

RECORD KEEPING AND RETENTION POLICY

Updated: October 2024



What are we talking about in this document?

This policy is related to storage of records, incident and injury forms, medication form, staff records, relief and volunteer records, enrolment records, compliance and confidentiality and privacy.



Who is this for?

This policy applies to children, families, staff, management, students, and visitors of the service.



Why do we need this policy?

We aim to maintain compliance with record-keeping requirements in accordance with the Education and Care Services National Law (WA) 2012 and the Education and Care Services National Regulations 2012. To maintain approval for Child Care Subsidy, providers must also keep certain records in accordance with Family Assistance Law.

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Key Terms

Term	Meaning	Source

Approved provider	A person who holds a provider approval (National Law). A provider approval authorises a person to apply for one or more service approvals and is valid in all jurisdictions.	Guide to the NQF (Glossary)
Governance	Refers to the systems in place to support effective management and operation of the service, consistent with the service's statement of philosophy. Good governance requires effective management systems and clearly delineated roles and responsibilities to support the effective operation of a quality service.	Guide to the NQF (Quality Area 7 – Governance and leadership)
Working with children check (WWCC)	A notice, certificate or other document granted to, or with respect to, a person under a working with children law to the effect that: • the person has been assessed as suitable to work with children; or • there has been no information that if the person worked with children the person would pose a risk to the children; or • the person is not prohibited from attempting to obtain, undertake or remain in child-related employment.	National Law (Definitions)



The Important Stuff



*For preschool programs provided by a school, the service should keep child attendance records in accordance with their state education law or department policy.



Australian Children's
Education & Care
Quality Authority¹⁰



* Does not apply if the insurance is provided by a state or territory government.



Prescribed enrolment and other documents to be kept by the Approved Provider

Under the Education and Care Services National Regulations (WA), Approved Providers must

- keep and maintain certain records
- ensure confidentiality and secure storage of records
- have the records available for inspection by an authorised officer and, in some cases, parents of enrolled children.

The Nominated Supervisor/Centre Coordinator must ensure the records are stored securely in either physical or electronic form for the period required by the Regulations. The Finance Manager must ensure fee and finance records are stored securely for the period required by the Regulations.

Records to be kept and stored securely – Keiki record keeping guide

Records must be kept and stored securely. The preferred storage method is digital. Depending on the type of record, this may be on Xplor, ELMO, 1Place or other cloud-based storage software. Physical records may be kept in a secure location at the service or securely with Palmorrell Archiving (Keiki Hub. Contact the Owner or Quality and Compliance Manager if required).

Refer to the below quick reference guide. Expanded information can be accessed further below in this policy.

Record Keeping Requirements	Timeframe	Archive Location
Child Assessments Regulations 74, 177(1)(a), 183	Until the end of 3 years after the last date the child was	Xplor

	educated and cared for by the service.	(Previous records stored securely at the service or Palmorrell Archiving)
<u>Medication Record</u> Regulations 92, 95, 177(1)(c), 183	Until the end of 3 years after the last date the child was educated and cared for by the service.	Xplor (Previous records stored securely at the service or Palmorrell Archiving)
<u>Child Attendance Record</u> Regulations 158, 177(1)(k), 183	Records to be kept for 7 years.	Xplor
<u>Child Enrolment Record</u> Regulations 160, 161, 162, 177(1)(l), 183	Until the end of 3 years after the last date the child was educated and cared for by the service.	Xplor (previous records stored securely at the service or Palmorrell Archiving)
<u>Regular Transportation of Children Records</u> Regulations 177(1)(o), 177(1)(p), 183(2)(d)	Until the end of 3 years after the last date the child was educated and cared for by the service.	Xplor
<u>Staff Record</u> Regulations 145, 146, 147, 148, 183(2)(g)	Until the end of 3 years after the last date the staff member worked for the service. Some records must be kept for 7 years. See details below.	ELMO/Online Cloud Storage (previous records stored securely at the service or Palmorrell Archiving)
<u>Record of Students and Volunteers</u> Regulations 149, 183(2)(f)	Until the end of 3 years after the last date the student or volunteer worked for the service.	Online Cloud Storage (previous records stored securely at the service or Palmorrell Archiving)
<u>Record of educators working directly with children</u> Regulations 151, 183(2)(f)	Until the end of 3 years after the last date the staff member worked for the service.	Online Cloud Storage (previous records stored securely at the service or Palmorrell Archiving)
<u>Record of access to early childhood teachers</u> Regulations 152, 183(2)(f)	Until the end of 3 years after the last date the staff member worked for the service.	Online Cloud Storage (previous records stored securely at the service or Palmorrell Archiving)
<u>Record of responsible person in day-to-day charge including nominated supervisor</u> Section 162 Regulations 145-150, 177	Until the end of 3 years after the last date the staff member worked for the service.	Online Cloud Storage (previous records stored securely at the service or Palmorrell Archiving)
<u>Record of service's compliance history</u> Regulations 167, 183(2)(e)	Until the end of 3 years after the approved provider operated the service.	Online Cloud Storage (previous records stored securely at the service or Palmorrell Archiving)

