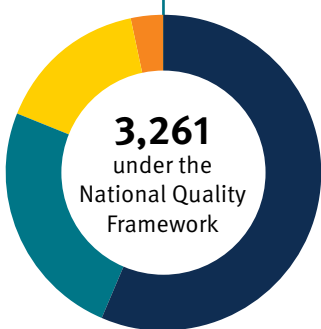
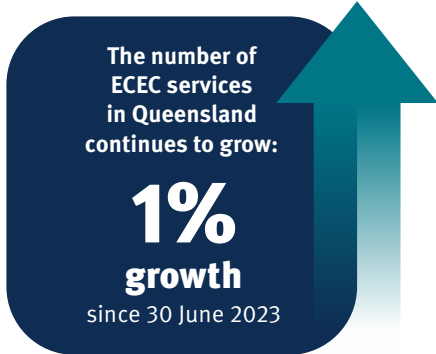
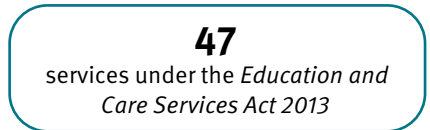


# Regulatory data: 2023–2024 FY summary

## The sector

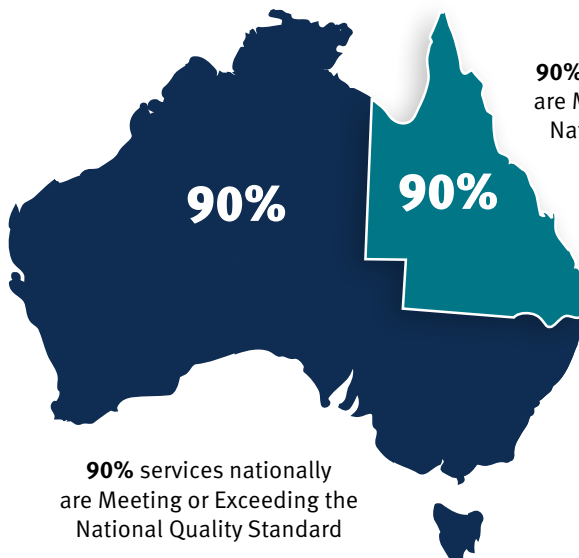
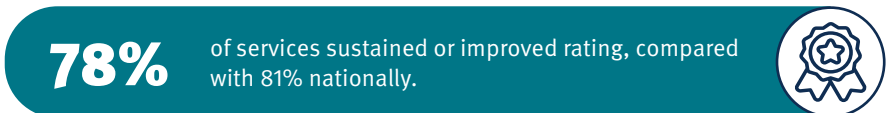


- 1,869 long day care
- 799 outside school hours care
- 491 kindergarten
- 102 family day care



## 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

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

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 (2023–2024 FY)	Number of breaches
s165 Offence to inadequately supervise children	620
s167 Offence relating to protection of children from harm and hazards	478
s174 Offence to fail to notify certain information to Regulatory Authority	247
s166 Offence to use inappropriate discipline	242
s169 Offence relating to staffing arrangements	111

Top 5 breaches of the National Regulations (2023–2024 FY)	Number of breaches
r103 Premises, furniture and equipment to be safe, clean and in good repair	850
r97 Emergency and evacuation procedures	463
r170 Policies and procedures to be followed	268
r77 Health, hygiene and safe food practices	207
r155 Interactions with children	160

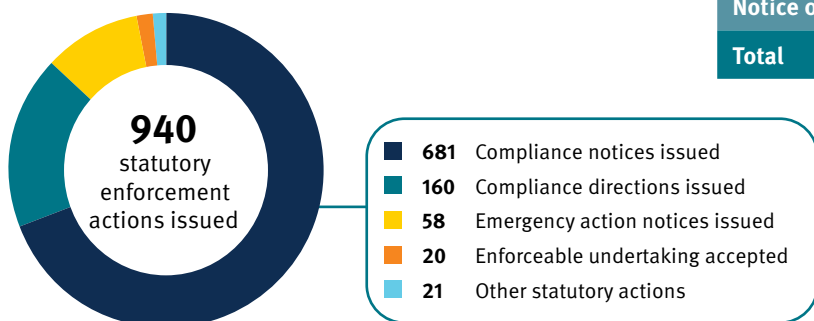
When the Regulatory Authority finds a breach during a service visit or investigation, the breach does not always result in statutory compliance action. In many cases, the Regulatory Authority works with the service provider to immediately identify and address risks and support services to resolve minor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

