



# RECORD KEEPING POLICY



## POLICY RATIONALE

TeamKids is committed to fair and open information collection practices and processes that ensure information collected about individuals and families is accurate, complete and current. TeamKids provides guidelines for collecting, using, storing, access, and disposal of personal information, including photos/videos for all stakeholders, to ensure that any information collected about a person or family is only used for its primary intended purpose, with limited accessibility.

## POLICY OBJECTIVES

Educators will only discuss details relating to families and children with TeamKids staff or other professionals involved in supporting the inclusion of a child in the service, following consent from the child's parent/guardian.

All participants involved in the service will respect the right to privacy of families, educators and staff.

Private matters will be handled sensitively at all times.

All personal information collected by the service will be stored and used to ensure the confidentiality of information at all times. This includes information gathered on children, their families and educators. Privacy Laws TeamKids is subject to the Australian Privacy Principles (APPs) under the Commonwealth Privacy Act 1988 in handling personal information, as required by Regulation 195 of the Education and Care Services National Regulations. Complying with the APP's is a condition of continued approval to operate under Section 195 of the A New Tax System (Family Assistance) (Administration) Act.

## PROCEDURES

### EDUCATORS ROLE

- Educators will only discuss details relating to families and children with TeamKids staff or other professionals involved in supporting the inclusion of a child in the service, following consent from the child's parent/guardian.
- All participants involved in the service will respect the right to privacy of families, educators and staff.
- Ensure a Staff Record is compiled and maintained per the Education and Care Services National Law Act (2010) and the Education and Care Services Regulations (2011).
- Ensure that the service holds appropriate information on educators, e.g. health needs, in the event of an emergency.
- Information given will be kept confidential unless the Responsible Person or educators need to assess information to provide adequate care and safety.

## CHILDREN

- Each child will have an enrolment record. Family information kept on CCMS software will be password protected. (R183)
- Personal information relating to families and their children must not be passed on to any other person. (R181)

## PARENTS/EDUCATORS

- Parents or Educators wishing to access their personal information need to contact the Customer Service Team to access their personal records. Concerns about the misuse of personal information can also be directed to the Head Office in writing as per the service Grievances or Complaints policy.
- Educator Records will be stored at the TeamKids Head Office for a minimum of three years after educators cease employment with the service (R183)
- TeamKids will store the records with confidentiality with the exception of the parent or authorised nominee to whom the information's relates, the regulatory authority permitted under any Act or Law.

## OUTSIDE AGENCY REQUIREMENTS

TeamKids are required to participate in information sharing schemes in each jurisdiction.

In Victoria, this is the Child Information Sharing Scheme (CISS), the Family Violence Information Sharing Scheme (FVISS) and the Multi-Agency Risk Assessment and Management (MARAM) Framework. Refer to the Information Sharing policy for further details.

In New South Wales, this is under the Children and Young Persons (Care and Protection) Act 1998.

In Queensland, this is under the Child Protection Act 1999 (S 159C).

In the Australian Capital Territory, this is under the Information Sharing Entities in the Act (S 859)

## RETENTION AND DISPOSAL OF RECORDS

The retention and disposal of all records kept by TeamKids will be in accordance with the regulatory requirements.

### **\*\*Privacy Laws**

TeamKids is subject to the [Australian Privacy Principles \(APPs\)](#) under the [Commonwealth Privacy Act 1988](#) in the handling of personal information, as required by [Regulation 195](#) of the Education and Care Services National Regulations. Complying with the APP's is a condition of continued approval to operate under [Section 195 of the A New Tax System \(Family Assistance\) \(Administration\) Act](#).

## REFERENCES ACECQA

- National Quality Framework Resource Kit (2012) Quality Area 4 – Staffing and arrangements.
- Quality Area 6 – Collaborative partnerships with families and communities.
- Quality Area 7 – Leadership and Service Management Education and Care Services National Law Act (2010),
- S 168 Education and Care Services National Regulations (2011),
- R 181, 182, 183 & 184 Victorian Government – Information Privacy Act 2000 Victorian Government – Public Records Office Standard PROS 09/05

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