

## FACS012 – Crèche – Confidentiality Policy

**1. POLICY CERTIFICATION**

Policy title:	<b>Crèche – Confidentiality Policy</b>
Policy number:	<b>FACS012</b>
Category:	<b>Policy</b>
Classification:	<b>FACS</b>
Status:	<b>Approved (26/06/2013 OCM)</b>

**2. PURPOSE**

The purpose of this policy is to inform all staff/childcare educators, students and volunteers about the importance of confidentiality and privacy of sensitive information at the crèche.

**3. ORGANISATIONAL SCOPE**

This policy applies to Crèches run under Roper Gulf Regional Council.

**4. POLICY STATEMENT**

RGRC believes that effective partnerships with all stakeholders are central to the provision of high quality education and care for children. These partnerships are based on trust and are evidenced by open and honest communication that is respectful of, and sensitive to, cultural or other differences. The communication needed in high quality childcare can only be achieved when stakeholders are convinced that the privacy and confidentiality of the information they provide are upheld.

**5. DEFINITIONS**

Crèche	is a day care centre where child care educator will take care of children in place of their parents
RGRC	Roper Gulf Regional Council

**6. PRINCIPLES**

This Policy outlines the Crèche's practices in maintaining the privacy and confidentiality of all records and information about individual children, families, parents, staff/Childcare Educators students and volunteers in the Crèche.

Roper Gulf Regional Council requires the highest ethical and professional standards of all staff, and it is expected that all Childcare Workers/Childcare Educators will meet these standards particularly in regard to confidentiality at all times. This includes information such as computer software, processes, procedures and policies, documents, programs or records concerning business results and financial results and data. This information can be written as well as

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unwritten (ie: heard in conversation).

### 7. POLICY

- The Crèche collects, stores, discloses, and disposes of all personal information according to the National Privacy Principles contained in the *Privacy Act 1988 (Commonwealth)* and all other relevant legislation.
- The Crèche only collects personal information that is necessary to deliver high quality education and care to the children enrolled in the Crèche, for related activities, and to meet its regulatory responsibilities.
- *Anyone* requested to provide personal information to the Crèche is informed of the following:
  - the information required;
  - why the information is required;
  - the legislation that requires the information to be collected;
  - how the information will be used;
  - who will access the information;
  - under what conditions the information would be disclosed to a third party; and,
  - the main consequences, if any, of not providing all or part of the information requested.
- Personal information about an individual is gathered directly from that person unless the Crèche *has* obtained the person's prior consent (e.g. reference checks). If the information pertains to a child (e.g. inclusion support agency, speech therapist), prior written permission is obtained from the parent).
- Collection of *personal* information will be lawful, fair and not unreasonably obtrusive.
- Personal information is kept in a safe and secure place, retained for the period set out in the *Regulations*, and destroyed when no longer needed. Paper files are stored in locked cabinets and electronic data on computers protected by passwords.
- The Crèche provides all staff/Childcare Educators, students and volunteers with verbal and written information about privacy and confidentiality laws, and about their responsibilities in handling personal information.
- Staff/Childcare Educators, students and volunteers are informed of this *Privacy and Confidentiality Policy* and are given the opportunity to clarify their understanding of the Policy before commencing at the Crèche. They are required to sign a Confidentiality Agreement to strictly adhere to the Policy.
- Confidential information is exchanged between Childcare Educators when required in the *normal* course of work at the Crèche to meet the education and care needs of children. However, Childcare Workers/Educators are not otherwise permitted to divulge any information about a child to anyone other than the parent, nor about the child's family to anyone, without the prior written approval of the parent. The exception to this is a demand under an Act or law.

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- Childcare Educators will maintain the privacy and confidentiality of other Childcare *Educators* by not relating personal information about them to anyone either within or away from the Crèche.
- Students/Volunteers are not permitted to remove any Crèche documents or to use information gained *at* the Crèche without the Nominated Supervisor's written consent. They are not permitted to discuss children attending the Crèche, the families or the Childcare Workers/Educators away from the Crèche (e.g. TAFE, training organisations), or to use their names in any assignments.
- The Crèche ensures the personal information collected, used or disclosed, is accurate, complete and up-to-date. Enrolment details are updated annually or whenever a change in circumstance occurs. Similarly, staff details are updated as changes occur.
- Individuals can apply in writing to access the personal information they have provided to ensure its accuracy, *completeness* and currency. The Nominated Supervisor will arrange a suitable time for this access and will remain with the individual for the duration. (Access to information beyond that provided by the individual is subject to Freedom of Information processes.)
- Childcare Educators *are* to ensure they document information about children's learning and development accurately, inclusively, sensitively and respectfully.
- The Crèche provides a quiet area *for* confidential conversations (e.g. between parents and Childcare Educators, the Nominated Supervisor and Childcare Educators).
- The name and contact details of *the* Roper Gulf Regional Council Family and Community Services are displayed in the entrance of the Crèche
- The crèche Supervisor *adheres* to the Roper Gulf Shire Council Complaints Policy when responding to complaints *about* privacy and confidentiality matters. Should any issue remain unresolved, the Crèche Supervisor advises the complainant of their right to lodge an appeal with the Office of the Australian Information Commissioner, GPO Box 5218 Sydney 1042 or GPO Box 2999 Canberra ACT 2601, or to telephone the Office of the Australian Information Commissioner on 1300 363 992
- To immediately raise with *the* Crèche Supervisor any concerns about the Crèche's management of privacy and confidentiality.

## 8. REFERENCES

Acknowledgements (original author/source documents)	<ul style="list-style-type: none"> <li>▪ <b>Office of the Australian Information Commissioner</b> – <a href="http://www.oaic.gov.au/">www.oaic.gov.au/</a></li> <li>▪ <b>UNICEF</b> – <a href="http://www.unicef.org/crc">www.unicef.org/crc</a></li> </ul>
Related Policies	<ul style="list-style-type: none"> <li>▪ HR005 – Confidentiality and Privacy Policy</li> </ul>
Related Publications	<ul style="list-style-type: none"> <li>▪ <b>Freedom of Information Act 1989 (Commonwealth)</b></li> <li>▪ <b>National Quality Standard 2011</b></li> <li>▪ Privacy Act 1988 (Commonwealth)</li> </ul>
Relevant Forms	<ul style="list-style-type: none"> <li>▪</li> </ul>

