



CONFIDENTIALITY GUIDELINES

It is important that we respect the confidentiality of information provided to us and information that we find out in the normal course of our work, and that we appropriately share information affecting us at work. This information may include:

- Children's physical health and wellbeing, social emotional development, language and communication skills and dispositions for learning
- Children's health wellbeing, learning, behaviour and engagement with the learning environment
- Information about parents, carers and family members
- Children's relationships with people in their lives
- Personal information about children e.g. children who are under the GOM, some cultural information, custody arrangements
- Incidents at the centre
- Issues affecting individual staff at work

To ensure we respect the confidentiality of others at the centre and our work at the centre it is important staff:

- follow the centre's grievance procedure if there is a grievance or issue at work
- do not use social media to talk about work issues or information gained in the course of the work day.
- refer all queries about children and families to the director/assistant director to ensure that there are appropriate authorisations to disclose information. For example there are consent forms used for DECD support services enabling the centre to share information with DECD staff
- are not taken away from their core business with children to discuss child/family issues when they are part of the adult-child ratios.
- refer all phone queries about children or families to the director/assistant director. For example if an agency phones about a child it is vital that authorisation to share information has been obtained.
- ensure that there are appropriate permissions in place when school staff visit the site to observe children for transitions.
- the director/assistant director signs or all incidents, accidents as soon as possible. There are certain incidents that need to be reported promptly to DECD. If the director/assistant director are not onsite childcare need to refer the matter to the

responsible person and in Kindy room should refer the matter to the preschool teacher. If a serious accident or incident occurs the director or assistant director should be contacted as a matter of urgency.

- share information with other staff only as necessary. For example only relevant staff should be aware of specific parents in fee arrears; staff working with specific children may need to know sensitive information about a child's personal life; if you have made a mandatory notification it is vital that you discuss with the director/assistant director about any further sharing of this information.
- debrief about their day with immediate staff in a confidential environment away from children and other adults.
- use positive language around children at all times
- ensure appropriate privacy and confidentiality requirements through the NQS, DECD policy and relevant legislation are adhered to. This information will be part of ongoing discussions and part of the staff induction.

Staff wellbeing

It is acknowledged that from time to time staff may need to debrief or seek outside assistance for work related issues particularly if these issues have the potential to affect staff members' health and wellbeing. Appropriate assistance is:

- The relevant union
- A medical practitioner who can refer a staff member to a trained professional
- DECD employee assist program (EAP) – for DECD staff. Information is provided to all staff.

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