

(Reviewed September 2025)

Policy Statement:

Mueller College Outside School Hours Care (OSHC) Service will ensure that the Regulatory Authority is notified in the required time frame of certain circumstances and information, such as serious incident, or change in the management and control of an Approved Provider or responsible person at the Service.

Background:

The Education and Care National regulations require several events, concerns and incidents be reported to the Regulatory Authority, Child Safety Services, Police and other relevant agencies in the interest of providing a safe and protective environment for children and young people. These reports must be made within strict timeline requirements and all employees, Educators, volunteers, practicum students and visitors must follow Service requirements as prescribed below.

All those working with children and young people to mandatorily report all suspicions or disclosures of abuse within strict timelines. Mandatory reporters must report ALL suspicions or disclosures of all types of abuse and neglect directly to child safety using the procedures outlined in this Policy and Procedure.

Additionally, several incidents deemed in regulation as serious incidents or events must be to the Nominated supervisor or Approved provider immediately for Notification to the Regulatory Authority within 24hrs.

Operational changes due to changes of relevant personnel, natural disasters, circumstances arising at the service that pose a risk to the health, safety or wellbeing of those attending the service and all other prescribe notifications will be completed by the Approved Provider or nominated supervisor in the prescribed timelines in accordance with Regulations.

Important terms

Children and young people	Refers to the children and young people present in the care environment.
Educator	Refers to the staff employed by the Service to provide care for children and young people attending.
Responsible Person in day to day charge	Refers to the person responsible at the Service for the day-to-day operations and compliance in the absence of the Nominated supervisor. This person must meet legislative requirements and be formally appointed in accordance with them. A responsible person must be present at all times, care is provided.
Nominated supervisor	An individual appointed by the approved provider who is responsible for the day-to-day management of the service.
Approved Provider	An individual or entity responsible for the operation of the education and care service and compliance with legal and regulatory requirements.
Child Abuse	Includes physical abuse, sexual abuse, emotional or psychological abuse, neglect, grooming, and any form of harmful behaviour toward a child.
Mandatory reporting	The legal obligation to report suspected child abuse or neglect to appropriate child protection authorities.

Legislation:

National Quality Standard (NQS):

Quality Area 2: Children's Health & Safety

7: Governance & Leadership

2.2	Safety	Each child is protected.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

7.1	Governance	Governance supports the operation of a quality service.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.
7.2.1	Continuous improvement	There is an effective self-assessment and quality improvement process in place.

