

4.9 Confidentiality and Privacy Provision Policy

Policy number: 4.9
Date last reviewed: December 2024
Reviewed by: Child Care Team

This policy relates to	
National Quality Standards Early Childhood Education & Care	7.1, 7.1.2

Purpose

The service ensures that procedures are in place to protect confidentiality and right to privacy according to the National Privacy Principles. Beaucare is committed to protecting and upholding the right to privacy of clients, staff, volunteers, students and members of the Board and representatives of agencies we deal with. In particular, Beaucare is committed to protecting and upholding the rights of our clients to privacy in the way we collect, store and use information about them, their needs and the services we provide to them.

Policy

Information about service participants will be treated as strictly confidential in accordance with the following:

- Written information concerning the child, the child’s family, the educator and the educator’s family should be accessible only to the parent or educator to whom the records relate, Beaucare staff, the General Manager and where necessary, the relevant State and Commonwealth Government departments.
- Beaucare staff and officers from the Office for Early Education and Care and Commonwealth Government departments have access to information only for the purposes of service delivery.
- Before information on families/children is shared with any other person, prior parental permission is required.
- Where a family uses more than one educator in the service, essential information concerning the child or the child’s family may be shared between educators.
- Parents have access to all information kept on their own child/family, the general records in relation to excursions, copies of qualifications of staff members and facilities and equipment used in the operation of the service.
- Educators have the right of access to copies of any reports or other information regarding their care and may arrange a time to discuss this information with service management.

EXCEPTIONS to the Policy are as follows

- An emergency in which the parent is not available.
- Where information concerning child protection issues is conveyed to the Child Protection Investigation Unit (CPIU), Qld Police, the Office of Early Childhood Education and Care or the Department of Child Safety.
- In compliance with lawful process requiring production of documents or giving of evidence before a court or tribunal.

In dealing with personal information, Beaucare staff will:

- Ensure privacy for educators, staff, volunteers and families when they are being interviewed or discussing matters of a personal or sensitive nature.
- Only collect and store personal information that is necessary for the functioning of the organisation and its activities.
- Use fair and lawful ways to collect personal information.
- Collect personal information only by consent of the individual.
- Ensure that people know what sort of personal information is held, what purposes it is held for and how it is collected, used, disclosed and who will have access to.
- Ensure that personal information collected or disclosed is accurate, complete and up-to-date, and provide access to any individual to review information or correct wrong information about themselves.
- Take reasonable steps to protect all personal information from misuse and loss and from unauthorised access, modification or disclosure.
- Destroy or permanently de-identify personal information no longer needed and/or after legal requirements for retaining documents has expired.

All records within the service will be stored in a secure and confidential manner to prevent unauthorised access.

Records will be destroyed after the mandatory period of retention by shredding or other means that maintains confidentiality.

Forms with personal information include a privacy clause indicating where the information is stored and how it is used according to National Privacy Principles.

Procedures

Requests for information may be made verbally or in writing according to the criteria above. The Information will be checked to ensure it does not breach confidentiality for other parties. The service reserves the right to charge a fee for the compilation of backdated information (e.g. for Family Law matters).

The service may seek permission to share information about the child with relevant services/schools via a Communication Permission Form.

Associated Beaucare Policies and Documents

[Appendix D Privacy and Communication](#)

Relevant Legislation

National Law

National Regulations

National Quality Standard

Child Care Act 2002 Section 87

Australian Government: *Privacy Act 1988 – National Privacy Principles*

<http://www.comlaw.gov.au/Details/C2011C00503>