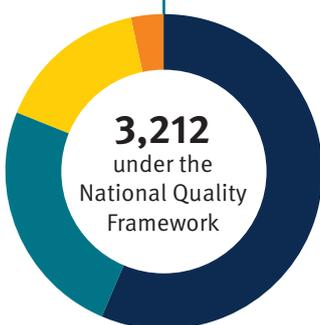
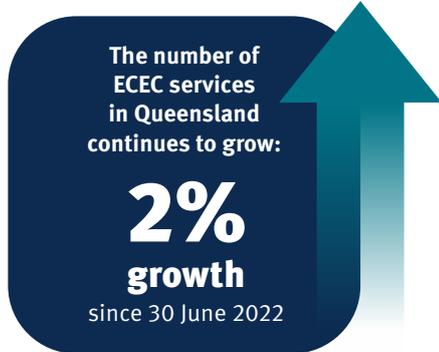


Regulatory data: 2022–2023 FY summary

The sector

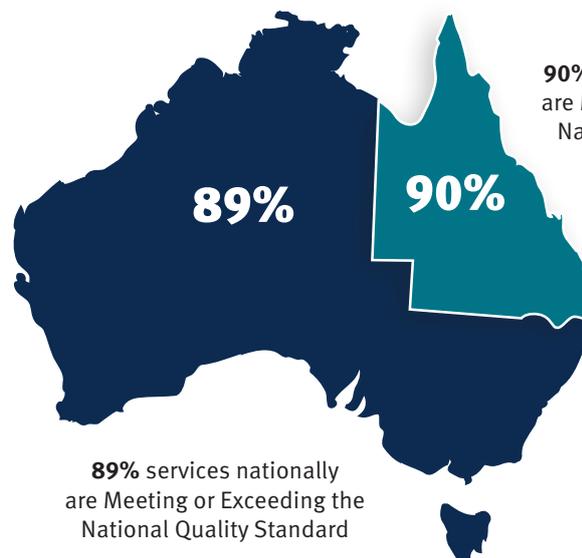
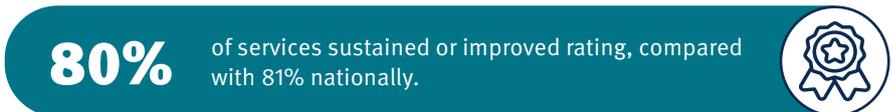


- 1,818 long day care
- 789 outside school hours care
- 499 kindergarten
- 106 family day care



Quality

Quality ratings data demonstrates that early childhood education and care (ECEC) services in Queensland continue to deliver safe and high-quality services to Queensland children. Queensland services are some of the highest quality in the nation, with **90% Meeting or Exceeding the National Quality Standard (NQS)**.



Services Meeting or Exceeding the National Quality Standard by Quality Area

| | | |
|----------|--|------------|
| 1 | Educational program and practice | 92% |
| 2 | Children’s health and safety | 95% |
| 3 | Physical environment | 96% |
| 4 | Staffing arrangements | 98% |
| 5 | Relationships with children | 97% |
| 6 | Collaborative partnerships with families and children | 97% |
| 7 | Governance and leadership | 93% |

The importance of educational leadership is reflected in Quality Area 7 of the NQS. Each service must have a suitably qualified and experienced Educational Leader who leads the development and implementation of educational programs under Quality Area 1. That is why the Regulatory Authority is **prioritising** support for educational leadership over the coming years, with Quality Areas 1 and 7 continuing to be the least met quality areas.

Compliance

In any large industry, there are instances of non-compliance. Breaches of the National Law and National Regulations are often minor or technical in nature and most approved providers are willing and able to work with the Regulatory Authority to address non-compliance when identified.

