

NOTIFICATION AND REPORTING GUIDE

Approved providers are required to ensure all notification and reporting requirements are met regarding the National Quality Framework, Family Assistance Law and other legislation. Notifications must be made to the Department of Education or regulatory authority, in writing, within the specified timeframes as outlined below, in conjunction with the *CCS Notification Policy* and *Governance Policy*.

The ACECQA [National Decision Tree](#) assists approved providers, nominated supervisors and educators identify when and how to notify the regulatory authority. This interactive tool provides clear guidance on required notifications, detailing specific incidents or events that mandate notification and the timeframes within which they must be reported. The National Decision Tree aims to streamline compliance, ensuring that all necessary regulatory requirements are met promptly and accurately.

This feature can be valuable for Services looking to maintain compliance and simplify the decision-making process related to incident reporting.

INFORMATION TO INCLUDE IN A NOTIFICATION OF AN INCIDENT

- The approved provider and Service approval ID number (if the service has more than one location/centre, ensure the service ID number corresponds with the Service where the incident occurred)
- The full names of all people who were involved (e.g., staff, parents and children)
- Contact details of the person making the notification, if available
- A clear description of the notification
- Information about any internal investigation intended to be undertaken or already in progress
- Supporting documents e.g., a copy of the notification/complaint if made by letter or email
- A clear description what happened, including any reasons if they are known e.g., a child slipped over because there was water on the floor from a water play activity
- The outcome of the incident e.g., injuries
- Details of any first aid or other medical treatment, and the outcome of that treatment
- The time, date and location of the incident
- Information about supervision and educator-to-child ratios at the time of the incident
- Whether notifications have been made to parents/families/carers

- Whether notifications have been made to other government agencies e.g., NSW Department of Family and Community Services or the NSW Ombudsman. Include a reference number if available.
- Information about any internal investigation intended to be undertaken or already in progress
- Supporting documentation such as an incident report, photographs of an injury or location or a medical report
- Risk mitigation measures that are/will be taken by the service to prevent a similar incident happening again, or what methods are already in place to prevent this

CHANGE OF INFORMATION REGARDING THE APPROVED PROVIDER DETAILS			
REGULATION OR NATIONAL LAW	MATTERS TO BE NOTIFIED	WHO NEEDS TO NOTIFY	TIMEFRAME FOR NOTIFICATION
Section 39(2)	Death of approved provider	Nominated supervisor or person in day-to-day control	Within 7 days of the death
Section 173(1)(a)	Notice of change in name of approved provider	Approved provider	Within 14 days
Section 173(1)(b)	Notice of any appointment or removal of a person with management or control of service	Approved provider	Within 14 days
Section 174(1)(a)	Any change relevant to approved provider’s fitness and propriety	Approved provider	Within 7 days
Section 174(1)(b) Regulation 175(1)(a)	Change to address, principal office or contact details of approved provider	Approved provider	Within 7 days
Section 174(1)(b) Regulation 175(1)(b)	The appointment of receivers or liquidators or administrators to the approved provider or any other matters that affect the financial viability and ongoing operation of the education and care service	Approved provider	Within 24 hours
Section 306(5)	If an approved provider is a trust, the trust must notify the identity of the trustee	The trust	Within 30 days after the scheme commencement day