<u>Incident, Injury, Trauma and Illness Record</u> Regulations 87, 183, 177(1)(b)	Until the end of the year the child turns 25. Records of actual or alleged child sexual abuse must be kept for at least 45 years.	Xplor/Online Cloud Storage (previous records stored securely at the service or Palmorrell Archiving)
<u>Death of a child whilst being educated and cared for at the service</u> Regulation 12, 183(2)(c)	Until the end of 7 years after the death	Online Cloud Storage
<u>Business and financial records</u> Regulation 183	Access available by the ATO for a minimum of 5 years	Online Cloud Storage (previous records stored securely at Palmorrell Archiving)
<u>Family Assistance Law</u> Regulation 158	Records must be kept for 7 years	Online Cloud Storage (previous records stored securely at Palmorrell Archiving)
<u>Work Health and Safety records(including worker's compensation)</u> Regulation 183	There are no legislative requirements for workers compensation claims, however WorkSafe recommends retaining records for 7 years.	Online Cloud Storage (previous records stored securely at Palmorrell Archiving)
<u>Insurance Records</u> Regulations 29, 30, 180	ATO recommends keeping for 7 years	Online Cloud Storage (previous records stored securely at Palmorrell Archiving)
Documenting of child assessments or evaluations for delivery of educational program (Regulation 74)		

The record **must** include, for a child in Kindergarten or younger, assessments of the child's developmental needs, interests, experiences and participation in the educational program; and assessments of the child's progress against the outcomes of the educational program. For a child over Kindergarten age, evaluations of the child's wellbeing, development and learning. The documentation should be easy for educators to use and understand, and easy for parents to understand. Most of this will be captured through Observations recorded on Xplor but may also include Inclusion Support Documentation, Developmental Milestone Data or other records relating to the child. Records that are not created in Xplor must be uploaded to Xplor.

Medication Record (Regulations 92 & 95)

The record **must** include

- The name of the child
- The authorisation to administer medication (including self-administration if applicable) signed by a parent or a person named in the child's enrolment record as authorised to consent to administration of medication.
- The name of the medication to be administered.
- The Medical Condition the medication is being used to treat.
- The time and date the medication was last administered.

- The time and date or the circumstance under which the medication should be next administered.
- The dosage of the medication to be administered.
- The manner in which the medication is to be administered.
- If the medication is administered to the child:
 - The dosage that was administered.
 - The manner in which the medication was administered.
 - The name and signature of the person who administered the medication.
 - If another individual is required to check the dosage, the name and signature of that person.

Staff must follow the [Administration of Medication Policy](#) and relevant procedures to ensure records are made accurately. Records must be kept securely at the service whilst in use and uploaded to Xplor once completed.

Child Attendance Record (Regulation 158)

The record **must** include

- The full name of each child attending service
- The date and time each child arrives and departs
- The signature of the person who delivers and collects the child or Nominated Supervisor/Educator.

Educators will ensure children's attendance is being accurately recorded on Xplor to meet this requirement.

