

Early Years Services – QA7.3 Confidentiality and Storage of Records

TRIM Reference:	D15/16337	Due for Review:	6 December 2026
Responsible Officer:	Coordinator Early Years		

Purpose

This policy outlines Surf Coast Shire Council's commitment to maintain appropriate confidentiality for all persons involved in the Early Years Services. The Services are committed to protecting privacy of and conducting business with respect and integrity. It is important for the service to collect relevant personal information from families and for staff to maintain records of each child's individual development and enrolment. This policy ensures that information given to Surf Coast Shire Council Early Years Services staff/educators is used for the purposes of provision of the service or shared in accordance relevant legislation.

This policy ensures that services maintain and securely store all records as required under legislation, ensuring confidentiality of service users and ease of access to records by authorised persons. Regulatory, licensing and funding bodies require the retention and maintenance of records relating to service stakeholders and children.

Policy Principles

Evidence of link to National Quality Standards: 6.1, 6.2, 6.3, 7.1, 7.2
Evidence of link to Education and Care Services National Law: 168(2) (I), 181-184
Evidence of link to Education and Care Services National Regulations: 177(I)
Victorian Children's Services Regulations 2020

Scope

Surf Coast Shire Council Early Years Services staff, students, volunteers and children and families accessing Surf Coast Shire Council Early Years Services.

Policy

Records, documentation and information is to be appropriately shared, maintained and stored in accordance with the following (as applicable):

- Surf Coast Shire Council MPP-005 - Privacy and Data Protection
- Freedom of Information Act 1982 Version 102, 2018
- Information Privacy Act 2014
- Privacy Data and Protection Act 2014 Vic
- Health Records Act 2001 Vic
- National Privacy Act 1988 – Australian Privacy principals 2014
- Privacy Data and Protection Act (VIC) 2014
- Children, Youth and Families Act 2005
- Education and Care Services National Law 2010,
- Education and Care Services National Regulations 2011
- Victorian Children's Regulations 2020(Amendment 2011)
- Child Wellbeing and Safety Act 2005 (Vic)
- Child Wellbeing and Safety (Information Sharing) Regulations 2018
- Family Violence Protection Act 2008 (Vic)
- Family Violence Protection (Information Sharing and Risk Management) Regulations 2018

Applicable Surf Coast Shire Council Early Years Services must keep the following required records under *Section 177 of the Education and Care Services National Law 2010*:

- The documentation of child assessments
- An incident, injury, trauma, and illness record.
- A medication record
- Risk Minimisation and Communication Plan
- A children's attendance record
- Child enrolment records
- A record of visitors

Applicable Surf Coast Shire Council Early Years Services must keep the following records under *Part 3 Records of the Victorian Children's Services Regulations 2020*:

- Child Enrolment Records
- Attendance Records
- Medication Records
- Risk Minimisation and Communication Plan
- Accident, Illness, Injury and Trauma Records
- Staff Records

Confidentiality of Records

- All persons involved in Surf Coast Shire Council Early Years Services have the right to the maintenance of appropriate confidentiality. The Services are committed to protecting the privacy of stakeholders and conducting business with respect and integrity.
- It is a condition of employment that staff and educators maintain confidentiality in relation to children in the services, and their families; any breach of confidentiality may result in disciplinary action.
- Confidentiality expectations for students, volunteers and family helpers refer to – *Surf Coast Shire Volunteer Policy and Procedure*.
- The service will ensure all records relating to children and their families are securely stored as required under legislation, ensuring confidentiality at all times.

Storage of Records and other documents

i) National Quality Frameworks Laws and Regulations:

Surf Coast Shire Early Years Services (as applicable) must ensure that records and documents as set out in *regulation 183* are stored —

- a. in a safe and secure place; and
- b. for the relevant period set out in *sub-regulation (2)*.

ii) Victorian Children's Services Regulations 2020

Surf Coast Shire Early Years Services (as applicable) must ensure that records and documents are stored as set out in *Part 3*.

Approved Providers must:

- keep a record of enrolment and other documents listed in section 175 at the service and be available for inspection by an authorised officer, both electronic and hardcopy format.
- ensure that records are kept confidential and not divulged except as permitted under regulations 181
- ensure that records are stored safely and securely for the period set out in regulation 183
- keep enrolment and attendance records (regulations 158, 160, 161, 162) and other documents listed in regulations 160 and 177, ensure they are accurate and available to families on request (section 175).
- If a service approval is transferred, the documents must be transferred to the receiving approved provider (regulation 184).

