

# Our Lady of Hope Greenwith Campus Outside School Hours Care



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## POLICY DOCUMENT

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**CONFIDENTIALITY**



# CONFIDENTIALITY

## BACKGROUND

OSHC services have access to sensitive and private information about children, families, employees and management. Records and information must be stored appropriately to ensure confidentiality, must be available at the service, and must be maintained in accordance with legislative requirements.

Information should not be collected unless it is required. People are entitled to know why information is being collected and the service's policy about disclosure of the information it holds. Personal information about children should not be held without families' knowledge.

## POLICY STATEMENT

The Our Lady of Hope Greenwith Campus OSHC service makes every effort to protect the privacy and confidentiality of all individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure place and are accessed by, or disclosed only to, those people who need the information to fulfil their responsibilities at the service or have a legal right to know in accordance with legislative requirements.

## RELATIONSHIP

Regulations	National Quality Standard	Other policies/Service documentation	Other legislation/Guidelines
168 145-152	7	Governance and Management Policy	Privacy Act 2010 Freedom of Information Act Ombudsman Act
175-176		Enrolment form	OSHC Resource Kit Organisational procedures on records management and disposal
174-178		Medical Conditions Policy	DECD Governing Council Code of Conduct The Australian Government Child Care Service Handbook, DEEWR

## HOW THE POLICY WILL BE IMPLEMENTED

The following records for each child are confidential and will be kept in a secure and accessible place:

- personal details (name, address, date of birth)
- relevant medical details (if any)
- details of people authorised to collect children from the program
- permission for child to leave the service unaccompanied (if applicable)
- forms for signing in and out of children at the beginning and/or end of programs
- name, home and work address and phone numbers of families/approved persons
- name, address and phone numbers of people who may be contacted in an emergency

- authorization to seek emergency medical, hospital and ambulance services (or the chosen alternative of the families/approved person)
- any special needs or considerations relating to the child's medical needs/excursion needs
- authorizations to administer medication, and details of medication administered
- written authorizations to take children outside the service (eg excursions).

**A staff file for each employee will be confidentially maintained and will include:**

- staff contact numbers and emergency contacts including next of kin
- relevant medical history
- qualifications
- training certificates including compulsory training – first aid, asthma, anaphylaxis, RAN and manual handling, OHSW, inductions
- professional information document
- records of performance review and professional development and training
- leave details
- police clearance expiry dates
- interview process.

**Confidentiality:**

- Staff will ensure where confidentiality applies to conversations, only those directly involved and with a need to know are required to be present, e.g. conversations with families and children, staff hand-overs and meeting reports.
- Staff will not release any confidential information through any means of communications including phone conversations.
- All confidential information is handled and stored in a secure lockable filing cabinet and access is restricted to those who have a need to know.
- From time to time OSHC and the school may share information. There are real benefits to be gained from the sharing of information and families will be advised when this occurs. Authorization for this is included on the enrolment form.
- Ensure that all families are aware of their right to view all confidential information in relation to their child/children and understand the requirements relating to access to confidential information and the need to update where required.
- Where a child has left the service, all confidential files relating to the child will be stored in OSHC's secure storage facility and held for the allotted time as for all school children.

**RESOURCES/REFERENCES**

- Privacy Act at [www.privacy.gov.au](http://www.privacy.gov.au)
- Australian Child Care Service Handbook, DEEWR(current edition) at [www.acequa.gov.au](http://www.acequa.gov.au)
- CESA Guidelines <http://online.cesanet.adl.catholic.edu.au/docushare/dsweb/HomePage>

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(Chairperson)

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(Date Reviewed)

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(Principal)

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(Date Reviewed)