



## **Policy: Privacy**

### **Background:**

Privacy of information at Stepping Stones Child Care Centre is governed by principles from the Health Services Commission and the ACT Privacy Commission.

### **Overview:**

Stepping Stones Child Care Centre is committed to:

1. Maintaining the privacy of confidential information concerning families who use the Centre.
2. Collecting information that allows a wholistic approach to the care of each child.
3. Maintaining updated records of child health and emergency contacts.
4. Restricting the use of personal and health information to overview, items 2 & 3, and not for any secondary purpose.

### **Policy:**

#### **1. Collection of information**

When a child is enrolled at Stepping Stones Child Care Centre, parents/guardians are required to supply both personal and health information to allow their child to be cared for appropriately. This includes information about immunisation status, diet, medical conditions e.g allergies. Personal information, e.g. language spoken at home, court orders and residential orders will also be sought, so that Stepping Stones Child Care Centre can remain sensitive to each family's requirements.

#### **2. Use and Disclosure**

Health and personal information about the child/family will only be used for the purpose for which it is collected (see Overview, items 2 & 3).

#### **3. Data Quality**

So that Stepping Stones Child Care Centre can continue to provide care for each child, parents have a responsibility to provide personal and health information which is up-to-date, accurate and complete. The Centre Director and any other staff s/he nominates are responsible for each room receiving emergency contact details as completed by parents. Details will be printed weekly and when changes are made, so that staff can readily access up-to-date records if needed.

#### **4. Data Security**

Stepping Stones Child Care Centre will take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification and disclosure. To achieve this:

- Staff will not disclose any information about a child or family to another person, except to another staff member for the purposes of continuity of care and in fulfilling their duties outlined in overview items 2 & 3 of this policy.
- Staff will not request personal details from families that pertain to Centre information, for use after hours. If staff make themselves available for after hour's events e.g. babysitting, staff may give their personal details to families and have contact out of Centre hours.

- All records are located in secure files in the office when not in use.
- Emergency contact details are kept for each child in their allocated rooms. This is necessary so that staff can contact parents/guardians quickly should an emergency arise. Contact details are kept in the same place in each room, at a place verbally agreed by staff and Centre Director. The location of emergency information is readily accessible by staff and not by parents/guardians of other children. Staff that are new to the Centre are informed of the location of contact details as well as other information given in their orientation.

## **5. Openness**

The Privacy Policy at Stepping Stones Child Care Centre is located in the Centre Policy and Procedure Manual and is available to anyone who asks to view it.

## **6. Access and Correction**

All families have the right to access their child's personal or health information and correct it if it is inaccurate, incomplete, misleading or not-up-to-date. Families can gain access to personal information about their child by asking the Centre Director.

## **7. Sensitive Information**

The law restricts collection and use of sensitive information, for example, an individual's racial or ethnic origin, political views, religious beliefs, membership of groups or criminal record. Consent is required for use or disclosure of such information.

## **8. How to Request Access**

Access to a child's personal and health information by their parent/guardian should be made directly to the Centre Director or Proprietor. Access to information should be granted within 24 hours of the initial request.

## **9. Complaints Procedure**

Stepping Stones Child Care Centre takes all measures to protect the privacy of each child's personal and health information. If a parent/guardian has any grievance about the use of their child's personal and health information, then they are to put their concerns in writing to the Centre Director.

### **Source:**

- ACT Childcare Services Standards
- Victoria – Children's Services Regulations 2009
- Health Services Commission of Victoria  
<http://www.dhs.vic.gov.au/privacy/public/html/ppolicy.htm>
- Office of Privacy Commission <http://www.privacy.gov.au>

### **This policy links to the following CCQA Principles:**

Quality Practices Guide (2005) - Principle 5.1, 7.1 & 7.2

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Reviewed in consultation with staff and parent committee members at October 2009.