

Authority, NSW Early Childhood Education and Care Directorate, Department of Education and Communities Ph: 1800619113, or email: ececd@det.nsw.edu.au

Centre Use only:

**Action taken: (Immediate/further investigation/Follow up required/Time frame/
Reported to Management Committee/ Feedback to Member**

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**Outcome: (Communicated to all members via newsletter (Where appropriate) Centre
Diary/Staff/Individual family/update policy and procedures**

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If this complaint/incident meets any of the following criteria:

- **Complaints alleging that the safety, health or wellbeing of a child was or is being compromised.**
- **Complaints alleging that the Law has been breached**
- **Incident that requires/required the Approved Provider to close or reduce the number of children attending the service for a period**
- **A circumstance that poses a significant risk to the health, safety or wellbeing of a child attending the service.**

Notification Requirements and Assessment

An Approved Provider must notify the Regulatory Authority of any complaint and/or incident at an approved education and care service operated by the approved Provider

Please inform the Nominated Supervisor as the Regulatory Authority needs to be contacted as per Notification of Complaints and Incidents (Other Than Serious Incidents) (s174 of the Education and care Services National Law Act 2010) Form no NL01.