

GUIDING PRINCIPAL CONFIDENTIALITY

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND
COMMUNITIES
QUALITY AREAS 7: GOVERNANCE AND LEADERSHIP

Introduction:

PCYC-Out of School will make every effort to protect the privacy and confidentiality of all individuals associated with the service by ensuring that all records and information about individual children, families, educators, staff and management are kept in a safe and secure place and is not divulged or communicated, directly or indirectly, to another person other than:

- To the extent necessary for the education and care of the child
- To the extent necessary for medical treatment of the child
- Family of the child to whom the information relates
- The Regulatory Authority or an authorised officer as expressly authorised, permitted or required under the Education and Care Services National Law and Regulations
- With the written consent of the person who provided the information.

Governance:

- All educators (whether casual, part time or full time) are subject to the policies and procedures in governing PCYC- Out of School Hours.

Definition:

- Educators: Staff who hold qualifications in Children Services
- Staff: Staff who don't hold any qualifications in Children Services

Policy

Children

- All written records relating to a child must remain confidential and can only be made available to the following persons:
 - 1) Approved Provider
 - 2) The Nominated Supervisor/Certified Supervisor.
 - 3) An educator of the service authorised to access the records by the Approved Provider or Nominated Supervisor.
 - 4) Regulatory Authority.
 - 5) A person otherwise authorised by law to inspect the records.
 - 6) A parent of the child (information will not be provided if the parent does not have custody of the child).
 - 7) Any person authorised in writing to inspect the records by a parent of the child
 - 8) If the child is in a high risk situation- relevant authorities
- Confidentiality must be respected with regards to sensitive health issues, learning difficulties, behaviour problems
- After approval is gained educators may discuss this information on a professional level, if seeking advice or support and always be aware of their surroundings.
- Confidential matters should only be discussed with persons directly involved in the issue on a need to know basis

Educators:

- Educators will keep all information confidential
- Educators will not speak to families about other members of the service community
- Educators will keep all information learnt from the service and its family confidential whether in service or in the community
- All performance plans/concerns will be handled with a high level of confidentiality
- Educators will not use personal phones during work hours. Photographs, videos and contact details for parents will not be taken/stored on personal phones or cameras. Educators will not use their personal phones to access social media.

Families

- If a family requests strict confidentiality about a particular matter the educator should endeavour to respect this request. Occasionally, however, the nature of the information received may cause for the matter to be discussed with the relevant person/persons (e.g. a safety issue). Families will be notified of this decision.
- This guiding principle has been developed to protect your child, your family, your rights and your privacy, so please consider others when making enquiries and please do not place the educators in an uncomfortable position of having to refuse your queries.
- Educators will strive to develop positive relationships with families that are based on mutual trust and open communication.
- Educators are able to relay events that are pertinent to your child's well-being but we cannot disclose the identity, situation and circumstances relating to other children and their families.
- At no time will a family discuss information regarding an educator/family to another educator or family.

Written Permission

- Written permission signed by a family must be sought prior to the use of information, any photographs or images of children using the service.
- This permission must state what the material is to be used for and when (e.g. promotion, publication, etc.).

Students, Volunteers and Persons on Work Experience

- Students, Volunteers and persons on work experience must not discuss children, educators, families and staff. Any concerns should be raised professionally with the appropriate educators/supervisor.
- Students, volunteers and persons on work experience must not at any time use family names in recorded or tutorial information.
- A Confidentiality Agreement must be read, and signed before work is commenced at any service.
- If students, volunteers and persons on work experience need to take photos, this must be done on the centre camera and printed at the centre. These photos can only be emailed to the student by a staff member after approval from the service coordinator and family

Date Approved: March 2018

Review Date: March 2020

Documents Considered:

- Commonwealth Privacy Act 1988; Act No. 119 of 1988 as amended 30 April 2012
- Children Education and Care Services National Law Application, Act 2010 No 104 Part 13 Information, records and privacy 263-265
- Australian Children's Education and Care Quality Authority (ACECQA) 2011, Education and Care Services National Regulations: Part 4.7, 181, 182. Part 6.2 195
- Australian Children's Education and Care Quality Authority (ACECQA) 2011, National Quality Standard; Quality Area: 4.2.1 & 7.3, 7.3.1