

# Privacy Statement

Coffs Harbour Family Day Care collects a range of private information from, families, service providers, educators, and the community. We have this procedure to ensure that families, service providers educators, and members of the public know what information we collect and why and how they can ask us to change the information if what we have on file is wrong.

We also have this procedure because of our obligations under the Privacy Act 1988 (Privacy Act) including the Australian Privacy Principles.

Coffs Harbour Family Day Care recognise and respects the importance of individual's privacy and confidentiality. We require personal information to be collected to provide appropriate resourcing and support to service providers. This policy has been developed to comply with the Australian Privacy Principles (APPs) (2014) to protect and preserve privacy and confidentiality.

Coffs Harbour Family Day Care will maintain private and confidential files for educators, children, and their families. These records will be securely stored and maintained. The education and care service will maintain records according to the National Privacy Principles.

## PRACTICES

- Ensure that information collected from families, educators and the community is always maintained in a private and confidential manner.
- All relevant parties are to be made aware of the Confidentiality/Privacy Policy.
- Confidential conversations will be conducted in a quiet place.
- On transfer of a child from educator to educator, all relevant information to that child may be given to ensure consistency and quality care.
- All parties will respect the confidentiality of other parties by not disclosing names or identifiable information when discussing issues.
- All matters discussed at management committee meetings will be treated as confidential. Individuals will not be named unless referred to a Grievance Sub-Committee.

## Approved provider will:

Ensure that such information is not divulged or communicated (directly or indirectly) to another person other than the ways outlined as appropriate in the Education and Care services National Regulations, which says information can be communicated:

- To the extent necessary for the education and care or medical treatment of the child to whom the information relates.
- To the parent of the child to whom the information relates (except for information in staff records).
- To the regulatory authority or an authorised officer
- As authorised, permitted or required to be given by or under any act or law, and
- With the written consent of the person who provided the information.

## The Service will:

- Ensure all files and records containing personal information relating to staff,

family day care educators, children in care, their families and the public are stored in a safe and secure area.

- Maintain up-to-date enrolment records, including information from families on immunisation updates, contact details of family members, emergency contact information and any medical or legal information required by the education and care service.
- Family day care educators will only be given information about families as authorised by parents to be released on enrolment forms.
- CHDFDCS will use the personal information collected about children to provide childcare services to the child and family. Personal information will not be used for any other purpose, unless the parent or guardian has given written consent, or unless we are legally required to do so.

CHDFDCS has in place steps to protect the personal information it holds from misuse, loss, unauthorised access, modification, or disclosure by use of various methods, including (but not limited to) locked storage of paper records and password protection of electronic records.

#### Educators will:

- Ensure that children's information is maintained, and documentation is always stored according to policy.
- Ensure that all records are stored securely, ensuring access to individual records is only made by the relevant family.

#### Sources

1. Commonwealth Privacy Act 1988- [www.privacy.gov.au/law/act](http://www.privacy.gov.au/law/act)
2. Guide to the National Quality Standard: 6.1, 6.2, 6.3
3. Education and Care Services National Regulations 181 – 184.
4. Education & Care Services National Law 2010: Division 6 – Disclosure of information Section 175, 271 (1).