

Policy Statement

This policy acts to ensure that:

- We are committed to ensuring that our Record Keeping practices are compliant with the Family Assistance Law

Strategies

Records That Need To be Kept

All records maintained by CCEL are kept electronically via the approved software, Kidsoft and via the CCEL Dropbox filings system.

The following records are maintained in the approved software Kidsoft:

- Complaints made to the provider, or to any of the services of the provider, relating to compliance with Family Assistance Law
- A record of attendance for each child for whom care is provided (regardless of eligibility for Child Care Subsidy), including records of any absences from care
- Statements or documents demonstrating that additional absence days in excess of the allowable absence days satisfy requirements (see Reporting absences)
- Copies of invoices and receipts issued for the payment of child care fees
- Copies of all Statements of Entitlement issued, and any statements issued to advise that there was a change of entitlement

The following written records are maintained by CCEL in the Services electronic files kept on a secure Dropbox account:

- Complaints made to the provider, or to any of the services of the provider, relating to compliance with Family Assistance Law
- Any notice given to a state or territory body about a child at risk of abuse or neglect
- Copies of the evidence and information provided with an application for approval about persons with management or control of a provider and persons responsible for the day-to-day operation of a service
- Any evidence or information produced to obtain police checks and working with children checks for personnel and to support any statements about these checks in an application for provider or service approval
- Background checks on all employees and specified personal
- All files are archived for seven years

Policy Created
June 2023

Policy Last Updated
January 2025

Policy Review Date
November 2026

Staff Roles and Details

- Roles allocated to CCEL Employees are determined by the Approved Provider who is the Person with Management and Control
- The roles are allocated as follows:
 - Persons with management or control of the provider
 - Persons responsible for the day-to-day operation of the service (operational responsibility) service contact
 - Family Day Care or In Home Care Educator
- Staff details are entered, updated and removed as required by the CCEL Person with Management and Control via the PEP

Register of Care

A Register of Care is maintained for the CCEL FDC Service on the CCS Approved Software Harmony. The Register includes the following:

- The name of the Family Day Care educator and their or their partner's child care personnel ID
- The name of the individual who would otherwise be eligible for Child Care Subsidy for the session of care (usually the Family Day Care Educator, but it could be the Family Day Care educator's partner)
- The name of the child and his or her Customer Reference Number
- Any unique identifier assigned by the department to the enrolment of the child for care by the service
- The name of the child care service at which the session of care was provided to the child
- The exceptions that apply
- Where a Family Day Care Educator provides care at premises other than the Educator's residence a written record of the address and contact number are maintained in the CCEL Drop Box Files and in the Harmony Software

Continual Monitoring and Improvement:

Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Approved Provider and Coordinators accessing current relevant information
- Approved Provider, Coordinators and Educators accessing current and relevant Training
- Internal evaluation of incidences and the improvement of systems

LINKS TO:

→ [Family Assistance Law](#)

→ [Education & Care Services National Law](#)

→ [Education & Care Services National Regulations](#)

SOURCES

- [Department of Education Child Care Provider Handbook](#)
- [Services Australia -Child Care Subsidy](#)