

Nambucca Valley Family Day Care

RECORD KEEPING AND RETENTION POLICY

The Approved Provider, Nominated Supervisor, Coordinators and Educators of Nambucca Valley Family Day Care (NVFDC) are responsible for overseeing and ensuring records are maintained and stored in accordance with relevant legislation contained in the National Law and National Regulations, National Quality Standard and Family Assistance Law.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service that is child safe.
7.1.1	Service philosophy and purposes	A statement of philosophy guides all aspects of the service's operations.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe.
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.
7.2.1	Continuous improvement	There is an effective self-assessment and quality improvement process in place.
7.2.2	Educational leadership	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.
7.2.3	Development of professionals	Educators, co-ordinations and staff members' performance is regularly evaluated, and individual plans are in place to support learning and development.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S.162A	Child protection training
S. 172	Offence to fail to display prescribed information
31	Condition on service approval—quality improvement plan
55	Quality improvement plans
56	Review and revision of quality improvement plans

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
74	Documenting of child assessments or evaluations for delivery of educational program
87	Incident, injury, trauma and illness record
92	Medication record
102	Authorisations for excursions
102D	Authorisations for service to transport children
116	Assessment of family day care residences and approved family day care venues
118	Educational leader
146	Staff Record – Nominated Supervisor (See reg 154)
147	Staff record – Staff Members (See reg 154)
149	Volunteers and students (See reg 154)
153	Register of family day care educators, coordinators and assistants
154	Record of staff engaged or employed by family day care service
158	Children’s attendance record is to be kept by approved provider
159	Children’s attendance record to be kept by family day care educator
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
167	Record of service’s compliance
168	Education and care services must have policies and procedures
169	Additional policies and procedures- family day care service
170	Policies and procedures are to be followed
173A	Prescribed information to be displayed— family day care service
177	Prescribed enrolment and other documents to be kept by approved provider
178	Prescribed enrolment and other documents to be kept by family day care educator
179	Family day care educator to provide documents on leaving service
180	Evidence of prescribed insurance

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents
184	Storage of records after service approval transferred
185	Law and regulations to be available
274A	New South Wales - Programs for children over preschool age

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
Child Care Subsidy Minister's Rules 2017	A New Tax System (Family Assistance) (Administration) Act 1999
A New Tax System (Family Assistance) Act 1999	Work Health and Safety Act 2011
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook	

RELATED POLICIES

Administration of First Aid Policy	Medical Conditions Policy
Administration of Medication Policy	Professional Development Policy
CCS Governance Policy	Privacy and Confidentiality Policy
Child Safe Environment Policy	Responsible Person Policy
Child Protection Policy	Safe Use of Digital Technologies and Online Environments Policy
Dealing with Complaints Policy	Student and Volunteer Policy
Delivery of Children to, and from EEC	Supervision Policy
Service Premises Policy	Unexpected Death of a Child or Staff Member or FDC
Enrolment Policy	Educator at the FDC Service Policy
Excursion/Incursion Policy	Visitors to Family Day Care Residences and Venues
Governance Policy	Policy
Immunisation Policy	
Incident, Injury, Trauma and Illness Policy	

PURPOSE

We aim to maintain and manage appropriate records in a private and confidential manner, working in accordance with legislative requirements and best practice.

SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, Coordinators, educators, educator assistants, students, families, children, volunteers and visitors of NVFDC Services.

IMPLEMENTATION

The Approved Provider is responsible for compliance with record keeping requirements in accordance with Education and Care Services National Law and National Regulations. To maintain approval for Child Care Subsidy, providers must also keep certain records in accordance with Family Assistance Law.

This policy encompasses requirements for National Law and National Regulations and Family Assistance Law. Records that are required for Family Assistance Law must be kept for **seven years** after the date of last attendance/employment/occurrence and are identified in the table below.

