



PRIVACY, CONFIDENTIALITY & RECORD KEEPING POLICY

To provide a clear policy and procedure for the record keeping, Privacy and Confidentiality of the children from The Rumpus Room Children's Centre. This policy will consider all aspects of The Child Safety Standards in regards to authorised persons (Standard 10 Policies and Procedures) and thereby minimising any potential risk factors

To ensure confidentiality about: staff and their families, children attending the Centre and families of children enrolled at the Centre by all people involved with the Centre. To ensure the methods used to communicate details about the child's care and education between families and the Centre are sufficiently "safe" to protect the child now and into the future.

To ensure all staff are aware of the procedures and therefore maintaining our goal of providing a child safe organisation

Privacy Statement:

Our service recognises that every individual has the right to ensure their personal information is accurate and secure, and only used or disclosed to achieve the outcomes for which it was initially collected. Personal information will be managed openly and transparently in a way that protects an individual's privacy and respects their rights under Australian privacy laws.

Aims:

To ensure records are in order and kept for the appropriate length of time.
To ensure our Service practices are consistent with the Australian Privacy Principles.

Explanation:

This policy applies to all educators and staff, Director/ Nominated Supervisor, Owner /Approved Provider, students, casual / temporary staff and volunteers and families. It is important to ensure records are complete and in order and available to be referred to when needed.

Implementation:

Staff, students and volunteers will respect the rights of parents and children. Children and parents will not be discussed with other parents. Individual needs of children will be discussed with pertinent educators only. Confidential information about a child or their family will not be given to any person who does not work directly with that child. All staff, educators



and volunteers will be required to sign confidentiality agreements.

The Approved provider will ensure systems used support the privacy of individuals associated with the service whether as an employee or customer.

Parents have a right to see their child's developmental records.

All staff members' privacy will be respected – no personal information will be given out without prior permission.

Collection of personal information

We collect personal information only if it is necessary for us to carry out Service operations or to comply with our legal obligations. 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.

During the enrolment process the Nominated Supervisor or their representative will ensure that all families enrolled or enrolling in the service are provided with a copy of this policy, and advised that the policy remains available on the Centre's website, so they can understand what personal information we need to collect, why we need to collect it, whether the information is required or authorised by Law and how it may be shared.

Families are advised to inform their children's emergency contacts and authorised nominees that we have some of their personal information on file and explain the advice in the Privacy Notice.

Use or disclosure of personal information

We will not use personal information for any purpose that is not reasonably needed for the proper or effective operation of the service. Personal information may be accessed by and exchanged with staff educating and caring for a child or by administrative staff.

We do not disclose your personal information to others unless you would have reasonably expected us to do this or we have your consent. For example, personal information may be disclosed to:

- Emergency service personnel so they can provide medical treatment in an emergency.
- special needs educators or inclusion support agencies volunteers, trainees and work experience students (with consent)
- Trainers or presenters if children participate in special learning activities.
- Another Service to which a child is transferring where you have consented to the transfer.
- The new operator of the Service if we sell our business and you have consented to the transfer of enrolment and other documents listed in Regulation 177 of the



National Education and Care Regulations.

We may disclose personal information where we are permitted or obliged to do so by an Australian law. For example, personal information may be disclosed to:

- Authorised officers when our service is assessed and rated under the National Education and care Law and Regulations.
- Government employees (eg for CCS, Immunisation, Medicare purposes)
- software companies that provide child care management systems
- management companies we may engage to administer the Service
- software companies that provide tailored computer based educational tools for children.
- lawyers in relation to a legal claim.
- officers carrying out an external dispute resolution process
- a debt collection company we use to recover outstanding fees
- authorities if we are taking action in relation to unlawful activity, serious misconduct, or to reduce or prevent a serious threat to life, health or safety.

We do not disclose personal information to any person or organisation overseas or for any direct marketing purposes.

Quality of personal information

The Approved Provider or Nominated Supervisor will take reasonable steps to ensure the personal information we collect, use and disclose is accurate, current and complete.

Educators and staff will:

- view original sources of information if practical when information is collected.
- collect and record personal information in a consistent format, for example using templates for enrolment, incident, injury, trauma and illness and administration of medication.
- record the date personal information was collected or updated.
- update information in our physical and/or electronic records as soon as it's provided.

