

## CONFIDENTIALITY POLICY

### AIM

*We aim to ensure confidentiality of personal information regarding all children, families, program facilitators and staff within the Centre.*

### IMPLEMENTATION

#### **Leadership will:**

- If there is a serious concern about a staff, student, committee or volunteer maintaining confidentiality, the Centre's policies and procedures must be followed to address the situation in the best possible way. Policies relating to code of conduct, grievance and staff retention may be of assistance, as may the job descriptions and the Centre's statement of principles.
- Work in partnership with staff and families to ensure their information is protected.
- Ensure all new staff onsite are aware of the confidentiality policy and that it is being consistently implemented.
- Ensure there is secure storage on-site for confidential records and oversee use of storage.

#### **All staff at site, volunteers, Governing Council members, facilitators and visitors will:**

- Maintain confidentiality at all times. If a person or child is deemed to be at risk, the relevant person (Director, Team Leader, Family Practitioner) should be notified and they will help decide the steps that should be taken. The site's Information Sharing Guidelines should be followed at all times.
- Observe professional ethics and avoid discussions, which present each other in a negative manner outside the organisation.
- All volunteers, students, educators and facilitators will complete a Confidentiality agreement during induction and return to their line manager or supervisor on-site.
- All members of Governing Council and sub-committees will complete a Confidentiality Agreement during induction and return to the Secretary of the Governing Council. Governing Council and sub-committees will refer any concerns about individuals to the Director or grievance officer. This will not be discussed at committee meetings.

#### **Staff will:**

- Sign a confidentiality agreement upon beginning work at the Centre.
- Be aware of when it is appropriate to share information. For example, when a child is deemed to be at risk, staff are required to report the incident to the Child Abuse Report Line (CARL).
- Observe professional ethics in contact they have with others as a representative of Centre.
- Be aware of talking about confidential issues in front of parents, students and volunteers. Sensitive information will need to be taken to a space where it can be discussed confidentially. If unsure refer to 'Decision Making Steps for Information Sharing' in Information Sharing Guidelines.
- Raise any grievances in line with Centre's grievance procedure and not with outside parties.

#### **Administration will:**

- Securely store information in regard to different families.
- Lock enrolment files in the appropriate cabinet.
- Ensure staff details are not disclosed at any time unless authorised by the member of staff.
- Ensure explicit verbal and written instruction is given to volunteers, students and staff regarding the importance of maintaining confidentiality both inside and outside the Centre.
- Confirm identity of any inter-agency staff calling for information by calling the switchboard.

**Families will:**

- Raise any grievances in line with Centre's grievance procedure and not with outside parties.

**EVALUATION:**

This policy will be regularly evaluated and found successful if these conditions exist:

- No personal information has been accessed without authorisation.
- No reasonable possibility (i.e. cupboard/files left open) exists for information to be accessed.
- Conversations are held in private spaces to maintain confidentiality

**Procedure Forms:**

- Signed confidentiality agreement/contract.

**National Quality Standards:**

7. Leadership and service management

7.3.3. Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements.

1.0	January 2011	Policy adopted.	Ocean View Children's Centre	Governing Council
1.1	June 2012	Policy circulated to Policy Review Committee and staff for review and suggested amendments identified, including; <ul style="list-style-type: none"> <li>• NSQ regulations and requirements</li> <li>• Inclusion of information sharing guidelines</li> <li>• Governing council confidentiality agreement</li> </ul>	K Cook	
2.0	November 2012	Suggested amendments put to Policy Review Committee and adopted, including; <ul style="list-style-type: none"> <li>• NSQ regulations and requirements</li> <li>• Inclusion of information sharing guidelines</li> <li>• Governing council confidentiality agreement</li> </ul>	K Cook	Policy Review Committee
2.1	June 2014	Aligned with DECD Confidentiality Policy and reformatted	P Murray	Policy Review Committee

**Review:** To be reviewed annually by the Assistant Director and any recommended amendments endorsed by the Policy Review Committee.

**Last Review:** August 2019

**Source:**

*Information Sharing Guidelines.*

*Code of Ethics.*