

PURPOSE

This policy will provide guidelines for:

- receiving and dealing with complaints and grievances at South Kingsville Pre School
- procedures to be followed in investigating complaints and grievances.

Note: This policy does not address complaints relating to staff grievances or employment matters. The relevant awards provide information on the management of such issues as well as the service's Staff Grievance Policy.

POLICY STATEMENT

1. VALUES

South Kingsville Pre School is committed to:

- providing an environment of mutual respect and open communication, where the expression of opinions is encouraged
- complying with all legislative and statutory requirements
- dealing with disputes, complaints and complainants with fairness and equity
- establishing mechanisms to promote prompt, efficient and satisfactory resolution of complaints and grievances
- maintaining confidentiality at all times.

2. SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, Certified Supervisor, educators, staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities of South Kingsville Pre School.

3. BACKGROUND AND LEGISLATION

Background

Complaints or grievances may be received from anyone who comes in contact with School including parents/guardians, volunteers, students, members of the local community and other agencies.

In most cases, dealing with complaints and grievances will be the responsibility of the Approved Provider. All complaints and grievances, when lodged, need to be initially assessed to determine whether they are a general or a notifiable complaint (refer to *Definitions*).

When a complaint or grievance has been assessed as 'notifiable', the Approved Provider must notify Department of Education and Early Childhood Development (DEECD) of the complaint or grievance. The Approved Provider will investigate the complaint or grievance and take any actions deemed necessary, in addition to responding to requests from and assisting with any investigation by DEECD.

There may be occasions when the complainant reports the complaint or grievance directly to DEECD. If DEECD then notifies the Approved Provider about a complaint they have received, the Approved Provider will still have responsibility for investigating and dealing with the complaint or grievance as outlined in this policy, in addition to co-operating with any investigation by DEECD.

DEECD will investigate all complaints and grievances it receives about a service, where it is alleged that the health, safety or wellbeing of any child within the service may have been compromised, or that there may have been a contravention of the *Education and Care Services National Law Act 2010* and the *Education and Care Services National Regulations 2011*.

Legislation and standards

Relevant legislation and standards include but are not limited to:

- *Charter of Human Rights and Responsibilities Act 2006 (Vic)*, as amended 2011
- *Children, Youth and Families Act 2005 (Vic)*, as amended 2011
- *Children, Youth and Families Act 2005 (Vic)*, as amended 2012
- *Education and Care Services National Law Act 2010*: Section 174(2)(b)
- *Education and Care Services National Regulations 2011*: Regulations 168(2)(o) and 176(2)(b)
- *Information Privacy Act 2000 (Vic)*, as amended 2011
- *National Quality Standard*, Quality Area 7: Leadership and Service Management
 - Standard 7.3: Administrative systems enable the effective management of a quality service
 - Element 7.3.4: Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner
- *Privacy Act 1988 (Cth)*
- *Privacy Regulations 2013 (Cth)*

4. DEFINITIONS

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the *General Definitions* section of this manual.

Complaint: (In relation to this policy) a complaint is defined as an issue of a minor nature that can be resolved promptly or within 24 hours, and does not require a detailed investigation. Complaints include an expression of displeasure, such as poor service, and any verbal or written complaint directly related to the service (including general and notifiable complaints).

Complaints do not include staff, industrial or employment matters, occupational health and safety matters (unless related to the safety of the children) and issues related to the legal business entity, such as the incorporated association or co-operative.

Complaints and Grievances Register: (In relation to this policy) records information about complaints and grievances received at the service, together with a record of the outcomes. This register must be kept in a secure file, accessible only to educators and Responsible Persons at the service. The register can provide valuable information to the Approved Provider on meeting the needs of children and families at the service.

Dispute resolution procedure: The method used to resolve complaints, disputes or matters of concern through an agreed resolution process.

General complaint: A general complaint may address any aspect of the service e.g. a lost clothing item or the service's fees. Services do not have to inform DEECD, but the complaint must be dealt with as soon as is practicable to avoid escalation of the issue.

Grievance: A grievance is a formal statement of complaint that cannot be addressed immediately and involves matters of a more serious nature e.g. the service is in breach of a policy or the service did not meet the care expectations of a family.

Mediator: A person who mediates, especially one who reconciles differences between disputants.

