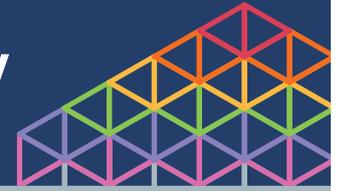
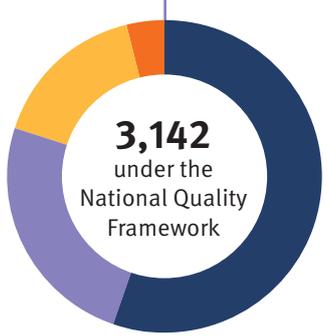
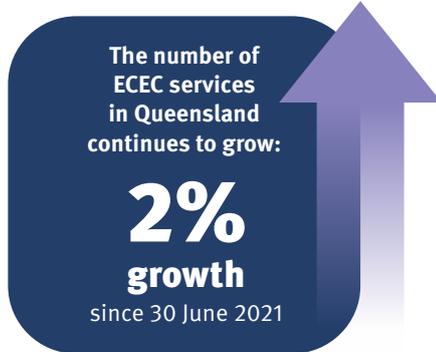


# Regulatory data: 2021–22 FY summary



## The sector

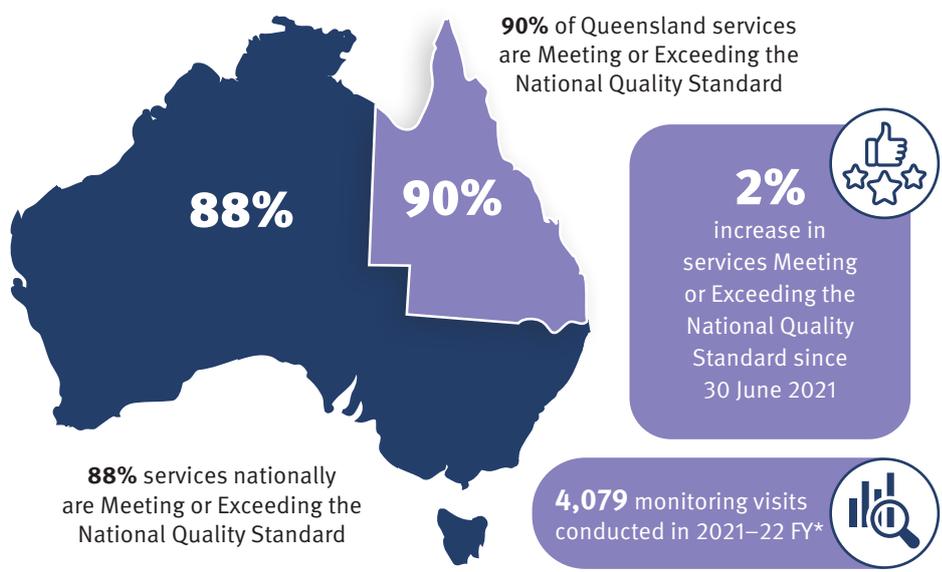


- 1,743 long day care
- 777 outside school hours care
- 505 kindergarten
- 117 family day care



## Quality

Assessment and rating data shows the quality of early childhood education and care (ECEC) services in Queensland is high and continues to improve. Queensland has the joint-highest rate of services Meeting or Exceeding the National Quality Standard of all jurisdictions in Australia.



### 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> |

Stimulating and engaging programming and practice enhances children's agency, learning and development. This is why the Regulatory Authority is prioritising driving improvement in Quality Area 1, which continues to be the least met quality area.



## 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.

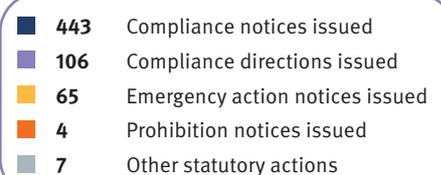
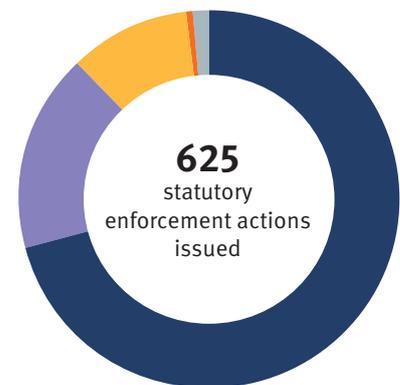
| Top 5 breaches of the National Law (2021–22 FY)                            | Number of breaches |
|----------------------------------------------------------------------------|--------------------|
| s165 Offence to inadequately supervise children                            | 373                |
| s167 Offence relating to protection of children from harm and hazards      | 225                |
| s172 Offence to fail to display prescribed information                     | 143                |
| s174 Offence to fail to notify certain information to Regulatory Authority | 141                |
| s166 Offence to use inappropriate discipline                               | 118                |

| Top 5 breaches of the National Regulations (2021–22 FY)                                   | Number of breaches |
|-------------------------------------------------------------------------------------------|--------------------|
| r103 Premises, furniture and equipment to be safe, clean and in good repair               | 678                |
| r97 Emergency and evacuation procedures                                                   | 318                |
| r170 Policies and procedures to be followed                                               | 245                |
| r160 Child enrolment records to be kept by approved provider and family day care educator | 119                |
| r104 Fencing                                                                              | 94                 |