Section 38(1)	Surrender of provider approval	Approved provider	No specified timeframe
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CHANGE OF INFORMATION REGARDING THE EDUCATION AND CARE SERVICE DETAILS			
REGULATION OR NATIONAL LAW	MATTERS TO BE NOTIFIED	WHO NEEDS TO NOTIFY	TIMEFRAME FOR NOTIFICATION
Section 173(1)(c)	A failure to commence operating within 6 months (or within the time agreed with the regulatory authority) of being granted a service approval	Approved provider	Within 14 days
Section 173(2)(a) Regulation 174(1)	Suspension or cancellation of a working with children card or teacher registration of a nominated supervisor, or disciplinary proceedings of a nominated supervisor under an education law	Approved provider	Within 14 days
Section 174(2)(c) Regulation 175(2)(a)	Any change to the hours and days of operation of the service	Approved provider	Within 7 days
Section 56(1) Regulation 35	Adding nominated supervisor(s)	Approved provider	At least 7 days prior to commencement (or as soon as practicable but no more than 14 days after commencement)
Section 56A	Change of a nominated supervisor's name or contact details	Approved provider	No specified timeframe
Section 173(2)(b)	A nominated supervisor is no longer employed at the service, is removed from the role or withdraws consent to the nomination	Approved provider	Within 7 days
Section 173(2)(c)	Any proposed change to the premises (other than a family day care residence)	Approved provider	Within 7 days

Section 59 Regulations 36 & 37	Intention to transfer service approval	Transferring approved provider and receiving approved provider	At least 60 days before transfer (except WA services which is at least 42 days before the transfer)
Section 59A	Delay to transfer of service approval	Transferring approved provider and receiving approved provider	As soon as practicable (not yet a requirement in WA)
Section 68	Confirmation of transfer taking effect, specifying the date of transfer	Transferring approved provider and receiving approved provider	Within 2 days after transfer
Section 173(2)(d)	Ceasing to operate the education and care service	Approved provider	Within 7 days
Section 86(1)	Surrender of service approval	Approved provider	No specified timeframe
Section 174(2)(c) Regulation 175(2)(ab)	Any change to the ages of children being educated or cared for by a centre-based service	Approved provider	Within 7 days
Section 174(2)(c) Regulation 175(2)(ac)	Any change to the nature of education and care offered by a centre-based service	Approved provider	Within 7 days
Regulation 175 (2)(f)	For a centre-based service that starts providing, or arranging for, regular transportation of children—the first time the service provides, or arranges for, the transportation of children;	Approved provider	Within 7 days
Regulation 175 (2)(g)	For a centre-based service that stops providing, or arranging for, regular transportation of children—the final time the service provides, or arranges for, the transportation of children.”	Approved provider	Within 7 days

INFORMATION REGARDING SERIOUS INCIDENTS			
REGULATION OR NATIONAL LAW	MATTERS TO BE NOTIFIED	WHO NEEDS TO NOTIFY	TIMEFRAME FOR NOTIFICATION
Section 174(2)(a) Regulation 12	Serious incident - death of a child	Approved provider	As soon as practicable, but within 24 hours
Section 174(2)(a) Regulation 12	<p>Serious incident</p> <ul style="list-style-type: none"> any incident involving serious illness of a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital any incident involving serious injury or trauma to a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital, or a reasonable person would consider that the child would require urgent attention from a registered medical practitioner any emergency for which emergency services attended. NOTE: This means an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at an education and care service. It does not mean an incident where emergency services attended as a precaution a child is missing or cannot be accounted for or appears to have been removed from the premises in a manner that contravenes the National Regulations a child is mistakenly locked in or out of the premises or any part of the premises 	Approved provider	Within 24 hours of the incident

INFORMATION REGARDING COMPLAINTS			
REGULATION OR NATIONAL LAW	MATTERS TO BE NOTIFIED	WHO NEEDS TO NOTIFY	TIMEFRAME FOR NOTIFICATION
Section 174(2)(b) Regulation 12	Any complaint alleging that a serious incident has occurred or is occurring at an education and care service, or the National Law has been contravened (refer to Serious Incidents outlined in table above)	Approved provider	Within 24 hours of the complaint

