



# Kate Cocks Community Children's Centre

## Registration/Enrolment Form

33 Hulbert St, HOVE SA 5048

ABN :47461134348

Email: admin@katecocks.com.au

Tel: 08 8296 7676



### Child Details:

First Name: \_\_\_\_\_

Middle Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Date Of Birth: \_\_\_\_\_

Gender:            Male            Female

Child CRN: \_\_\_\_\_

### Proposed Day & Time:

Start Date: \_\_\_\_\_

End Date: \_\_\_\_\_

| Days        | Monday | Tuesday | Wednesday | Thursday | Friday |
|-------------|--------|---------|-----------|----------|--------|
| Please tick |        |         |           |          |        |

### Primary Guardian Details – Individual in receipt of CCS (Child Care Subsidy)

First Name\*: \_\_\_\_\_

Middle Name: \_\_\_\_\_

Last Name\*: \_\_\_\_\_

Guardian CRN: \_\_\_\_\_

Relationship: \_\_\_\_\_

Date Of Birth: \_\_\_\_\_

Mobile Phone\*: \_\_\_\_\_

Work/Home Ph: \_\_\_\_\_

Occupation: \_\_\_\_\_ Email (required) \_\_\_\_\_

### Primary Guardian Address\*:

Home Address: \_\_\_\_\_

Suburb & Postcode \_\_\_\_\_

Contact in Emergency (please circle)    Yes    No

Pickup Authority (please circle):            Yes    No

### Other Guardian Details – Xap Separate Login:

First Name: \_\_\_\_\_

Middle Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

2<sup>nd</sup> Guardian CRN: \_\_\_\_\_

Relationship: \_\_\_\_\_

Date Of Birth: \_\_\_\_\_

Mobile Phone: \_\_\_\_\_

Work/Home Ph: \_\_\_\_\_

Occupation: \_\_\_\_\_ 2<sup>nd</sup> Email (required) \_\_\_\_\_

### Secondary Guardian Address:

Home Address: \_\_\_\_\_

Suburb & Postcode \_\_\_\_\_

Contact in Emergency (please circle)    Yes    No

Pickup Authority (please circle):            Yes    No

See Account Details                            Yes    No

Consent to Medical Treatment/Authority Yes    No

Child Name: \_\_\_\_\_

### **Authorised Nominees**

In the event that the child is involved in an accident and suffers injury, trauma or illness and a parent or guardian cannot be contacted, please list at least **two to four** people who the parent authorises to collect and care for the child named in this Registration/Enrolment Form. Please note that an Authorised Nominee needs to be over 18 years old

#### **1<sup>st</sup> Authorised Nominee**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Relationship to the child: \_\_\_\_\_

Mobile Phone: \_\_\_\_\_ Work/Home Ph: \_\_\_\_\_

Home Address: \_\_\_\_\_ Suburb & Postcode \_\_\_\_\_

#### **Please circle the relevant responses for the questions below for the nominee**

Do you give consent for the above person to pick up or drop off your child on your behalf? Yes No

Does the parent authorise the above person to consent to medical treatment and/or to authorise administration of medication to the child on the parent's behalf? Yes No

Does the parent authorise the above person to authorise an educator to take the child outside the education and care service premises? Yes No

Would you like the person to be an emergency contact? Yes No

#### **2nd Authorised Nominee**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Relationship to the child: \_\_\_\_\_

Mobile Phone: \_\_\_\_\_ Work/Home Ph: \_\_\_\_\_

Home Address: \_\_\_\_\_ Suburb & Postcode \_\_\_\_\_

#### **Please circle the relevant responses for the questions below for the nominee**

Do you give consent for the above person to pick up or drop off your child on your behalf? Yes No

Does the parent authorise the above person to consent to medical treatment and/or to authorise administration of medication to the child on the parent's behalf? Yes No

Does the parent authorise the above person to authorise an educator to take the child outside the education and care service premises? Yes No

Would you like the person to be an emergency contact? Yes No

Child Name: \_\_\_\_\_

**Authorised Nominees (Continued)**

**3rd Authorised Nominee**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Relationship to the child: \_\_\_\_\_

Mobile Phone: \_\_\_\_\_ Work/Home Ph: \_\_\_\_\_

Home Address: \_\_\_\_\_ Suburb & Postcode \_\_\_\_\_

**Please circle the relevant responses for the questions below for the nominee**

Do you give consent for the above person to pick up or drop off your child on your behalf? Yes No

