



# Confidentiality and Privacy

## Policy Statement

*NBCA ensures all involved with the service have the right to the protection of their personal information. To fulfil this obligation, NBCA ensures appropriate information is kept secure and is only accessible to those who need the information to complete their responsibilities at the service or have a legal right to know.*

### Implementation

- NBCA is bound by the *Privacy Act 1988 and Australian Privacy Principles*, which set out requirements for the privacy of individuals.
- NBCA employees and Management Committee members will be advised of their obligation to respect and preserve confidentiality both within and outside of the service.
- Confidential conversations will be conducted in a quiet area away from children, visitors and staff. Information shared between the director and staff members or families will be kept confidential and not aired within or outside of the service.
- Family and child records will be used only for the purpose for which they were collected, and stored securely.
- Written permission must be obtained from the enrolling person or a legal representative before a child may be discussed, observed or supported by an outside professional agency, or their records be seen or taken by anyone. Discussions with other supporting agencies may be conducted at the director's discretion.
- Information about staff members will only be accessed by executives (the director, administrative staff, NBCA Management Committee and the individual staff member concerned), as required.
- Apart from official minutes, all matters discussed at staff and Committee meetings will be treated as confidential.
- Staff will protect the privacy and confidentiality of families and other staff members by not relaying information to anyone within or outside of the service.
- Students and volunteers will be advised of the policy guidelines upon commencement. They will not make staff, children or families at the service an object for discussion outside of the service.
- Families and staff are required to disclose any conflicts of interest to the Centre Director, as soon as it becomes known by either party. Should the conflict of interest have the potential to impact the operation of the organisation, mechanisms may be put into place to address this.
- When photocopying documentation or forms for use by students or anyone outside the service, all children's and staff's surnames as well as all identifying logos and business names will be erased.
- The names of children, involved in an incident, injury or trauma while at the service, will not be disclosed to anyone other than their parent/guardians.
- Families will adhere to strict confidentiality in relation to other children, families, staff, management and operations of NBCA and the Management Committee.
- Staff are not under any obligation to represent families in any way, including personal situations, family law or other legal matters.
- Documentation in relation to children, staff or service operations will only be released following a request in the form of a subpoena.



- Families and visitors are not permitted to take photographs or video footage of any child or group of children at the service without prior written consent from the parents of all children involved and only with the permission of the director.
- Families are not permitted to view any other child's portfolio.
- Families are encouraged not to take photographs of daily journals or any other documentation at the service that includes information about other children, families or staff.
- Any visitors or professionals that attend the service must follow all NBCA policies and procedures.

### Collection of Information

- When collecting personal information, the service will inform individuals of the following:
  - The purpose for collecting the information;
  - What types of information may be disclosed to the public or other organisations;
  - When disclosure will happen;
  - Why disclosure needs to occur;
  - How information is stored;
  - The strategies used to keep information secure;
  - Who has access to the information;
  - The right of the individual to view their personal information;
  - The length of time information will be retained; and
  - How the information will be disposed of.
- All information regarding staff, children and families attending the service is to be used solely for the purposes of providing early education and care and meeting administration requirements of the service.
- All information regarding staff, children and families enrolled at the service will only be accessible to authorised persons. The Approved Provider and Nominated Supervisor will determine who is authorised to access records.
- All relevant staff, children and families records will be kept for the required legislative timeframes.

### Policy Links

Policies: Child Protection, Code of Conduct, Compliance, Management Committee, Records Management and Review, Social Media and Students, Visitors and Volunteers

NQS: 4.2 and 7.1

Regulations: 145 and 181-183

Sources:

- Australian Privacy Principles 2017
- National Quality Framework 2017
- NBCA Employee Handbook
- NBCA Workplace Health and Safety Handbook

### Policy Document Status

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Directors Signature:



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Committee Representative Signature:



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