PRESCRIBED RECORDS TO BE KEPT BY APPROVED PROVIDER

The Approved Provider, Nominated Supervisor and management will ensure the following records are kept and retained in a safe and secure location at the Family Day Care (FDC) Service Principal office:

Record Description	Retention Required (years)*
Complaints made to the provider, or to any of the services of the provider, relating to compliance with Family Assistance Law	7
Children's attendance records (regardless of eligibility for Child Care Subsidy) (Regulation 158) (to be kept until the end of 3 years after the child's last attendance [Regulation 183] and for Family Assistance Law	7
Record of any absences from care for all children – regardless of eligibility for CCS	7
Statements or documents demonstrating that addition absence days in excess of the initial 42 absence days satisfy requirements	7
Copies of invoices and receipts issued for the payment of childcare fees	7
The identifying number, expiry date and verification of a Working with Children Check (WWCC), current vulnerable people check or criminal history record of coordinators, educators, educator assistants and any adult over 18 years residing in the FDC residence	7
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. These records are also required for Family Assistance Law	7
Copies of all Statements of Entitlement issued and any statements issued to advise that there was a change of entitlement - Child Care Subsidy	7
Written record of any notice given to a state or territory body about a child at risk of abuse or neglect	7

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 the Service	7
Records of background checks for specified personnel who undertake actions related to the administration of CCS	7
Any record relating to the death of a child whilst being educated and cared for by the Service or as a result of an incident whilst being educated and cared for	7
The identifying number and expiry date of a Working with Children Check (WWCC), current vulnerable people check or criminal history record of students and volunteers	3
Child assessments or evaluations for delivery of the educational program (Regulation 74)	3
Evidence about the development of the educational program for school age children is documented (regulation 274A, 289A, 298A, 325B, 345A, 359A, 373A)	3
Medication records (Reg. 92)	3
Children's attendance records (Reg. 159)	3
Child enrolment records (Reg. 160, 161, 162)	3
Educational Leader records (Regulation 118)	3
Register of educators, coordinators and educator assistants (Reg. 153)	3
Record of staff and educators engaged or employed by the Service (Reg. 154)	3
Record of visitors (Reg. 165)	3
Record of volunteers and students (Reg. 149)	3
Record of each nominated supervisor and any person in day-to-day charge of the Service (Reg. 146)	3
Records of the Responsible Person at the Service (Reg. 150 and National Law S.162A)	3
Record of the Service's compliance with the Law (Reg. 167)	3
Record of assessments of Family Day Care residence or approved venues (including risk assessment) (Reg. 116)	3
PRODA RA Number <i>(for specified personnel- people managing or employed in child care in roles regarding the approval and operation of a service and permitted to undertake actions through the Child Care Subsidy System - Child Care Provider Handbook)</i>	3
Incident, injury, trauma and illness record (Regulation 87)	Until child turns 25
Records identified as relevant to child safety and wellbeing (including child sexual abuse that has or is alleged to have occurred), are: <ul style="list-style-type: none"> o clear, objective and thorough o maintained in an indexed, logical and secure manner o retained and disposed of in a consistent manner. 	45

Additionally, the following information must be readily available at all times:

- Prescribed information clearly visible for families at the entrance of the FDC office and FDC residence or venue (Reg. 173A) *(Further details below)*
- Evidence of Compliance and Quality history for a minimum period of 2 years must be displayed at the entrance of the FDC office and FDC residence/venue
- Evidence of the current prescribed insurance for a family day care residence or venue (Reg. 180)
Current policy of insurance for public liability with a minimum cover of \$10 000 000 (Reg. 29)

- Evidence and records of the Service Quality Improvement Plan (QIP), the QIP must be prepared within 3 months of the service opening. The QIP must be reviewed and revised at least annually or when requested by the regulatory authority. The QIP must be submitted to the regulatory authority upon request (Reg. 31, 55, 56)
- A copy of the Education and Care National Law and Regulations must be available and accessible at the service at all times for use by the Nominated Supervisor, staff members, volunteers, parents and any person seeking to make use of the Service

[Note: this is a recommendation in response to the Royal Commission into Institutional Responses to Child Sexual Abuse.]

