



PRIVACY COLLECTION POLICY

Quality Area 7: Governance and Leadership

INTRODUCTION

Orchard ELC is committed to maintaining all personal information provided by its children, families, staff, management, volunteers, students and community in accordance with our Privacy policy and the Australian Privacy Principles.

Each family, staff, volunteers and student and committee member is provided with a privacy collection statement upon enrolment or commencement of employment.

This statement outlines the type of personal information collected by Orchard ELC and how information is acquired, used and shared. We will not sell personal information to any third parties. See our full Privacy and Confidentiality policy for detailed information..

WHAT IS PERSONAL INFORMATION? HOW IS IT COLLECTED AND WHY?

For Families:

What information is collected?	How we collect information?	Why we collect this?
Medical information, health and immunisation	<ul style="list-style-type: none"> • Enrolment form • Australian Immunisation Record (AIR) • Health care cards – Medicare and health fund information • Administration of medication forms • Accident, Illness and Injury forms • Orientation Process 	To ensure the health and safety of every child and as a requirement under the Education and Care Services National Law and Regulations as well as state or territory specific legislation.
Income and financial details, includes credit card and banking information	<ul style="list-style-type: none"> • Enrolment form • Fee payment and purchases • Tax File Number 	For the provision of the education and care service and as required under Family Assistance legislation and as per Funding Agreements with the state/territory Regulatory Authority and the Department of Education, Skills and Employment (DESE).





PRIVACY COLLECTION POLICY

Quality Area 7: Governance and Leadership

<p>Contact details of family and emergency contact information</p>	<ul style="list-style-type: none"> • Enrolment form • Updated details form • Authorisation forms 	<p>Required under the Education and Care Services National Law and Regulations and to ensure the health and safety of every child.</p>
<p>Children's developmental records</p>	<ul style="list-style-type: none"> • Observations • Assessment of children's learning • Programming documents • Communications with families 	<p>Required under the Education and Care Services National Law and Regulations, and to provide a high quality education and care service.</p>
<p>Family Assistance information, including child's name, CRN and D.O.B.</p>	<ul style="list-style-type: none"> • Enrolment form • Complying Written Agreement (CWA) • Specialists consultations 	<p>Required under the Family Assistance legislation and under employment legislation under Income Tax legislation.</p>
<p>Legal information</p>	<ul style="list-style-type: none"> • Enrolment form • Court orders, AVOs or parenting plans 	<p>Required under the Education and Care Services National Law and Regulations.</p>





PRIVACY COLLECTION POLICY

Quality Area 7: Governance and Leadership

Employment, marital status and nationality/cultural background	<ul style="list-style-type: none"> • Enrolment form 	Required under employment legislation and to provide priority of access state legislation.
Any information required to be recorded under the National Law and Regulations, the Family Assistance Law other relevant information collected to support the enrolment of a child.	<ul style="list-style-type: none"> • Enrolment form • Authorisation forms • Complaints records • Orientation process 	Required under appropriate federal or state/territory funding legislation. Required under the Education and Care Services National Law and Regulations when amending, updating or adding service information via the NQA ITS, including: <ul style="list-style-type: none"> < Notification of complaints

For Educators:

What information is collected?	How we collect information?	Why we collect this?
Employment background and restrictions on working with children	<ul style="list-style-type: none"> • Employment record • Prohibition notice declaration for prospective staff members 	Required under employment legislation, to support the Approved Provider to not engage a person prohibited from working in an education and care service.
Working with children checks or equivalent, criminal history checks	<ul style="list-style-type: none"> • Originals of documents • Employment Record • Verification with Guardian NSW 	Required under the Education and Care Services National Law and Regulations and state/territory specific child protection legislation.





