

POLICY STATEMENT

Mallee COGS protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure location and are only accessed by, or disclosed to, those persons who require the information to fulfil their responsibilities at the Service or have a legal right to know.

The Service will comply with any Southern Mallee District Council Confidentiality Policy or direction that does not conflict with any other legislative obligations.

For the purpose of this Policy, 'Parents' includes parents, guardians and families.

Rationale:

Everyone associated with the Mallee COGS Service has the right to the protection of personal information.

Children need:

- Confidentiality in relation to sensitive health issues, learning difficulties, behavioural difficulties and family situations

Parents need:

- Security that all information given to the Service including but not limited to income levels, custodial arrangements etc. are kept confidential
- The ability to speak to staff about confidential matters that impact on their child's care
- Positive relationships with staff that are based on mutual trust and open communication.

Staff need:

- Their personal records, details and appraisals, treated as confidential
- Clear guidelines in relation to what they should/shouldn't disclose about children and families and to whom
- Freedom to raise personal issues that impact on workplace.

Mallee COGS Management requires the ability to:

- Make decisions about confidential issues
- Obtain relevant personal details from clients
- Support the Service as a whole in maintaining confidentiality within the organisation

Other Relevant Policies/Procedures:

Confidentiality Procedure – 1.01.01

National Quality Framework:

QA6 Collaborative Partnerships with families and communities		
Standard 6.1	Supportive relationships with families	Collaborative partnerships with families and communities
Element 6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
Standard 6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
Element 6.2.1	Transitions	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.
QA7 Governance and Leadership		
Standard 7.1	Governance	Governance supports the operation of a quality service.
Element 7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
Element 7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.

Education and Care Services National Regulations:

Regulation 181 - Confidentiality of records kept by an approved provider

Regulation 183 - Storage of records and other documents

Regulation 184 – Storage of records after service approval transferred

Legislation

South Australian Health Commission Act 1976 S.64 version 31.3.2007

Children's Protection Act 1993 SA - S.11 version 1.1.2011

Policy Name and Version No.	Confidentiality Policy V1.2
Previous Policy Review Date	Sep 2011
Current Policy Review Date and Resolution No.	April 2018 – 03/0418
Next Policy Review Date	April 2020
Responsibility	COGS Administration Coordinator