Education and Care Services National Regulations

173	<p>Prescribed information to be displayed—education and care service other than a family day care service</p> <p>(1) For the purposes of section 172(1) of the Law, the following information is prescribed in respect of the matters in paragraphs (a) to (e) of that section—</p> <p>(a) in relation to the provider approval—</p> <ul style="list-style-type: none"> (i) the name of the approved provider; (ii) the provider approval number; (iii) any conditions on the provider approval; <p>(b) in relation to the service approval—</p> <ul style="list-style-type: none"> (i) the name of the education and care service; (ii) the service approval number; (iii) any conditions on the service approval; <p>(c) the name of each nominated supervisor;</p> <p>(d) in relation to the rating of the service—</p> <ul style="list-style-type: none"> (i) the current rating levels for each quality area stated in the National Quality Standard; and (ii) the overall rating of the service; <p>(e) in relation to any service waivers or temporary waivers held by the service, the details of the waivers including—</p> <ul style="list-style-type: none"> (i) the regulations that have been waived; and (ii) the duration of the waiver; and (iii) whether the waiver is a service waiver or a temporary waiver. <p>(2) For the purposes of section 172(1)(f) of the Law, the following matters and information are prescribed—</p> <ul style="list-style-type: none"> (a) the hours and days of operation of the education and care service; (b) the name and telephone number of the person at the education and care service to whom complaints may be addressed; (c) the name and position of the responsible person in charge of the education and care service at any given time; (d) the name of the educational leader at the service; (e) the contact details of the Regulatory Authority; (f) if applicable— <ul style="list-style-type: none"> (i) a notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled at the service; and (ii) a notice stating that there has been an occurrence of an infectious disease at the service premises. (g) (Repealed) <p>(3) An approved provider of an education and care service (other than a family day care service) must display information specified in subregulation (1)(d) by displaying one or both of the following certificates—</p> <ul style="list-style-type: none"> (a) the certificate issued to the approved provider by or on behalf of the Regulatory Authority about— <ul style="list-style-type: none"> (i) the current rating levels for each quality area stated in the National Quality Standard; and (ii) the overall rating of the service; (b) if the National Authority has given the service the highest rating level—the certificate about the overall rating of the service issued to the approved provider by the National Authority.
174 & 174 A	<p>Time to notify certain circumstances to Regulatory Authority</p> <p>(1) For the purposes of section 173(4) of the Law, a notice must be provided within 14 days of the relevant event or within 14 days of the approved provider becoming aware of the relevant event.</p> <p>(2) For the purposes of section 173(5) of the Law, a notice must be provided—</p> <ul style="list-style-type: none"> (aa) in the case of a notice under section 173(2)(e), at least 14 days before the change in the location of the principal office takes place; or (a) in the case of a notice under section 173(2)(f), within the period referred to in section 59 of the Law; (b) in any other case, within 7 days of the relevant event or within 7 days of the approved provider becoming aware of the relevant event. <p>Prescribed information to accompany notice</p> <p>A notice under section 173(2)(e) of the Law must be accompanied by a statement that the applicant has the right to occupy and use the premises as a principal office and any document evidencing this.</p>
175	<p>Prescribed information to be notified to Regulatory Authority</p> <p>(1) For the purposes of section 174(1)(b) of the Law, the following matters are prescribed—</p> <ul style="list-style-type: none"> (a) any change to the address of the approved provider or the principal office of the approved provider, or the contact details of the approved provider; (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. <p>(2) For the purposes of section 174(2)(c) of the Law, the following matters are prescribed—</p> <ul style="list-style-type: none"> (a) any change to the hours and days of operation of the education and care service; (ab) in the case of a centre-based service, any change to the ages of children being educated or cared for by the service; (ac) in the case of a centre-based service, any change to the nature of education and care offered by the service; <p>Example</p> <p>If a centre-based service educates and cares for children over preschool age and the service proposes to offer education and care to children who are preschool age and under.</p>

	<p>(b) any incident that requires the approved provider to close, or reduce the number of children attending, the education and care service for a period;</p> <p>Example. A flood or a fire that requires an approved provider to close the education and care service premises (or part of those premises) while repairs are undertaken.</p> <p>(c) any circumstance arising at the service that poses a risk to the health, safety or wellbeing of a child or children attending the service;</p> <p>(ca) the attendance at the approved education and care service of any additional child or children being educated and cared for in an emergency in the circumstances set out in regulation 123(5), including—</p> <p>(i) a description of the emergency; and</p> <p>(ii) a statement by the approved provider that the approved provider had 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.</p> <p>(d) any incident where the approved provider reasonably believes that physical abuse or sexual abuse of a child or children has occurred or is occurring while the child is or the children are being educated and cared for by the education and care service;</p> <p>(e) allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child is or the children are being educated and cared for by the education and care service (other than an allegation that has been notified under section 174(2)(b) of the Law);</p> <p>(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;</p> <p>(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.</p>
176	<p>Time to notify certain information to Regulatory Authority</p> <p>(1) For the purposes of section 174(3) of the Law, a notice must be provided within 7 days of the relevant event or within 7 days of the approved provider becoming aware of the relevant information.</p> <p>(2) For the purposes of section 174(4) of the Law, a notice must be provided—</p> <p>(a) in the case of a notice under section 174(2)(a)—</p> <p>(i) in the case of the death of a child, as soon as practicable but within 24 hours of the death, or the time that the person becomes aware of the death; and</p> <p>(ii) in the case of any other serious incident, within 24 hours of the incident or the time that the person becomes aware of the incident;</p> <p>(b) in case of a notice under section 174(2)(b) or a notice of a matter referred to in regulation 175(2)(b), within 24 hours of the complaint or incident;</p> <p>(ba) in the case of a notice under regulation 175(2)(ca), within 24 hours of the commencement of the attendance of the child or children at the education and care service;</p> <p>(bb) in the case of a notice under regulation 175(2)(d), within 24 hours of the incident or within 24 hours of the approved provider becoming aware of the incident;</p> <p>(bc) in the case of a notice under regulation 175(2)(e), within 24 hours of the allegation being made or within 24 hours of the approved provider becoming aware of the allegation;</p> <p>(c) in any other case, within 7 days of the relevant event or within 7 days of the approved provider becoming aware of the relevant information.</p>
195	<p>Application of Commonwealth Privacy Act 1988</p> <p>For the purposes of section 263 of the Law, this Division sets out the modifications of the Privacy Act as it applies as a law of a participating jurisdiction for the purposes of the National Quality Framework.</p>