Does the parent authorise the above person to consent to medical treatment and/or to authorise administration of medication to the child on the parent's behalf? Yes No

Does the parent authorise the above person to authorise an educator to take the child outside the education and care service premises? Yes No

Would you like the person to be an emergency contact? Yes No

**4<sup>th</sup> Authorised Nominee**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Relationship to the child: \_\_\_\_\_

Mobile Phone: \_\_\_\_\_ Work/Home Ph: \_\_\_\_\_

Home Address: \_\_\_\_\_ Suburb & Postcode \_\_\_\_\_

**Please circle the relevant responses for the questions below for the nominee**

Do you give consent for the above person to pick up or drop off your child on your behalf? Yes No

Does the parent authorise the above person to consent to medical treatment and/or to authorise administration of medication to the child on the parent's behalf? Yes No

Does the parent authorise the above person to authorise an educator to take the child outside the education and care service premises? Yes No

Would you like the person to be an emergency contact? Yes No

Child Name: \_\_\_\_\_

Does your child have any disabilities (please circle):                      Yes                      No

If yes: Start Date of Disability: \_\_\_\_\_ End Date: \_\_\_\_\_

Details: \_\_\_\_\_

Does your child have any special needs (please circle):                      Yes                      No

If yes Start Date of Special Needs: \_\_\_\_\_ End Date: \_\_\_\_\_

Details: \_\_\_\_\_

**PRIORITY OF ACCESS GUIDELINES FOR CENTRE BASED LONG DAY CARE SERVICE SET BY COMMONWEALTH GOVERNMENT 2000**

Please circle which would apply to the child in this Registration/Enrolment form.

First Priority                      A child at risk of serious abuse or neglect

Second Priority                      A child of a single parent who satisfies, or parents who both satisfy the work/training/study test under Section 14 of the Family Assistance Act

Third Priority                      Any other child

Within these main categories, priority should also be given to the below listed children. To allow us to determine your child (ren)s priority position on our waitlist, please tick the following categories if they apply to your child. If you require an explanation of any of the categories below, please call our centre. (Please tick which would apply)

- ☐ Children in Aboriginal and Torres Strait Islander families
- ☐ Children in families which include a disabled person.
- ☐ Children in families on lower incomes Health care card to be sighted.
- ☐ Children in families with a non-English speaking background
- ☐ Children in socially isolated families
- ☐ Children of single parents

**If you have ticked one of these boxes, please provide details below:**

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**Important Authority:**

*Do you Authorise Kate Cocks Community Children's Centre staff to update your records on Xap or any other software that is used when providing amended details to the original enrolment of your child listed on this form? These details could include Immunisation details, consent details, address or phone number changes, name changes, Authorise Nominee changes, banking detail changes, Disability, Medical, Diet or Health detail updates.*

If you consent to the above paragraph, please sign and date here \_\_\_\_\_

**Declaration and Consents** (please circle all that apply)

**Participation**

Do you give permission for your child to participate in celebrations or events such as birthday, Christmas, Easter? Yes No

**SunSmart**

Our service follows SunSmart health recommendations. Please apply SPF 30+ broad-spectrum water-resistant sunscreen to your child before attending the education and care service. In the event that your child doesn't have sunscreen when attending we ask you to complete this authority for a staff member to apply sunscreen to your child

If your child is sensitive or allergic to some sunscreens, please provide a sunscreen that can be applied to your child.

Authority for staff to administer sunscreen provided by the service. Circle which one would apply:

I give permission for the staff at the service to apply, as appropriate, SPF 30+ broad-spectrum, water-resistant sunscreen to all exposed body parts of my child Yes No

**Or** My child is sensitive to some sunscreens. I will provide the centre with a suitable sunscreen for my child. Yes No

**Use of Images and Videos**

Images and/or videos of your child may be:

- Stored securely by the service
- Used for educational documentation (eg floor books, learning stories, portfolios).
- Shared with you through secure communication platforms or printed reports.
- Displayed within the service (walls, newsletters, program reflections).
- Included in service promotional materials (eg brochures, website, social media, Incursion organisations).