In Queensland, there is a high degree of service compliance. When non-compliance occurs, the Regulatory Authority takes prompt and proportionate action to ensure children’s health, safety and wellbeing is maintained.

| Top 5 breaches of the National Law (2022–2023 FY) | Number of breaches |
|--|--------------------|
| s165 Offence to inadequately supervise children | 504 |
| s167 Offence relating to protection of children from harm and hazards | 401 |
| s172 Offence to fail to display prescribed information | 196 |
| s174 Offence to fail to notify certain information to Regulatory Authority | 194 |
| s166 Offence to use inappropriate discipline | 160 |

| Top 5 breaches of the National Regulations (2022–2023 FY) | Number of breaches |
|---|--------------------|
| r103 Premises, furniture and equipment to be safe, clean and in good repair | 1102 |
| r97 Emergency and evacuation procedures | 521 |
| r170 Policies and procedures to be followed | 246 |
| r160 Child enrolment records to be kept by approved provider and family day care educator | 157 |
| r77 Health, hygiene and safe food practices | 136 |

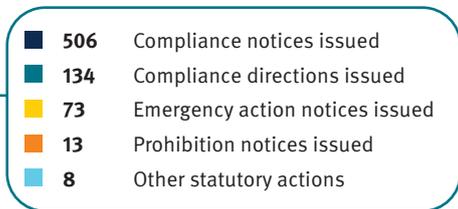
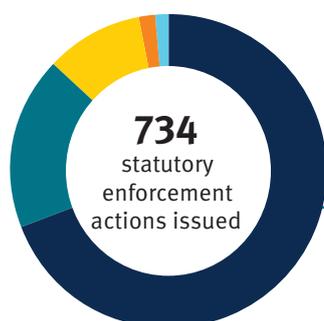
In the 2022–23 FY, the Regulatory Authority introduced a new approach to recording and resolving breaches found during a visit to a service. While this change in approach has resulted in an increase in recorded breaches, it has also allowed the Regulatory Authority to immediately identify and address risks and support services to resolve minor breaches — such as cleanliness and upkeep issues — quickly and easily.

Monitoring and enforcement

The regulatory relationship

In the 2022–2023 FY, the Regulatory Authority ensured that all approved ECEC services received at least one monitoring visit*. The Regulatory Authority’s preference is to support and work closely with the ECEC sector to achieve positive outcomes for children together. However, as the enforcement data for the 2022–2023 FY shows, the Regulatory Authority will not hesitate to take enforcement action when there is an unacceptable risk to children attending ECEC services.

| Statutory enforcement actions (2022–2023 FY) | Number of actions |
|--|-------------------|
| Compliance notice issued | 506 |
| Compliance direction issued | 134 |
| Emergency action notice issued | 73 |
| Prohibition notice issued | 13 |
| Condition imposed | 0 |
| Prosecution initiated | 2 |
| Inappropriate person excluded | 3 |
| Enforceable undertaking | 2 |
| Notice of suspension | 1 |
| Total | 734 |



Serious enforcement action

The Regulatory Authority [publishes](#) information about serious enforcement action when it is in the public interest and/or as a general deterrent.

*Based on the number of approved ECEC services in Queensland as at 1 July 2022

Applications*

All applications are assessed fairly, consistently and efficiently in accordance with [Regulating for Quality](#): Queensland's risk-based approach to early childhood regulation. This helps safeguard and preserve a high level of quality and compliance in the early childhood sector.