Education and Care Services National Law

173	<p>Offence to fail to notify certain circumstances to Regulatory Authority</p> <p>(1) An approved provider must notify the Regulatory Authority of the following in relation to the approved provider or each approved education and care service operated by the approved provider—</p> <p>(a) a change in the name of the approved provider;</p> <p>(b) any appointment or removal of a person with management or control of an education and care service operated by the approved provider;</p> <p>(c) a failure to commence operating an education and care service within 6 months (or within the time agreed with the Regulatory Authority) after being granted a service approval for the service. Penalty: \$4500, in the case of an individual. \$22 900, in any other case.</p> <p>(2) An approved provider must notify the Regulatory Authority of the following in relation to an approved education and care service operated by the approved provider—</p> <p>(a) if the approved provider is notified of the suspension or cancellation of a working with children card or teacher registration of, or disciplinary proceedings under an education law of a participating jurisdiction in respect of, a nominated supervisor engaged by the service;</p> <p>(b) if a nominated supervisor of an approved education and care service—</p> <p>(i) ceases to be employed or engaged by the service; or</p> <p>(ii) is removed from the role of nominated supervisor; or</p> <p>(iii) withdraws consent to the nomination;</p> <p>(c) any proposed change to the education and care service premises of an approved education and care service (other than a family day care residence);</p> <p>(d) if the approved provider ceases to operate the education and care service;</p> <p>(e) in the case of an approved family day care service, a change in the location of the principal office of the service;</p> <p>(f) an intention to transfer a service approval, as required under section 59.</p> <p>Penalty: \$4500, in the case of an individual. \$22 900, in any other case.</p>
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	<p>(3) A notice under subsection (1) or (2) must—</p> <ul style="list-style-type: none"> (a) be in writing; and (b) include any prescribed information. <p>(4) A notice under subsection (1) must be provided within the relevant prescribed time to the Regulatory Authority that granted the provider approval to which the notice relates.</p> <p style="padding-left: 100px;">(5) A notice under subsection (2) must be provided within the relevant prescribed time to the Regulatory Authority that granted the service approval for the education and care service to which the notice relates.</p>
271	<p>Disclosure of information to other authorities</p> <p>(1) The National Authority may disclose information in respect of an education and care service for a purpose listed in subsection (4), to—</p> <ul style="list-style-type: none"> (a) a relevant Commonwealth Government Department; or (b) any State or Territory Government Department; or (c) any Commonwealth, State or Territory public authority; or (d) any State or Territory local authority; or (e) a Regulatory Authority of a participating jurisdiction. <p>(2) The Regulatory Authority may disclose information in respect of an education and care service for a purpose listed in subsection (4), to—</p> <ul style="list-style-type: none"> (a) a relevant Commonwealth Government Department; or (b) any State or Territory Government Department; or (c) any Commonwealth, State or Territory public authority; or (d) any State or Territory local authority; or (e) a Regulatory Authority of another participating jurisdiction. <p>(3) The National Authority, the Regulatory Authority and any Government Department, public authority or local authority may disclose information to each other in respect of an education and care service for a purpose listed in subsection (4).</p> <p>(4) The purposes for disclosure of information under this section are—</p> <ul style="list-style-type: none"> (a) the disclosure is reasonably necessary to promote the objectives of the national education and care services quality framework; or (b) the disclosure is for the purposes of enabling or assisting the other entity to perform or exercise any of its functions or powers under this Law; or (c) the disclosure is for the purposes of research or the development of National, State or Territory policy with respect to education and care services; or (d) the disclosure is for a purpose relating to the funding of education and care services; or (e) the disclosure is for a purpose relating to the payment of benefits or allowances to persons using education and care services, provided the disclosure of information is not otherwise prohibited by law. <p>(5) The Regulatory Authority must disclose to the Regulatory Authorities of other participating jurisdictions the suspension or cancellation of a working with children check, working with children card or teacher registration of a nominated supervisor of which it is notified under this Law.</p> <p>(6) The Regulatory Authority may disclose to the head of the government department responsible for the administration of a working with children law, any prohibition notice given under this Law as applying in any participating jurisdiction in respect of the person.</p> <p>(7) A disclosure of information under this section is subject to Division 1 and any protocol agreed for the purposes of this section by—</p> <ul style="list-style-type: none"> (a) the National Authority, all participating jurisdictions and the Commonwealth; and (b) subject to any protocol referred to in paragraph (a), the National Authority and the Regulatory Authority, or the National Authority, the Regulatory Authority and any Regulatory Authority of another participating jurisdiction. <p>(8) Information disclosed under this section for the purpose of research or the development of National, State or Territory policy with respect to education and care services must not include information that could identify or lead to the identification of an individual other than—</p> <ul style="list-style-type: none"> (a) an approved provider or a nominated supervisor; or (b) a family day care educator who has been suspended from providing education and care to children as part of a family day care service; or (c) a person to whom a prohibition notice applies; or (d) a person who is being prosecuted for an offence against this Law.
271	<p>Disclosure of information to other authorities</p> <p>(1) The National Authority may disclose information in respect of an education and care service for a purpose listed in subsection (4), to—</p> <ul style="list-style-type: none"> (a) a relevant Commonwealth Government Department; or (b) any State or Territory Government Department; or (c) any Commonwealth, State or Territory public authority; or (d) any State or Territory local authority; or (e) a Regulatory Authority of a participating jurisdiction. <p>(2) The Regulatory Authority may disclose information in respect of an education and care service for a purpose listed in subsection (4), to—</p> <ul style="list-style-type: none"> (a) a relevant Commonwealth Government Department; or (b) any State or Territory Government Department; or (c) any Commonwealth, State or Territory public authority; or (d) any State or Territory local authority; or (e) a Regulatory Authority of another participating jurisdiction.