PRESCRIBED RECORDS TO BE KEPT BY THE FDC EDUCATOR

The following documents and records must be kept by the NVFDC educator in accordance with (Reg. 178). NVFDC educators must provide these documents and records to the Approved Provider upon resignation. The NVFDC educator must ensure documents and records related listed below are made available to a parent of a child upon request.

- Child assessments or evaluations for delivery of the educational program (Reg. 74) (to be kept for 3 years after the child's last day of attendance [Reg. 183])
- Evidence about the development of the educational program for school age children is documented (regulation 274A, 289A, 298A, 325B, 345A, 359A, 373A)
- An incident, injury, trauma and illness record (Reg. 87) (to be kept until child is 25 years [Reg. 183]) (*Further details below*)
- Medication records (Reg. 92) (Keep until the end of 3 years after the child's last attendance [Reg. 183]) (*Further details below*)
- Children's attendance records (Reg. 159) to be kept until the end of 3 years after the child's last attendance [Reg. 183]
- Child enrolment records (Reg. 160, 161, 162) (to be kept until the end of 3 years after the child's last attendance [Reg. 183]) (*Further details below*)
- Record of visitors (Reg. 165).

RECORDS TO BE KEPT IN RELATION TO THE NOMINATED SUPERVISOR: (Reg: 146 and Law. S. 162A)

- Full name, address and date of birth
- Evidence of any relevant qualifications held by the Nominated Supervisor

- If applicable, evidence that the Nominated Supervisor is actively working towards a qualification
 - if this is the case, the following must be recorded:
 - Proof of enrolment
 - Documentary evidence that the Nominated Supervisor has commenced the course, is making satisfactory progress towards the completion of the course, is meeting the requirements of maintaining the enrolment.
 - For Nominated Supervisors 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 have as completed the units of study that equate to an approved Certificate III level education and care qualification determined by ACECQA.
- Evidence of any approved training (including first aid training, emergency asthma management training, emergency anaphylaxis management training and Child Protection) completed by the Nominated Supervisor and Coordinators
- The identifying number and expiry date of a Working with Children Check (WWCC), and Australian National Police Check
- The date the check, card, record or registration was and the date this was verified and by whom
- PRODA RA Number
- Evidence of the nominators written consent to the nomination
- Evidence of Child Protection Training.

RECORDS TO KEPT IN RELATION TO THE REGISTER OF FDC EDUCATORS, COORDINATORS AND EDUCATOR ASSISTANTS (Reg: 153)

Information held on the register must be kept until the end of 3 years after the date on which the FDC educator, coordinator or educator assistant ceased to be employed or engaged by or registered with the Service.

For the role of a NVFDC educator, the register must include:

- Educator's full name, address and date of birth
- Contact details of the educator – postal address, phone number, email
- The address of the residence or approved venue where the educator will be providing education and care to children as part of the Service, including a statement as to whether it is a residence or a venue

- Date that the educator was engaged by or registered with NVFDC
- Date that the educator ceased to be engaged by or registered with NVFDC (if applicable)
- Days and hours when the educator will usually be providing education and care to children as part of NVFDC
- Evidence of any relevant qualifications held by the NVFDC educator (educators must hold certificate III level or higher qualification)
- Evidence that the educator:
 - Holds a current approved first aid qualification
 - Has completed current approved anaphylaxis management training and
 - Has completed current approved emergency asthma management training
- Evidence of any other training completed by the educator.
- Identifying number and expiry date of a Working with Children Check (WWCC), and Australian National Police Check (or Teacher registration identification number if applicable)
 - Date the WWC check, card, record or registration was and the date this was verified and by whom
- PRODA RA Number
- for each child who is educated and cared for at NVFDC Services
 - Child's name and date of birth
 - Days and hours that the educator usually provides education and care to that child
- If applicable, a record of an approval granted in relation to the educator that includes the following information.
 - Nature of the exceptional circumstances described in Reg. 124(6)
 - Date on which the approval was granted
 - Name of the person who granted the approval
 - For each child educated and cared for by the educator as part of the approval, the child's name and date of birth
 - The period during which the educator is approved to educate and care for more than 7 children, or more than 4 children who are preschool age or under, at any one time, in exceptional circumstances
- Full names and dates of birth of all persons aged 18 years and over who normally reside at the NVFDC residence
- Full names and dates of birth of all children under 18 years of age who normally reside at the NVFDC residence

