



**Privacy and Confidentiality Policy**

- Personal information will be managed openly and transparently in a way that protects an individual’s privacy and respects their rights under Australian privacy laws
- We only collect or use personal information if it’s needed to educate and care for children, or to meet our legal obligations. We take reasonable steps to tell people we have their personal information and how we’ll use it
- We don’t disclose personal information to others unless people would have reasonably expected this or we have their consent
- We aim to keep personal information accurate, up-to-date and complete
- We have systems and practices to ensure personal information is secure and only accessible to those who need the information to do their job
- We have a data breach response plan in the unlikely event personal information is lost, or accessed/disclosed without authorisation
- People may access their (or their child’s) personal information and ask for errors to be corrected
- We have a dedicated Privacy Officer who also manages privacy complaints.

- raise complaint with Approved Provider/Nominated Supervisor if unable to resolve with person, or feel uncomfortable raising complaint with them
- immediately raise any suspected/alleged unlawful activity (including bullying and child abuse) with Approved Provider or Nominated Supervisor

**Employees, volunteers and visitors will not:**

- get involved in complaints that don’t concern them
- raise complaints with an external body without first using our grievance procedures

**The Nominated Supervisor will:**

- discuss with complainant within 24 hours of receipt
- investigate complaint properly, fairly, confidentially and impartially
- invite complainant to have support person present during any interview
- provide those involved with a clear written statement of outcomes within 7 working days of receiving complaint
- keep secure and confidential records of investigation
- protect those involved from victimisation
- offer external review
- request feedback on grievance process
- track complaints to identify recurring issues
- notify regulatory authority within 24 hours of any complaints alleging that a serious incident has occurred or is occurring while a child was or is at the service, or that the National Law or Regulations have been breached, or within 7 days of complaints that physical or sexual abuse of a child has occurred or is occurring while the child is at the service.

**Grievance Policy**

**Employees, volunteers and visitors will:**

- raise complaint directly with person concerned without involving other employees, volunteers or parents

Do you have any feedback or comments about this policy? Please include below.

Educator’s Name	Educator’s Signature