	<p>(3)The National Authority, the Regulatory Authority and any Government Department, public authority or local authority may disclose information to each other in respect of an education and care service for a purpose listed in subsection (4).</p> <p>(4)The purposes for disclosure of information under this section are—</p> <ul style="list-style-type: none"> (a)the disclosure is reasonably necessary to promote the objectives of the national education and care services quality framework; or (b)the disclosure is for the purposes of enabling or assisting the other entity to perform or exercise any of its functions or powers under this Law; or (c)the disclosure is for the purposes of research or the development of National, State or Territory policy with respect to education and care services; or (d)the disclosure is for a purpose relating to the funding of education and care services; or (e)the disclosure is for a purpose relating to the payment of benefits or allowances to persons using education and care services, provided the disclosure of information is not otherwise prohibited by law. <p>(5)The Regulatory Authority must disclose to the Regulatory Authorities of other participating jurisdictions the suspension or cancellation of a working with children check, working with children card or teacher registration of a nominated supervisor of which it is notified under this Law.</p> <p>(6)The Regulatory Authority may disclose to the head of the government department responsible for the administration of a working with children law, any prohibition notice given under this Law as applying in any participating jurisdiction in respect of the person.</p> <p>(7)A disclosure of information under this section is subject to Division 1 and any protocol agreed for the purposes of this section by—</p> <ul style="list-style-type: none"> (a)the National Authority, all participating jurisdictions and the Commonwealth; and (b) subject to any protocol referred to in paragraph (a), the National Authority and the Regulatory Authority, or the National Authority, the Regulatory Authority and any Regulatory Authority of another participating jurisdiction. <p>(8) Information disclosed under this section for the purpose of research or the development of National, State or Territory policy with respect to education and care services must not include information that could identify or lead to the identification of an individual other than—</p> <ul style="list-style-type: none"> (a)an approved provider or a nominated supervisor; or (b)a family day care educator who has been suspended from providing education and care to children as part of a family day care service; or (c)a person to whom a prohibition notice applies; or (d)a person who is being prosecuted for an offence against this Law.
272	<p>Disclosure of information to education and care services</p> <p>(1) At the request of an approved provider, the National Authority or the Regulatory Authority may disclose the following information to the provider, if the National Authority or Regulatory Authority considers on reasonable grounds that the provider requires the information to comply with the provider's obligations under this Law—</p> <ul style="list-style-type: none"> (a)whether a person named in the request is subject to a prohibition notice given under section 182; (b)whether a family day care educator named in the request has been suspended from providing education and care to children as part of a family day care service under section 178. <p>(2) A disclosure of information under this section is subject to Division 1 and any protocol agreed for the purposes of this section by—</p> <ul style="list-style-type: none"> (a)the National Authority, all participating jurisdictions and the Commonwealth; and (b) subject to any protocol referred to in paragraph (a), the National Authority and the Regulatory Authority, or the National Authority, the Regulatory Authority and any Regulatory Authority of another participating jurisdiction.
273	<p>Duty of confidentiality</p> <p>(1) An individual who is, or who has been, a person exercising functions under this Law must not disclose to another person protected information.</p>