**Please sign separate “Authorisation for Images and Videos of Children” to consent to the above.**

**Declaration and Consent to Emergency Medical Treatment**

I, a person with lawful authority/parent responsibility of the child referred to in this enrolment form.

Declare that the information in this enrolment form is true and correct and undertake to immediately inform the education and care service in the event of any change to this information: Yes No

**Declaration and Consent to Emergency Medical Treatment (Continued)**

I, agree to collect or make arrangements for the collection of the child referred to in this enrolment form if she/he becomes unwell at the education and care service: Yes No

I, consent to the staff of the education and care service seek, or where appropriate, administering such emergency medical treatment is reasonable or necessary Yes No

I, declare that I will reimburse any necessary expenses incurred by the service. Yes No

**Declaration and Consent**

In completing this form, I understand and consent to the following arrangements; Please initial all that apply.

Kate Cocks CCC will collect some personal information on me. Some might be provided by government or other agencies, but most information I supply at interview or by filling out forms. Generally, information collected from outside will be checked with me to make sure it is correct. Initial \_\_\_\_\_

Some of the information collected may be health information, which KCCCC will handle with particular care. All information will be used to assist my child at the service. Initial \_\_\_\_\_

Some information may be given to other organisations (such as government agencies) as required or authorised by law. Initial \_\_\_\_\_

During my involvement with the education and care service, I may want, or be offered, other services by the Child Care Centre. If that happens, I consent to relevant information being given to other Child Care Centre staff so they can assess my needs. Initial \_\_\_\_\_

I received and am willing to adhere to the Child Care Centre's fee agreement as per the Fees Policy. The Individual in receipt of the CCS (Child Care Subsidy) is responsible for payment of account. Initial \_\_\_\_\_

I hereby declare that all the information given is accurate and agree to abide by the conditions of enrolment at the Child Care Centre. Initial \_\_\_\_\_

I \_\_\_\_\_ a person with lawful authority of the child referred to in this Consent Form, have read, understood, agree and comply with the policies and procedures of Kate Cocks Child Care Centre, provided by the centre staff in person or otherwise.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Privacy and Confidentiality Policy

## NQS

|     |       |                                                                                                                                  |
|-----|-------|----------------------------------------------------------------------------------------------------------------------------------|
| QA4 | 4.2.2 | Professional standards - Professional standards guide practice, interactions and relationships.                                  |
| QA5 | 5.1.2 | Dignity and rights of the child - The dignity and rights of every child are maintained.                                          |
| QA7 | 7.1.2 | Management systems - Systems are in place to manage risk and enable the effective management and operation of a quality service. |

## National Regulations

|      |         |                                                      |
|------|---------|------------------------------------------------------|
| Regs | 181     | Confidentiality of records kept by approved provider |
|      | 181-184 | Confidentiality and storage of records               |

## Aim

### Privacy Statement

Our service recognises that every individual has the right to ensure their personal information is accurate and secure, and only used or disclosed to achieve the outcomes for which it was initially collected. 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.

## Related Policies

Educator and Management Policy

Record Keeping and Retention Policy

Social Media Policy

## Implementation

Our Privacy Notice and Disclosure Statement are at the end of this Policy.

Our Service practices are consistent with the Australian Privacy Principles.

### Collection of personal information

We collect personal information if it is necessary for us to carry out Service operations or to comply with our legal obligations. This includes information required to comply with the National Education and Care Law and Regulations and to promote learning under the Early Years Learning Framework. Information may also be collected to comply with other Laws including State or Territory Health Laws.

During the enrolment process the Assistant Director or Administration Officer will:

- explain what personal information we need to collect, why we need to collect it, whether the information is required or authorised by Law and how it may be shared.

Personal information includes name, address, date of birth, gender, family contact details, emergency contact details, authorised nominee details, parents' occupations, cultural background, home language, religious beliefs, payment details, child care benefit information, immunisation records, medical information, medical management plans, photos of children and family members and information about children's strengths, interests, preferences and needs, including special needs. Personal information also includes "government related identifiers" like Medicare numbers and Child Care Subsidy references.

