Glen Iris Child Care and Kindergarten

GI-026 – Privacy and Confidentiality

Policy Number	GI-026
Quality Area	QA7 – Governance and Leadership
National Law	s.172 • s.174
National Regulations	Regs. 177 • 181–184
Related NQS	QA4.2.2 • QA6.1.2 • QA7.1.2
EYLF V2.0	Principles – Secure, Respectful and Reciprocal Relationships • Partnerships • Collaborative Leadership and Teamwork
Victorian Child Safe Standards:	Standards 2, 4 and 11
Version:	1.0
Approved By:	Centre Director
Approved Date:	July 2026
Review Date:	July 2027

OUR COMMITMENT

At **Glen Iris child care and kindergarten**, we are committed to protecting the privacy, dignity and confidentiality of every child, family, educator and visitor.

We recognise that families entrust us with sensitive personal information and expect it to be collected, used, stored and shared responsibly. We are committed to maintaining secure systems, respecting confidentiality and ensuring personal information is only accessed by authorised persons for legitimate purposes.

By promoting a culture of trust, professionalism and ethical practice, we safeguard the rights of our community while meeting our legal and ethical responsibilities.

LEGISLATIVE INTENT

This policy supports Glen Iris child care and kindergarten in meeting its obligations under the Education and Care Services National Law and Regulations by ensuring personal information is collected, stored, used, disclosed and disposed of appropriately. It also promotes respectful information management practices that protect the privacy and confidentiality of children, families, educators and the broader service community.

PURPOSE

The purpose of this policy is to provide clear guidance on the management of confidential and personal information at Glen Iris child care and kindergarten. It establishes consistent practices for collecting, accessing, storing, sharing and disposing of information while protecting individual privacy and maintaining the trust of children, families and educators.

WHO THIS POLICY APPLIES TO

This policy applies to:

- Approved Providers
- Centre Director
- Nominated Supervisor
- Responsible Persons
- Educational Leader
- Educators
- Administration Team
- Students
- Volunteers
- Contractors
- Families
- Authorised Nominees
- Visitors

DEFINITIONS

Confidential Information
Information that is private or sensitive and must only be accessed or shared by authorised persons for legitimate service purposes.

Personal Information
Information or an opinion that identifies or could reasonably identify an individual, including names, addresses, contact details, health information and enrolment records.

Sensitive Information
Information relating to a person's health, cultural background, religious beliefs, disability, family circumstances or other information requiring a higher level of protection.

Authorised Person
A person who has lawful authority to access information as part of their role or through written consent from the individual concerned.

WHY THIS POLICY MATTERS

Respecting privacy and confidentiality is fundamental to building trusting relationships with children, families and educators.

Effective information management protects individuals from harm, supports informed decision-making and demonstrates professionalism and integrity. At Glen Iris child care and kindergarten, confidentiality extends beyond legal compliance, it reflects our commitment to treating every member of our community with dignity, respect and care.

GUIDING PRINCIPLES

Glen Iris child care and kindergarten is committed to privacy and confidentiality practices that:

- Respect the dignity, rights and privacy of every child, family, educator and visitor.
- Promote trust through ethical and professional information management.
- Ensure personal information is collected only when necessary for the operation of the service.
- Protect confidential information from unauthorised access, disclosure, misuse or loss.
- Maintain accurate, secure and up-to-date records.
- Comply with all legislative and regulatory requirements relating to privacy and confidentiality.
- Foster open communication while maintaining appropriate confidentiality.

OUR POLICY

Glen Iris child care and kindergarten is committed to protecting the privacy and confidentiality of all personal information entrusted to our service.

We collect, use, store and disclose information only where it is necessary to provide quality education and care, meet legislative obligations or where consent has been obtained.

All educators, leaders, students, volunteers and contractors are expected to maintain strict confidentiality in relation to children, families, colleagues and service operations. Confidential information must only be accessed by authorised persons and must never be discussed in inappropriate settings or with individuals who do not have a legitimate need to know.

We recognise that maintaining privacy strengthens trust, supports respectful partnerships and contributes to a safe and professional learning environment.

HOW WE PUT THIS POLICY INTO PRACTICE

Collection of Information

Glen Iris child care and kindergarten will:

- Collect only the information necessary to enrol children, support their education and care, employ staff and meet legislative requirements.
- Explain why information is being collected and how it will be used.
- Obtain consent where required.
- Ensure information is collected respectfully and sensitively.

Victorian Kindergarten Information

The service will:

• Collect, use and store kindergarten enrolment and funding information in accordance with applicable privacy legislation and Victorian Government requirements.
• Collect only the information necessary to determine eligibility for funded kindergarten programs and administer government funding.
• Ensure information provided to the Department of Education is accurate, secure and limited to authorised purposes.
• Maintain the confidentiality of all information relating to funded kindergarten enrolments, eligibility and government funding.
• Inform families how their personal information may be collected, used, disclosed and stored throughout the enrolment process.