Principles:

To ensure that all necessary notifications are made to the Regulatory Authority to maintain accountability, the safety of children and young people, and a high-quality Service. In complying with these requirements, personal and sensitive information may be shared only with the relevant authorities and agencies to comply with the legal obligations of the OSHC Service as outlined further in the Service Privacy and Confidentiality Policy and Procedures.

The Regulatory Authority will be notified of change of information about the Approved Provider provided in the following circumstances:

- Notice of change in name of the Approved Provider (within 14 days)
- Notice of any appointment or removal of a person with management or control of Service (within 14 days)
- Change to address or contact details of Approved Provider (within 7 days)
- Any change relevant to Approved Provider's fitness and propriety (within 7 days)

- The appointment of receivers or liquidators to the Approved Provider or any matters that affect the financial viability and ongoing operation of the Service (within 7 days)
- Death of the Approved Provider (within 7 days of the death)

The Regulatory Authority will be notified about change to information about the Approved Service:

- A failure to commence operating within 6 months of grant of service approval (within 14 days)
- Any change to the hours and days of operation of the Service (Within 7 days)
- Change to the Nominated Supervisor (7 days prior to commencement)
- A Nominated Supervisor is no longer employed by the Service, or withdraws consent to the nomination (Within 7 days)
- Any proposed change to the premises, such as refurbishment (within 7 days)
- An Intention to transfer service approval (42 days before transfer)
- Ceasing to operate the education and care service (Within 7 days)

The Regulatory Authority will be notified about change to information about the Nominated Supervisor:

- Suspension or cancellation of a working with children card or teacher registration of, or disciplinary proceedings against the Nominated Supervisor (within 7 days of the approved provider being notified)

The Regulatory Authority will be notified if a serious incident occurs at the Education and Care Service (within 24 hours):

- The definition of serious incidents that must be notified to the regulatory authority is:
 - The death of a child:
 - while being educated and cared for by an education and care service or
 - following an incident while being educated and cared for by an education and care service.
 - Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service, which:
 - a reasonable person would consider required urgent medical attention from a registered medical practitioner or
 - for which the child attended, or ought reasonably to have attended, a hospital.
 - e.g whooping cough, broken limb, anaphylaxis reaction
 - Any incident where the attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought
 - Any circumstance where a child being educated and cared for by an education and care service
 - appears to be missing or cannot be accounted for or

- appears to have been taken or removed from the education and care service premises in a manner that contravenes these regulations or
- is mistakenly locked in or locked out of the education and care service premises or any part of the premises.