- advise families about our Privacy and Confidentiality Policy and how to access it.
- attach a copy of our Privacy Notice to our Enrolment Form and other forms we use to collect personal information.
- verbally advise children's emergency contacts and authorised nominees that we have some of their personal information on file and explain the advice in the Privacy Notice.
- explain the advice in the Privacy Notice to individuals who provide personal information verbally (e.g. by phone).

We usually collect personal information directly from a parent or guardian either in writing or verbally, for example during enrolment, when completing waiting list applications, or as we establish a partnership with families in caring for and educating a child. We may also collect information through Family Law court orders or agreements, special needs agencies and training courses.

We may occasionally request information from other organisations which you would reasonably agree is necessary for us to educate and care for a child. For example, we may request a copy of a child's immunisation records where they are transferring to us from another Service, or where we request information about a child from a special need's educator or organisation. We will not request information without obtaining the consent of the individual (or parent) concerned.

In most cases, if we are unable to collect relevant personal information, we will be unable to enrol a child at the Service.

The Nominated Supervisor will advise individuals about any unsolicited personal information we receive from other organisations and keep because it is directly related to our functions and activities (unless we are advised not to by a Government authority). The Nominated Supervisor will destroy any unsolicited personal information that is not directly related to our Service operations unless it adversely impacts the health, safety and wellbeing of a child or children at the service. If this happens the Nominated Supervisor will contact the appropriate Government authorities and take action as directed while protecting the confidentiality of the individuals concerned.

## **Use or disclosure of personal information**

We will not use personal information for any purpose that is not reasonably needed for the proper or effective operation of the service. Personal information may be accessed by and exchanged with staff educating and caring for a child or by administrative staff.

We do not disclose your personal information to others unless you would have reasonably expected us to do this or we have your consent. For example, personal information may be disclosed to:

- emergency service personnel so they can provide medical treatment in an emergency
- special needs educators or inclusion support agencies
- volunteers, trainees and students (with consent)
- trainers or presenters if children participate in special learning activities
- the new operator of the Service if we sell our business and you have consented to the transfer of enrolment and other documents listed in Regulation 177 of the National Education and Care Regulations.

We may disclose personal information where we are permitted or obliged to do so by an Australian law. For example, personal information may be disclosed to:

- authorised officers when our service is assessed and rated under the National Education and Care Law and Regulations
- Government employees (e.g. for Child Care Subsidy, Immunisation, Medicare purposes)
- software companies that provide childcare management systems
- management companies we may engage to administer the Service
- software companies that provide tailored computer based educational tools for children
- lawyers in relation to a legal claim.
- officers carrying out an external dispute resolution process
- a debt collection company we use to recover outstanding fees
- authorities if we are taking action in relation to unlawful activity, serious misconduct, or to reduce or prevent a serious threat to life, health or safety.

We do not disclose personal information to any person or organisation overseas or for any direct marketing purposes.

## Quality of personal information

The Nominated Supervisor will take reasonable steps to ensure the personal information we collect, use and disclose is accurate, current and complete. Educators and staff will:

- view original sources of information if practical when information is collected.
- collect and record personal information in a consistent format, for example using templates for enrolment, incident, injury, trauma and illness and administration of medication.
- record the date personal information was collected or updated.
- update information in our physical or electronic records as soon as it's provided.

In addition, the Nominated Supervisor will:

- regularly remind families via newsletters, emails or through displays on the Service notice board to update their personal information including emergency contact details and their child's health information.
- ask parents to update their enrolment details annually, or whenever their circumstances change.
- verify the information is accurate, current and complete before disclosing it to any external organisation or person.
- ensure documentation about children and families is based on facts and free from prejudice.