Child Enrolment Record (Regulation 160)

The record **must** include

- The full name, date of birth and address of the child
- The name, address and contact details of:
 - each known parent of the child
 - any person who is to be notified of any emergency involving the child if any parent of the child cannot be immediately contacted
 - any person who is an authorised nominee
 - any person who is authorised to consent to medical treatment of, or to authorise administration of medication to the child
 - any person who is authorised to authorise an educator to take the child outside the education and care service premises
 - any person who is authorized to authorize the education and care service to transport the child or arrange transportation of the child.
- The details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child
- The details of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person
- The gender of the child
- The language used in the child's home
- The cultural background of the child and their parents
- Any special considerations for the child (e.g. cultural, religious, dietary requirements or additional needs).
- Authorisations signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the or nominated supervisor to seek:

- medical treatment for the child from a registered medical practitioner, hospital or ambulance service, and
- transportation of the child by any ambulance service.
- If relevant, authorisation to take the child on regular outings.
- If relevant, authorisation for regular transportation of the child.
- The following health information
 - the name, address and telephone number of the child's registered medical practitioner or medical service
 - the child's Medicare number if available
 - details of any specific healthcare needs of the child including any medical conditions or allergies including whether the child has been diagnosed as at risk of anaphylaxis
 - any medical management plan, anaphylaxis management plan or risk minimisation plan to be followed.
 - Details of any dietary restrictions for the child
 - The immunisation status of the child
- a Complying Written Agreement (CWA) for all enrolments registered to claim Child Care Subsidy (CCS). Updated CWAs must be signed if there are changes to the original enrolment conditions.

The Nominated Supervisor/Centre Coordinator must follow the [Enrolment and Orientations Policy](#) and [Medical Conditions Policy](#) to ensure this information is captured when the child is enrolled. Any updates to this information must be recorded in Xplor.

Regular Transportation of Children Records (Regulations 102E(c) & 102F(d))

This record must be made immediately after children embark or disembark a vehicle and **must** contain

- Confirmation that each child has been accounted for,
- How each child has been accounted for
- The date and time the record was made

The name and signature of a staff member, who is not the driver, responsible for accounting for the children during embarking and disembarking of the vehicle and conducting the vehicle check after children have disembarked.

Staff Record (Regulations 145, 146, 147 & 148)

The staff record **must** include

- The full name, address and date of birth
- Evidence of any relevant qualifications
- If applicable, evidence that the staff member is actively working towards that qualification. If this is the case, the following must be recorded:
 - Proof of enrolment.
 - Documentary evidence that the staff member has commenced the course, is making satisfactory progress towards the completion of the course, is meeting the requirements of maintaining the enrolment.
 - For staff members who are working towards the completion of a Diploma level education and care qualification, proof that they hold an approved Certificate III level education and care qualification or has completed the units of study in an approved Certificate III level education and care qualification determined by ACECQA.
- Evidence of any approved training (including first aid training) completed by the staff member.

- The identifying number and expiry date of the Working with Children Check (WWCC) and the date this was verified.
- Additionally,
 - For a **Nominated Supervisor**
 - Their PRODA RA number
 - A record of their consent to be nominated and complete the duties associated with this role
 - A completed Prohibition Notice Declaration and Compliance History Statement.
 - For an **Educational Leader**
 - A record of their designation to the role.
 - For a **Responsible Person**
 - A record of their consent to complete the role of Responsible Person
 - A completed Prohibition Notice Declaration and Compliance History Statement.
 - For an **Early Childhood Teacher**
 - The registration number and expiry date of their registration to the Teacher's Registration Board of WA.

The staff record will be captured at the commencement of employment and stored on ELMO and/or Online Cloud-Based Storage. The Nominated Supervisor/Centre Coordinator will ensure any changes or updates are emailed to Human Resources and kept securely at the service.

Regulations state that the staff record must be kept for 3 years, however, some information must be kept for 7 years under Family Assistance Law and Work Health and Safety Law. See relevant sections below.

Record of Students and Volunteers (Regulation 149)

The record **must** contain

- The full name, address and date of birth for each student or volunteer
- A record of the identifying number and expiry date of the student or volunteer's current working with children check and/or a record of the identifying number and expiry date of the student or volunteer's current teacher registration
- A record for each day on which the student or volunteer participates in the service, the date and hours of participation.