Mediation: An attempt to bring about a peaceful settlement or compromise between disputants through the objective intervention of a neutral party.

Notifiable complaint: A complaint that alleges a breach of the Act or Regulation, or alleges that the health, safety or wellbeing of a child at the service may have been compromised. Any complaint of this nature must be reported by the Approved Provider to the secretary of DEECD within 24 hours of the complaint being made (Section 174(2)(b), Regulation 176(2)(b)). If the Approved Provider is unsure whether the matter is a notifiable complaint, it is good practice to contact DEECD for confirmation. Written reports to DEECD must include:

- details of the event or incident
- the name of the person who initially made the complaint
- if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
- contact details of a nominated member of the Grievances Subcommittee/investigator
- any other relevant information.

Written notification of complaints must be submitted using the appropriate forms, which can be found on the ACECQA website: www.acecqa.gov.au (see Attachment 3)

South Kingsville Preschool Staff are to notify executive committee members within 24 hours of an incident occurring for further support.

Serious incident: An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the service in contravention of the Regulations or is mistakenly locked in/out of the service premises (Regulation 12). A serious incident should be documented in an *Incident, Injury, Trauma and Illness Record* (sample form available on the ACECQA website) as soon as possible and within 24 hours of the incident. The Regulatory Authority (DEECD) must be notified within 24 hours of a serious incident occurring at the service (Regulation 176(2)(a)). Records are required to be retained for the periods specified in Regulation 183.

5. SOURCES AND RELATED POLICIES

- Sources ACECQA: www.acecqa.gov.au
- Department of Education and Early Childhood Development (DEECD) – Regional Office details are available under 'Contact Us' on the DEECD website: www.education.vic.gov.au
- ELAA *Early Childhood Management Manual*: www.elaa.org.au

The Kindergarten Guide (Department of Education and Early Childhood Development) is available under *early childhood / service providers on the DEECD website*: www.education.vic.gov.au

Service policies

- *Code of Conduct Policy*
- *Incident, Injury, Trauma and Illness Policy*
- *Inclusion and Equity Policy*
- *Interactions with Children Policy*
- *Privacy and Confidentiality Policy*
- *Staffing Policy*

PROCEDURES

The Approved Provider (Committee) is responsible for:

- being familiar with the *Education and Care Services National Law Act 2010* and the *Education and Care Services National Regulations 2011*, service policies and constitution, and complaints and grievances policy and procedures
- identifying, preventing and addressing potential concerns before they become formal complaints/grievances

- ensuring that the name and telephone number of the Responsible Person (refer to *Staffing Policy*) to whom complaints and grievances may be addressed are displayed prominently at the main entrance of the service (Regulation 173(2)(b))
- ensuring that the address and telephone number of the Authorised Officer at the DEECD regional office are displayed prominently at the main entrance of the service (Regulation 173(2)(e))
- advising parents/guardians and any other new members of South Kingsville Pre School of the complaints and grievances policy and procedures upon enrolment
- ensuring that this policy is available for inspection at the service at all times (Regulation 171)
- being aware of, and committed to, the principles of communicating and sharing information with service employees, members and volunteers
- responding to all complaints and grievances in the most appropriate manner and at the earliest opportunity
- treating all complainants fairly and equitably
- providing a *Complaints and Grievances Register* (refer to *Definitions*) and ensuring that staff record complaints and grievances along with outcomes
- complying with the service's *Privacy and Confidentiality Policy* and maintaining confidentiality at all times (Regulations 181, 183)
- establishing a Grievances Subcommittee or appointing an investigator to investigate and resolve grievances (refer to Attachment 1 – Sample terms of reference for a Grievances Subcommittee/investigator)
- referring notifiable complaints (refer to *Definitions*), grievances (refer to *Definitions*) or complaints that are unable to be resolved appropriately and in a timely manner to the Grievances Subcommittee/investigator
- informing DEECD in writing within 24 hours of receiving a notifiable complaint (refer to *Definitions*) (Act 174(4), Regulation 176(2)(b))
- receiving recommendations from the Grievances Subcommittee/investigator and taking appropriate action.

