

Privacy and Confidentiality Policy

Effective Date: 12/01/2026

At Kids Cubby Early Intervention (KCEI), we are committed to protecting your privacy in your dealings with us. We have several obligations to you under the Privacy Act 1988, which this policy will outline to you.

What kinds of personal information do we collect and hold?

In this policy, “personal information” means information or an opinion about an individual whose identify is apparent or can reasonably be ascertained. To be able to provide a quality evidence based service to our clients, we need to know personal information about them and others, including but not limited to;

- Names, ages and genders
- Medicare and/or NDIS plan information
- Developmental, medical, ethnic, language, family, cultural and social histories (including medication, diagnoses, allergies, etc.)
- Disabilities and impairments
- Hobbies, motivations, interests and activities in which clients and their families participate.

Why do we collect personal information?

We collect personal information to deliver, review and improve the products and services that we provide. Without this information, we wouldn’t be able to carry out our business or provide our services to you in accordance with the standards required by law, the NDIS code or our professional ethics requirement. It would also make it difficult to determine and provide the most appropriate family centred and personalised approach, in order to achieve the most effective and efficient outcomes for your child and family.

We also require this information for the following reasons:

- For administrative purposes of managing our business
- For billing management
- For discussions between workers at KCEI related to the care of clients
- For discussions and other communications with other people involved in the care of your child, e.g. doctors, other health professionals, teachers
- For discussions with insurers (including the NDIS and its agents)
- For any court proceedings that could occur for any reason, where information and notes are subpoenaed



How do we collect personal information?

There are a number of ways that personal information can be collected, which includes; via telephone or email, face-to-face conversations, formal meetings, reports you share with us, questionnaires, and via the intake form on our website.

We may collect personal information from a range of people involved in the care of your child across several environments, e.g. alternate service providers, school teachers, Preschool teachers, Paediatricians, etc. A consent form is completed with all families upon commencement of service with KCEI. You will be able to stipulate who you approve your clinician to gather information from, as well as share information. This consent form is reviewed at the start of each year, as well as in service agreement meetings, to ensure that the form is always up to date. You are able to withdraw your consent at any time by sending an email to admin@kidscubbyei.com.au

In addition, when providing services to you and your child, we will write session notes, take photos and videos (when permission has been provided prior) and write reports.

Who will see or have access to your personal information?

Your information may be seen or used by people working for or on behalf of us and other service providers including, but not limited to;

- Owners, Directors and staff working for KCEI (employed or contracted)
- Any School or University students, where your consent has been obtained for them to be involved in sessions with your child
- Only when appropriate, our third party professional advisors such as accountants, and IT service providers may see your information when completing their own jobs. No personal information will be transferred to them at any point.
- The NDIS and its agents
- Medicare

We will not rent, sell, trade or otherwise disclose to any other third parties any personal information about you without your consent, unless we are required by law. Examples of when we are required by law to disclose and/or collect personal information without consent include;

- Pursuant to a court or tribunal order
- Under mandatory reporting laws
- Our obligations to report certain incidences to the NDIS Quality and Safeguards Commission and/or police



It is important to note that KCEI staff are mandatory reporters under the Children and Young Persons (Care and Protection) Act 1998. This means all incidences of children at risk of harm must be reported to the Department of Communities and Justice.

You also have a right to access any information held by KCEI at any time (subject to any legal restrictions). A request for any information needs to be sent in writing to admin@kidscubbyei.com.au.

Security of your personal information and data retention

KCEI uses all reasonable endeavours to prevent unauthorised access to, modification of, disclosure, misuse, or loss of information. We have data protection measures in place (including password locked computers with facial recognition) where we store personal information electronically. Electronic data kept on the computer is backed up via the company One Drive. Additionally, electronic data is stored on the online database, which is password protected and is automatically backed up. No hard copy records are kept, with all paper based information being shredded after being scanned into the system.

KCEI is required by law to keep all records and information pertaining to all clients until the child turns 25 years of age, at which point all information will be deleted. This does not change, regardless of length of time with the service.

Breaches to this policy

If you feel at any point, that your privacy has been breached by something we have done or failed to do so, you have a legal right to lodge a complaint. This can be done by contacting Gabrielle Armstrong via email at admin@kidscubbyei.com.au

Policy Review Date: January 2027

