Connected Kiddos- Privacy Policy

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1. Commitment to Privacy

Connected Kiddos is committed to protecting the privacy, dignity and confidentiality of children and families accessing services.

Personal information is collected, stored and managed in accordance with:

- The Privacy Act 1988 (Cth)
- The Australian Privacy Principles
- Relevant Queensland legislation
- Professional ethical obligations under the Australian Association of Social Workers (AASW)

Privacy is considered part of child safety and professional integrity.

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2. What Information Is Collected

Connected Kiddos may collect personal information including:

- Child and family contact details
- Medical and developmental history
- NDIS plan details
- Therapy session notes
- Assessment reports
- Correspondence with caregivers and professionals
- Audio, photographic or video recordings (where consent has been provided)

Information may be collected directly from families or from other professionals with consent.

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3. Why Information Is Collected

Information is collected for the purpose of:

- Providing therapeutic services

- Supporting goal development and progress monitoring
- Communicating with caregivers
- Preparing NDIS documentation and reports
- Coordinating care with other professionals (with consent)
- Meeting legal and professional obligations

Only information necessary for these purposes is collected.

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4. Storage and Security

Connected Kiddos takes reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

This includes:

- Secure digital record systems
- Encrypted and password-protected storage
- Restricted access to files
- Secure storage of any physical records

Therapy recordings are stored securely and are not used for any purpose beyond therapeutic reflection or professional supervision unless additional consent is obtained.

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5. Disclosure of Information

Information may be shared:

- With caregivers or authorised representatives
- With other professionals involved in the child's care (with consent)
- Where required by law (e.g. court orders, statutory child protection requirements)
- Where there is a serious and imminent risk to safety

Connected Kiddos will not disclose personal information for marketing purposes without explicit consent.

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6. Digital Communication

Connected Kiddos uses SMS, email and social media platforms for administrative communication.

Families are advised that electronic communication carries some risk. Sensitive therapeutic information will not be shared via public platforms.

Direct messaging with children via social media is not permitted.

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7. Access and Correction

Families may request access to personal information held about them or their child.

Requests for access or correction should be made in writing. Connected Kiddos will respond within a reasonable timeframe in accordance with privacy legislation.

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8. Complaints About Privacy

If you have concerns about how your information has been handled, you are encouraged to contact Connected Kiddos directly.

You may also lodge a complaint with:

- The Office of the Australian Information Commissioner (OAIC)
- The NDIS Quality and Safeguards Commission (where relevant)
- The Australian Association of Social Workers (AASW)

All privacy concerns are taken seriously and reviewed promptly.

Effective: 15 February 2026
Next Review: February 2027