INFORMATION REGARDING PRESCRIBED MATTERS			
REGULATION OR NATIONAL LAW	MATTERS TO BE NOTIFIED	WHO NEEDS TO NOTIFY	TIMEFRAME FOR NOTIFICATION
Section 174(2)(c) Regulation 175(2)(b)	Any incident that requires the approved provider to close, or reduce the number of children attending the service for a period	Approved provider	Within 24 hours of the incident
Section 174(2)(c) Regulation 175(2)(c)	Any circumstance at the service that poses a risk to the health, safety or wellbeing of a child attending the service	Approved provider	Within 7 days
Section 174(2)(c) Regulation 175(2)(d)	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	Approved provider	Within 7 days
Section 174(2)(c) Regulation 175(2)(e)	Allegations 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	Approved provider	Within 7 days
Section 174(2)(c) Regulation 123(5) Regulation 175(2)(ca)	The centre-based service is educating and caring for extra child/ren due to an emergency	Approved provider	Within 24 hours

INFORMATION REGARDING NOTIFICATIONS THAT MUST BE PROVIDED TO PARENTS			
REGULATION OR NATIONAL LAW	MATTERS TO BE NOTIFIED	WHO NEEDS TO NOTIFY	TIMEFRAME FOR NOTIFICATION
Regulation 172	<p>Any changes to policies or procedures required under regulation 168 that will significantly impact:</p> <ul style="list-style-type: none"> - the provision or education and care at the Service - the families ability to use the Service <p>Parents must be notified of changes to fees, including the way fees are collected</p>	Approved provider	At least 14 days prior unless this time period would pose a risk to the health to the safety, health or wellbeing of a child, in which case as soon as practicable after making the change
Section 37(3)	Voluntary suspension of provider approval; parents must be notified by the approved provider	Approved provider	At least 14 days prior to application for suspension
Section 38(3)	Surrender of provider approval; parents must be notified by the approved provider	Approved provider	At least 14 days before the surrender is intended to take effect
Section 85	Voluntary suspension of service approval: approved provider must notify the parents of children enrolled at the service and any associated children’s services	Approved provider	At least 14 days before making application for voluntarily suspension
Section 86	Surrender of service approval: approved provider must notify the parents of children enrolled at the service and any associated children’s service	Approved provider	At least 14 days before surrender is intended to take effect
Section 69	Transfer of Service approval; parents must be notified of the transfer	Receiving approved provider	At least 7 days before transfer, except in WA, which is at least 2 days before the transfer

Regulation 86	Any incident, injury, trauma or illness the child is involved in while at the Service	Approved provider	As soon as practicable, but no more than 24 hours
Regulation 88	Notification of an occurrence of an infectious disease	Approved provider	As soon as practicable
Regulation 93	Where medication has been administered during an emergency; written notice must be provided following verbal authorisation by the parent, emergency nominee or these people cannot be contacted a medical practitioner or emergency service	Approved provider	As soon as practicable
Regulation 94	Medication that has been administered in case of an anaphylaxis or asthma emergency	Approved provider/nominated supervisor/educator	As soon as practical

INFORMATION REGARDING CHILD CARE SUBSIDY MATTERS			
FAMILY ASSISTANCE LAW SECTION 55 of the Child Care Subsidy Minister's Rules 2017	MATTERS TO BE NOTIFIED	WHO NEEDS TO NOTIFY	TIMEFRAME FOR NOTIFICATION
Item 1	Any changes to fee information; including changes to the total fee charged before CCS, other rebates or discounts are applied	Approved provider	Within 14 days of <ul style="list-style-type: none"> receiving CCS approval (or opening the service if that occurs at a later date) changing fees twice a year – after the end of the financial year and calendar year,

			including reporting no change in fees.
Item 2	Any change to operating hours; including changes to operating hours and days	Approved provider	Within 14 days of <ul style="list-style-type: none"> • The commencement of the service • Notice of approval of the service • Any change
Item 3	Anticipated vacancy information for each day of the following week	Approved provider	By 8.00pm (AEST) each Friday
Item 4 Section 204A - a New Tax System (Family Assistance) (Administration) Act 1999	Ceasing to operate an approved childcare service. Notice must be provided 42 days before the service closes or as soon as possible if the circumstances are out of the provider's control.	Approved provider	Within 24 hours after ceasing to operate the service
Item 5	Changes to the physical or postal address of the approved provider	Approved provider	No later than 30 days before the change or as soon as possible if the change was not foreseeable
Item 6	Changes to the physical or postal address of the premises of the approved childcare service	Approved provider	No later than 30 days before the change or as soon as possible if the change was not foreseeable
Item 7	Change of name of the approved provider	Approved provider	Within 14 days of the change
Item 7	Change of name of the approved child care service, including evidence of name change	Approved provider	Within 14 days of the change
Item 8	Change of contact details for the approved childcare service including	Approved provider	Within 14 days of the change

