

**Mandatory – Quality Area 7****PURPOSE**

Outlets Co-operative Neighbourhood House LTD has compiled this Privacy and Confidentiality Statement in order to deliver to you our strong commitment in ensuring that your personal information is kept confidential in Compliance with Information Privacy Legislation (standard 2.1)

Our policy entails information relating to the collection and safe handling of data and issues of personal and private matters.

We want to ensure that our staff understand and abide by our privacy policy and are aware of the implications involved if this policy is not adhered to.

Outlets does not solicit any information or sell any information received to other companies or services.

SCOPE

This policy applies to Approved Provider, Nominated Supervisor, Child Care Educators, parents/guardian and staff gathering (directly or indirectly), receiving and maintaining personal information and confidential information from someone in attendance or utilising our services.

This policy applies to information gained in all forms inclusive of written and verbal information. This policy also applies if you are the receiver of this information indirectly ie. you have overheard or accidentally sighted.

This policy effectively incorporates those in attendance at Outlets Co-operative Neighbourhood House LTD where confidential or personal information is requested or obtained by a Outlets Co-operative Neighbourhood House LTD staff member.

Background and relevant legislations and documents

Children's Services (Vic) Regulations 32/2020

Children's Services (Vic) Act 1996

Child Care Provider Handbook (Cwth)

Education and Care Services (ECEC) National Law

DHS/DFH Cyber Security Policy – Funded channel

At times it is necessary for us to collect information about you.

Different information is collected for a variety of reasons.

We collect information about personal contact details from you in order to deliver information requested by you or to contact you regarding class enrolments, cancellations, follow ups.

In order for us to comply with National Law and Children's Services regulations eg. emergency contact details, medical information, court orders, health, family, living arrangements and well-being.

To provide the statistical data required from us by Government bodies, funding bodies. Please note that your name, address and phone number is not released. This information is gathered by us for legal reasons regarding our liability etc.

Sensitive information is only obtained from you when you have given specific consent for us to do so or where we are legally required to do so (in order for us to avoid hazardous situations which could put the person's life or health at immediate or imminent risk).

PROCEDURE

The Approved Provider/CEO shall ensure that Client, Children and Staff records are processed and

All information obtained being collection of Records (Paper or by Technology) will be kept at Outlets Co-operative Neighbourhood House LTD in a secure location. **Refer to Technology Information Policy*

That all information (Paper/CDs) will be held in locked file for the period of time required, then disposed of by shredding.

That all staff understand and abide by the Privacy and Confidentiality Policy if they are involved in obtaining information from clients

That any client required to give specific information for course or childcare requirements does so prior to commencing their involvement in the specified activity.

Ensure that all relieving staff and work placements understand this policy and abide the rules governing the safe handling of personal/private information



Ensuring ECEC Staff use only service-issued electronic devices when **taking images or videos** of children to align with National Model Code. That strict controls are in place for the appropriate retention and storage.

The Nominated Supervisor being for responsible for below, shall ensure that they

Abide by the privacy act and ensure confidentiality in regard to personal and private information

Seek directive from the Approved Provider if they become aware of matters of concern

Seek directive from the Approved Provider if referral may be required

Ensure that any personal or confidential information is not left visible to others.

Ensure that private and confidential information is stored in the office in its secure location

That private and confidential information is never released to another upon their request. Requests of such nature are not allowed under the privacy act or our centre policy.

Ensuring ECEC Staff use only service-issued electronic devices when **taking images or videos** of children to align with National Model Code. That strict controls are in place for the appropriate retention and storage.

Any concerns must be brought to the attention of the Approved Provider.

Ensure that Childcare Educators and staff are briefed and informed -through communication policy and process of child/ren enrolment.

All Child Care Educators, staff, volunteers, work placements and associated centre visitors shall:

Acknowledge that during the course of employment with Outlets Co-operative Neighbourhood House LTD you may become acquainted with or have access to confidential information including documentation or information received or developed by you in the performance of your duties, trade secrets, marketing information, customer lists, financial information and business plans.

You agree to maintain the confidence of the confidential information and to prevent its unauthorised disclosure to or use by any other person, firm, Outlets Co-operative Neighbourhood House LTD.

You agree not to use or disclose confidential information obtained during your employment or after your employment at Outlets Co-operative Neighbourhood House LTD.

You shall not remove the confidential information from the premises of Outlets without the written consent of the Committee of Management or the Approved Provider.

Ensuring ECEC Staff, placements, work experience, volunteers and other persons working directly face to face with children check in their mobile devices at office and retrieve them when signing out.

Authorisation by PMC required if Staff member required to have device with them due to family illness.

Authorisation by PMC required if a scheduled specialised service/person/therapist requiring device to record by check point child progress (arranged between Parent/guardian/PMC)

Authorisation to be signed by parties and PMC

You shall not for whatever reason either for yourself or any third party appropriate, copy, memorise or repeat any conversation or written information of a confidential nature.

You agree to return any or all confidential information upon request of the Committee of Management or Approved Provider.

Parents/Guardian and Centre cliental shall ensure that they

Complete any enrolment forms required by them in order to participate or utilise the services at Outlets Co-operative Neighbourhood House LTD.

Provide the Approved Provider/CEO of the centre with any relevant information to ensure the safety of themselves and/or other centre users.

Approach the Approved Provider/CEO or Committee of Management if they feel there has been a breach of this policy or if they have concerns relating to a breach in confidentiality.

Related documents and policies

*National Model Code for Taking Images or Videos of Children – including storage/distribution/access

Parent Information Handbook

Child enrolment procedure

Communication Policy

Information Technology Policy

Risk Management

Fundraising policy

Referral Procedure

**ATTACHMENTS****Retention of records kept and archiving and disposal of these records:**

Once information can be destroyed it is placed in a secure bag to be collected by a company for shredding.

Type of record	Timeframe	Reference
Child assessments	Until the end of 3 years after the child's last attendance	Regulations 74, 183
Incident, injury, trauma and illness record	Until the child is 25 years old	Regulations 87, 183
Medication record	Until the end of 3 years after the child's last attendance	Regulations 92, 183
Child's attendance	Until the end of 3 years after the record was made	Regulations 158 – 159, 183
Child enrolment	Until the end of 3 years after the child's last attendance	Regulations 160, 183
Child recorded Images/videos	Until end of 3 years and child's last recorded attendance.	
Death of a child while being educated and cared for by the service	Until the end of 7 years after the death	Regulations 12, 183

Staff record	Until the end of 3 years after the staff member works for the service	Regulations 145
Record of access to early childhood teachers	Until the end of 3 years after the staff member works for the service	Regulations 152
Record of educators working directly with children	Until the end of 3 years after the staff member works for the service	Regulations 151
Record of volunteers and students	Until the end of 3 years after the volunteer or student attended the service	Regulation 149

AUTHORISATION

This policy was reviewed and adopted by the Approved Provider of Outlets Co-operative Neighbourhood House LTD

REVIEW DATE:

Policy Review This policy will be reviewed bi-annually unless there are any regulatory or legislative requirements and/or any feedback from staff, parents and the community.

REVIEW UPDATED: 16/09/2025