## Monitoring and enforcement

### The regulatory relationship

In the 2023–2024 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 2023–2024 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 (2023–2024 FY)	Number of actions
Compliance notice issued	681
Compliance direction issued	160
Emergency action notice issued	58
Enforceable undertaking accepted	20
Prohibition notice issued	13
Prosecution initiated	4
Condition imposed	2
Inappropriate person excluded	1
Notice of suspension	1
<b>Total</b>	<b>940</b>



### 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 2023

# 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

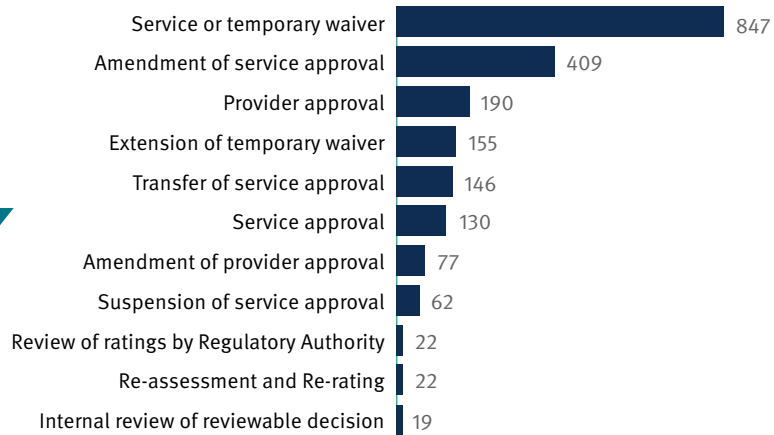
**2,079**

applications in the 2023–2024 FY

**2%**

lower than in the 2022–2023 FY

## Applications received in the 2023–2024 FY



# Notifications and direct complaints

The Regulatory Authority received

**9,755**

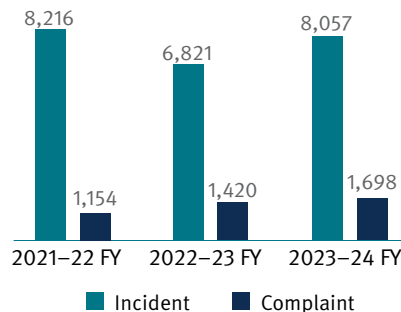
incident and complaint notifications in the 2023–2024 FY

**18%**

increase on the 2022–2023 FY\*

**8,057**

Notifications of incidents



The Regulatory Authority received

**1,240**

direct complaints about ECEC services in the 2023–2024 FY

**25%**

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.



## Complaints management

The Regulatory Authority received a large increase in direct complaints in the 2023–2024 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.

## 2023–2024 FY highlights

Regulatory data from the 2023–24 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 2024, there were 3,308 regulated services — 1% more than a year earlier, and a 20% increase on 30 June 2014.
- In addition, there were more places available for Queensland’s children, with 254,613 approved centre-based places for children as at 30 June 2024 — 4% more than a year earlier, and an increase of 49% over the 10 years since 30 June 2014.
- 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). 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 2027. 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 2023-2024 FY there was a focus on services whose rating was under the 2012 NQS. As at 30 June 2024, 95% of services in Qld 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 2023–24 FY, 605 services were assessed and rated against the NQS, and more than 3,900 monitoring visits were undertaken, meaning each service received an average of 1.2 visits across the financial year.
- The Regulatory Authority responded to a large number of notifications and complaints during the financial year with an 18% increase compared to the previous 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.
- As a result of the increase in notifications and complaints there has also been a 28% increase in statutory enforcement actions compared to the previous financial year. 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 has slowly decreased since the post-COVID peak in 2021-2022. The Regulatory Authority managed 2,079 applications in the 2023–24 FY, including 130 applications for service approval. This represents a 7% decrease from the unprecedented number of applications received in 2021-2022.

## Useful information

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

[Regulatory data updates](#)

[National Quality Framework Snapshots](#)

[Serious enforcement actions](#)