- Identifying number and expiry date of a Working with Children Check (WWCC) for persons who normally reside at the FDC residence
 - Date the WWC check, card, record or registration was and the date this was verified and by whom
- Evidence that the educator is adequately monitored and supervised by a NVFDC Coordinator including:
 - Dates and times of any visits by the coordinator
 - Dates and times of any telephone calls between the educator and coordinator
 - Details of any correspondence or written materials provided to the educator by the coordinator

For the role of coordinator, the register must include:

- Full name, address and date of birth of the coordinator
- Contact details of the coordinator
- Date that the coordinator was employed or engaged by the Service
- Date that the coordinator ceased to be employed or engaged by the Service
- If the coordinator is an Approved Provider, the number approval number and date granted
- Evidence of any relevant qualifications held by the coordinator
- Evidence of current Child Protection Training
- If the coordinator is providing education and care to children, evidence that the coordinator
 - Holds a current approved first aid qualification
 - Has completed current approved anaphylaxis management training and
 - Has completed current approved emergency asthma management training
- Evidence of any other training completed by the coordinator
- Identifying number and expiry date of a Working with Children Check (WWCC), current vulnerable people check or criminal history record (or Teacher registration identification number, if applicable)
 - Date the check, card, record or registration was and the date this was verified and by whom.

For the role of educator assistant, the register must include:

- Full name, address and date of birth of the educator assistant
- Contact details of the educator assistant
- Name of the NVFDC educator to be assisted
- Address of the residence or approved NVFDC residence or venue

- Date that the educator assistant was engaged or registered with the Service
- Date that the educator assistant ceased to be engaged or registered with the Service
- Evidence of any relevant qualifications held by the educator assistant
- Evidence that the educator assistant
 - Holds a current approved first aid qualification
 - Has completed current approved anaphylaxis management training and
 - Has completed current approved emergency asthma management training
- Identifying number and expiry date of a Working with Children Check (WWCC) and criminal history record and the date these were verified and by whom.

RECORDS TO BE KEPT IN RELATION TO STAFF ENGAGED OR EMPLOYED BY THE FDC (Reg: 154)

The Approved Provider must keep a record of:

- Name of the person currently designated as the educational leader (in accordance with Reg. 118)
- Formal acceptance and appointment of the staff member into the educational leader position
- In relation to a Nominated Supervisor - the information set out in Reg. 146
- In relation to each other staff member of the NVFDC service, the information set out in Reg. 147 and,
- In relation to volunteers and students, the information set out in Reg. 149.

RECORDS TO BE KEPT IN RELATION TO STUDENTS AND VOLUNTEERS: (Reg: 149)

- Full name, address and date of birth of each student or volunteer
- Management must also keep a record for each day on which the student or volunteer participates in the NVFDC Service, the date and hours of participation
- Identifying number and expiry date of the Working with Children Check (WWCC) and the date this was verified and by whom

RECORDS TO BE KEPT IN RELATION TO VISITORS: (Reg: 165)

NVFDC Educators must keep a record of all visitors to the NVFDC residence or approved venue while children are being educated and cared for. the record must include:

- Full name of each visitor
- Time of arrival and departure

- Signature of the visitor.

