Confidentiality during an open investigation

A guide for parents of student witnesses

If your child is invited to provide evidence as a witness in a school investigation, you can help by keeping information about the matter confidential. This guide explains what confidentiality means and where you and your child can get support.

Why confidentiality matters

Keeping information confidential helps protect:

- Your child's privacy
- The school's ability to fulfil its duty of care
- The privacy of the respondent (the person the allegation is about)
- The integrity of the investigation

Everyone involved is entitled to a fair, unbiased investigation, without gossip or premature judgement. Unfounded or unsubstantiated allegations can cause significant reputational and emotional harm.

Failing to maintain confidentiality could jeopardise the investigation and may result in action by the school.

What you and your child need to keep confidential

Your child and their support person will be asked to make an undertaking to keep the investigation confidential. This includes all information your child shares during the process, including the identities of people involved.

While the investigation is active:

- Share investigation information only with people directly involved in conducting the inquiry, subject to the legal advice and health support exceptions below.
- Do not discuss the matter, witness statements or evidence with other students, family members, staff or external parties.

You can still seek advice and support

Confidentiality does not prevent you or your child from obtaining legal advice or relevant health support.

If your child needs additional emotional support, contact the school's representative, a counsellor or another trusted health professional.

How we protect your child's information

iAx is committed to protecting your child's confidentiality through the way we handle your information and our strict adherence to the Australian Privacy Principles.

Questions or concerns?

If you have concerns about your child's confidentiality, please get in touch with the school.

The school will let you know when the investigation has been finalised.

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