In addition the Nominated Supervisor or Parent Liaison will:

- Regularly remind families via newsletters, emails or through notices in the centre to update their personal information including emergency contact details and their child's health information.
- verify the information is accurate, current and complete before disclosing it to any external organisation or person.
- ensure documentation about children and families is based on facts and free from prejudice.



Security of personal information

The Approved Provider or Nominated Supervisor will take reasonable steps to protect personal information from misuse, interference and loss, unauthorised access, modification or disclosure. These steps include:

- Taking responsibility for the security of personal information and regularly checking the practices implemented to protect it. This will include management of access privileges to ensure only people who genuinely need to see personal information can access it.
- ensuring information technology systems have appropriate security measures including password protection, antivirus and 'malware software, and data backup systems.
- ensuring physical files of personal information are secure in locked cupboards or locked filing cabinets in either Nominated Supervisor's Office or in Administration Area, when a Responsible Person is not present.
- ensuring all educators and staff are aware of their obligations in relation to the collection, use and disclosure of personal information, through activities like mentoring, staff meetings or on-line training courses.
- ensuring records which we don't need to keep, including unsuccessful job applications and records which fall outside the record keeping time frames under the National Education and Care Law and Regulations (refer to our Record Keeping and Retention Section at the end of this document) are destroyed in a secure way as soon as possible by, for example, shredding, incinerating or permanently deleting electronic records including archived or back-up copies. The destruction of records containing personal information will be overseen by a member or a contract may be entered into with a reputable firm, for destruction of confidential information.
- 'de-identifying' personal information so that people (e.g. our accountant) who require the information may access it without being able to identify individuals. Totals of financial information are transferred from Owna to the financial accounting package which goes to the accountant, without names or personal identifiers.
- 'de-identifying' personal information which may come into the public domain. For example, removing identifying names or details from newsletters etc.
- ensuring staff comply with our Social Media Policy (for example by obtaining authorisation from a child's parents before posting any photos of their child on the Service social media page, and not posting personal information on any social media page which could identify children or families.)
- ensuring confidential conversations with parents or with staff are conducted in a quiet area away from other children, parents and staff.
- Ensuring the online communication system we use called Storypark continues its high standards of security for communications between the Centre and its families and their



nominated contacts.

Complaints

If you believe we have breached Privacy Laws or our Privacy Policy may lodge a complaint. These requests may be made to the Nominated Supervisor who may be contacted by telephone on 0249408686, or email admin@therumpusroom.com.au or by mail The Rumpus Room 90 Darling Street Broadmeadow 2292 or 123 Chatham Street Broadmeadow 2292.

Or with the Approved Provider at Richard@therumpusroom.com.au

The Approved Provider or Nominated Supervisor will follow the Service's grievance procedure to investigate the complaint. Individuals who are unhappy with the outcome of the investigation may raise their complaint with the Office Australian Information Commissioner www.oaic.gov.au GPO Box 5218 Sydney NSW 2001 or GPO Box 2999 Canberra ACT 2601, phone 1300 363 992 or email enquiries@oaic.gov.au

Storypark & OWNA

Storypark & Owna are an accessible ePortfolio record of learning that travels with children from birth to school. It allows the recording and communicating of learning as it happens via photos, video, audio and observations within a secure online environment.

It allows educators to document and support children's learning, and it engages families in their children's development. Parents control their child's digital footprint and can decide who has access to their child's information.

Record Keeping and Retention times

Child Assessments are kept until the end of 3 years after the child's last attendance. Child Attendance records are kept for three (3) years after the child's last attendance. Child Enrolment records are kept until the end of years after the child's last attendance. Medication records are kept until the end of 3 years after the child's last attendance. Incident, Injury, trauma and Illness reports are kept until the child is 25 years old. Individual records are kept for three (3) years at the Centre.

Death of a child while being educated and cared for at a service needs to be kept for 7 years from the child's death.

CCS records (absences, fee receipts) to be kept for 3 years from the end of the period it relates to.

Financial and Insurance records should be kept for 7 years

Current records must be complete and up to date at all times.

Insurance:



The Approved Provider must take out appropriate insurances for the Centre and Certificate of Currencies need to be available at the Centre.

This policy links to:

This policy links to the following NQS:

National Quality Standards, 4.2.2, 5.1.2, 6.1.3, 7.1.2

See Appendix 1-National Law (section) and National Regulations (181-184) Privacy Act 1988 (includes Australian Privacy Principles)

United Nations Convention of the Rights of a Child