Information Sharing

No information is to be given to any outside Agencies or Government Departments unless access to this information is required under:

- Child Wellbeing and Safety Act 2005 (Vic)
- Child Wellbeing and Safety (Information Sharing) Regulations 2018
- Family Violence Protection Act 2008 (Vic)

- Family Violence Protection (Information Sharing and Risk Management) Regulations 2019
 - Regulation 181 Confidentiality of records kept by approved provider (Education and Care Services National Regulations 2011) or;
 - The Children, Youth and Families Act 2005 Information Sharing Framework.
 - Surf Coast Shire Council MPP-005 - Privacy and Data Protection.
 - Information Privacy Act 2000.
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- Wherever possible and appropriate parent/guardian consent is to be sought prior to any sharing of information.
 - In some instances, seeking parent/guardian consent prior to sharing information may be inappropriate - refer to Child Safe Standards Policy and relevant regulations
 - Where a request for information is made, the applicable Early Years Service Team Leader or Early Years Coordinator/ Manager Community Strengthening must be consulted about the appropriateness of the request. Any such information should be limited to a minimum number of staff/educator and representatives as is possible.
 - Only necessary information on families should be discussed with other individuals, agencies or government departments:
 - If a subpoena (summons) is received directing a service or staff to give evidence or produce records.
 - If a police officer or other authorised officer has a search warrant.
 - As expressly authorised, permitted or required to be given by or under any Act or Law, or to the Regulatory Authority or an authorised officer.
 - To reduce risk to a child in a medical emergency.
 - By written authorisation of the parent/guardian or staff.

Legislated Information Sharing Schemes

In 2018 the Victorian Government introduced the Child Information Sharing Scheme (CISS), which enables prescribed organisations and services to share information to promote the wellbeing and safety of children and the Family Violence Information Sharing Scheme (FVISS), which enables prescribed organisations and services to share information to facilitate assessment and management of family violence risk to children and adults. The legislation recognises that a child's safety takes precedence over any individual's privacy. The purpose of the schemes is to promote the safety of children and their families. The Surf Coast Shire Kindergartens are prescribed Information Sharing Entities (ISEs) under these Schemes.

Important notes about the CISS and FVISS:

- Consent is not required from any person prior to sharing information that is relevant to assessing or managing the risk of family violence to a child, or promoting the wellbeing or safety of a child or group of children. This includes information about a child, a perpetrator of family violence, the child's parent, or any other person.
- Working within the CISS, information can only be shared without consent by the Kindergarten if there is a reasonable belief that the information may promote the wellbeing and safety of a child or group of children.
- Working within the FVISS, only family violence risk relevant information can be shared. Excluded from information sharing is information that may cause harm or relates to court or legal proceedings.
- If a person believes their information has been unlawfully shared, they can make a complaint.
- The CISS and FVISS protects information sharers from prosecution if the information was shared in good faith and with reasonable care within the purposes of the schemes.

Required Records

The Kindergarten is to maintain accurate and appropriate records when sharing information to promote child wellbeing and safety under the CISS or FVISS.

When disclosing confidential information under the CISS the following must be recorded;

- The name of the person and organisation who requested the information
- What information was requested
- The date the request was made
- What information was shared
- The name of the person and organisation with whom the information was shared

- The date the information was shared
- If you have prepared a family violence risk assessment or a safety plan for a victim survivor (including a child) or perpetrator of family violence, or another member of the family. Keep a copy of that risk assessment or safety plan
- Whether you sought the views of the child or their parent/guardian and, if not, the reason why
- Whether you informed the child or their parent/guardian that their information was shared

Information Sharing with other Surf Coast Shire Council Early Years Services

Key Principles:

- Information Sharing is undertaken within the aforementioned legal requirements and Surf Coast Shire Council Early Years Services policies.
- Information shared is on a need-to-know basis only.
- Information is to be appropriately shared with the relevant Surf Coast Shire Council Early Years Service only, as indicated.
- The appropriate Consent to Share Information processes are attended to (described above).

Definitions

Information Sharing Entity (ISE)

Child Information Sharing Scheme (CISS)

Family Violence Information Sharing Scheme (FVISS)

Related Procedure

Nil.

References

Related Surf Coast Shire Council and Early Years Services Policies

SCS- 031	Privacy and Data Protection Policy
D15/54392	Early Years Responding to Subpoenas and Witness Summons Policy
HR-40	Digital and Social Media Policy
MPP – 052	Child Safe Organisation Policy

Related Surf Coast Shire Council and Early Years Services Work Instructions and Forms

D15/63330	Incident, Injury, Trauma and illness Early Years Services record form (Kinderloop for Kindergartens).
D14/48936	Early Years Services Medication Record (Kinderloop for Kindergartens)
D17/30062	Early Years Risk Minimisation and Communication Plan (Kinderloop for Kindergartens)

Other References

Freedom of Information Amendment (Reform) Act 2010
Privacy and Data Protection Act 2014
Health Records Act 2001 Vic
Education and Care Services National Law 2010
Education and Care Services National Regulations 2011
Victorian Children's Services Regulations 2020
Children, Youth and Families Act 2005
Child Safety and Wellbeing Act 2005

Document History

Version	Document History	Approved by – Date
1	Approved	General Manager Culture and Community – 1 April 2014
2	Amended	Manager Aged and Family – 11 August 2017
3	Amended	Manager Community Strengthening – 8 May 2019
4	Amended	Manager Community Strengthening – 9 October 2020
5	Amended	Manager Community Strengthening – 02 June 2022
6	Amended	Manager Community Strengthening – 2 November 2023
7	Amended	Manager Community Strengthening – 6 June 2025