

# Jack and Jill Preschool

*Where Lifelong Friendships Are Made*

## Confidentiality and Privacy Policy

**Aim:** To ensure that confidentiality and privacy are maintained at all times when handling and discussing information relating to the specifics of the service and our stakeholders.

**Alignment with the philosophy:**

**Associated Systems:**

- Professional and Ethical Practice Policy
- Storage of Documents Policy

**Implementation:**

Quality Area	Practices
1	<ul style="list-style-type: none"><li>▪ All documentation specifically relating to an individual child's development and progress is to be shared only with their family and not shared publicly or put on display within the service.</li><li>▪ Any information shared publicly or displayed must be general in nature and not identify individual children's goals or needs.</li><li>▪ When sharing information about the program and their child's progress with families verbally this should be done away from other parents to ensure confidentiality. If this cannot be achieved at a particular time then this should be scheduled as a phone call, email, or meeting at a more appropriate time.</li></ul>
2	<ul style="list-style-type: none"><li>▪ Any information regarding children's safety, health and wellbeing is to be kept in areas accessible only to the staff. This includes medication forms, incident forms, illness forms, illness registers etc.</li><li>▪ With parental consent information regarding children's medical conditions can be displayed e.g. ASCIA plans.</li><li>▪ Any information recorded regarding suspicions of abuse or neglect should be kept by the educator making the record and shared with no one, unless it is seen as appropriate to share with the Nominated Supervisor.</li><li>▪ If a child needs medical attention then their personal records, as per the enrolment form, and any health needs relevant to the treatment of the current condition may be shared with medical professionals. This must be authorised in the enrolment form.</li></ul>
4	<ul style="list-style-type: none"><li>▪ Employees are to maintain confidentiality and privacy at all times, both in and out of the service, being mindful of what information is shared with others and who else is around.</li><li>▪ It is expected that any staff will not engage with questions regarding the specifics of the service operations, and any individual children within the service from anyone outside of the child's family/authorised persons. If unsure refer these questions on to the Nominated Supervisor to respond to.</li><li>▪ If an employee gives consent in writing then their information can be shared with other agencies to support the operation of the service e.g. training organisation, therapist, consultants etc.</li></ul>

5	<ul style="list-style-type: none"> <li>▪ Any matters regarding a child’s behaviour and any associated plans are not to be discussed with any family or community members except for those directly involved in the care of the child, unless prior consent has been obtained from the parents.</li> <li>▪ If other parents are asking about a children’s behaviour staff should explain that it is not their place to say and if they have specific questions they should refer these to the Nominated Supervisor.</li> </ul>
6	<ul style="list-style-type: none"> <li>▪ Parental consent must be sought to share specific details of their child’s needs with community members e.g. allied health professionals. Without written consent only general information can be sought without providing any signifying information about the child or specific situation.</li> <li>▪ If parents request to see information about their child then this information can be shared with them, but only as it relates specifically to their child. This may involve removing or redacting information specific to another child if contained in the same document.</li> </ul>
7	<ul style="list-style-type: none"> <li>▪ Failure to maintain confidentiality and privacy is a serious issue and there will be consequences for any staff found engaging in this behaviour. This includes sharing information about children, families, staff or service operations without explicit permission to do so. This will result in an investigation as per the Human Resources Management Policy.</li> <li>▪ Should the regulatory authority request to see any information regarding the operation of the service then this is to be provided and can be done without prior consent from families.</li> <li>▪ If, during legal proceedings, any information is requested under any law or regulations then this information is to be provided.</li> <li>▪ All personal records for staff and children are to be kept in a locked filing cabinet within the service as per the Storage of Documents Policy.</li> </ul>

**Sources:**

- Education and Care Services National Regulations
- Guide to the NQF
- A Guide to The Child Safe Standards – Office of The Children’s Guardian (1, 3, 4, 5, 6, 8)

**NQF evidence:**

- Regulations: 181
- NQS: 2.1.2, 2.2.2, 4.2.2, 6.1.1, 6.2.3, 7.1.2