

Privacy & Confidentiality Policy

Commitment to Privacy

Privacy is recognised as a fundamental human right. Our Service has both an ethical and legal responsibility to protect the privacy and confidentiality of children, families, staff, and visitors in line with the Early Childhood Code of Ethics, the Education and Care Services National Law and Regulations, and the Privacy Act 1988 (Cth). We are committed to ensuring that all children and families have access to high quality care and education while respecting their right to privacy. Confidentiality is essential to building and maintaining trusting relationships with families, and all staff members are required to uphold these standards in their daily practice.

Alignment with National Quality Standards

This policy supports Quality Area 7: Governance and Leadership of the National Quality Standard. Governance at our Service ensures that effective systems are in place to manage risk, define clear roles and responsibilities, and promote professional leadership. These systems guide our practice in protecting the privacy and confidentiality of all individuals while fostering a culture of respect, professionalism, and accountability.

Purpose

The purpose of this policy is to ensure that the confidentiality of all records and personal information relating to children, families, staff, and visitors is upheld at all times. Our aim is to safeguard information by maintaining secure systems for collection, storage, use, access, and disposal. We are committed to protecting data integrity, ensuring records are accessible only to those with a legal right, and preventing unauthorised access or misuse. This includes compliance with the Notifiable Data Breaches (NDB) scheme, which requires notification to the Office of the Australian Information Commissioner and affected individuals if a data breach occurs that may cause serious harm.

Collection of Personal Information

Our Service may collect personal information about children, families, staff, and volunteers to provide quality education and care. For children, this information may include their name, date of birth, address, medical history, health requirements, emergency contacts, school details, custody arrangements, immunisation history, and developmental records. Information about parents and caregivers may include names, contact details, custody agreements, Centrelink details, and payment information. Staff and volunteer records may include personal details, qualifications, tax and banking information, Working With Children Check verification, medical history, and professional development records.

This information is collected at the time of enrolment or employment using standard forms, through online platforms such as CCS software, or via written communication including email, surveys, and phone calls.

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Storage and Protection of Information

All personal and sensitive information is stored securely using both physical and electronic measures. Hard copy records are kept in locked filing cabinets or cupboards, while electronic records are protected by password-secured systems. Each staff member is provided with unique login details and is expected to maintain confidentiality by not sharing access codes. Security software is installed on all devices and updated regularly, and data is backed up on external drives or secure cloud-based systems. Staff are required to sign a Confidentiality Agreement and must delete any confidential material from personal devices and return all service-related information when they leave employment.

Access to Information

Personal information will only be accessible to authorised personnel and parents will only have access to records relating to their own child. Families with online access to records or enrolment systems are provided with individual usernames and passwords and are reminded not to share them with others. The Approved Provider will ensure that information from a child's file is not shared with another party except where necessary for the child's education, care, or medical treatment, where required by law, or with written consent from the family.

Disclosure of Information

Our Service will only disclose personal or sensitive information when it is necessary and appropriate. This may occur with parental permission to third-party providers such as CCS software systems, to child protection agencies or regulatory authorities in accordance with our legal obligations, or as part of a business transfer with prior consent. Information will never be disclosed for any purpose outside of these circumstances unless authorised by law.

Responsibilities of Staff and Management

The Approved Provider is responsible for ensuring that our Service complies with the Australian Privacy Principles and the Privacy Act 1988. This includes developing and maintaining practices that protect personal information, keeping families informed about the retention and storage of records, and regularly updating staff about changes in privacy legislation. The Nominated Supervisor and Responsible Person must ensure that all educators, staff, and families are aware of this policy, and that written consent is obtained before photographs, videos, or samples of children's work are used. Educators must uphold privacy by treating all information with professionalism and respect, only sharing information with families about their own child, and limiting discussion of children to contexts such as curriculum planning or group management with parental approval.



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Complaints and Grievances

If a parent, staff member, or volunteer believes there has been a breach of privacy, they are encouraged to contact the Approved Provider directly so the matter can be investigated and resolved. If concerns remain, individuals may contact the Office of the Australian Information Commissioner on 1300 363 992 or lodge a complaint online at [OAIC Complaint Form](#). Families may also contact the Approved Provider directly for general concerns by phone on 0478 762 464.

Review

Date:	Changes:	Reviewed by:
02/06/2023	New policy (All updated)	Charmayne Nathan
07/08/2024	No changes - reviewed	Charmayne Nathan
18/09/2025	Policy was updated, information was condensed.	Charmayne Nathan