



Privacy and Confidentiality Policy

BACKGROUND

Holy Family Catholic School OSHC service has access to sensitive and private information about children, families, employees and management. Records and information must be stored appropriately to ensure confidentiality, must be available at the Service, and must be maintained in accordance with legislative requirements. Information should not be collected unless it is required. Families are entitled to know why information is being collected and the Service's policy about disclosure of the information it holds. Personal information about children should not be held without families' knowledge.

POLICY STATEMENT

Holy Family Catholic School OSHC service makes every effort to protect the privacy and confidentiality of all individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure place and are accessed by or disclosed only to those people who need the information to fulfil their responsibilities at the service or have a legal right to know in accordance with legislative requirements. We are committed to protecting your privacy and the Services practices are consistent with the Privacy Act. Privacy of your personal information is important to us and we conduct our service with respect and integrity.

HOW THE POLICY WILL BE IMPLEMENTED

The records for each child are confidential and will be kept in a secure and accessible place in accordance with the Privacy Act 1988 and the Privacy Principles.

- The collection of personal information is necessary for the services to carry out services operation and to comply with the law and legal obligation.
- The Service will ensure that information will only be used by our Educators in order to deliver your child's care to the highest standards. The information will not be disclosed to those not associated with the care of your child without your express consent.
- You may ask to seek access to the information held about you and your child and we will provide access without undue delay.
- We will take reasonable steps to protect this information from misuse or loss and from unauthorised access or disclosure.
- Our management, staff and educators are committed to always respecting these principles. All privacy related comments, feedback, or complaints should be directed to the Director and will be followed up accordingly.

Collection of Information include personal information but is not limited to:

- personal details (name, address, date of birth)
- relevant medical details (if any)
- details of people authorised to collect children from the program
- permission for a child to leave the service unaccompanied (if applicable)
- signing in and out of children at the beginning and/or end of programs
- name, home and work address and phone numbers of families/approved persons
- name, address and phone numbers of people who may be contacted in an emergency

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- authorisation to seek emergency medical, hospital and ambulance services (or the chosen alternative of the families/approved person)
- any special needs or considerations relating to the child's medical needs/excursion needs
- authorisations to administer medication, and details of medication administered
- written authorisations to take children outside the service (eg. excursions).

A personnel file for each employee will be confidentially maintained and will include:

- staff contact numbers and emergency contacts including next of kin
- relevant medical history
- qualifications
- training certificates including compulsory training and clearances (First Aid, CPR, RRHAN-EC, WWCC etc.) along with expiry dates
- records of performance review and professional development and training
- leave details
- interview process

Confidentiality

- Staff will ensure where confidentiality applies to conversations, only those directly involved and with a need to know are required to be present, e.g. conversations with families and children, staff hand-overs and meeting reports.
- Staff will not release any confidential information through any means of communications including phone conversations.
- All confidential information is handled and stored in a secure lockable filing cabinet and access is restricted to those who have a need to know.
- From time-to-time OSHC and the school may share information. There are real benefits to be gained from the sharing of information and families will be advised when this occurs. Authorisation for this is included on the enrolment.
- Ensure that all families are aware of their right to view all confidential information in relation to their child/children and understand the requirements relating to access to confidential information and the need to update where required.
- When a child has left the service, all confidential files relating to the child will be stored in OSHC's secure storage facility and held for the allotted time as for all school children.

Use of disclosure of Personal information

We will not use personal information for any purpose that is not reasonably needed for the duty of care and the effective management of the service. Personal information may be accessed by and exchanged with other educators or by administrative staff. We do not disclose your personal information to others unless you would have reasonably expected us to do this or we have your consent. This may also include but not limited to:

- Emergency service personnel so they can provide medical treatment in an emergency
- Additional needs educators or inclusion support agencies
- Volunteers, trainees and work experience students (with consent)
- Trainers or presenters if children participate in special learning activities
- Organisations related to the service (e.g. other services)
- Another service to which a child is transferring where you have consented to the transfer

We may disclose personal information where we are permitted to or obliged to do so by an Australian law. For example, personal information may be disclosed to:

- Authorised officers when our service is assessed and rated under the National Education and Care Law and Regulations.

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- Government employees (e.g. for CCS, immunisation, or Medicare purposes)
- Software companies that provide child care management systems
- Management companies we may engage to administer the service
- Software companies that provide tailored computer based educational tools for children
- Lawyers in relation to a legal claim
- Officers carrying out an external dispute resolution process
- A debt collection company we use to recover outstanding fees
- Authorities if we are taking action in relation to unlawful activity, serious misconduct, or to reduce or prevent a serious threat to life, health or safety.

REFERENCES:

- [CESA Catholic Schools and Catholic Education Office Archdiocese of Adelaide Privacy Statement](#)
- Quality Area 4 – Staffing Arrangements
- Quality Area 6 – Collaborative partnerships with families and communities
- Quality Area 7 – Governance and Leadership
- Education and Care Services National Regulations (2011) R 145, R 147, R 149, R 158, R 161, R 162, R 181, R 182, R 182, R 184
- Education and Care Services National Law Act (2010) S 263

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