



## CONFIDENTIALITY AND CUSTODY POLICY

(This is one component of our Child Safe Environment Policies)

### **AIM**

Management Members, volunteers, students, visitors, and staff members are aware that confidentiality of all matters concerning the preschool and its users must be ALWAYS maintained. The staff will respect follow any court orders and custody papers provided.

### **PROCEDURE:**

- The staff will make the children's records available only to the Parents/Legal Guardians, or any such person authorised in writing by the Parents/Legal Guardians.
- Each child's personal file (containing enrolment form, developmental records etc.), are to be always kept in a secured cabinet.
- No person other than the Nominated Supervisor, Educational Leader and the Administration Officer are to use the office without prior arrangement with the Nominated Supervisor.
- Password are used for files on computer that are confidential e.g. Child records, financial records etc.
- Parents/Guardians are to respect the confidentiality of all children and are not to discuss other children with the staff and/or other Parents/Guardians.
- The names of children who may have caused injury to other children while at the preschool are not to be disclosed to Parents/Guardians, or anyone other than the staff members at the preschool.
- Staff members are not to discuss any financial details of preschool families with persons other than those directly responsible for paying the child's fees.
- Verbal messages regarding financial situations are not to be given to neighbours, friends, or relatives.
- Confirmation of a child's enrolment at the preschool is not to be given to anyone without the consent of the child's Parent/Guardian.
- The Nominated Supervisor may allow limited access to children's information for students attending the preschool on work experience. Permission will be sought from the parents/guardians before any other information is passed on to the student.
- Signed permission will be sought from Parents/Guardians with children who have medical concerns before displaying photo and medical details of the child. This will be included in enrolment procedures.
- All health records will be kept until the child turns 25 years old, following this time, information will be disposed of in a secure manner. (Regulation 183)
- Matters raised at management meetings must remain confidential. No management business is to be discussed outside the preschool except by those nominated by the management to act on a particular issue.
- All records will be kept in conjunction with regulation 181 and 183.
- When a court order is in place denying access to a parent the following will apply:
  - A copy of the court order will be kept with the child's enrolment form.
  - A Parent/Guardian who has been denied access will be asked to leave the preschool.
  - If such parent/guardian refuses to leave the preschool, the Police will be called.
- If a non-custodial parent/guardian who is not subject to a court order denying access wishes to have access to his/her child during preschool hours, every effort will be made to accommodate such a request. This is to be organised through the primary contact person.
- When there is a shared parenting order the primary contact Parent/Guardian is to be indicated on the enrolment form for contact in regard to day-to-day issues.