The Nominated Supervisor (Director), Certified Supervisors, educators and other staff are responsible for:

- responding to and resolving issues as they arise where practicable
- maintaining professionalism and integrity at all times
- discussing minor complaints directly with the party involved as a first step towards resolution (the parties are encouraged to discuss the matter professionally and openly work together to achieve a desired outcome)
- informing complainants of the service's *Complaints and Grievances Policy*
- recording all complaints and grievances in the *Complaints and Grievances Register* (refer to *Definitions*)
- notifying the Approved Provider if the complaint escalates and becomes a grievance (refer to *Definitions*), is a notifiable complaint (refer to *Definitions*) or is unable to be resolved appropriately in a timely manner
- providing information as requested by the Approved Provider e.g. written reports relating to the grievance
- complying with the service's *Privacy and Confidentiality Policy* and maintaining confidentiality at all times (Regulations 181, 183)
- working co-operatively with the Approved Provider and DEECD in any investigations related to grievances about South Kingsville Pre School, its programs or staff.
- Notify the executive committee members within 24 hours of an incident occurring for support.

Parents/guardians are responsible for:

- raising a complaint directly with the person involved, in an attempt to resolve the matter without recourse to the complaints and grievances procedures
- communicating (preferably in writing) any concerns relating to the management or operation of the service as soon as is practicable
- raising any unresolved issues or serious concerns directly with the Approved Provider, via the Nominated Supervisor/educator or through the Grievances Subcommittee/investigator
- maintaining complete confidentiality at all times
- co-operating with requests to meet with the Grievances Subcommittee and/or provide relevant information when requested in relation to complaints and grievances.

Volunteers and students, while at the service, are responsible for following this policy and its procedures.

EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- encourage feedback from everyone affected by the policy regarding its effectiveness
- monitor complaints and grievances as recorded in the *Complaints and Grievances Register* to assess whether satisfactory resolutions have been achieved on a periodic basis.
- review the effectiveness of the policy and procedures to ensure that all complaints have been dealt with in a fair and timely manner
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any substantial changes to this policy, which would impact on the supervision or care of children.

ATTACHMENTS

- Attachment 1: Sample terms of reference for a Grievances Subcommittee/investigator
- Attachment 2: Dealing with complaints and grievances
- Attachment 3: Notifiable Complaints Form (ACECQA)

AUTHORISATION

This policy was adopted by the Committee of Management of South Kingsville Pre School on 21st March 2017.

REVIEW DATE: 21/03/20

ACKNOWLEDGEMENT

The SKPS Complaints and Grievances Policy was originally created by ELAA ©2014

Telephone 03 9489 3500 or 1300 730 119 (rural)

ATTACHMENT 1

Sample terms of reference for a Grievances Subcommittee/investigator

DATE ESTABLISHED: [Date]

PURPOSE

[Choose one that is appropriate]

- A Grievances Subcommittee has been established by the Approved Provider of South Kingsville Pre School to investigate and resolve grievances lodged with South Kingsville Pre School.
- An investigator/panel of investigators has been appointed by the Approved Provider of South Kingsville Pre School to investigate and resolve grievances lodged with South Kingsville Pre School.

MEMBERSHIP

[If a Grievances Subcommittee is established]

Three people are nominated by the Approved Provider, and membership must include a minimum of one Responsible Person (refer to *Definitions*).

[If an investigator or a panel of investigators is appointed]

[Specify the membership.]

TIME PERIOD NOMINATED

The Grievances Subcommittee/investigator shall be appointed for [insert time frame e.g. one year].

MEETING REQUIREMENTS

The subcommittee convenor/investigator is responsible for organising meetings as soon as is practicable after receiving a complaint or grievance.

DECISION-MAKING AUTHORITY

The subcommittee/investigator is required to fulfil only those tasks and functions as outlined in these terms of reference.

The Approved Provider may decide to alter the decision-making authority of the subcommittee/investigator at any time.

BUDGET ALLOCATION

All expenditure to be incurred by the subcommittee/investigator must be approved by the Approved Provider. A request in writing must be submitted by the subcommittee/investigator.

REPORTING REQUIREMENTS OF THE COMMITTEE

- The subcommittee/investigator is required to keep minutes of all meetings held. These are to be kept in a secure file.
- The convenor is required to present a written report to the Approved Provider about the grievance, ensuring that privacy and confidentiality are maintained according to the service's *Privacy and Confidentiality Policy*.

