



## 5.2 Attendance Records Policy

<b>Policy number:</b> 5.2
<b>Date last reviewed:</b> August 2023
<b>Reviewed by:</b> Child Care Team

This policy relates to	
Child Care Provider Handbook	
National Quality Standards Early Childhood Education & Care	
Family Assistance Law	

### Purpose

Residency requirements for the parent (individual/claimant) To receive Child Care Subsidy, the claimant or their partner must be Australian residents as defined under the Social Security Act 1991, or be eligible non-residents. Information for families For more information about the immunisation and residency requirements for Child Care Subsidy, a family should contact Centrelink ([www.humanservices.gov.au](http://www.humanservices.gov.au)).

### Policy

“All services must maintain records of attendance for each child for whom education and care is provided. Accurate records of attendance, such as sign-in sheets, are required to confirm that a child for whom child care payments are made actually attended the service or home where the care was provided, for the hours or sessions of care stated, or was absent from care that would have otherwise been provided on that day.”

### Sessions of care

A ‘session of care’ is the minimum period of time that a provider charges a fee for providing child care. Sessions of care should be flexible enough to cater to the needs of families. A session of care can be any length of time up to 12 hours, but cannot exceed 12 hours. Where care exceeds 12 hours, this must be submitted as two or more sessions of care. A session of care cannot generally be reported during a time when the service is not open and available to provide child care (except where the service is closed due to a public holiday or local emergency). Session reports must be submitted within 14 days after the end of the week when care was provided.

A session report must:

- contain at least one session of care for a week, recorded as either attendance or an absence
- only include sessions of care for which an individual incurred a genuine fee liability. From 14 January 2019 (the first full Child Care Subsidy fortnight in 2019) session reports are required to record actual attendance in and out times (except for absences). Those providers already using an electronic solution for sign-in sign-out purposes should commence providing this information in session reports from July 2018.

The custodial parent (including guardian or authorised person) must record and sign/initial the times of arrival and departure times of their children attending care. The educator must ensure these entries are signed or initialled by the custodial parent at the time of arrival and departure on each day of care. This ensures parents share responsibility for the record of the hours the service reports as child care usage creates transparency for parents and staff and can help keep compliance visits, which involve the inspection of records, as brief as possible.

Educators cannot complete or sign attendance records on behalf of parents, except in the case of outside school hours situations, where a child leaves or is escorted from the service in the morning to attend school or comes to the service in the afternoon after school. In these circumstances, the educator may sign the children into or out of the service or home. It is best practice (CCMS Child Care Handbook 'signing arrangements pg. 42) that the parent/guardian counter-sign this record.

The attendance record book should be easily accessible to parents. Procedures should be in place to ensure confidentiality of any personal information.

The service and educator are responsible for maintaining all required records of attendance accurately and clearly. Failing to do so is a breach of family assistance legislation and it may lead to penalties for your service.

### **Submitting attendance records to the service**

The attendance record should reach the office by midnight Sunday following the end of the week, and be checked, saved and submitted through HubWorks. Emailed copies of attendance records are seen to be originals. To submit attendance records they must be emailed to the service and must be clear and show each page in its entirety.

- Emailed attendance records must be sent to [attendances@beaucare.org.au](mailto:attendances@beaucare.org.au). This email should include outline of any changes to children's usual schedules or errors made during HubWorks submitting process.

Any attendance records not signed by parents will not be submitted. If the educator has the parent sign the attendance record and re-sends to the service, it can be submitted the following week.

Educators are required to retain the original paper copies of attendance records for three (3) years after the date the record was made, even if the service closes or is sold.

Educators are responsible for ensuring:

- Attendance records will be processed on the Monday (except on a public holiday) following the end of the week and attendance details forwarded to CCS. This information is then used to process the record and calculate the Child Care Subsidy. This information is passed to DETE to allow Child Care Subsidy payments to be made to the service, generally on the Wednesday. Where there is a public holiday, deposits may be delayed. Subsidy payments are forwarded to educator's nominated financial institution, usually within 24 hours. A weekly Educator Statement of Child Care Subsidies payment will be forwarded to the

educator. Educators are requested to check the number of hours recorded and absences for accuracy and advise the service if any adjustments are required.

- If parents have any queries regarding the amount of subsidies paid, the educator is advised to check their statement to ensure the correct number of hours has been recorded. If this is not correct, the educator is advised to contact the service to make an adjustment. If the correct attendance has been reported to CCS and the parent queries the amount of Child Care Subsidies, the parent should be encouraged to contact the Family Assistance Office.
- Families will be sent an automatic statement weekly showing their fees and subsidies including absences.

Attendance records are a legal document. It is a CCS requirement for Beaucare to have accurate, complete records. Due to this, in the event that an educator finishes with the service they are required to resolve any unsigned attendance records to allow final payment and cancellation of their registration to occur.

### Process for Completing Attendance Records

- Educator – Name to be included.
- Week Ending – The date is the Sunday of each week.
- Tick the Type of Service – (If in home child care).
- Child's Surname, Given Name – to be inserted by educator (in home care – parent's surname only needs to be inserted if different to child's surname).
- In/Out – Time and Initials – The parent fills this section in for Family Day Care with the exact time the child is delivered and collected from care.

If an educator collects the child from school, the start time would be completed and initialled by the educator on behalf of the parent. Where a child is in care before school or after school, the boxes may be divided diagonally to allow both sets of times to be entered. Attendance records should show the booked hours typed in then have the parent writing exact times and signature. HubWorks sign in sheets allow for customisation for 2 in/out sessions to be printed for each child.

- Absences – If a child is absent from care, the educator notes an 'A' in the time column when the absence is reported to them. Parents are required to initial against each day of the absence.
- Standard Hours – Indicates the total hours to be charged between 7am and 5pm Monday to Friday rounded to the closest 15 minutes calculated each day. It is the educator's choice to claim by hours or 15 minute blocks.
- Non-standard Hours – Indicates the total hours to be charged before 7am or after 5pm Monday to Friday or any time on Saturday or Sunday rounded to the closest 15 minutes each day. It is the educator's choice to claim by hours or 15 minute blocks.



Daily rate must be charged at the same hourly rate across all hours.

Educators that have minimum booked hours must charge at the standard hourly rate unless the parent requires **actual** non-standard hours.

**Relevant Legislation**

Education and Care Services National Law Act 2010

Education and Care Services National Regulations 2011

CCS Child Care Provider Handbook

<https://www.education.gov.au/child-care-provider-handbook-0>

**Key Resource**

Australian Government Department of Education and Training: *Child Care Service Handbook*

<https://www.education.gov.au/child-care-service-handbook>

**Related Policies**

[Appendix F QIP and Compliance](#)