

Regulatory data: 2024–2025 FY summary

The sector

The number of ECEC services in Queensland continues to grow:

1%
growth

since 30 June 2024

36
additional services approved

263,736
approved places for children in centre-based services

3,344
regulated ECEC services in Queensland

3,302
under the National Quality Framework

- 1,919 long day care
- 818 outside school hours care
- 475 kindergarten
- 90 family day care

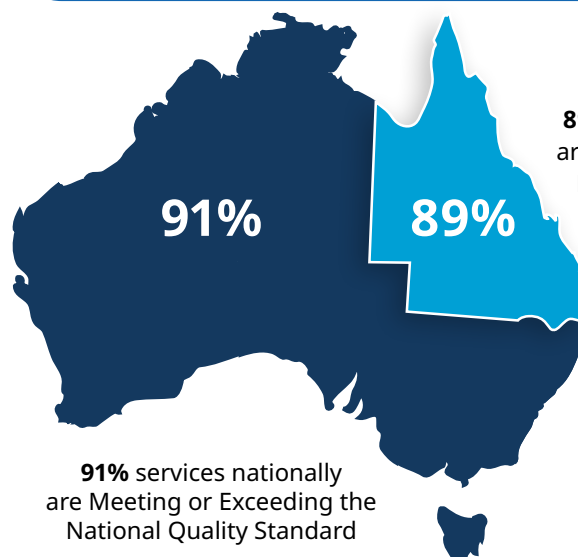
42
services under the *Education and Care Services Act 2013*

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 89% Meeting or Exceeding the National Quality Standard (NQS).

78% of services sustained or improved rating, compared with 81% nationally.

95% of Queensland services have a quality rating, compared with 93% nationally.



89% of Queensland services are Meeting or Exceeding the National Quality Standard

4,212

monitoring visits conducted in 2024–2025 FY

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	98%
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 (2024–2025 FY)	Number of breaches
s165 Offence to inadequately supervise children	841
s167 Offence relating to protection of children from harm and hazards	515
s166 Offence to use inappropriate discipline	388
s174 Offence to fail to notify certain information to Regulatory Authority	237
s169 Offence relating to staffing arrangements	158

Top 5 breaches of the National Regulations (2024–2025 FY)	Number of breaches
r103 Premises, furniture and equipment to be safe, clean and in good repair	541
r97 Emergency and evacuation procedures	427
r170 Policies and procedures to be followed	368
r99 Children leaving the education and care service premises	185
r77 Health, hygiene and safe food practices	183

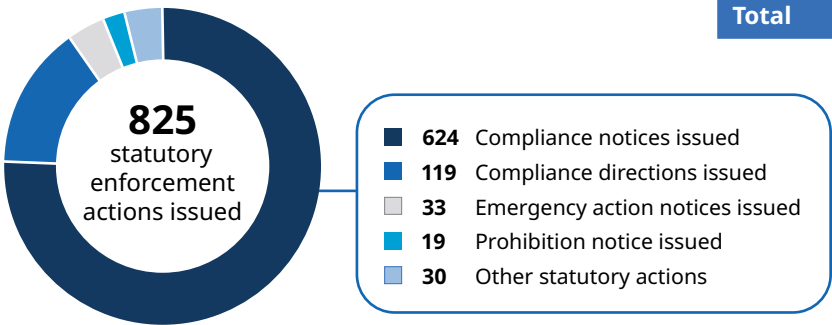
When the Regulatory Authority finds a breach during a service visit or investigation, the breach does not always result in statutory compliance action. In many cases, the Regulatory Authority works with the service provider to immediately identify and address risks and support services to resolve minor breaches — such as cleanliness and upkeep issues — quickly and easily.

Monitoring and enforcement

The regulatory relationship

In the 2024–2025 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 2024–2025 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 (2024–2025 FY)	Number of actions
Compliance notice issued	624
Compliance direction issued	119
Emergency action notice issued	33
Prohibition notice issued	19
Enforceable undertaking issued	18
Prosecution initiated	6
Approval cancelled	3
Condition imposed	2
Inappropriate person excluded	1
Total	825



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 2024.

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.