TASKS AND FUNCTIONS OF THE GRIEVANCES SUBCOMMITTEE/INVESTIGATOR

- Responding to complaints in a timely manner
- Investigating all complaints received in a discreet and responsible manner
- Implementing the procedures outlined in Attachment 2 – Dealing with complaints and grievances
- Acting fairly and equitably, and maintaining confidentiality at all times
- Informing the Approved Provider if a complaint is assessed as notifiable

- Keeping the Approved Provider informed about complaints that have been received and the outcomes of investigations
- Providing the Approved Provider with recommendations for action
- Ensuring decisions are based on the evidence that has been gathered
- Reviewing the terms of reference of the Grievances Subcommittee/investigator at commencement and on completion of their term. Suggestions for alterations are to be presented to and approved by the Approved Provider

ATTACHMENT 2

Dealing with complaints and grievances

DEALING WITH A COMPLAINT

When a complaint is received, the person to whom the complaint is addressed will:

- inform the complainant of the service's *Complaints and Grievances Policy*
- encourage the complainant to resolve the complaint with the person directly, or to submit their complaint in writing
- enter the complaint in the *Complaints and Grievances Register* (refer to *Definitions*) together with the outcome
- comply with the service's *Privacy and Confidentiality Policy* with regard to all meetings/discussions in relation to a complaint
- inform the Approved Provider if the complaint escalates and becomes a grievance (refer to *Definitions*), a notifiable complaint (refer to *Definitions*) or is unable to be resolved appropriately in a timely manner.

DEALING WITH A GRIEVANCE

When a formal complaint or grievance is lodged with the service:

- the staff member receiving the formal complaint or grievance will record all relevant details regarding the grievance in the *Complaints and Grievances Register* (refer to *Definitions*) and immediately inform the Approved Provider
- the Approved Provider must inform the service's Grievances Subcommittee, if there is one, or appoint an investigator(s) to investigate the grievance
- the Grievances Subcommittee/investigator will assess the grievance to determine if it is a notifiable grievance (refer to *Definitions*)
- if the grievance is notifiable, the Approved Provider will be responsible for notifying DEECD. This must be in writing within 24 hours of receiving the complaint (Regulation 176(2)(b))
- the written report to DEECD needs to be submitted using the appropriate forms from ACECQA and will include:
 - details of the event or incident
 - the name of the person who initially made the complaint
 - if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
 - contact details of a nominated member of the Grievances Subcommittee/investigator
 - any other relevant information
- if the Approved Provider is unsure if the complaint is a notifiable complaint, it is good practice to contact DEECD for confirmation.

GRIEVANCES SUBCOMMITTEE/INVESTIGATOR RESPONSIBILITIES AND PROCEDURES

In the event of a grievance being lodged, the Grievances Subcommittee/investigator will:

- convene as soon as possible to deal with the grievance in a timely manner
- disclose any conflict of interest relating to any member of the subcommittee/panel of investigators. Such members must stand aside from the investigation and subsequent processes
- consider the nature and the details of the grievance
- identify which service policies (if any) the grievance involves
- inform the Approved Provider if their involvement is required under any other service policies

- if the grievance is a notifiable complaint (refer to *Definitions*), inform the complainant of the requirements to notify DEECD of the grievance and explain the role that DEECD may take in investigating the complaint
- maintain appropriate records of the information and data collected, including minutes of meetings, incident reports and copies of relevant documentation relating to the grievance
- respect the confidential nature of information relating to the grievance. The Approved Provider and the subcommittee/investigator must handle any grievance in a discreet and professional manner
- store all written information relating to grievances securely and in compliance with the service's *Privacy and Confidentiality Policy*.

INVESTIGATING THE GRIEVANCE AND GATHERING RELEVANT INFORMATION

When investigating the grievance and gathering relevant information, the Grievances Subcommittee/investigator will:

- meet with individual witnesses, and give right of reply to the person against whom the allegations are made in relation to any accusation or information relating to an alleged incident
- offer the complainant the opportunity of meeting with the subcommittee/investigator to discuss the complaint and provide additional information where relevant
- document the time, date and detail of meetings/discussions, and follow this up with a letter to the complainant outlining the information discussed
- be available to meet with DEECD staff, if required, and provide additional information as requested
- review relevant information and documents
- obtain any other relevant information or documentation that will assist in resolving the grievance
- seek advice, where appropriate, from individuals and organisations that may be able to assist in resolving the grievance (any cost in seeking advice will require prior approval by the Approved Provider).