RECORDS TO BE KEPT IN RELATION TO CHILD ENROLMENT (Reg. 160)

The Approved Provider and the NVFDC educator must keep an enrolment record that includes information set out in sub regulation (3) for each child educated and cared for by the educator. An enrolment record must include the following information:

- Full name, date of birth and address of the child as it appears on their birth certificate, passport, identifying papers
- Full 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 authorised to authorise the education and care service to transport the child or arrange transportation for the child
- 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
- 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
- Gender of the child
- Language used in the child's home
- Cultural background of the child and 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

- Transportation of the child by any ambulance service
- Authorisation to take the child on regular outings [Reg. 102]
- Authorisation for regular transportation of the child (if relevant) [Reg. 102D (4)]
- Authorisation signed by the parent or carer for the Service to take images or video of their child and use for educational or documentation purposes, social media or promotional use.

HEALTH INFORMATION TO BE KEPT IN ENROLMENT RECORD: (Reg: 162)

- Name, address and telephone number or the child's registered medical practitioner or medical service
- 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, including details of any medical management plan; an anaphylaxis medical management plan; a risk minimisation plan
- Details of any dietary restrictions for the child
- Immunisation status of the child
- A notation that states that a staff member or Approved Provider has sighted a child's health record
- If applicable, an immunisation certificate or exemption

RECORDS TO BE KEPT IN RELATION TO ENROLLED CHILDREN: (Reg: 74)

- Documentation relating to child assessments or evaluations for delivery of the education program, including:
 - Assessments of the child's developmental needs, interests, experiences and participation in the education program
 - Assessments of the child's progress against the outcomes of the educational program
- For each child over preschool age, educated and cared for by the NVFDC educator further evidence is required as follows:
 - Evidence of the development of the program for children over preschool age

RECORDS TO BE KEPT IN RELATION TO INCIDENT, INJURY, TRAUMA AND ILLNESS: (Reg: 87)

NVFDC educators must keep an incident, injury, trauma and illness record in accordance with this regulation. The Approved Provider must keep a copy of all records at the principal office.

Details of any incident in relation to a child or injury received by a child or trauma to which a child has been subject while being educated and cared for by the FDC educator. The following must be included:

- Name and age of the child including date of birth
- Gender
- Circumstances leading to the incident, injury or trauma
- 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 cared for by the NVFDC educator. The following must be included:

- Name and age of the child including date of birth
- Gender
- Relevant circumstances surrounding the child becoming ill and any apparent symptoms
- Temperature record and time temperature was taken
- Time and date of the apparent onset of the illness
- Date child was last at the service

Details of the action taken by the NVFDC educator in relation to any incident, injury, trauma or illness which a child has suffered while being educated and cared for by the NVFDC educator. 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
- 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 while being educated and cared for by the NVFDC educator and the time and date of the notification and notification attempts, including the name and signature of the person who provided or attempted to provide the notification
- Name and signature of the person making an entry in the record and the time and date that the entry was made
- Signature and date parent/guardian acknowledged the record

This record must be recorded as soon as is practicable, but not later than 24 hours after the incident, injury, trauma or onset of illness occurred

- Records must show that a serious incident is entered into the [NQA IT System](#)

RECORDS TO BE KEPT IN RELATION TO MEDICATION: (Reg: 92, 95)

It is a legal requirement that FDC educators keep medication records that include details set out in National Regulation 92(3) for each child being educated and cared for and for whom medication is to be administered.

- Name of the child
- Authorisation to administer medication (including self-administration is applicable) signed by a parent or a person named in the child's enrolment record as authorised to consent to administration of medication (self-administration of medication applies to children over pre-school age only)
- Name of the medication to be administered
- Time and date the medication was last administered
- Time and date or the circumstance under which the medication should be next administered
- Dosage of the medication to be administered
- Manner in which the medication is to be administered
- If the medication is administered to the child:
 - Dosage that was administered.
 - Manner in which the medication was administered.
 - 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.