The Nominated Supervisor/Centre Coordinator will ensure a record is made and kept securely at the service in physical or digital form.

Record of Educators working directly with children (Regulation 151)

The record **must** contain

- The name of each educator
- The hours that each educator works directly with children
- A staff roster or time sheet stating Educators contact and non-contact hours/shift

The roster and time sheets are a record of this information. The Nominated Supervisor/Centre Coordinator must ensure a record of staff who are not working directly with children is kept. The roster/time sheets when read in conjunction with the record of staff working away from children will provide a clear picture of staffing in the service at any point in time.

Record of access to Early Childhood Teachers (Regulation 152)

This record **must** include

- Where the service provides education and care to fewer than 25 children preschool age or under must ensure that a record is kept of the following—
 - the period that an early childhood teacher is working with the service in accordance with regulation 130 or 131(2); and
 - the periods that the early childhood teacher is working directly with children and is not working directly with children.
- Where the service provides education and care to 25 or more but not more than 59 children preschool age or under must ensure that a record is kept of the period that an early childhood teacher is in attendance at the service.
- Where the service The approved provider of a centre-based service that provides education and care to 60 or more children preschool age or under must ensure that a record is kept of the period that each early childhood teacher and each suitably qualified person is in attendance at the service.

The roster, timesheets and record of staff working away from children provide this information.

Record of responsible person in day-to-day charge including nominated supervisors (Regulation 150)

This record **must** include the name of the responsible person at the service for each time that children are being educated and cared for by the service.

The name of the responsible person must also be displayed in the foyer/main entrance of the service when the service is operating.

The Nominated Supervisor/Centre Coordinator must ensure a record is kept. Refer to the [Responsible Person Policy](#).

Record of service's compliance history (Regulation 167)

This record **must** include

- Details of any amendments of the Service Approval made by the Regulatory Authority including:
 - The reason stated by the Regulatory Authority for the amendment.
 - The date on which the amendment took, or takes, effect.
 - The date (if any) that the amendment ceases to have effect.
 - Details of any suspension of the service (other than a voluntary suspension) including:
 - The reason stated by the Regulatory Authority for the suspension.
 - The date on which the suspension took, or takes, effect.
 - The date that the suspension ends.
- Details of any compliance direction or compliance notice issued to the approved provider in respect of the service, including:
 - The reason stated by the Regulatory Authority for issuing the direction or notice.
 - The steps specified in the direction or notice.
 - The date by which the steps specified must be taken.
 - This information must not include any information that identifies any person other than the approved provider.

The Approved Provider must ensure that the documents referred to above in relation to a child enrolled at the Service are made available to a parent of the child on request. If a parent's access to the kind of information referred to in this documentation is limited by an

order of a court, the approved provider must refer to the court order in relation to the release of information concerning the child to that parent.

The Nominated Supervisor/Centre Coordinator will ensure this information is kept and is available on request.

Incident, injury, trauma and illness record (Regulation 87)

This record **must** include

- Details of any incident in relation to a child or injury received by child or trauma to which a child has been subject while being educated and care for by the service. The following must be included:
 - The name and age of the child
 - The circumstances leading to the incident, injury or trauma.
 - The time and date the incident occurred, the injury that was received or the child was subjected to the trauma.
- Details of any illness which becomes apparent while the child is being educated and care for by the service. The following must be included:
 - The name and age of the child.
 - The relevant circumstances surrounding the child becoming ill and any apparent symptoms.
 - The time and date of the apparent onset of the illness.
 - Temperature checks, including time and temperature
 - Date when child was last at the service.
- Details of the action taken by the service in relation to any incident, injury, trauma or illness which a child has suffered while being educated and cared for by the service. The following must be included:
 - any medication administered, or first aid provided
 - any medical personnel contacted
- details of any person who witnessed the incident, injury or trauma including signature of witness
- the name of any person who the education and care service notified or attempted to notify of any incident, injury trauma or illness a child has suffered at the service and the time and date of the notification and notification attempts.
- the name and signature of the person making an entry in the record and the time and date that the entry was made
- signed and dated parent/guardian acknowledgement of record

The Nominated Supervisor/Centre Coordinator must ensure records are made using the Incident, Injury, Trauma and Illness record form which will capture all required information if filled in accurately. They must be made as soon as is practicable, but not later than 24 hours after the incident, injury, trauma or onset of illness occurred. Any relevant information that becomes apparent after the initial incident (for example a follow up medical appointment) must be recorded and kept with the form.