The Regulatory Authority will be notified should any of the below occur at the service within 24 hrs of the event / complaint:

- Any incident that requires the approved provider to close, or reduce the number of children attending the service for a period.
- Complaint alleging that a serious incident has occurred or is occurring at an education and care service, or the National Law has been contravened.
- The centre-based service is educating and caring for extra child/ren due to an emergency.

The Regulatory Authority will be notified should any of the below occur at the service within 24 hours of the event/ complaint:

- Any circumstance at the Service that poses a significant risk to the health, safety or wellbeing of a child or young person attending 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.
- 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.
- From 1 September 2016 smoking is banned at early childhood education and care facilities, and for five metres beyond their boundaries. The law applies to all smoking products including electronic cigarettes Any incident that poses a serious risk to a child's health, safety or wellbeing is a reportable incident including smoking and vaping
- Staff who are found to be under the influence or using any vaping products whilst at the service will not only be asked to vacate the service immediately but will also be subject in the 24-hour mandatory reporting process.
- Any adult visitor, parent or guardian who is caught smoking or vaping within 5 meters of the service will be asked to leave and reported to 13 GOV within 24 hours as breach of law.
- It may not be until sometime after the incident that it becomes apparent that it was serious. If that occurs, you will need to notify the Regulatory Authority within 24 hours of becoming aware that the incident was serious.

If notification for a serious incident needs to be made to the Regulatory authority, it will be submitted via the NQAITS portal.

Procedure:

Mueller college OSHC has several internal documentation processes to ensure the safety and wellbeing of all attending the Service. These procedures are important in ensuring thorough management and quick reporting of all incidents prescribed above.

Visitors will:

- Report all concerns with regard to observations or interactions with all other persons, children and young people when attending the Service to the Responsible person.
- This may include but is not limited to:
 - Interaction or conversations observed between Educators and children and young people
 - Interaction or conversations observed between children and young people
 - Interaction or conversations observed between themselves children and young people
 - Interaction or observation of other persons on or around the Service building and grounds.
 - Any observation of a person smoking, including the use of e-cigarettes within 5 m of the Service building or grounds.
 - Any incident, injury or illness observed

Volunteers and Practicum Students will:

- Report all concerns with regard to observations or interactions with all other persons, children and young people when attending the Service to the Responsible person.
- This may include but is not limited to:
 - Interaction or conversations observed between Educators and children and young people
 - Interaction or conversations observed between children and young people
 - Interaction or conversations observed between themselves children and young people
 - Interaction or observation of other persons on or around the Service building and grounds.
 - Any observation of a person smoking, including the use of e-cigarettes within 5 m of the Service building or grounds.
 - Any incident, injury or illness observed
- Complete internal reports for behaviour, confidential, incident, illness and trauma as requested by the Responsible persons.

Educators will:

- Report all concerns with regard to observations or interactions with all other person, children and young people when attending the Service to the Responsible person.
- This may include but is not limited to:
 - Interaction or conversations observed between themselves children and young people concerning in nature with regard to tone, topic, content or approach.
 - Interaction or conversations observed between and Educators and children and young people concerning in nature with regard to tone, topic, content or approach.

