



NATIONAL QUALITY FRAMEWORK SERVICE APPROVAL

Under the National Quality Framework, an Approved Provider must apply for and be granted a service approval for each education and care service it wants to operate.

Service approvals

There are two types of service approval:

- **Centre-based** service, which includes long day care, preschool or kindergarten, and outside school hours care services
- **Family day care** service.
- **Existing services that are licensed or have approval to operate in their state and territory licensing system do not need to apply for approval. The Regulatory Authority in your state or territory will contact existing services about moving into the National Quality Framework.**

Key elements of service approval

To apply for service approval, the Approved Provider must:

- apply to the Regulatory Authority in the jurisdiction in which the service is located
- provide the information set out in the National Regulations
- nominate a Certified Supervisor to be the Nominated Supervisor
- pay the application fee set out in the National Regulations.
- In deciding whether to grant service approval, the Regulatory Authority must consider:
 - the requirements of the National Quality Framework
 - the adequacy of the policies and procedures for the service
 - the suitability of the premises and site (excluding a family day care residence).

The Regulatory Authority may take into account the applicant's:

- financial capacity and management capability
- history of compliance with the National Law.

Conditions on service approval

A service approval is subject to number of mandatory conditions, including that the service is operated in a way that:

- ensures the safety, health and wellbeing of the children being educated and cared for at the service
- meets the educational and developmental needs of children attending the service
- ensures the Quality Improvement Plan for the service is available for inspection by the Regulatory Authorities or families.

The Regulatory Authority may place additional conditions on a service approval.

- **A Family day care service approval is granted subject to the Approved Provider ensuring that there are a sufficient number of family day care co-ordinators to monitor and support family day care educators.**

Grant of a service approval

A Regulatory Authority will determine an application within 90 days after receiving the application or any further information requested (unless the applicant agrees to an extension).

The Regulatory Authority must advise the applicant in writing of the decision and provide reasons. The decision is reviewable. If a service approval is granted, the Regulatory Authority must issue a copy that sets out a range of information including:

- the name and location of the service
- any conditions attached to the approval
- the date the approval was granted
- the unique service approval number
- the name of the Approved Provider.

Service must have a Nominated Supervisor

All services must have a Nominated Supervisor. This is an ongoing obligation. A service must not operate unless there is a Nominated Supervisor for that service.

Refer to the *Nominated Supervisor Information Sheet*.

Service must have a responsible person in day to day charge at all times

An Approved Provider must ensure that:

- in the case of a **Centre-based** service, a responsible person must be *present* at all times the service is educating and caring for children.
- in the case of a **Family day care service** - a person is *available to provide support* at all times that the service is educating and caring for children.

A responsible person (or, in the case of family day care services, a person available to provide support) means:

- the Approved Provider, if the Approved Provider is an individual, or in any other case a person with management or control of the service
- the Nominated Supervisor of the service
- a Certified Supervisor who has been placed in day-to-day charge of the service.

Display of information at a service

An Approved Provider must ensure that a range of prescribed information is displayed at the entrance of the service, including:

- the name of the Approved Provider and the name of the education and care service
- the provider approval number and service approval number
- any conditions on the provider approval and service approval
- the name of the Nominated Supervisor or, if the Nominated Supervisor is a member of a prescribed class, the class
- the service's current rating level for each Quality Area and the overall rating
- details of any waivers held by the service, including elements or regulations waived, duration of the waiver and whether the waiver is a service or temporary waiver
- the hours and days of operation of the service
- the name and telephone number of a person at the service to whom complaints may be addressed
- the name and position of the responsible person in charge at any given time
- the name of the educational leader
- the contact details of the Regulatory Authority
- if applicable, a notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled at the service
- if applicable, a notice of an occurrence of an infectious disease at the service.

A Family day care service can satisfy this requirement by displaying the prescribed information at the main entrance to the office of the Family day care service, and at the main entrance to each Family day care residence and venue.

Suspension or cancellation

A Regulatory Authority may suspend or cancel a provider approval on a number of grounds, such as:

- there is a reasonable belief that it would not be in the best interest of the children for the service to continue to operate
- the service has operated at a rating level not meeting the National Quality Standard and:
- a service waiver or temporary waiver does not apply to that non-compliance
- there has been no improvement in the rating level
- the Approved Provider has not complied with a condition of the service approval.

Before taking action to suspend or cancel a provider approval, the Regulatory Authority must notify the Approved Provider, provide reasons for the action and allow the Approved Provider to respond before making a final decision.

Contact your state or territory Regulatory Authority for further information on approvals. The contact details for Regulatory Authorities are available on the Australian Children's Education and Care Quality Authority's website at www.acecqa.gov.au.