## Security of personal information

The Nominated Supervisor will take reasonable steps to protect personal information from misuse, interference and loss, unauthorised access, modification or disclosure. These steps include:

- taking responsibility for the security of personal information and regularly checking the practices implemented to protect it. This will include management of access privileges to ensure only people who genuinely need to see personal information can access it.
- ensuring information technology systems have appropriate security measures including password protection, anti-virus and 'malware' software, and data backup systems.
- ensuring physical repositories of personal information are secure Nominated Supervisor and Administration Offices in a filing cabinet which is locked when a Responsible Person is not present.
- ensuring all educators and staff are aware of their obligations in relation to the collection, use and disclosure of personal information, through activities like mentoring, staff meetings or on-line training courses.
- requiring all educators, staff, volunteers and students to sign a 'Confidentiality Statement' acknowledging that personal information:
  - can only be accessed if it is necessary for them to complete their job
  - cannot be disclosed to other organisations (including colleges, RTOs) or discussed with individuals outside the service including personal family members unless they have written consent from the person (or parent) concerned.
  - must be stored in compliance with service practices which safeguard its security.
- ensuring records which we don't need to keep, including unsuccessful job applications and records which fall outside the record keeping timeframes under the National Education and Care Law and Regulations (refer to our Record Keeping and Retention Policy) are destroyed in a secure way as soon as possible by, for example, shredding, incinerating or permanently deleting electronic records including archived or back-up copies. Where possible, the destruction of records containing personal information will be overseen by two staff members.
- making sure employees and other relevant persons only have access to the personal information required to do their job
- 'de-identifying' personal information which may come into the public domain. For example, removing identifying names or details from newsletters etc.
- ensuring staff comply with our Social Media Policy (for example by obtaining authorisation from a child's parents before posting any photos of their child and not posting personal information on any social media page which could identify children or families.)
- ensuring confidential conversations with parents or with staff are conducted in a quiet area away from other children, parents and staff.

## **Breaches of Personal Information**

The Approved Provider or Nominated Supervisor will implement the Service's Data Breach Response Plan and notify individuals and the Australian Information Commissioner (the Commissioner) if personal information is lost (hard copies or electronic), accessed or intentionally/unintentionally disclosed without authorisation, and this is likely to cause one or more persons serious harm.

### **Data Breach Response Plan**

Employees must notify the Nominated Supervisor about a breach or suspected breach of personal data as soon as they suspect the breach or become aware a breach has occurred. The Nominated Supervisor will:

- quickly assess the situation to decide whether or not there has been a breach. This assessment must be completed within 30 days but given the potential for serious harm to individuals, should be completed as soon as possible
- record the nature of any data breach, and the steps taken to immediately contain the breach where possible and ensure it does not happen again. If necessary, they will contact external experts for advice and guidance, for example on cybercrime (hacking) and information technology security measures like access, authentication, encryption and audit logs
- notify the Commissioner and the individuals where there is a risk of serious harm after a data breach
- liaise with their insurer to determine whether the insurance policy covers data breaches and any steps they need to take
- evaluate the effectiveness of their response to the data breach and implement improvements to the Plan if required after all notifications, records and remedial action are taken.

### **Serious harm**

The Nominated Supervisor will decide whether serious harm of a physical, psychological, emotional, financial or reputational nature is likely once fully informed about the type and extent of the breach. They will consider the type and sensitivity of the information, the type of security protecting the information if any (e.g. encryption) and how likely it is the information will be used to cause harm to individuals. Examples of the kinds of information that may increase the risk of serious harm include sensitive information like an individual's health records, documents commonly used for identity fraud e.g. Medicare card, CRN numbers and financial information.

The Nominated Supervisor will also consider how long the personal information has been accessible because serious harm is more likely the longer it has been since the data breach.

Where a data breach occurs, there may be not always be a risk of serious harm. This may be the situation, for example, if a trustworthy person or organisation who has received personal information in error confirms they have not copied, and have permanently deleted the information, or where expert advice states it's unlikely encrypted data can be accessed.

Where they are satisfied there is no risk of serious harm, the Nominated Supervisor are not required to notify individuals or the Commissioner about the breach. They may choose to advise the individuals concerned about the breach and the action taken. The Approved Provider or Nominated Supervisor will however appropriate keep records about the breach.

### **Notifying the Commissioner**

Where there is a risk of serious harm after a data breach, the Nominated Supervisor will prepare a Statement for the Commissioner which includes the name and contact details of the Nominated Supervisor, a description of the data breach (including date occurred and detected and who obtained information), the type of information involved (why it may cause serious harm), and the steps individuals at risk of serious harm should take in response to the breach (e.g. steps to request new Medicare card or credit card). The Nominated Supervisor will get specialist advice about the recommended steps if required. They may use the Notifiable Data Breach Form available online from the Office of the Australian Information Commissioner to notify the Commissioner.