When completed in full, the form will be scanned to online cloud storage (Xplor) and the original document will be destroyed via shredding.

Note: Any records relating to child sexual abuse that has or is alleged to have occurred, must be kept for at least 45 years from the date the record was created.

Death of a child while being educated and cared for at the service (Regulation 12)

This record **must** include the service's Incident, Injury, Trauma and Illness record and the serious incident record from the National Quality Agenda (NQA IT) System. Ensure all sections have been completed, relevant signatures and supporting documentation is included.

The Nominated Supervisor/Centre Coordinator will ensure all records are stored in the child's Xplor profile.

Business and financial records (Regulation 183)

Business and financial records including, but not limited to

- waste removal
- tax file number declarations and withholding declarations
- withholding variation notices
- worker payment records
- PAYG payment summaries
- superannuation records
- any fringe benefits provided
- cash book records of daily receipts and payments
- records of payments to employees, such as PAYG
- bank reconciliation statements
- GST tax invoices and income tax
- records, such as debtors and creditors list, stock take records and motor vehicle expenses
- records of payments withheld from suppliers who do not quote an ABN.

Most of these records are maintained by the Hub. The Nominated Supervisor/Centre Coordinator must forward copies of invoices and other business/financial information to the Hub for record-keeping purposes.

Family Assistance Law (Regulation 158)

Records must be kept that include

- 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
- record of any absences
- statements or documents demonstrating that additional absence days in excess of the initial 42 days satisfy requirements
- copies of invoices and receipts issued for payment of childcare fees
- copies of all Statements of Entitlement issued, and any statements issued to advise there was a change of entitlement
- identifying number and expiry date of Working with Children Check (WWCC), vulnerable people check or criminal history check
- written record of any notice given to state or territory body about a child at risk of abuse or neglect
- copies of the evidence and information provided for approval about persons with management control of a provider and persons responsible for the day-to-day operation of the service
- PRODA (Provider Digital Access) numbers

Work Health and Safety records (including worker's compensation) (Regulation 183)

Records **must** include

- A register of workplace injuries (these can be documented on Incident, Injury, Trauma and Illness forms)
- Any notifications of workplace injury to WorkSafe
- Wages records, contracts.

The Nominated Supervisor/Centre Coordinator will ensure records are kept and stored securely.

Insurance records (Regulation 29, 180, 183)

Records must be kept of policy details and records of claims.

The Nominated Supervisor/Centre Coordinator will keep a record of insurances at the services. The Hub will ensure insurances stay up to date.

Confidentiality of records (Regulation 181)

Staff will follow the [Privacy and Confidentiality Policy](#) when accessing, using, and storing records.

The Approved Provider will ensure that information kept in a record is not divulged or communicated through direct or indirect means to another person other than:

- The extent necessary for the education and care or medical treatment of the child to whom the information relates.
- A parent of the child to whom the information relates, except in the case of information kept in a staff record.
- The Regulatory Authority or an authorised officer.
- As expressly authorised, permitted or required to be given by or under any Act or law.
- With the written consent of the person who provided the information.

Archiving (Storing & Keeping Records)

Records are to be kept primarily electronically as per directions above. Where paper records are made, they can be destroyed once they have been scanned and uploaded to the relevant digital location.

Destroying Records

Paper records can be destroyed once they are scanned and saved in the relevant digital storage location. To ensure privacy and confidentiality are maintained, the documents must be shredded with a document shredder or ripped into multiple pieces and disposed of in multiple bags.