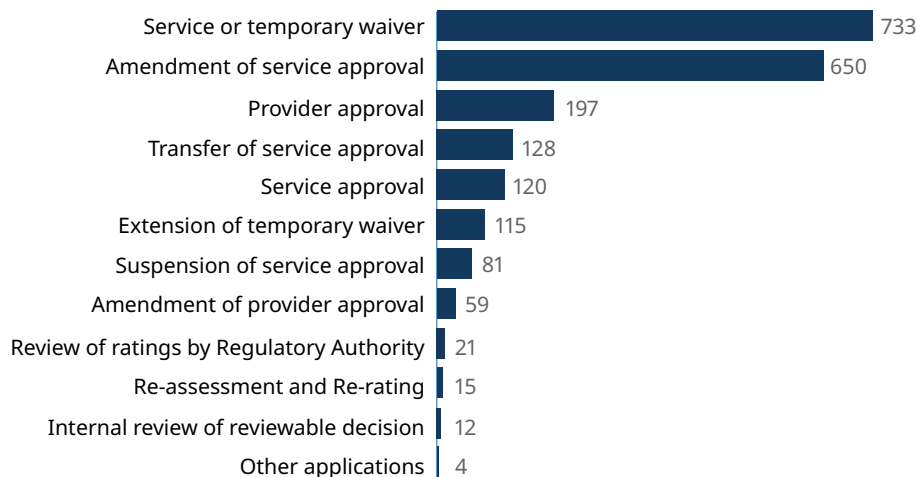


The Regulatory Authority received

2,135
applications in the 2024–2025 FY

3%
higher than in the 2023–2024 FY

Applications received in the 2024–2025 FY



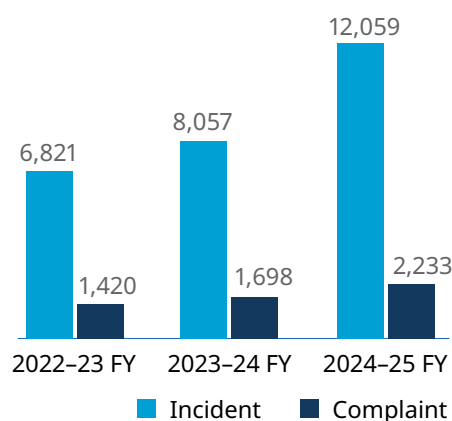
Notifications and direct complaints

The Regulatory Authority received

14,292
incident and complaint notifications in the 2024–2025 FY

47%
increase on the 2023–2024 FY

12,059
Notifications of incidents



The Regulatory Authority received

1,376
direct complaints about ECEC services in the 2024–2025 FY

11%
increase on the 2023–2024 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. The large increase in notifications of incidents for the 2024–25 FY was mainly due to service closures in South East Queensland caused by Ex-Tropical Cyclone Alfred.



Complaints management

The Regulatory Authority received a large increase in direct complaints in the 2024–2025 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.

2024–2025 FY highlights

Regulatory data from the 2024–25 FY shows continued growth in the early childhood education and care (ECEC) sector, with increasing rates of regulatory activity reflecting this growth.

- As at 30 June 2025, there were 3,344 regulated services — 1% more than a year earlier, and a 17% increase on 30 June 2015.
- In addition, there were more places available for Queensland's children, with 263,736 approved centre-based places for children as at 30 June 2025 — 4% more than a year earlier, and an increase of 47% over the 10 years since 30 June 2015.
- Regulated services in Queensland continue to deliver high-quality education and care to children, with 89% of services Meeting or Exceeding the National Quality Standard (NQS). The Queensland Department of Education has partnered with the Australian Children's Education and Care Quality Authority (ACECQA) to deliver the Targeting Quality Program (TQP) from 2024 to 2026. The TQP will support ongoing quality improvement in Queensland's ECEC sector by offering free tailored professional learning and support to more than 300 services throughout the state.
- The current version of the NQS was implemented in 2018 and during the 2024-25 FY there was a focus on services whose rating was under the 2012 NQS. As at 30 June 2025, more than 99% of services in Queensland with a rating had been assessed and rated under the latest standard.
- Significant regulatory effort was expended on assessing and rating services and conducting monitoring visits to services to assess compliance. In the 2024–25 FY, 813 services were assessed and rated against the NQS, and 4,212 monitoring visits were undertaken, 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 with a 43% increase compared to the previous year. The large increase in notifications for the 2024-25 FY was mainly due to service closures in South East Queensland caused by Ex-Tropical Cyclone Alfred. 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.
- The Regulatory Authority continues to take robust enforcement action when non-compliance is identified, issuing 825 statutory enforcement actions last FY. 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](#).
- The RA received and processed 2,135 applications in the 2024–25 FY. This is a 3% increase on the previous year, partially explained by an increase in service approval amendment applications, as a result of the sector reflecting on the Child Safety Review and removing conditions for a rest period.

Useful information

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

[Regulatory data updates](#)

[National Quality Framework Snapshots](#)

[Register of published enforcement actions](#)