Storage and Security of Records
The service will:

- Store paper records in secure, locked locations.
- Protect electronic records through secure password-protected systems.
- Restrict access to authorised personnel only.
- Regularly review record security procedures.
- Dispose of records securely in accordance with legislative retention requirements.
- Maintain funded kindergarten records in accordance with legislative requirements and Department of Education record retention requirements.

Access to Information
The service will:

- Allow individuals to access their personal information in accordance with legislative requirements.
- Verify the identity of individuals requesting access.
- Ensure information relating to other individuals remains confidential.
- Respond to requests within appropriate timeframes.

Confidentiality in Daily Practice
Educators and staff will:

- Discuss confidential information only with authorised persons.
- Hold conversations regarding children and families in private settings.
- Protect children's records from being viewed by unauthorised persons.
- Ensure confidential documents are not left unattended.
- Maintain confidentiality both within and outside the workplace.

Sharing Information
Information will only be shared:

- With written consent from the individual where required.
- When required by law.
- To protect the safety, health or wellbeing of a child.
- With authorised agencies in accordance with legislative obligations.
- With professionals supporting the child where appropriate consent has been obtained.

Digital Information
The service will:

- Use approved digital platforms to communicate with families.
- Protect passwords and electronic systems.
- Ensure photographs and digital records are managed in accordance with family authorisations.
- Regularly review cybersecurity and privacy practices.
- Ensure educators use service devices and systems professionally.

Confidential Discussions
Leadership will ensure:

- Performance discussions remain confidential.
- Family meetings occur in private environments.
- Child protection matters are managed confidentially.
- Complaints are handled discreetly and professionally.
- Confidential documents are only shared with those directly involved.

ROLES & RESPONSIBILITIES

Approved Provider

Will:

- Ensure privacy systems comply with legislation.
- Provide secure systems for storing records.
- Allocate resources to protect confidential information.
- Monitor compliance with this policy.

Centre Director

Will:

- Ensure confidential information is managed appropriately.
- Monitor record keeping practices.
- Respond to privacy concerns or breaches.
- Support educators to understand confidentiality obligations.
- Review information management systems regularly.

Educational Leader

Will:

- Promote professional and ethical practices.
- Support educators to maintain confidentiality when documenting children's learning.
- Ensure reflective practice respects children's privacy.

Educators

Will:

- Protect confidential information.
- Use information only for legitimate educational and care purposes.
- Maintain professional boundaries.
- Store records securely.
- Report any privacy breaches immediately.
- Respect the privacy of colleagues and families.

Administration Team

Will:

- Maintain secure enrolment and staff records.
- Protect digital and paper-based information.
- Verify identity before releasing information.
- Maintain confidentiality during all administrative processes.

Families

Will:

- Respect the privacy of other children, families and educators.
- Provide accurate information relevant to their child.
- Notify the service of changes to personal information.
- Use photographs and information obtained through the service respectfully

Glen Iris child care and kindergarten in practice

At Glen Iris child care and kindergarten, confidentiality is embedded into our everyday practice and professional culture.

Educators understand that trust is built through respectful handling of information. Children's records are discussed only with relevant educators, family meetings are conducted privately and sensitive conversations are managed with discretion and empathy.

Our administration systems are regularly reviewed to ensure records remain secure, accurate and accessible only to authorised persons. Families are informed about how their information is managed and are encouraged to discuss any privacy concerns with the leadership team.

Privacy is viewed as a shared responsibility, with all members of our community contributing to a respectful and trustworthy environment.

CHILDREN'S VOICE IN ACTION

Children have a right to privacy, dignity and respectful relationships. Educators model respectful communication by seeking children's permission before sharing their work, photographs or personal information where appropriate to their age and understanding.

Children are supported to develop an understanding of personal boundaries, respect for others' privacy and the importance of treating personal information with care. By modelling these practices, educators help children build respectful relationships and develop an awareness of their rights and the rights of others.

EXCEEDING PRACTICE

Glen Iris child care and kindergarten promotes a culture where confidentiality extends beyond legislative compliance and becomes part of our everyday professional practice.

Educators regularly engage in discussions about ethical decision-making, respectful communication and information management during staff meetings, induction and professional learning. Leadership continually reviews administrative systems, digital platforms and record management processes to ensure they remain secure, effective and responsive to the needs of our community.

Strong partnerships with families are built on transparency, trust and mutual respect, ensuring personal information is managed with integrity while supporting the best outcomes for children.