The Regulatory Authority received

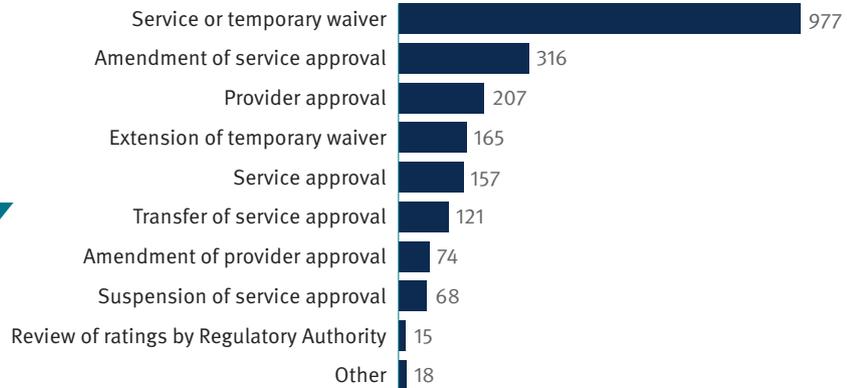
2,118

applications in the 2022–2023 FY

5%

lower than in the 2021–2022 FY

Applications received in the 2022–2023 FY



Notifications and direct complaints

The Regulatory Authority received

8,241

incident and complaint notifications in the 2022–2023 FY

12%

decrease on the 2021–2022 FY*

6,821
Notifications of incidents



The Regulatory Authority received

989

direct complaints about ECEC services in the 2022–2023 FY

29%

increase on the 2021–2022 FY

Approved providers are required to notify about a range of incidents including circumstances that may pose a risk to the health, safety or wellbeing of children attending an ECEC service. These incidents are typically minor in nature, and notifications are often lodged that do not meet the threshold for an incident. Approved providers generally take their responsibility to notify seriously and have high rates of reporting.



Complaints management

The Regulatory Authority received a large increase in direct complaints in the 2022–2023 FY compared with the previous FY. The number of direct complaints received continues to increase each year as the sector grows in size and complexity. The RA responds to every complaint it receives, and investigates when non-compliance is suspected in accordance with the [Early Childhood Education and Care Complaints Management Policy](#).

*Includes notifications of transfer of service approval and applications determined to be invalid.

* The 12% decrease in incident and complaint notifications is a result of an unusually high number of notifications received in the previous financial year, due to widespread flooding and service closures across Queensland. Overall, notification numbers continue to increase over time.

2022–2023 FY highlights

Regulatory data from the 2022–23 FY shows continued growth in the early childhood education and care (ECEC) sector, with commensurate growth in regulatory activities:

- As at 30 June 2023, there were 3,262 regulated services — 2% more than a year earlier, and a 4% increase on 30 June 2021.
- In addition to more services, there were more places available for Queensland’s children, with 245,475 approved centre-based places for children as at 30 June 2023 — 10,631 more than a year earlier, and 18,016 more than 30 June 2021.
- Regulated services in Queensland continue to deliver high-quality education and care to children, with 9 out of 10 services Meeting or Exceeding the National Quality Standard (NQS).
- Significant regulatory effort was expended on assessing and rating services and conducting monitoring visits to services to assess compliance. In the 2022–23 FY, 624 services were assessed and rated against the NQS, and more than 4,200 monitoring visits were undertaken at 3,212 services, meaning each service received an average of 1.3 visits across the financial year.
- The Regulatory Authority responded to a large number of notifications and complaints during the financial year. While not all notifications and complaints are regulatory or require a full investigation, each was assessed and triaged using a [risk-based approach](#). Notifications and complaints continue to be an important way for the Regulatory Authority to detect and respond to instances of non-compliance in ECEC services. The high level of notifications also confirms that Queensland approved providers take their significant reporting obligations seriously.
- A number of areas of compliance remain of concern, based on the data regarding the most commonly breached provisions of the legislation, and these are receiving proactive attention from the Regulatory Authority as [regulatory priorities](#).
- Demand for new service approvals remains high as the sector continues to grow to meet the demands of Queensland families. The Regulatory Authority managed 2,118 applications in the 2022–23 FY, including 157 applications for service approval. This represents only a 5% decrease from the unprecedented number of applications received in the previous year.

Useful information

[Regulating for Quality: Queensland’s risk-based approach to regulating ECEC](#)

[Regulatory data updates](#)

[National Quality Framework Snapshots](#)

[Serious enforcement actions](#)