RECORDS TO BE KEPT IN RELATION TO CHILDREN'S ATTENDANCE (Reg: 159)

NVFDC educators must keep a record of attendance that records:

- Full name of each child being educated and cared for at the NVFDC residence or approved venue
- Date and time each child arrives and departs the Service
- Signature of:
 - The person who delivers the child to the NVFDC residence or venue or collects the child from the residence or venue
 - The Nominated Supervisor or educator if the signature of the person who delivers or collects the child cannot be reasonably obtained

RECORDS TO BE KEPT IN RELATION TO THE FAMILY DAY CARE SERVICE'S COMPLIANCE WITH THE LAW (Reg: 167)

- Details of any amendments of the Service Approval made by the Regulatory Authority including:
 - Reason stated by the Regulatory Authority for the amendment
 - Date on which the amendment took, or takes, effect
 - Date (if any) that the amendment ceases to have effect
- Details of any suspension of the service (other than a voluntary suspension) including:
 - Reason stated by the Regulatory Authority for the suspension
 - Date on which the suspension took, or takes, effect
 - Date that the suspension ends
- Details of any compliance direction or compliance notice issued to the Approved Provider in respect of the Service, including:
 - Reason stated by the Regulatory Authority for issuing the direction or notice.
 - Steps specified in the direction or notice
 - Date by which the steps specified must be taken
 - Information must not include any information that identifies any person other than the Approved Provider.
- 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. Accordingly, 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.
- Record of compliance referred to above must be available for access on request by any person.

EVIDENCE OF PRESCRIBED INSURANCE: (Reg: 180)

NVFDC educators must keep evidence of their current public liability insurance at the NVFDC residence or venue and make the evidence available for inspection by the Regulatory Authority or an authorised officer under the Law.

STORAGE OF RECORDS: (Reg: 183, 184)

Records made by NVFDC will be stored in a safe and secure location for the relevant time periods as set out above and only made accessible to relevant individuals.

Records related to an incident, illness, injury or trauma must be kept until the child is aged 25 years. If the record relates to the death of a child while being educated and cared for by the Service or as a result of an incident while being educated and cared for by the Service, the records must be kept for 7 years after the death.

In the case of any other record relating to a child enrolled at the education and care service, until 3 years after the last date on which the child was educated and cared for by the Service.

All records required to maintain approval as listed in *Child Care Providers Handbook*, must be kept for seven years. Written records include records that are made and stored electronically, as long as they are stored safely and any changes, apart from incidental changes related to their storage and display, are also recorded. (p. 56).

If a service is transferred under the law, documents relating to a child must not be transferred without the express consent of the child's parents.

CONFIDENTIALITY OF RECORDS (Reg: 177(4A), 181 and 182)

The Approved Provider, Nominated Supervisor, Coordinators, Educators, and educator assistants 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 (Reg. 177(4C)).

NVFDC will ensure the following documents are available upon request by parents (unless restricted by a court order):

- Education program documents including child assessments or evaluations
- Incident, injury, trauma and illness records
- Attendance records
- Enrolment records

If the above documents contain personal information of any of the following persons, including home address, email address, phone number, date of birth, medical records, bank account details and tax file number, written consent MUST be obtained before the information is disclosed:

- A parent of a child enrolled at the service, other than the person requesting the documentation
- A person required to be notified of an emergency if a parent cannot be contacted
- An authorised nominee of a child
- A person authorised to consent to medical treatment or the administration of medication to a child
- A person authorised to authorise an educator to take a child outside the service premises
- A person authorised to authorise the service to transport a child or arrange transportation of a child.

PRESCRIBED INFORMATION TO BE DISPLAYED (Reg: 173A)

Details of the following information must be displayed at the main entrance of the NVFDC Principal Office, NVFDC residences and approved venues:

- In relation to the provider approval:
 - Name of the Approved Provider
 - Provider approval number
 - Any conditions on the provider approval
- In relation to the service approval:
 - Name of the education and care service
 - Service approval number
 - Any conditions on the service approval
- Name of each Nominated Supervisor
- In relation to the rating of the service:
 - Current rating levels for each quality area stated in the National Quality Standard, and
 - The overall rating of the Service including if the rating is suspended or revoked
- In relation to any service waivers or temporary waivers held by the service, the details of the waivers including:
 - Elements of the NQS and the regulations that have been waived, and
 - Duration of the waiver, and
 - Whether the waiver is a service waiver or a temporary waiver.

