under law.
- The service will take steps to ensure the personal information collected, used or disclosed, is accurate, complete and up to date. Parents will be required to update changes to their enrolment details annually, or whenever they experience a change in circumstances. Computer records will be updated as soon as new information is provided.

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Practices continued

- Personal information will be kept in a secure and confidential way, and destroyed by shredding or incineration, when no longer needed.
- Individuals will be provided with access to their personal information and may request that their information be up-dated or changed where it is not current or correct.
- Individuals wishing to access their personal information must make application to the Director, who will arrange an appropriate time for this to occur. The Director will protect the security of the information by checking the identity of the applicant, and ensuring someone is with them while they access the information to ensure the information is not changed or removed without the Director's knowledge.
- The Director will deal with privacy complaints promptly and in a consistent manner, following the Centre's Grievance Procedures. Where the aggrieved person is dissatisfied after going through the grievance process, they may appeal in writing to "The Director of Complaints, Office of the Federal Privacy Commission, GPO Box 5218, Sydney NSW 1042, or phone the Commissioner's Hotline on 1300 363 992. (Privacy Act 1998). www.privacy.gov.au
- Every employee, committee member and student is required to sign a Confidentiality Statement.
- Confidential conversations between staff or /and with parents need to be conducted in a quiet area away from other children, parents and staff.
- Information about staff members will only be accessed by the Director, President and individual staff member concerned
- All matters discussed at staff/committee meetings will be treated as confidential.
- No member of staff may give information or evidence on matters relating to children and/or their families to anyone other than the responsible parent/guardian (except under Chapter 16A, see below), unless prior written approval by the responsible parent/guardian is obtained. Exceptions may apply regarding information about children when subpoenaed to appear before a court of law. Notwithstanding these requirements, confidential information may be exchanged in the normal course of work with other staff members at the service and may be given to the Operator, when this is reasonably needed for the proper operation of the service and the wellbeing of users and staff.
- Under Chapter 16A of the Child Protection Act the service is permitted to communicate with other services such as the local school regarding children and families they are concerned may be at risk of harm to communicate or verify their concerns and establish patterns of behavior.
- Reports, notes and observations about children must be accurate and free from biased comments and negative labeling of children.
- Staff will protect the privacy and confidentiality of other staff members by not relating personal information about another staff member to anyone either within or outside the service.

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Practices continued

- Students/people on work experience/volunteers will not make staff/children or families at the service an object for discussion outside of the service (e.g. college, school, home etc.), nor will they at any time use family names in recorded or tutorial information.
- Students/people on work experience/volunteers will only use information gained from the Centre upon receiving approval from the Centre to use and/or divulge such information, and will never use or divulge the names of persons.
- Personal information that is no longer current but is required to be maintained for a prescribed period of time is stored at the Iron Mountain until such time the information may be safely destroyed.
- Educators will not post photos of children or information about children on their personal facebook pages.

To Be Noted

- Parents/Guardians may seek access to the personal information collected about them and their child by contacting the service. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the Services' duty of care to the child or where children have provided information in confidence.

National Regulations

177 Prescribed enrolment and other information to be kept by the provider

National Quality Standard

7.3 Administrative systems enable the effective management of a quality service.

Related Policies

Record keeping policy

Evaluation and Review

This policy will be reviewed based on regulatory requirements or earlier if the need arises.

Family and staff feedback will be considered in the review process. Changes in legislation, regulations, NQF and standards will be considered.

Any changes to this policy will be communicated to families and staff.

COLLECTION OF PERSONAL INFORMATION

Families

Our service aims to provide the highest possible standards of services for all families. While protecting an individual's privacy is important to us we will sometimes need to collect personal information from parents/caregivers about themselves and children at the service.

What information do we collect, why and how it is used?

For basic information such as name, date of birth, medical details, routines, address and phone numbers along with any specific requirements of a child parents/guardians will be directly contacted. These will be made up into a personal profile on each child to ensure that all their specific needs are met and they are provided an individual developmentally appropriate program that is educational, stimulating, nurturing and safe.

If applicable, our service is also required to collect information regarding any government Child Care assistance. Some of the information we collect is to meet legal requirements. It may also be beneficial to your child for appropriate educators to receive information from Therapy services to assist in implementing quality provisions and relevant education. This will be utilised only in application of supportive educational programs, not through labeling.

When applicable, the service is obligated to provide legal institutions with personal information about yourself and your children. Examples of these institutions include The Family Law Court, Community Services and Department of Health. Some of this information will obviously be of a sensitive nature. The service will use as much discretion as possible when doing so.

Our service can assure that your families' privacy is deeply important to us and that;

- Provided information will only be used by educators in order to deliver the best possible care for your child.
- Only your consent would allow us to provide personal information to people uninvolved in the care of your child.
- Our records about your family will be as up to date as possible.
- Our records will be kept in a safe place in order to protect them being lost or misused.
- All employed at the service respect these principals at all times.

Educators keep journals of the children's work and take photos to show parents/guardians their child's interests and learning while they are at the service and for children to reflect upon. Parents permission is requested on the enrolment form to display these photos in newsletters, day sheets, advertising and on the service website. Family names and addresses of children will not be included with their photo.

If you have any concerns or questions about the way your personal information is being managed please contact the Director.