PRIVACY COLLECTION POLICY

Quality Area 7: Governance and Leadership

<p>Approved qualifications and/or evidence of 'actively working towards' approved qualifications</p>	<ul style="list-style-type: none"> • Staff Record • Certified copies of documents from registered training organisations or universities • Teacher registration documents • Application, consent and designation of Nominated Supervisor, Responsible Person and Educational Leader positions. • Employment Records 	<p>Required under the Education and Care Services National Law and Regulations. Required under relevant state/ territory teacher registration or accreditation legislation.</p> <p>Required by the Regulatory Authority when amending, updating or adding service information via the NQA ITS, including: Applications for waivers</p>
<p>Compliance history</p>	<ul style="list-style-type: none"> • Compliance history statement form • Employment record • Reference Checks • Department of Education 	<p>Required to support the appointment of a person in day- to-day charge or as Nominated Supervisor under the Education and Care Services National Law and Regulations.</p> <p>Required by the Regulatory Authority when amending, updating or adding service information via the NQA ITS, including: Notifications of change to Nominated Supervisor Nominated Supervisor consent form</p>
<p>Staff entitlements</p>	<ul style="list-style-type: none"> • Payroll records • Tax File Number 	<p>Provision of entitlements.</p>

For Volunteers/Students:

What information is collected?	How we collect information?	Why we collect this?
<p>Contact details of volunteer/student and emergency contact information</p>	<ul style="list-style-type: none"> • Staff record – Volunteer or student • Record of visitors to the service • Sign in/Sign out register 	<p>Required under the Education and Care Services National Law and Regulations.</p>





PRIVACY COLLECTION POLICY

Quality Area 7: Governance and Leadership

<p>Working with children checks or equivalent</p>	<ul style="list-style-type: none"> • Originals of documents • Employment system records 	<p>Required under the Education and Care Services National Law and Regulations as well as state/territory specific child protection legislation.</p>
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Personal information is information that personally identifies an individual, such as a name, residential or email address and includes information relevant to the enrolment process, credit card information, billing records, documentation of a child's learning and development, and recorded information regarding complaints.

Publicly available information, such as information on a public website profile is not considered personal information.

Orchard ELC only collects personal information when individuals specifically and knowingly elect to provide this, such as when individuals enrol a child in the service, pay fees or subscriptions, and provide health or family information to support the inclusion of a child.

Orchard ELC complies with the Payment Card Industry Data Security Standards (PCIDSS) when handling credit card transactions and securely stores all credit card information for Direct Debit or credit card payment/eftpos payments in accordance with the Fees policy.

Direct communications

Orchard ELC uses individual's personal information to send information by post, email or telephone. Individuals are provided with an opportunity to elect not to receive such information upon enrolment or through written notification to the service.

What happens with personal information?

Orchard ELC will strive to let individuals know how any personal information will be used at the time of collection. Individuals will be asked if personal information can be used to establish contact with them regarding other aspects of organisational business. Orchard ELC will not sell or trade individuals' personal information to other third parties.

Orchard ELC collects and uses personal information generally to provide individuals with the information and the services they request, to provide appropriate and relevant information pertaining to the education and care of a child/ren, and to continue to improve service quality.

Where is personal information stored?

Personal information is stored in a safe and secure manner, using locked filing cabinets or a password protected database and computer. Information is backed up electronically and securely stored. Data will not be altered or destroyed except in extraordinary circumstances.





PRIVACY COLLECTION POLICY

Quality Area 7: Governance and Leadership

Hard copy information is stored at the service, which is secured to prevent entry by unauthorised people. Any personal information not actively being used may be archived, in accordance with regulatory requirements. Personal information will remain stored in accordance with the NQF record keeping requirements.

Access and updating personal information

Individuals may ask to access, update or delete personal information held about them at any time. Reasonable steps will be taken to verify an individual's identity before granting access, making any corrections to, or deleting information. If a customer wishes to make a complaint, please refer to the Complaints Policy.

LINKS TO OTHER POLICIES

- Immunisation Policy
- Medical Collections Policy
- Arrival and Departure Policy
- Enrolment and Orientation Policy
- Privacy and Confidentiality Policy
- Child protection Policy
- Excursion Policy
- Incident, Illness, Accident and Trauma Policy
- Recording Keeping and Retention Policy
- Grievance and Complaints Policy

POLICY REVIEW

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Date(s) reviewed: June 2021 / February 2022

