

FAMILY DAY CARE AUSTRALIA

CHECKPOINT SERIES

NOTIFYING THE REGULATORY AUTHORITY

There are particular circumstances that can occur within an educator's service that must be reported by the approved provider to the Regulatory Authority within a prescribed timeframe.¹

Key Points

- Each service is required to have administrative systems enabling the effective management of service changes, serious incidents and complaints.²
- The National Law and National Regulations outline a range of circumstances where services are required to inform their Regulatory Authority.

Circumstances concerning educators where services are required to notify within 24 hours of the incident or awareness of the incident include:

- The death of a child while attending a service or after an incident at a service (to be notified in writing as soon as practicable within 24 hours);
- Incidents involving injury, trauma or illness where medical attention was or should have been sought;
- Situations where emergency services including ambulance, fire brigade, police or state emergency services were required or should have been called;
- Circumstances where a child appears to be missing;
- The removal of a child from the service in circumstances contrary to the regulations;
- Situations where a child has been locked in or out of any part of the service;
- Complaints received about situations that compromise the health and safety of children within the service;

- Any incident where the approved provider reasonably believes that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by the service;
- Complaints received concerning a breach of the law;
- An incident requiring the closure or reduction in the number of children attending the service. For example the results of a flood or fire where repairs are required; and
- In the case of any other serious incident.

It is important that educators understand and act on their notification obligations under the National Law. Talk to your approved provider and refer to the information on the ACECQA website.

Checkpoint Questions

- Are you familiar with your service's policies and procedures?
- Are you aware of situations that may occur within your service that require your service to notify the Regulatory Authority?
- Are you familiar with the service processes you need to follow when these circumstances arise?

Useful Resources

[Summary of required notifications](#)

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Please note that the information in this Fact Sheet represents general guidance only to encourage critical reflection on your practice. If the content raises any concerns for you, please check with your Coordinator or Service.

¹ National Law Section 173-175, ² National Quality Standard Element 7.1.2