Information to be displayed

The following information must be clearly visible to anyone from the main entrance of the premises:

- In relation to the provider approval:
 - the name of the approved provider
 - the provider approval number
 - any conditions on the provider approval.
- In relation to the service approval:
 - the name of the education and care service
 - the service approval number
 - any conditions on the service approval.
- The name of each nominated supervisor
- In relation to the rating of the service:

- the current rating levels for each quality area stated in the National Quality Standard, and
 - the overall rating of the service.
- In relation to any service waivers or temporary waivers held by the service, the details of the waivers including:
 - the elements of the NQS and the regulations that have been waived, and
 - the duration of the waiver, and
 - whether the waiver is a service waiver or a temporary waiver.
- the hours and days of operation of the education and care service
- the name and telephone number of the person at the education and care service to whom complaints may be addressed
- the name and position of the responsible person in charge of the service at any given time
- the name of the educational leader at the service
- the contact details of the Regulatory Authority
- if applicable, a notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled at the service.
- if applicable, a notice stating that there has been an occurrence of infectious disease at the premises.

Appendix 1: Family Assistance Law

Family Assistance Law is the basis for Commonwealth child care fee assistance, which includes the Child Care Subsidy (CCS). The Family Assistance Law also provides for the approval of child care providers to administer child care fee assistance on behalf of families. The details of the legislation and legislative instruments relating to child care can be found at [Family Assistance Law - Department of Education, Australian Government](#).



Supporting Documents

Policies

[Administration of Medication Policy](#)
[Arrival, Departure and Authorisation Policy](#)
[Child Protection Policy](#)
[Enrolment and Orientation Policy](#)
[Emergency Management Policy](#)
[Excursion, Incursion and Safe Transportation Policy](#)
[Incident, Illness and Administration of First Aid Policy](#)
[Medical Conditions Policy](#)
[Privacy and Confidentiality Policy](#)
[Workplace Health and Safety Policy](#)

Resources

[Education and Care Services National Law \(WA\) Act 2012](#)
[Education and Care Services National Regulations 2012](#)



Sources

- Australian Children's Education & Care Quality Authority (ACECQA). [Guide to the NQF](#). (2024).
- Australian Children's Education & Care Quality Authority (ACECQA). [InfoSheet NewRecordKeepingRequirementsToSupportChildProtection.pdf](#) (2024).
- Early Childhood Australia Code of Ethics. (2016).
- Education and Care Services National Law (WA) Act 2012. (2023).
- Education and Care Services National Regulations 2012. (2024).
- Australian Government Department of Education Child Care Provider Handbook [Child Care Provider Handbook - Department of Education, Australian Government](#). (2023)
- Australian Taxation Office. www.ato.gov.au. (2023)
- Department of the Officer of the Privacy Commissioner. www.privacy.gov.au.
- Early Childhood Australia. www.earlychildhoodaustralia.org.au



Links to Regulations

National Quality Standard

Quality Area 7: Governance and Leadership

7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.
7.2.3	Development of professionals	Educators, co-ordinators and staff members' performance is regularly evaluated and individual plans are in place to support learning and development.

Education and Care Services National Regulations

55	Quality improvement plans
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Education and Care Services National Law

172	Offence to fail to display prescribed information
175	Offence relating to requirement to keep enrolment and other documents


Review & Document Control

Policy Reviewed	Modifications
3 rd November 2017	Updated information to make it clearer. Checked against regulations and adjusted to new template.
8th January 2018	Quality Area updated to reflect changes to the NQS. Centre Director replaced with Coordinator term
19th December 2018	Added information to display. Compared policy to Child Care Subsidy Secretary's Rules. Added Student and Volunteer regulation
June 2019	Updated with new Keiki logo
June 2020	Reformat. Added regs
May 2021	Ensured current as per family law. Added information about early childhood teacher. Reformatted. Added quick reference guide.
June 2022	New format. Updated sources.
October 2022	Added disclaimer. Added footer text.
January 2023	Added reference to Reg 168.
April 2023	Updated child attendance & some staff records to be kept for 7 years (Family Assistance Law/Commerce WA). Layout adjusted for readability & duplicate information deleted. Sources checked.
October 2024	Add requirement for student/volunteers WWC. Add records of child sexual abuse to be kept for 45 years. Add additional image for staff record keeping. Checked & updated sources.

Disclaimer

It is each employee, family and visitor to the service's responsibility to read, understand, follow and address any concerns with management about this policy.

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