



Out of Hours School Care Confidentiality Policy

Policy Statement

We believe your privacy is important. This policy illustrates how we will collect, use, disclose, manage, and transfer personal information including health information. This policy is available on request. The OSHC program is in some of its activities bound by privacy legislation. If we need to collect health information, we are subject to the Health Records Act (VIC). If we collected information as a service provider to the state government, we are covered by the Information Privacy Act (VIC). Otherwise, for all other transactions involving personal information, we will endeavour to ensure that the personal information we hold is accurate, complete, up-to-date, and relevant to our functions or activities.

The reasons for which we collect personal information are:

- Personal & Health information collected in relation to – privacy purpose for which information is used.
- Children & parents/guardian – to enable us to provide for the education and care for the child attending the program and to enable us to manage and administer the program as we are required.
- Job applicants, employees, contractors, volunteers, and students – to assess and if necessary to engage the employees, contractors, volunteers, or students. To administer the employees, contractors, volunteers, or students.

Procedures and Practices

We will only collect the information we need, and for which we have a purpose that is legitimate and related to one of our functions or obligations. The type of information we collect, and hold includes (but is not limited to) personal information including health information regarding:

- Children and parents/guardians before and during the child's attendance at the program. This information is collected to provide and or administer our program to children and or guardian.
- Job applicants, employees, volunteers, students, and contractors. This information is collected to manage the relationships and fulfil our legal obligations.
- Contact details of other parties with which the program deals.

We will collect information on the following identifiers:

- Tax File number for all employees related to the deduction and forwarding of tax to the Australian Taxation Office. Failure to provide this information would result in maximum tax being deducted.

- Customer Reference numbers (CRN) for children and families attending the Program. Failure to provide this information would result in the parents/guardians not obtaining Child Care Subsidy.

We will collect personal information usually in the following ways:

- Children's observations and records.
- Job applications, Employee detail forms, Tax declarations, Employee bank detail forms, etc.
- Face to face interviews.
- Telephone interviews, referee checks.
- Enrolment, waiting list and booking forms.
- Surveys.

Disclosure of personal information including health information. We may disclose some personal information held about an individual to:

- Government Departments or agencies as part of their legal and funding obligations.
- Local government in relation to enrolment details for planning purposes.
- Organisations providing Services related to staff entitlements and employment.
- Insurance providers in relation to specific claims.
- Law enforcement agencies.
- Health organisations and/or family in circumstances where the person requires urgent medical assistance and is incapable of giving permission.
- Anyone to whom the individual authorises the program to disclose information.

Treatment of sensitive information

Sensitive information will be used and disclosed only for the purpose for which it was collected or directly related secondary purpose unless the individual agrees otherwise, or the use of disclosure of the information is allowed by law.

Management and security information

To protect the personal information from misuse, loss, unauthorised access, modification or disclosure, staff will ensure that in relation to personal Information:

- Access will be limited to those who require this information to do their jobs.
- It will not be left in areas that allow for unauthorised access.
- The physical storage of all materials will be in a secure area.
- Computerised records containing personal, or health information will require password access.
- Emails will only be sent to persons authorised to receive the materials.
- Only limited personal information will be issued over the telephone to persons authorized to receive that information.

Records must be kept for:

- if the record relates to an incident, illness, injury or trauma suffered by a child while being educated and cared for by the education and care service, until the child is aged 25 years;

- if the record relates to an incident, illness, injury or trauma suffered by a child that may have occurred following an incident while being educated and cared for by the education and care service, until the child is aged 25 years;
- if the record relates to the death of a child while being educated and cared for by the education and care service or that may have occurred as a result of an incident while being educated and cared for, until the end of 7 years after the death;
- in the case of any other record relating to a child enrolled at the education and care service, until the end of 3 years after the last date on which the child was educated and cared for by the service;
- if the record relates to the approved provider, until the end of 3 years after the last date on which the approved provider operated the education and care service;
- if the record relates to a nominated supervisor or staff member of an education and care service, until the end of 3 years after the last date on which the nominated supervisor or staff member provided education and care on behalf of the service;
- in case of any other record, until the end of 3 years after the date on which the record was made.

Sources:

Further information can be obtained from Health Services Commissioner 8601 5200 or 1800 136 066 or www.health.vic.gov.au/hsc Victorian Privacy Commission. Sourced March 2019

Date(s) Reviewed:

3rd June 2014
March 2019

Next Review Date:

March 2023
March 2024