- Interaction or conversations observed between children and young people concerning in nature with regard to tone, topic, content or approach. This also includes social and behavioural interactions where an educator is required to support or intervene.
- Interaction or observation of other persons on or around the Service building and grounds including unauthorised personnel, grounds or contract workers, visitors, volunteers, practicum students, school employees and families.
- Any observation of a person smoking, including the use of e-cigarettes within 5 m of the Service building or grounds.
- Any incident, injury, trauma or illness observed.
- Any other serious event witnessed or observed as outlined in the Principals above.
- Complete internal reports for behaviour, confidential, incident, illness and trauma immediately following the incident or observation and bring to the immediate attention of the responsible person. (as outlined further in the Service Behaviour Support, Management and Exclusions Policy, Child Protection Policy, Illness, Incident and Injury and Trauma Policies)
- Follow the Service Child Protection Policy and Procedure with regard to all suspicions or disclosures of abuse and harm including reporting requirements and timeframes.
- Report child safety concerns directly to child safety Services as per mandatory reporting regulations.

Responsible Persons in Day to day Charge will:

- In addition to the above-mentioned requirements as an educator at the Service, ensure that all reports are thoroughly documented, completed and actioned as outlined.
- Immediately report all child safety concerns directly to child safety services as per mandatory reporting requirements and follow direct instructions given by Child Safety Officers.
- Immediately report any suspected use of illegal drugs, alcohol, cigarettes and e-cigarettes as outlined in the Mueller OSHC Providing a Drug, alcohol and Smoking Free Environment Policy and Procedures.
- Immediately report all other incidents outlined in this policy to the Approved Provider or Nominated supervisor for further required action.

Approved Providers and Nominated supervisor will:

- Report to the Regulatory Authority, Child Safety and/or Police Services all required incidents, events and concerns in the nominated timeframes as outlined in accordance with legislative requirements.
- Follow instructions given directly by the Regulatory Authority, Child Safety Officers and/or Police following report of the incident or event.

- Maintain records of reports, actions and communications in accordance with Record keeping, Privacy and Confidentiality legislation.
- Take reasonable steps to ensure that nominated supervisors, educators and staff follow these policies and procedures.
- Share the 'Notifications and Reporting Policy and Procedure' with all employees upon their induction and ensure that copies of the policy and procedures are readily accessible to nominated supervisors, co-ordinators, educators and staff, and available for inspection.
- Additional professional development will be provided as needed and during review processes.
- All Service policy will be reviewed annually through consultation with all stakeholders or sooner should there be identified changes or updates to legislative requirement.

See also:

- Mueller College OSHC Privacy & Confidentiality Policy & Procedure
- Mueller College OSHC Record Keeping Policy and Procedure
- Mueller College OSHC Child Safe Code of Conduct Policy & Procedure
- Mueller College OSHC Interactions with Children and Young People Policy & Procedure
- Mueller College OSHC Child Protection Policy & Procedure
- Mueller College OSHC Behaviour Support, Management and Exclusions Policy & Procedure
- Mueller College OSHC Illness, Incident and Injury and Trauma Policies & Procedures
- Mueller College OSHC Crisis and Critical events, Natural disaster, Evacuation, Lockdown and Missing Persons Policies & Procedures
- Mueller OSHC Providing a Drug, alcohol and Smoking Free Environment Policy & Procedures.

REFERENCES:

- Education and Care Services National Law Act 2010, Current as at October 2024
- Education and Care Services National Regulations, Current as at September 2025
- Education and Care Services National Law Act (QLD) 2011, Current as at September 2025
- Child Protection Act 1999 (Current as at 20 September 2025)
- Guide to the National Quality Framework, Revised September 2025
- National Quality Standard, Revised 1 February 2018
- Guide to the National Quality Standard, Revised May 2022



NOTIFICATIONS AND REPORTING POLICY & PROCEDURE

REVIEW

POLICY REVIEWED BY:	Rachel Rose	OSHC Director	15/09/25
POLICY REVIEWED	SEPT 2025	NEXT REVIEW DATE	2026
VERSION NUMBER	V2.2		
MODIFICATIONS	<ul style="list-style-type: none">• Format update• Reference update• Information update on reporting timeline & guidelines.• New legislation		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		PAST REVIEW DATE
	<ul style="list-style-type: none">• Updated references• Addition of review table		JAN 2025