## **Notifying Individuals**

Where there is a risk of serious harm after a data breach, the Nominated Supervisor will notify individuals about the breach as soon as possible using the most appropriate communication methods for the individuals concerned e.g. a telephone call, physical mail or personal conversation. The information provided is the same as that required for the Commissioner. It might also explain steps the Service has taken to reduce the risk of harm to individuals. The Nominated Supervisor may notify everyone whose personal information was part of the breach or only those individuals at risk of serious harm. If this is not possible or practical, they may publish a copy of the Statement, for example on their website or Facebook page, and take steps to ensure individuals at risk of serious harm see the publication.

## **Access to personal information**

Individuals may request access to their (or their child's) personal information and may request the correction of any errors. These requests may be made to the Nominated Supervisor by telephone on 8296 7676 or email [director@katecocks.com.au](mailto:director@katecocks.com.au) or by mail 33 Hulbert Street, Hove, SA, 5048.

Personal information will be provided as soon as possible, and no later than 30 days from a request. We will provide the information in the form requested, for example by email, phone, in person, hard copy or electronic record unless it is unreasonable or impractical to do this for example due to the volume or nature of the information.

The Nominated Supervisor will always verify a person's identity before providing access to the information and ensure someone remains with the individual to ensure information is not changed or removed without our knowledge.

There is no charge for making a request to access the information. However, we may charge a reasonable cost for staff, postage and material expenses if the information is not readily available and retrieving the information takes a lot of time. We will advise you of the cost and get your agreement before we proceed.

There may be rare occasions when we are unable to provide access because we believe:

- giving access would be unlawful, the information relates to unlawful activity or serious misconduct, or it may prejudice the activities of a law enforcement body.
- there is a serious threat to life, health or safety.
- giving access would unreasonably affect the privacy of others.
- the request is frivolous or troublesome, for example to harass staff.
- the information relates to legal proceedings (e.g. unfair dismissal claim) between the Service and the individual.
- giving access would reveal sensitive information about a commercial decision.

We may, however, provide the information in an alternative way for example by:

- deleting any personal information which cannot be provided
- providing a summary of the information
- giving access to the information in an alternative format
- allowing the individual to inspect a hard copy of the information and letting them take notes.

We will advise you promptly in writing if we are unable to provide access to the information, or access in the format requested. The advice will include the reasons for the refusal to provide the information (unless it is unreasonable to do this) and information about how to access our grievance procedure.

## Correction of personal information

Individuals have a right to request the correction of any errors in their personal information. These requests may be made to the Nominated Supervisor by telephone on 8296 7676 or email [director@katecocks.com.au](mailto:director@katecocks.com.au) or by mail 33 Hulbert Street, Hove, SA, 5048.

The Nominated Supervisor will take reasonable steps to correct personal information that is inaccurate, out of date, incomplete, irrelevant or misleading as soon as it is available. The Nominated Supervisor will:

- take reasonable steps to ensure information supplied by an individual is correct.
- verify the identity of an individual requesting the correction of personal information.
- notify other organisations about the correction if this is relevant, reasonable or practical.
- advise the individual about the correction to their information if they are not aware.
- if immediately unable to correct an individual's personal information, explain what additional information or explanation is required and/or why we cannot immediately act on the information provided.
- if unable to correct the information, include reasons for this (for example we believe it's current) and inform the individual about our grievance procedure and their right to include a statement with the information saying they believe it to be inaccurate, out-of-date, incomplete, irrelevant or misleading.
- correct the information, or include a statement if requested, as soon as possible.

We will not charge you for making a request to correct their personal information or for including a statement with your personal information.

