

Privacy Policy

This statement outlines Ooranga's policy on how it uses and manages personal information provided to or collected by the organisation. Ooranga is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Ooranga collects and holds personal information about children and families using services the organisation provides as well as about staff and Management Committee members who assist in service delivery. The purpose of the personal information collected is to provide early childhood education services and advocating for the wellbeing of children and families. Ooranga will only use personal information for the purpose it was collected, or a reasonably expected or related secondary purpose.

Collection of Personal Information

The kinds of personal information collected from families who wish to use Ooranga services include name, gender, address, telephone numbers, email address, date of birth, bank account details, Centrelink Customer Reference Number and/or other information relevant to providing services to families.

Additional specific information collected about children will include their name, gender, address, Centrelink Customer Reference Number, immunisation status, date and place of birth, birth certificate, Medicare number, custody arrangements or parenting orders, dietary requirements, languages spoken, doctor's details, medical conditions, additional needs, photographs and videos of children, samples of children's work and general information about children and families that assist in providing early childhood education.

Ooranga will collect personal information through phone calls, forms (electronic and hard copy), meetings etc. In some circumstances Ooranga may be provided with personal information about an individual from a third party, for example through referral from other organisations.

Under the Privacy Act the Australian Privacy Principles do not apply to an employee record however all personal information collected about staff by Ooranga will be maintained securely with disclosure for only the purposes for which it is collected.

At times, Ooranga may invite community members or external service providers to be involved in service delivery. Any information collected will be maintained securely with disclosure for only purposes for which it is collected.

Failure to provide information

If an individual does not wish to provide personal information requested, they should discuss this with an Ooranga staff member. All Ooranga staff will act according to this Privacy Policy and will be happy to discuss to reasons for collecting personal information. Staff will also discuss any consequences of not providing personal information which may include an effect on what services can be provided to children and families.

How is personal information used?

Ooranga will use personal information it collects from you for the primary purposes associated with providing early childhood education services. This includes;

- Advocating for the wellbeing, protection and development of children,
- Documenting children's learning,
- Managing children's current or prospective enrolment,
- Providing information about Ooranga and related services
- Gathering feedback about services provided

In relation to personal information of job applicants, staff members, community visitors and other external service providers, the primary purpose of collection is to assess and (if successful) to engage individuals to participate in Ooranga service delivery. Ooranga will use personal information of potential and current staff, community visitors and external service providers for insurance purposes, to communicate regularly about service provision and to satisfy the organisation's legal obligations.

Where Ooranga receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

Direct Marketing

Ooranga treats marketing and seeking donations for the future sustainability of the organisation as important. Information collected directly from service users will be used to communicate promotions and marketing information. Ooranga will stop sending direct marketing communications to individuals if requested.

Disclosure of personal information

Ooranga will only disclose personal information for the purpose it was collected or a reasonably expected or related secondary purpose. Personal information about children and families may be disclosed to external agencies or individuals such as Government departments, organisations or people providing services to Ooranga, and anyone an individual authorises Ooranga to disclose their information to.

Ooranga will not send personal information about an individual to any third party within or outside Australia without obtaining the consent of the individual or otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

As a Mandatory Reporter, Ooranga staff may be required to disclose personal information about a child and their family if the child is considered at Risk of Harm as required by the Children and Young Persons (Care and Protection) Act 1998 (the Care Act).

Treatment of sensitive information

Ooranga may seek to collect personal information that is sensitive, which may include a child's racial or ethnic origin or any cultural or religious requirements. Ooranga is also required by the Children (Education and Care Services) Supplementary Provisions Regulation 2012 to collect and hold details of enrolled preschool children's medical conditions, immunisation history and additional needs. Ooranga collects this information as it is reasonably necessary for safeguarding the wellbeing, protection and development of children in our care.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Access and accuracy of information

Individuals may request access to their own or their child's personal information from Ooranga. If at any time a record of personal information is believed to be incorrect, Ooranga staff will take reasonable steps to correct the information so that it is accurate, complete and up to date.

In some circumstances prescribed by the Privacy Act where to provide access to personal information may put a person at risk of harm or have an unreasonable impact on the privacy of others, Ooranga may decline access to personal information. If declined, Ooranga will tell the individual requesting information why.

Security and storage of information

All Ooranga's staff are required to respect the confidentiality of personal information and the privacy of individuals.

Personal information is stored securely in paper form or electronically at an Ooranga Preschool venue or at the Ooranga office (112 Barber Street, Gunnedah NSW 2380). Only authorised Ooranga employees will have access to personal information which is structured in such a way as to ensure the use and disclosure as stated above. Ooranga will take reasonable steps to protect any personal information held from unauthorised access, modification, misuse, loss or disclosure. Information that is no longer required will be destroyed appropriately.

Enquiries and privacy complaints

If you would like further information about the way Ooranga collects and manages personal information, please contact the Executive Officer at the Ooranga office (112 Barber St, Gunnedah NSW 2380 or telephone 02 6742 0603). If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the Executive Officer. If we then have not dealt satisfactorily with your concerns we will meet with you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting then you can refer your complaint to the Office of the Australian Information Commissioner via email at enquiries@oaic.gov.au or telephone 1300 363 992.

Related Documents

Forms; Preschool Enrolment, Ooranga Membership., Employee Details.

Other relevant policy documents; Children's Health and Safety Policy, Relationships with Children Policy, Staffing Arrangements, Collaborative Partnerships with Families and Communities, Service Leadership and Management.

Relevant procedures; Documentation, Record Management, Orientation and Induction.

Regulatory References: Children (Education and Care Services) Supplementary Provisions Regulation 2012 and Education and Care Services National Regulations, Privacy Act 1998.

Breach of this policy may lead to disciplinary action, including termination of employment or cancellation of Ooranga membership.