Student Records Requests Policy

Response Timeline for Parent Requests for Redacted Student Records

Purpose and policy statement

At Trinity Beach State School we are deeply committed to supporting the academic, social, and emotional growth of every student. We value strong, collaborative relationships with families and believe that open, respectful communication is essential to resolving concerns and ensuring student success.

This policy outlines the school's response timeline for requests by parents or guardians for **redacted copies of student records**, and encourages proactive, in-person engagement as the most effective means of supporting students.

In line with the **Information Privacy Act 2009 (Qld)** and the **Education (General Provisions) Act 2006 (Qld),** parents or guardians may request access to their child's personal information held by the school. Where a request for redacted records is made, the school will respond **within 28 calendar days** of receiving the written request.

This timeline allows staff the necessary time to locate, review, and redact records in accordance with applicable privacy regulations, while ensuring our focus remains on directly supporting students' learning and development.

The Importance of Meeting to Resolve Concerns

While we honour a parent's right to access student information, we encourage families to consider that **solutions are most often found through discussion—not documentation**. In many cases, reviewing records does not provide the full context or clarity that a conversation with staff can offer. It's natural for parents to want to understand or advocate for their child, especially when something doesn't feel right.

We believe that **meeting to talk through concerns leads to faster resolution, stronger relationships, and better outcomes for children.** These conversations allow both school staff and parents to share context, clarify misunderstandings, and focus on solutions that directly support the student's experience. Our shared goal should always be to understand the issue and find a productive way forward that supports the child's well-being and learning journey.

Procedure/Relevant Legislation

1. Requests for redacted student records must be submitted in writing to the principal or delegated officer. Requests need to be specific and include the information requested as well as start and end dates.
2. The school will acknowledge receipt of the request and respond **within 28 calendar days**, in compliance with the **Information Privacy Act 2009 (Qld).**
3. Parents and guardians are **strongly encouraged to arrange a meeting** with relevant staff to discuss concerns and identify possible resolutions, either before or during the records process.
4. Redacted documents will be provided in a format compliant with privacy and confidentiality requirements.

Relevant Legislation:

Information Privacy Act 2009 (Qld) – governs how Queensland public sector agencies, including schools, must manage personal information.

Education (General Provisions) Act 2006 (Qld) – outlines the rights and responsibilities of students, parents, and schools, including access to student information.

Our focus is on working in partnership with families to support the best possible outcomes for students.



Please remember your children and the performance of our school are important to us too!