

Privacy and Confidentiality of Records Policy

NQS

QA4	4.2.2	Professional standards – Professional standards guide practice, interactions and relationships.
QA5	5.1.2	Dignity and rights of the child – The dignity and rights of every child are maintained.
QA6	6.1.2	Parent views are respected – The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child’s learning and wellbeing.
QA7	7.1.1	Service philosophy and purpose – A statement of philosophy guides all aspects of the service’s operations.

National Regulations

Regs	161	Authorisations to be kept in enrolment record
	162	Health information to be kept in enrolment record
	177	Prescribed enrolment and other documents to be kept by approved provider
	181	Confidentiality of records kept by approved provider
	183	Storage of records and other documents

EYLF

LO1	Children feel safe, secure and supported
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Aim

Montessori Journey respects every family and staff’s rights and choices about privacy and confidentiality. We ensure all the personal information is accurate, updated and secure. It is only used or disclosed to achieve the outcomes for which it was initially collected. All the information and records are handled securely and protected under Australian privacy laws and guidelines.

Related Documents

Welcome to the Montessori Journey

Enrolment and Orientation Policy

Social Media Policy

Implementation

Professionalism and confidentiality of records

All early childhood educators are aware that confidentiality of all matters concerning the centre and its users will be maintained. Any child records e.g., enrolment forms, developmental checklist, observation sheets, etc. are fully confidential. The only persons permitted to see this information are the parents or legal guardians, centre educators, and the licensing body.

Collection of personal information

We collect personal information only for the necessity of complying with our legal obligations as well as centre's operations. This includes information required to comply with the National Education and Care Law and Regulations and to promote learning under the Early Years Learning Framework. Information may also be collected to comply with other laws including State or Territory Health Laws.

Information collected upon the enrolment process

- Child's information: first name, last name, date of birth, gender, nationality, CRN (if applicable), immunisation records, medical information and medical management plans. Also, the child's strengths, interests, preferences and needs, including special needs.
- Primary contacts' information: names, date of birth, CRN (if applicable), gender, phone numbers, occupations, cultural background, home language, religious beliefs, payment details and CCS information.
- Authorised pickup people's information: names, phone numbers and relationships to the child.
- Permissions of taking photos or video for the purpose of social media use.

Personal information is collected via

- The waiting list form which filled by parents or guardians
- The enrolment form which filled by parents or guardians
- Verbally informed or advised by parents or guardians
- Emails from parents or guardians
- The child protection agencies
- Family law court orders or agreements
- Special needs agencies and training courses

All the relevant information will be collected under the consent of parents or guardians.

Secure management of personal information

Our centre takes reasonable steps to secure all the personal information and protect it from misuses, interference and loss, unauthorised access, modification or disclosure. Our secure management includes:

- Ensure all the records are securely stored in the filing cabinets in the director's office where only the authorised personnel have the access to.
- Ensure confidential conversations with parents or with staff are conducted in a quiet area away from other children, parents and staff.
- Ensure all the staff are aware of their obligations in relation to the collection, use and disclosure of personal information, through activities like teaching, mentoring, monitoring, staff meetings or training courses.
- Ensure information technology systems have appropriate security measures including password protection, anti-virus software and data backup systems.
- Ensure all the information is checked regularly and updated if necessary.
- Ensure records which we don't need to keep or fall outside of the record keeping timeframes are destroyed in a secure way as soon as possible.
- Ensure all the staff comply with our Social Media Policy regarding taking photos or videos of children.

Please inform the office if:

- Any changes regarding your address, telephone number, and custody/access arrangements
- If someone different is picking up your child
- If your child is absent, sick, or going on holidays
- If your personal circumstances change which may affect your child and you think we should know
- Any updates of your child's immunisation and changes in health

Occasions when we are unable to provide access to certain information:

- Providing the access would be unlawful, the information relates to unlawful activity or serious misconduct, or it may prejudice the activities of a law enforcement body.
- There is a serious threat to life, health or safety.
- Providing the access would unreasonably affect the privacy of others.

Concerns or complaints

Should any families or staff have concerns or complaints about the privacy or confidentiality, they are welcomed to discuss directly with the director, put a note in the suggestion box, or email the director. The director will investigate as soon as possible. All the communications will be performed confidentially.

Sources

National Quality Standard

Education and Care Services National Regulations (Queensland)

Early Years Learning Framework

Australian Privacy Principles

Privacy Act 1988

Fair Work

Review

This policy will be reviewed annually by:

- Director
- Employees
- Families
- Interested Parties

Last reviewed: October 2023

Date for next review: November 2024