CONTINUOUS IMPROVEMENT

Glen Iris child care and kindergarten is committed to continually strengthening privacy and confidentiality practices through reflection, evaluation and ongoing review.
This policy will be reviewed through:

- Annual policy reviews.
- Feedback from children, families and educators.
- Changes to legislation and privacy requirements.
- Internal audits of record management systems.
- Review of digital communication platforms.
- Complaints, compliments and feedback.
- Professional learning and staff discussions.
- Quality Improvement Plan goals and critical reflection.

Continuous improvement ensures our information management practices remain secure, transparent and responsive to the changing needs of our service community.

RELATED LEGISLATION

Education and Care Services National Law Act 2010

- **s.172** – Offence relating to display of prescribed information
- **s.174** – Offence relating to notification of complaints

Education and Care Services National Regulations 2011

- **Reg. 177** – Prescribed enrolment and other documents to be kept by the approved provider
- **Reg. 181** – Confidentiality of records kept by the approved provider
- **Reg. 183** – Storage of records and other documents
- **Reg. 184** – Storage of records after transfer of service approval

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National Quality Standard

Quality Area 4 – Staffing Arrangements

- QA4.2.2 – Professional standards guide practice, interactions and relationships.

Quality Area 6 – Collaborative Partnerships with Families and Communities

- QA6.1.2 – Parent views are respected.

Quality Area 7 – Governance and Leadership

- QA7.1.2 – Systems are in place to manage risk and enable the effective management and operation of a quality service.

Early Years Learning Framework (EYLF) V2.0

Principles

- Secure, Respectful and Reciprocal Relationships
- Partnerships
- Collaborative Leadership and Teamwork

Practices

- Responsiveness to Children
- Reflective Practice
- Collaborative Leadership

Outcomes

- Outcome 1 – Children have a strong sense of identity.
- Outcome 2 – Children are connected with and contribute to their world.
- Outcome 3 – Children have a strong sense of wellbeing.

Victorian Child Safe Standards

This policy supports:

- Standard 2 – Child safety and wellbeing is embedded in organisational leadership, governance and culture.
- Standard 4 – Families and communities are informed and involved.
- Standard 11 – Policies and procedures support child safety and wellbeing.

Kindergarten Funding Guide (Department of Education Victoria)

RELATED DOCUMENTS

This policy should be read in conjunction with:

- Acceptance and Refusal of Authorisations Policy
- Child Safe Environment Policy
- Code of Conduct Policy
- Complaints and Feedback Policy
- Digital Technologies and Online Safety Policy
- Enrolment and Orientation Policy

- Governance and Management Policy
- Incident, Injury, Trauma and Illness Policy
- Interactions with Children Policy
- Staff Recruitment and Induction Policy
- Volunteers and Students Policy
- Kindergarten Fees Policy
- Kindergarten Enrolment Policy

SUPPORTING DOCUMENTS

The following documents support the implementation of this policy:

- Enrolment Forms
- Children's Records
- Staff Records
- Family Authorisation Forms
- Photograph and Media Consent Forms
- Incident, Injury, Trauma and Illness Records
- Medication Records
- Visitor Register
- Educa Communication Records
- Complaints Register
- Staff Meeting Minutes
- Quality Improvement Plan

EVIDENCE OF PRACTICE

Glen Iris child care and kindergarten demonstrates this policy through:

- Secure storage of children's and staff records.
- Password-protected electronic systems.
- Current family authorisations and consent forms.
- Confidential handling of family and staff information.
- Staff induction and ongoing professional learning.
- Secure management of digital communication platforms.
- Internal audits of record management practices.
- Family communication regarding privacy expectations.
- Staff meeting discussions relating to confidentiality.
- Quality Improvement Plan goals.
- Annual policy reviews.
- Kindergarten funding records.
- Privacy collection notices.
- Family consent forms.

REFLECTION & CONTINUOUS IMPROVEMENT

Critical reflection supports our commitment to maintaining respectful and secure privacy practices.

Reflective questions include:

- How do we ensure confidential information is protected throughout the service?
- Do our record management systems remain secure, accurate and accessible only to authorised persons?
- How do we support educators to maintain confidentiality in their everyday practice?
- How do families know how their information is collected, stored and used?
- Are our digital communication practices safe, respectful and secure?
- What have we learnt from feedback, audits or critical reflection?
- What improvements can we make to strengthen privacy and confidentiality across the service?

Outcomes from these reflections inform policy reviews, professional learning and our Quality Improvement Plan.

VERSION HISTORY

Version	Date Approved	Approved By	Summary of Changes
1.0	July 2026	Centre Director	Initial policy developed as part of the Glen Iris child care and kindergarten Governance, Policy and Procedures Manual. Developed to align with the Education and Care Services National Law, National Regulations, National Quality Standard, EYLF V2.0 and Victorian Child Safe Standards.