- NVFDC Service’s quality and compliance history (minimum 2 years history to be displayed)
- Hours and days of operation of the NVFDC Principal Office/Coordination Unit
- Name and telephone number of the person at the education and care service to whom complaints may be addressed
- Name and position of the Responsible Person in charge of the service at any given time
- Name of the Educational Leader at the Service
- Contact details of the Regulatory Authority

Details to be displayed at the NVFDC residence or approved venue

- Hours and operation of the FDC residence or approved venue
- For FDC residence: - diagram of the area or areas within the residence that are assessed, as part of an assessment conducted in accordance with Reg. 116, to be suitable for education and care provided to children
 - The diagram should include the existence of any water hazards, swimming pools or water features at or near the residence or venue
- For FDC approved venue; a diagram of the venue
- If applicable
 - A notice at the NVFDC approved residence or venue stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled at the NVFDC approved venue and attends the NVFDC residence or venue
 - A notice stating that there has been an occurrence of an infectious disease at the NVFDC approved residence or venue.

THE FDC EDUCATOR MUST ALSO DISPLAY:

- Information relating to the educational program (Reg. 75)
- Weekly menu, if applicable (Reg. 80)
- Emergency and evacuation floor plans and instructions (Reg. 97 (4))
- Certificate issued by the regulatory authority displaying the current rating levels of the National Quality Standards and the overall rating of the service. If applicable display the certificate stating the highest rating level (i.e. excellent rating). (Reg. 173 (3))
- NVFDC Service’s quality and compliance history (minimum 2 years history to be displayed)

ADDITIONAL RECORDS TO BE KEPT FOR FAMILY ASSISTANCE LAW: (if applicable)

The Approved Provider and NVFDC educators will ensure all required records are maintained and kept as outlined within the Childcare Provider Handbook (page 55).

- 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.
- Documentation relating to an Additional Child Care Subsidy (ACCS) claim
- Records will be kept documenting care provided to children who are relatives of the NVFDC educator, including a log to ensure care provided to children of a relative is less than 50% of children cared for across the fortnight
- A *Register of Care* record documenting care provided for another FDC educator’s child will be kept as required including details as outlined within the CCS Provider Handbook.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Record Keeping and Retention Policy* will be evaluated and reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

SOURCES

Australian Children’s Education & Care Quality Authority. (2023). FDC Guidance NQF Review 2019. [Record Keeping in Family Day Care](#)

Australian Children’s Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)

Australian Children’s Education & Care Quality Authority. (2023). [Protection of Personal Information](#).

Australian Children’s Education & Care Quality Authority. (2025). [Best Practice Record Keeping: Supporting Child Protection](#)

Australian Government Department of Education [Child Care Provider Handbook](#) (September 2025)

Australian Government Department of the Officer of the Privacy Commissioner: www.privacy.gov.au

Australian Legal Information Institute: www.austlii.edu.au

Australian Taxation Office: www.ato.gov.au

Child Care Subsidy Secretary’s Rules 2017.

[Children \(Education and Care Services\) National Law \(NSW\)](#)

[Education and Care Services National Law Act 2010](#).

[Education and Care Services National Regulations](#). (Amended 2025)

[NSW Office of the Children’s Guardian](#)

Privacy Act 1988.

REVIEW

POLICY REVIEWED BY	Tella Markham	Nominated Supervisor	Draft – 29/12/2025
POLICY REVIEWED	JANUARY 2026	NEXT REVIEW DATE	JANUARY 2027

VERSION	V26.1	
MODIFICATIONS	<ul style="list-style-type: none"> • annual policy review • minor edits – rearranged sections for continuity • addition of authorisations for images and video of children to be kept in enrolment record • sources updated as required 	
POLICY REVIEWED	PREVIOUS MODIFICATION	NEXT REVIEW DATE
DECEMBER 2024	<ul style="list-style-type: none"> • annual policy maintenance • minor edits within policy- consistency of Regulation to Reg. • sources checked for currency 	DECEMBER 2025