FOLLOWING THE INVESTIGATION

Once the investigation of the grievance is complete, the Grievances Subcommittee/investigator will:

- endeavour to resolve the grievance by mutual agreement of the parties involved
- meet to discuss the information gathered and determine further action, including generating recommendations to be presented to the Approved Provider
- ensure that any recommendations or actions are in accordance with relevant legislation and funding requirements including, but not limited to:
 - *Education and Care Services National Law Act 2010*
 - *Education and Care Services National Regulations 2011*
- *The Kindergarten Guide* (refer to Sources) report outcomes that may include relevant information gained in investigations and consultations to the Approved Provider and, where required, provide any recommendations for consideration by the Approved Provider
- report outcomes that may include relevant information gained in investigations and consultations to the Approved Provider and, where required, provide any recommendations for consideration by the Approved Provider
- inform the Approved Provider on the involvement of DEECD and the outcomes of any investigation by DEECD. The Approved Provider will review the report and any subcommittee/investigator recommendations and will be responsible for making decisions on the action to be taken (if any), including relevant review mechanisms
- advise the complainant and other relevant parties of any decisions made by the Approved Provider in relation to the grievance
- follow up to ensure the parties involved are satisfied with the outcome and monitor progress on any actions taken by the Approved Provider.

ATTACHMENT 3

Notifiable Complaints Form



Australian Children's
Education & Care
Quality Authority

Notification of Complaints, Incidents and additional children in an emergency

(s174 of the *Education and Care Services National Law Act 2010*)

NL01

Provider Approval Number:
(Office Use Only)

Before You Begin

You must read the following information before completing and submitting this notification.

Your Obligations

Before submitting this notification, you must ensure you are familiar with the requirements and obligations set out under the National Quality Framework for Early Childhood Education and Care (National Quality Framework) which includes the *Education and Care Services National Law** and the *Education and Care Services National Regulations*.

If you require further information about the obligations of Approved Providers under the National Quality Framework or are unsure about the information required in this notification, it is important that you visit the website www.acecqa.gov.au or contact the relevant Regulatory Authority in your state or territory for clarification.

You must ensure that the information you set out in this form is complete and correct. The provision of false or misleading information to the Regulatory Authority or ACECQA is an offence under the *Education and Care Services National Law*. Failure to comply may result in a financial penalty.

***Note:** All references to the 'Education and Care Services National Law' in this form are to be read as a reference to the 'Education and Care Services National Law Act 2010' as applied as a law of the state or territory in which you are seeking approval under this form. References to ACECQA are to the Australian Children's Education and Care Quality Authority; established under section 224 of the *Education and Care Services National Law*.

Notification Requirements and Assessment

An Approved Provider must notify the Regulatory Authority of any complaint and/or incident at an approved education and care service operated by the Approved Provider. Serious incident should be reported separately, using the Notification of Serious Incident Form.

A failure to comply may result in a financial penalty.

Important

- Your notification will not be processed unless all sections are satisfactorily completed and all requested supporting documents are attached, as well as any prescribed fees paid where applicable.
- Please write clearly in BLOCK LETTERS and use a black pen. Do not use correction fluid. The signatory should initial any corrections to this form.
- Notifications will be processed by the Regulatory Authority of the jurisdiction in which the service is located.

Privacy Statement

ACECQA and the Regulatory Authorities are committed to ensuring that all actions taken in the administration of the National Quality Framework are in compliance with the *Information Privacy Principles of the Privacy Act 1988 (Cth)*.

ACECQA and the Regulatory Authorities are collecting the information on this form for the purpose of processing this notification under the National Quality Framework. The information on this form may also be provided to other authorities or to other government agencies in accordance with the *Education and Care Services National Law*.

ACECQA, the Regulatory Authority and the Commonwealth Government may publish information about you in accordance with the *Education and Care Services National Law*.