## Complaints

If you believe we have breached Privacy Laws or our Privacy Policy may lodge a complaint with the Approved Provider or Nominated Supervisor by telephone on 8296 7676 or email [director@katecocks.com.au](mailto:director@katecocks.com.au) or by mail 33 Hulbert Street, Hove, SA, 5048. The Approved Provider or Nominated Supervisor will follow the Service's grievance procedure to investigate the complaint. Individuals who are unhappy with the outcome of the investigation may raise their complaint with the Office Australian Information Commissioner [www.oaic.gov.au](http://www.oaic.gov.au) GPO Box 5218 Sydney NSW 2001 or GPO Box 2999 Canberra ACT 2601, phone 1300 363 992 or email [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

## Sources

**National Quality Standard**

**Education and Care Services National Regulation**

**Privacy Act 1988 (includes Australian Privacy Principles)**

**United Nations Convention of the Rights of a Child**

## Review

The policy will be reviewed annually by:

- Management
- Employees
- Families
- Interested Parties

**Reviewed: August 2023**

**Date for next review: September 2024**

# Disclosure Statement

We will not use personal information for any purpose that is not reasonably needed for the proper or effective operation of the service. Personal information may be accessed by and exchanged with staff educating and caring for a child or by administrative staff.

We do not disclose your personal information to others unless you would have reasonably expected us to do this or we have your consent. For example, personal information may be disclosed to:

- emergency service personnel where this is necessary to provide medical treatment in an emergency
- special needs educators or inclusion support agencies
- volunteers, trainees and work experience students (with consent)
- trainers or presenters if children participate in special learning activities
- another Service to which a child is transferring where you have consented to the information transfer.
- the new operator of the Service if we sell our business and you have consented to the transfer of enrolment and other documents listed in Regulation 177 of the National Education and Care Regulations.

We may disclose personal information where we are permitted or obliged to do so by an Australian law. For example, personal information may be disclosed to:

- authorised officers when our service is assessed and rated under the National Education and Care Law and Regulations
- Government employees (e.g. for Child Care Subsidy, Immunisation, Medicare purposes)
- software companies that provide childcare management systems
- management companies we may engage to administer the Service
- software companies that provide computer based educational tools which use a child's personal information.
- lawyers in relation to a legal claim
- officers carrying out an external dispute resolution process
- a debt collection company we use to recover outstanding fees
- react to unlawful activity, serious misconduct, or to reduce or prevent a serious threat to life, health or safety. We are obliged to cooperate with law enforcement bodies in some circumstances.

33 Hulbert Street, HOVE SA 5048  
Email: [katecocks@ihug.com.au](mailto:katecocks@ihug.com.au)

Telephone: (08) 8296 7676

## Privacy Notice

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 this is needed to education and care to children at the service, or to comply with our legal obligations. We will take reasonable steps to make sure you know we have your personal information, how we got it and how we will handle it.

We collect most personal information directly from a parent or guardian. We may also collect information through Family Law court orders or agreements, special needs agencies and training courses. We may occasionally request information from other organisations which you would reasonably agree is necessary for us to educate and care for a child.

The information collected includes information required under the National Education and Care Law and Regulations or needed to promote learning under the Early Years Learning Framework. This includes name, address, date of birth, gender, family contact details, emergency contact details, authorised nominee details, parents' occupations, cultural background, home language, religious beliefs, payment details, child care benefit information, Medicare number, , immunisation records, medical information and medical management plans, photos of children and information about children's strengths, interests, preferences and needs, including special needs.

We do not disclose personal information to others unless you would reasonably expect us to do this, we have your consent, or we are complying with an Australian law.

We aim to keep the personal information we hold accurate, up-to-date, and complete. This enables us to provide high quality education and care while ensuring the health and safety of children, and it is also important that we can contact you in the event of an emergency.

We have systems and practices in place to ensure personal information is secure and can only be accessed by those who need the information or may legally access it.

You have the right to access your personal information. There are some circumstances under Australian privacy laws where we may not be able to give you access. We will tell you if this is the case. There is generally no cost for accessing your information. We will tell you if there is a charge before providing access.

Our Privacy Officer for privacy matters, including complaints, is the Approved Provider or Nominated Supervisor who may be contacted by telephone on 8296 7676 or email [director@katecocks.com.au](mailto:director@katecocks.com.au) or by mail 33 Hulbert Street, Hove, SA, 5048

We will provide a copy of any updates to our Privacy and Confidentiality Policy to our families via the centre notice board and/or email.