## Monitoring and enforcement

### The regulatory relationship

In the 2021–22 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 2021–22 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 (2021–22 FY) | Number of actions |
|--------------------------------------------|-------------------|
| Compliance notice issued                   | 443               |
| Compliance direction issued                | 106               |
| Emergency action notice issued             | 65                |
| Prohibition notice issued                  | 4                 |
| Condition imposed                          | 2                 |
| Prosecution initiated                      | 2                 |
| Approval cancelled                         | 1                 |
| Enforceable undertaking                    | 1                 |
| Notice of suspension                       | 1                 |
| <b>Total</b>                               | <b>625</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 2021

## Applications\*

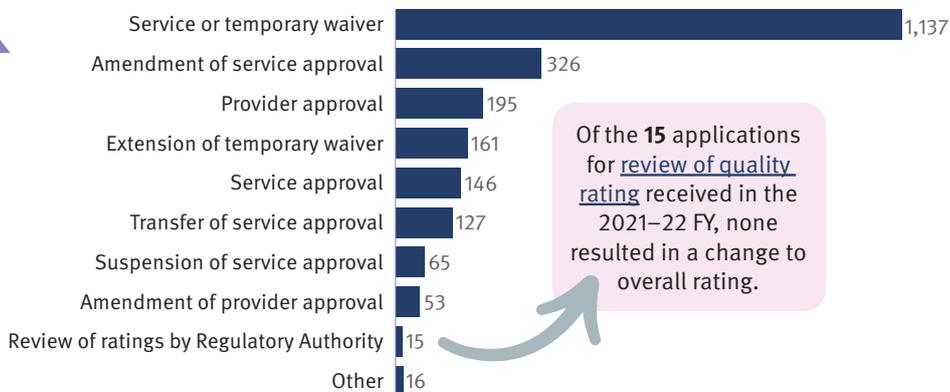
The Regulatory Authority received a large number of applications in the 2021-22 FY, driven by a significant increase in applications for temporary waiver. All applications are assessed fairly, consistently and efficiently in accordance with [Regulating for Quality](#): Queensland's risk-based approach 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  
**2,241**  
applications in the  
2021-22 FY

**34%**  
higher than in the  
2020-21 FY

### Applications received in the 2021-22 FY



Of the **15** applications for [review of quality rating](#) received in the 2021-22 FY, none resulted in a change to overall rating.

## Notifications and direct complaints

The Regulatory Authority responded to an unusually high number of notifications of incident in the 2021-22 FY. This does not indicate an elevated risk to children attending ECEC services, but is a result of widespread flooding in South-East Queensland in February and March 2022. Approved providers are required to notify the Regulatory Authority of closures and reductions in capacity by lodging a notification of incident.

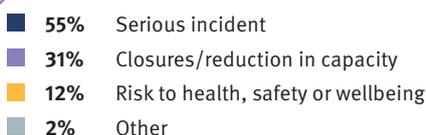


The Regulatory Authority received  
**9,370**  
incident and complaint  
notifications in the  
2021-22 FY

**41%**  
increase on the  
2020-21 FY



**8,216**  
Notifications of incident

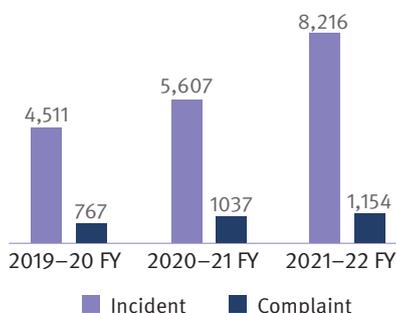


The Regulatory Authority received  
**762**  
direct complaints  
about ECEC services in  
the 2021-22 FY

**6%**  
increase on the  
2020-21 FY

### Complaints management

The Regulatory Authority received slightly more direct complaints in the 2021-22 FY compared with the previous FY. This is in the context of severe disruptions to service operations in the 2019-20 and 2020-21 Fys due to COVID-19, which resulted in a lower-than-expected number of complaints due to services being closed or operating at reduced capacity. The complaint count for last FY is generally consistent with pre-pandemic FY counts. Complaints are investigated in accordance with the [Early Childhood Education and Care Complaints Management Policy](#).



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.



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

## 2021–22 FY highlights

The early childhood education and care (ECEC) sector in Queensland continued to grow last financial year. As at 30 June 2022, there were 3,198 regulated services: 2% more than a year earlier, and an increase of 4% on 30 June 2020.

- More ECEC services means more places to support children in their early years. There were 234,844 approved centre-based places for children as at 30 June 2022: 7,400 more than a year earlier, and 16,022 more than 30 June 2020.
- Service quality in Queensland continues to be high and has improved again on the previous FY. Nine out of ten services with a quality rating are currently Meeting or Exceeding the National Quality Standard, compared with 88% nationally.
- Around 94% of services regulated under the National Quality Framework had been assessed and rated as at 30 June 2022, compared with 90% nationally. The Regulatory Authority assessed and rated 424 services in the last financial year alone.
- Of the final ratings that were subject to review last financial year, none resulted in a change to the overall rating originally given to the service.
- The Regulatory Authority managed an unprecedented number of applications, a 34% increase on the previous financial year, while fulfilling its monitoring and enforcement responsibilities in sometimes challenging circumstances.
- In February and March 2022, the Regulatory Authority supported the ECEC sector as it responded to and recovered from a major flood event that impacted South-East Queensland and resulted in over 1,300 services — around 40% — closing at least once.
- Despite these challenges and continued sector growth, over 4,000 monitoring visits were conducted last FY, or 1.3 visits per approved ECEC service on average.
- The compliance data for last financial year shows that while the sector continues to be generally compliant, the Regulatory Authority will not hesitate to take proportionate enforcement action when it identifies unacceptable risk to children.

### Useful information

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

[Quarterly regulatory data updates](#)

[National Quality Framework Snapshots](#)

[Serious enforcement actions](#)