Office use only: Approved Not Approved Date:

In Confidence, When Completed

Part A: Approved Provider's Details

1. Name of Approved Provider:

2. Approved Provider number:

Part B: Approved Service Details

3. Name of Approved Service:

4. Approved Service number:

Part C: Type of Notification

5. Please tick the relevant notification and provide/attach the information as detailed below:

- ☐ Complaints alleging that the safety, health or wellbeing of a child was or is being compromised.
- Date complaint received
 - Complainants name and contact details
 - Name of child/children to whom complaint relates (if relevant)
 - Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)
 - Steps taken / actions planned by approved provider in response to the complaint

Question 5 continued overleaf

Part C: Type of Notification – continued
(Question 5 continued)

5. Please tick the relevant notification and provide/attach the information as detailed below:

- ☐ Complaints alleging that the Law has been breached.
- Date complaint received
 - Complainants name and contact details
 - Name of child/children to whom complaint relates (if relevant)
 - Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)
 - Steps taken / actions planned by approved provider in response to the complaint

- ☐ Incident that requires/required the Approved Provider to close, or reduce the number of children attending the service for a period.
- Detailed description of the incident including nature, date, time, cause, etc.
 - Detailed description of impact on operation of the service including dates and times closed and reduced numbers of children attending the service.
 - Involvement of emergency services or other authorities (if relevant)
 - Action taken by Approved Provider to manage the incident
 - Any other relevant information

- ☐ A circumstance that poses a significant risk to the health, safety or wellbeing of a child attending the service.
- Detailed description of the incident including nature of risk, date, cause, etc
 - Detailed description of impact on the operation of the service
 - Involvement of emergency services or other authorities (if relevant)
 - Action taken by Approved Provider to manage the risk
 - Any other relevant information

Question 5 continued overleaf

Part C: Type of Notification – continued (Question 5 continued)

5. Please tick the relevant notification and provide/attach the information as detailed below:

- ☐ The attendance at an approved centre-based education and care service of any additional child or children being educated and cared for in an emergency (e.g. a child determined to be in need of protection under a child protection order, the parent of a child needs urgent health care that prevents them caring for a child, etc.)

- Detailed description of the emergency, including date(s)
- A statement that the approved provider has taken into account the safety, health and wellbeing of all the children attending the education and care service when deciding to provide education and care to the additional child or children
- Details on how the safety, health and wellbeing of children was taken into consideration

- ☐ The attendance of more than seven children, or more than four children who are preschool age or under at any family day care residence or venue located in Queensland that is also part of a family day care service approved by the Queensland Regulatory Authority:

- The total number of children to be educated and cared for by the family day care educator
- Proposed duration of the education and care to be provided to the additional children
- Detailed description of the exceptional circumstances on which the approved provider approved the presence of additional children.

Part D: Notifier's Details

6. Please provide your details:

*Note: this will be the person whom
the Regulatory Authority will contact
for questions
relating to this notification*

Title:	<input type="text"/>	First name:	<input type="text"/>
Last name:	<input type="text"/>	Mobile number:	<input type="text"/>
Phone number:	<input type="text"/>	Fax number:	<input type="text"/>
Email:	<input type="text"/>		

Part E: Declaration

I, _____ (insert full name of person signing the declaration)
of, _____ (insert address)
am _____ [Insert position/title of Notifier (for example, Proprietor, Director, Partner, President)]
and I am authorised to make this declaration on the Notifier's behalf.

I declare that:

1. The information provided in this notification (including any attachments) is true, complete and correct;
2. I have read and understood and the Notifier agrees to the conditions and the associated material contained in this form;
3. The Notifier understands that the Regulatory Authority and/or ACECQA will have the right (but will not be obliged) to act in reliance upon the contents of the notification, including its attachments;
4. I have read and understood an Approved Provider's legal obligations under the *Education and Care Services National Law*;
5. The Regulatory Authority is authorised to verify any information provided in this notification;
6. Some of the information provided in this notification may be disclosed to Commonwealth for the purposes of the *Family Assistance Law* and may be disclosed to other persons/authorities where authorised by the *Education and Care Services National Law* or other legislation; and
7. I am aware that I may be subject to penalties under the *Education and Care Services National Law* if I provide false or misleading information in this form.

Signature of person making the declaration: _____

Signed at: _____ On the: _____

Second declaration (if applicable)

I, _____ (insert full name of person signing the declaration)
of, _____ (insert address)
am _____ [Insert position/title of Notifier (for example, Proprietor, Director, Partner, President)]
and I am authorised to make this declaration on the Notifier's behalf.

