

Confidentiality Policy

Purpose

The aim of this policy is to safeguard the privacy of each child, family, staff member and other organisations and individuals involved with the service.

At Peak Sports and Learning we are committed to making sure that those involved with our service have their individual privacy respected and protected. This will, in turn, create more successful relationships with these important people and also ensure the protection of children at the service. The service seeks information that is reasonably necessary for these purposes and to carry out its functions and activities. Peak Sports and Learning handles that information with confidentiality and sensitivity as well as keeping with legal requirements.

Considerations

Education and Care Services National Regulations	National Quality Standard/s	Other Service policies/documentation	Other
Regulations: 145-152, 168, 181, 183. Law: ss 175, 273	QA 7, Element 7.1.2 QA 5, Element 5.1.2	- Enrolment, Orientation and Booking Policy - Staff Recruitment, Training, Evaluation and Professional Development Policy - Dealing with Infectious Disease Policy	

Procedures

Collection of Personal Information:

Peak Sports and Learning seeks to update this information as often as deemed necessary and individuals are encouraged to inform us should any of their information change.

In relation to children and their families, we collect and hold information before, during and after enrolment at Peak Sports and Learning.

a) What information we collect

The personal information we collect includes (but not limited to):

- Personal information for children and families
 - Full names
 - Address
 - Date of Birth
 - Payment details
 - Centrelink Customer Reference Numbers
 - Contact details of family members and other authorised contacts
 - Whether the child is of Aboriginal or Torres Strait Islander descent
 - Cultural background
 - Medical and health information (including Medicare number)

- Medical Practitioner details
- Court orders relating to the child
- Personal information for staff
 - Qualifications
 - Contact details
 - Emergency contact details
 - Working with Children Check Number
 - Bank details
 - Medical details

b) Why we collect this information:

- To provide high quality child care and to satisfy our legal and licensing requirements.
- To protect children in our care.
- To carry out functions and purposes necessary or incidental to achieve effective operation.

c) How we use personal information

- All information regarding the children and their families attending the service is to be used solely for the purposes of providing childcare and meeting the administration requirements of operating the service.
- Personal information is used for (but not limited to) the following:
 - Sharing information about children’s activities through StoryPark
 - Communicate with you via letters, emails, SMS, online portals, electronic sign in/out, surveys and other communication channels.
 - To develop term programs.
 - Recruit appropriately qualified staff.
 - Comply with our legal obligations. This includes making disclosures required or authorised by law.
 - Manage risks.

d) How we collect personal information

- Peak Sports and Learning collects the personal information required in a variety of ways. These include, but are not limited to:
 - Enrolment form via Fully Booked Software.
 - Face to face discussions.
 - Use of a daily diary between staff and families.
 - Meetings.
 - Personal correspondence.
 - Use of email and telephone calls.
- In regards to families and children, Peak Sports and Learning may gain information from a third party and examples of this may include reports from doctors, speech therapists, child protection agencies and other specialist services.
- If you don’t want Peak Sports and Learning to use or collect your information you can tell us at the time it is collected or as soon as possible afterwards. If you do not want us to collect and use your personal information, we may not be able to provide our services to you.

e) How we disclose personal information

- All information regarding any child/family enrolled in the service will only be accessible to authorised persons.
 - Families nominate authorised persons upon enrolment through their Fully Booked account.
 - The Approved Provider and the Nominated Supervisor will determine who is authorised to access records within the company.
- Personal information regarding the children and their families is not to be discussed with anyone outside the service, except where:
 - Required or authorised by law.
 - A parent or care giver has given written consent
- No personal information regarding a staff member is to be given to anyone without their written consent.

f) Storage and Retention of Records

- Most personal information is held electronically.
- We are committed to ensuring that information provided to us remains protected from misuse, loss or unauthorised access. We do this by:
 - Storing information on secure servers or locations accessible only to persons authorised by Peak Sports and Learning.
 - Providing locked storage areas.
 - Alarm systems.
 - Administrative protocols.
 - Staff regularly completing privacy training.
 - The destroying of information no longer required.
- The Service will ensure that documents are kept in a safe and secure place for the length of time outlined in Regulation 183 (2).

g) How to access your personal information

- You have the right to access and correct your personal information.
- You can log into your Fully Booked account to view or correct personal information contained in Fully Booked.
- If personal information is contained outside Fully Booked, you can email admin@peaksportslearning.com.au or call 1300 467 325 to request access.
- You may be asked for identification before access to personal information is given.
- Access may be refused where:
 - It is unreasonable to disclose the information
 - It would impact on the privacy of others
 - May result in a breach of the service's duty of care to the child
 - Where the child has provided the information in confidence
 - It would be unlawful

Version Control Table

Version Control	Date Released	Next Review	Approved by	Amendment
1	January 2014	November 2019	Directors	Amendments to procedures as needed annually.
2	November 2019	November 2020	Directors	Update policy to clarify information collected, how it is collected and managed. Version Control table introduced.
3	March 2020	December 2022	Directors	Reviewed with no amendments. Moved to new document review timeline.
4	December 2022	December 2024	Directors	Nil