	<ul style="list-style-type: none"> • Email address • Website • Phone number • Fax number 		
Item 9	<p>Information relating to any new persons with management or control (PMC) including</p> <ul style="list-style-type: none"> • The name and contact details • Background checks including WWCC 	Approved provider	Within 7 days after the new person becomes a PMC
Item 9	Change of name or contact detail information regarding any persons with management or control (PMC)	Approved provider	Within 7 days of the approved provider being aware of the change
Item 10	<p>Changes to regarding a specified person’s background checks including</p> <ul style="list-style-type: none"> • Serious convictions or finding of guilt for any of the following offences under a law of Australia or a foreign country <ul style="list-style-type: none"> ○ An indictable offence punishable by a maximum of 2 years imprisonment or 40 penalty units ○ An offence involving violence or a sexual offence ○ An offence involving fraud, stealing or dishonesty • Undischarged bankrupt • If they were a director or secretary of a corporation when the corporation went into administration, receivership or liquidation or at any time during the 12 months beforehand 	Approved provider	Within 7 days after the approved provider receives a record of the check

Item 11	Changes following an event or circumstance which changes the fit and proper status of a persons with management or control	Approved provider	Within 7 days after the approved provider being aware of the event or circumstance
Item 12	If a person with management or control of the service stops having day to day responsibilities of the service, including when and the reason the person stopped having management or control of the service	Approved provider	Within 7 days of the PMC stops having management or control of the service
Item 13	Where the approved provider has an interest in a registered training organisation (RTO) and an educator obtains a childcare qualification from the RTO and <ul style="list-style-type: none"> • It appears the educator has not obtained the qualification on their own merit • The qualification has been obtained in circumstances that might be perceived as demonstrating a conflict of interest 	Approved provider	Within 7 days of the approved provider being aware of the matter
Item 14	Where the approved provider or a person with management or control obtains or is likely to obtain an interest in a business which may affect their ability to comply with Family Assistance Law, where the approval may benefit the business or where a conflict of interest might be reasonably be perceived to exits	Approved provider	Within 7 days of the approved provider being aware of the matter
Item 15	Change of Working with Children Check/Card status; including if a WWCC is amended, suspended or revoked	Approved provider	Within 24 hours of the approved provider being aware of the change of status
Item 16	Details regarding matters where the approved provider enters into administration, receivership, liquidation or bankruptcy,	Approved provider	Within 24 hours of the event
Item 17	Due to unforeseen circumstances the unexpected closure of any of the approved providers approved childcare services	Approved provider	Within 24 hours of the closure

Item 18	A serious conviction or finding of guilt of <ul style="list-style-type: none"> A person with management or control (including a person who becomes responsible for the day-to-day operation of any of the provider’s approved child care services) 	Approved provider	Within 24 hours of the approved provider being aware of the charging, conviction or finding of guilt
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This guide has been adapted from the NSW Department of Education – [Notifications and Reporting](#) 2023; ACECQA [Notification Types and Timeframes](#) and the [Childcare Provider Handbook](#). Services in other States and Territories should modify this guide to reflect their regulatory authority details for notifications and reporting. [Contact your regulatory authority](#).

REVIEW OF GUIDE			
Date guide created	2 June 2025	To be reviewed	2 June 2026
Approved by	Jason Williams	Signature	
Guide reviewed date	Modifications/Changes		