I declare that:

1. The information provided in this notification (including any attachments) is true, complete and correct;
2. I have read and understood and the Notifier agrees to the conditions and the associated material contained in this form;
3. The Notifier understands that the Regulatory Authority and/or ACECQA will have the right (but will not be obliged) to act in reliance upon the contents of the notification, including its attachments;
4. I have read and understood an Approved Provider's legal obligations under the *Education and Care Services National Law*;
5. The Regulatory Authority is authorised to verify any information provided in this notification;
6. Some of the information provided in this notification may be disclosed to Commonwealth for the purposes of the *Family Assistance Law* and may be disclosed to other persons/authorities where authorised by the *Education and Care Services National Law* or other legislation; and
7. I am aware that I may be subject to penalties under the *Education and Care Services National Law* if I provide false or misleading information in this form.

Signature of person making the declaration: _____

Signed at: _____ On the: _____

Part F: Lodging Your Notification

Please lodge your notification along with all of the required documentation by posting or faxing to the Regulatory Authority in the state or territory in which the service is located.

The address details for each state and territory Regulatory Authority are below:

Australian Capital Territory

Children's Policy and Regulation Unit
Education and Training Directorate
GPO Box 158
CANBERRA CITY ACT 2601
Fax: (02) 6207 1128

South Australia

Education and Early Childhood Services Registration and
Standards Board of South Australia
GPO Box 1811
ADELAIDE SA 5001
Fax: (08) 8226 1815

New South Wales

NSW Early Childhood Education and Care Directorate
Locked Bag 5107
PARRAMATTA NSW 2124
Fax: (02) 8633 1810

Tasmania

Department of Education
Education and Care Unit
GPO Box 169
HOBART TAS 7001
Fax: (03) 6233 6042

Northern Territory

Quality Education and Care NT
Department of Education and Children's Services
GPO Box 4821
DARWIN NT 0801
Fax: (08) 8999 5677

Victoria

Department of Education and Early Childhood Development
Quality Assessment and Regulation Division
GPO Box 4367
MELBOURNE VIC 3001
Fax: (03) 9651 3586

Queensland

Office for Early Childhood Education and Care
Department of Education, Training and Employment
PO Box 15033
CITY EAST QLD 4002
Fax: (07) 3234 0310

Western Australia

Department for Communities
Education and Care Regulatory Unit
PO Box 6242
East Perth Business Centre
EAST PERTH WA 6892
Fax: (08) 6210 3300

Part G: Enquiries

Australian Capital Territory

Children's Policy and Regulation Unit
Education and Training Directorate
E-mail: cpru@act.gov.au
Phone: (02) 6207 1114
Website: www.det.act.gov.au

South Australia

Education and Early Childhood Services Registration and
Standards Board of South Australia
E-mail: nationalqualityframework@sa.gov.au
Phone: 1800 882 413 (toll free)
Website: www.decs.sa.gov.au/childrensservices/

New South Wales

NSW Early Childhood Education and Care Directorate
E-mail: ececd@det.nsw.edu.au
Phone: 1800 619 113 (toll free)
Website: www.det.nsw.edu.au

Tasmania

Department of Education
Education and Care Unit
E-mail: ecu.comment@education.tas.gov.au
Phone: 1300 135 513
Website: www.education.tas.gov.au

Northern Territory

Quality Education and Care NT
Department of Education and Children's Services
E-mail: qualityecnt.det@nt.gov.au
Phone: (08) 8999 3561
Website: www.det.nt.gov.au

Victoria

Department of Education and Early Childhood Development
Quality Assessment and Regulation Division
E-mail: licensed.childrens.services@edumail.vic.gov.au
Phone: 1300 307 415
Website: www.education.vic.gov.au/ecsmanagement/educareservices

Queensland

Office for Early Childhood Education and Care
Department of Education, Training and Employment
E-mail: ecec@dete.qld.gov.au
Phone: 1800 637 711 (toll free)
Website: www.deta.qld.gov.au/earlychildhood

Western Australia

Department for Communities
Education and Care Regulatory Unit
E-mail: ccluinfo@communities.wa.gov.au
Phone: (08) 6210 3333
OR
1800 199 383 (toll free)
Website: www.communities.wa.gov.au