



BEFORE, AFTER & VACATION CARE

RECORD KEEPING POLICY

TeamKids, February 2026

FUN

GENUINE

INNOVATIVE

INVOLVED

REMARKABLE

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 the collection, use, storage, 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 in a way that ensures 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 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.

PROCEDURES

Procedures for Compliance with Information Privacy Legislation Family/child Information

- 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)
- TeamKids will make available to families, any information/documents they are entitled to under Prescribed Records (R177).
- TeamKids will ensure compliance records in relation to R177(1)(m) and R167, are made available to any person on request.
- TeamKids will store the records with confidentiality with the exception that the parent or authorised nominee of whom the information's relates to, the regulatory authority permitted under any Act or Law.
- Information given will be kept confidential unless the responsible person or educators need to assess information to provide adequate care and safety.
- TeamKids will request written consent of the person who provided the information to release information to any person other than those listed in this policy.

EDUCATOR INFORMATION – THE SERVICE WILL:

- Ensure a Staff Record can be compiled and maintained in accordance with 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.
- Educator Records will be stored at the TeamKids Head Office for a minimum of three years after educators cease employment with the service. (R183)

ACCESS TO RECORDS

Parents or Educators wishing to access their personal information need to contact the Head Office to access personal record. 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.

RETENTION AND DISPOSAL OF RECORDS

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

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

VERSION CONTROL

Date: August 2018
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To be reviewed: January 2027
Record Keeping Policy No. PO-0020
Record Keeping Procedures No. PR-0020