



Clarence Childhood Services Association Inc.
trading as
Clarence Family Day Care

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PRIVACY POLICY

AIM:

Privacy laws legislate for the protection of individuals regarding their personal information.

This policy aims to protect the privacy and confidentiality by ensuring that all records and information about individual children, families, educators and management are kept in a secure place and are only accessed by or disclosed to those individuals who need the information to fulfil their responsibilities at the service or have a legal right to access the information.

RATIONALE:

Maintaining and protecting the privacy of personal and sensitive information collected by our service is a high priority for this scheme and all stakeholders. The personal information collected by Clarence Family Day Care is for the use of authorised persons only. The scheme is committed to protecting your privacy and abides by the Australian Privacy Principles contained within the Privacy Act.

POLICY:

Clarence Family Day Care accepts that to provide a responsible child care service and to comply with our legislation and licensing requirements, we must collect sensitive information about stakeholders of the service. The scheme has a responsibility to ensure that appropriate privacy protection is given, in the context of compliance with the Privacy Act and other applicable and overlapping legislation. It is our policy to ensure that when personal information is collected from an individual, it is accurately recorded and securely stored.

Collecting Personal Information

Clarence Family Day Care is required to collect personal information in accordance with the regulatory framework of operating a children's service. Some of the information we collect is to satisfy the service's legal obligations under the relevant child care legislation. Much of the information that we are required to record is in the category of 'sensitive' information.

As mandatory reporters, we will be obliged to collect and report to the appropriate authorities, information about the child and their family or others where we have grounds for suspecting that the child is at risk of significant harm.

In addition to the above requirements, we are also required to hold information regarding every family's Child Care Benefit entitlements.

Data Quality

Clarence Family Day Care will take reasonable steps to ensure that personal information the scheme collects, uses and discloses, is accurate, complete and up-to-date. However, the accuracy of that information depends, to a large extent on the information provided by the individual. Individuals should advise the service of any changes that may affect the accuracy of previously provided information.

Use and Disclosure

Information collected will be used only for the purpose for which it is collected. Privacy of all personal information is important to us and we will treat all information collected with respect and integrity. Information will only be disclosed within this service for the specific purpose of administration, or for the education and care of children.

Clarence Family Day Care will, whenever possible, obtain parent permission before disclosing information to any person outside of this organisation for the specific purpose of providing a service for each child. Additionally, Clarence Family Day Care will disclose information only as required by law.

Clarence Family Day Care will not disclose personal information to overseas recipients under any circumstance.

Security

All reasonable steps will be taken during use and storage of personal information to protect the security of the information and the privacy of the individual. The scheme will attempt to protect this information from misuse or loss and from unauthorised access or disclosure. The Co-ordination Unit uses lockable facilities for the storage of personal information. Passwords are used on scheme computers and applicable software to ensure that only authorised personnel have access to those details.

Anonymity

Where possible, Clarence Family Day Care will provide the opportunity for anonymous interactions between stakeholders and the organisation. Clearly, this will not be possible or appropriate where contractual relationships are created and in many other situations. However, where the scheme does not need personal identifiers, it will not collect them.

Openness, Access and Correction

Parents/guardians may request access to personal information relating to themselves and their child/ren. Children may request access to personal information about themselves. Clarence Family Day Care will provide individuals access to the personal information held about them, unless the scheme is entitled under the Privacy Act or other legislation, to deny access or provide an explanation for a decision instead. Depending on the circumstances, the scheme may require use of a written request form. Access to information may be denied where such access would have an unreasonable or unlawful impact on the privacy or security of others.

Sensitive Information

This organisation respects the confidentiality of individual's sensitive information and applies a high level of privacy protection. Sensitive information will only be collected and used with the consent of the individual or as required by law.

Information Management Statement

Protection of privacy and the need for confidentiality are fundamental to providing a high quality childcare service.

The primary purpose of this service collecting information is to enable educators to provide each child with an individual, developmentally appropriate program that is educational, stimulating, nurturing and safe.

Clarence Family Day Care is required to collect certain information in accordance with administration requirements. Access to personal information is generally limited to the staff of the scheme with the exception of information relevant to the care of each child, which may be disclosed to the child's educator/s. Wherever possible the scheme will obtain parent/guardian permission before disclosing a child's personal or sensitive information to any person outside this organisation, for example, to a doctor in the case of an emergency. Otherwise, Clarence Family Day Care will only disclose personal information as required by law.

Personal information about children is available to their own parent/guardian. On occasion, items such as children's personal achievements or artworks may be displayed within the boundaries of our office building.

Photographic images may be taken of children in care by the educator and/or scheme staff, with written parental permission, and these images may be used for programming and Quality Assurance purposes and may, on occasion, be displayed at the educators home or in the Clarence Family Day Care coordination office, and may be incorporated in newspaper or media articles in conjunction with playsessions, excursions or special events.

Parents/guardians have the right to access personal information collected about them or their child/ren. However, there may be occasions when access to information is denied, such as where access would have an unreasonable or unlawful impact on the privacy or security of others.

If personal information of others, such as emergency contacts, is provided to the scheme, we encourage parents/guardians to inform them that they are disclosing that information, and why. Parents/guardians also need to inform them that they can access that information if they wish to do so.

Clarence Family Day Care takes all reasonable precautions to ensure information that we collect, use or disclose is accurate, complete and up-to-date. Parents/guardians should inform the scheme of any changes to the information supplied.

Complaints

If an individual wishes to make a complaint about our handling of personal information, that person can contact the Clarence Family Day Care Scheme Manager and/or Nominated Supervisor by the following means:-

Telephone: 02 6643 1002
Fax: 02 6642 7213
Email: admin@cfdc.com.au
Postal Address: PO Box 24, Grafton NSW 2460
In Person: 162 Turf St, Grafton NSW

Clarence Family Day Care has a complaints handling policy and for more information regarding this topic, that policy should be read in detail.

N.B.

This policy is to be read in conjunction with the 'Records Management Policy' of the Clarence Family Day Care.

Relevant Legislation: *Privacy Act 1988; (including amendments of 12 March 2014)*
Freedom of Information Act 1982: