



NSWIHCS Privacy / Confidentiality Policy

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Policy owner:	NSW In-Home Care Services
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Authorised by:	CEO Anita Jovanovski
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Related legislation:	Education and Care Services National Regulations 2011 2008 Interim Standards for In-Home Care
Related policies:	
Related procedures:	Educator Interview procedure & Induction procedure
Related forms:	Confidentiality Agreement F3.4A Photograph/Media Agreement F 3.4B

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1. Purpose

- NSWIHCS is committed in providing clear guidelines to all stakeholders who are utilising In-Home Care to ensure that privacy and confidentiality is ensured. NSWIHCS will ensure that the storage and use of information relating to IHC educators, staff, families and children comply with the Privacy Act 2002, Child Care Act 2002 and National Child Care Regulations 2011 and the Child Care services handbook.

2. Objectives

The objectives of this policy are:

- To ensure that requirements for the 'Australian Government-Department of Education' are met.
- Educators, Families, Services Providers and staff are aware of their obligations in relation to the 2008 Interim Standards for In-Home Care, Education and Care National Regulations 2011, Child Care Service Handbook, Privacy Act 1998 and Privacy Amendment (Enhancing Privacy Protection) Act 2012.
- Educators will be aware of sensitive material and confidential information and not disclose inappropriately.

3. Scope

- This policy applies to Staff, Service Providers, Educators and Families

4. Definitions

Educator – a person who provides care for someone else's children in the child's own home.

Continuity of Practice – Persons holding an approved qualification will maintain their qualified status while they maintain continuity of employment in the child care profession, including home based care, or where a break of five or more years in their child care employment, will be required to obtain certification from a recognized competency assessment organization, stating that their competencies meet the required current approved qualification standard.

5. Principles

To ensure that NSWIHCS adheres to the privacy policy and is ethical at all times in its practices in regards to confidentiality.



6. Responsibilities

NSW In-Home Care Services, NSWIHCS Service Providers/ NSWIHCS manager, Family Liaison officers and Educators are responsible for the implementation of this policy.

7. Strategies and Practices in relation to IHCSP staff, IHCSPs, Educators and Families.

1. Only collect information necessary for the delivery of our services and programs.
2. Be neither intrusive nor unfair in our collection of information.
3. All relevant information must be updated as required for the effective operation of IHC with annual families enrolments to ensure information is accurate.
4. NSWIHCS requires families to complete annual enrolments to ensure information is factual, accurate and consistent with current Government requirements.
5. Refrain from collecting sensitive information unless special circumstances apply.
6. IHCSP, families and Home based educators may have access to their personal information with prior notice to the service (within 24 hours' notice).
7. Protect personal information from misuse, loss and unauthorised access.
8. Destroy records appropriately after the mandatory period of retention.

Photographs

In various circumstances there will be times where educators will ask written consent for educators to take photographs as part of the child's program or for the services own publications (including its website).

In giving consent, families will be informed of who will be taking the images, how the photographs will be used and what will happen with the photographs once the specified use has been fulfilled.



Images and Media

All images taken of children/families will be stored securely and families will be informed prior to giving consent, to the taking and use of images of children. NSWIHCS has no influence over the possible future use and disposal of images used by external agencies such as media outlets. None the less, media outlets that receive images of children of NSWIHCS will be made aware of our services policies on photographs of children and families.

8. Procedures

1. NSWIHCS will only collect personal information which is necessary to its functions and activities.
2. NSWIHCS will only use and disclose personal information for the purpose it was collected. In general NSWIHCS may disclose personal health information as part of its day to day business.
 - To Government Departments or agencies as part of our legal and funding obligations
 - To Local Government in relation to enrolment details for planning purposes
 - In the management of NSWIHCS programs and activities
 - Where an individual consents to the disclosure of the personal information.
3. NSWIHCS will take reasonable steps to protect the personal information it holds from misuse, loss unauthorised access, modification or disclosure. NSWIHCS will also take the reasonable steps to destroy or permanently de-identify personal information is no longer needed for any purpose.

Use Form 3.4B