

## Child Care

### Information Service

8:30-5:00 Monday to Friday

**3224 4225**

in Brisbane

**1800 637 711**

freecall outside Brisbane

**Web** [www.communities.qld.gov.au](http://www.communities.qld.gov.au)

**Email** [ccis@communities.qld.gov.au](mailto:ccis@communities.qld.gov.au)

# Establishing a Centre Based Child Care Service in Queensland

## Child Care in Queensland

Quality child care plays a significant role for Queensland families and communities.

Child care provides opportunities for parents to go to work, undertake study and take part in community life and for children to come together, play and learn in safe surroundings. It is also estimated that over 20,000 Queenslanders are employed in child care and early education services.

Research shows that early childhood is a critical time in terms of development. The availability of quality child care services for Queensland children will directly contribute to positive outcomes later in life.

In Queensland, most child care services are licensed by the Department of Communities. This means they are required to meet minimum quality standards concerning, for example, the number of adults to children, staff qualifications, programs, buildings and facilities the physical environment, health, hygiene and safety.

The legislation governing the provision of child care in Queensland is the Child Care Act 2002 and the Child Care Regulation 2003. The Act and Regulation clearly articulate the minimum standards that need to be met in order to be licensed and legally operate a child care service in Queensland. This legislation commenced on 1 September 2003. This regulatory framework introduced the licensing of school age care services in Queensland for the first time.

Transitional provisions have been made for services that were not required to be licensed previously, but are required to be licensed under the new legislation. School age care services that were operating immediately prior to the commencement of the new legislation and have continued to operate fall into this category. These services are required to apply for a licence within 2 years of commencement of the new legislation.

The Department of Communities has produced this Developer's Kit to assist individuals or groups that are interested in establishing a child care centre in Queensland. The Kit provides information about the legislation governing child care in Queensland, the building approval process, licensing process and the application fees that apply.

For more information you may wish to contact your nearest office of the Department of Communities, or the Child Care Information Service on 3224 4225 or 1800 637 711 (freecall outside Brisbane) during business hours or email [ccis@communities.qld.gov.au](mailto:ccis@communities.qld.gov.au). In addition interactive web maps relating to existing child care services are accessible at the Department of Communities website [www.communities.qld.gov.au/childcare](http://www.communities.qld.gov.au/childcare)

### DISCLAIMER

While every effort has been made to ensure that the information contained in this document is accurate and up-to-date, the State of Queensland, its officers and staff do not accept any responsibility for any errors, omissions or inaccuracies whatsoever.

## Planning for a sustainable child care industry

The Queensland Government recognises the importance of planning for a sustainable child care industry.

The relevant State and Commonwealth departments are working together in the area of child care provision. Each department has particular responsibilities regarding child care services.

To support the provision of quality child care services for families and children, and the development of a cohesive, responsive and sustainable child care sector, the Queensland Government developed the *Queensland Child Care Strategic Plan 2000 – 2005*. Recognising the impact of change, and need for longer term planning, the Strategic Plan clearly defines the roles and responsibilities of the State Government and other stakeholders in working towards this vision. A copy of the *Queensland Child Care Strategic Plan 2000 – 2005* can be accessed on the Department of Communities website [www.communities.qld.gov.au/childcare](http://www.communities.qld.gov.au/childcare)

The Australian Government Department of Family and Community Services plays a significant role in the funding of child care services through the Child Care Benefit. They are responsible for approval of child care places which enable parents to receive the Child Care Benefit. Historically, unplanned growth in the development of centre based services during the early nineties resulted in an over-supply of centre based places in some parts of the State. The Australian Government's legislated cap on the number of centre based places was introduced in 1998, and was an effective means of controlling further unplanned expansion of the sector. However, this cap was lifted on 31 December 1999.

Currently some areas of Queensland do not have enough child care places to satisfy demand. This is particularly evident in some rural and remote communities. In these areas, establishing or expanding centre based services may satisfy a need. However, there are also some areas where an over-supply exists. In these areas there are too many places for the number of families seeking child care, and any new service may have difficulty remaining viable.

## If you decide to proceed

The objective for developers of centre based services is to work with the Department of Communities to develop a service that can be licensed. The delegated officer in the department's regional office can only issue a licence when the building, staffing arrangements, insurances, equipment, and all other requirements of the *Child Care Act 2002* and *Child Care Regulation 2003* are met. Community Resource Officers are the department's delegated offices. They can advise you of the requirements for licensees and for staff or carers in centre based services. Community Resource Officers are located in regional offices throughout the state. *Details of Regional Offices of the Department of Communities are listed on pages 13-14.*

## The Building

For a building to be licensed as a centre based service, it must meet requirements set down in legislation. The building compliance certificate (Certificate of Classification) is only one of many documents that will be required for licensing and does not guarantee that a licence will be issued. Approved plans and other information will be required with the licence application including information about the ages of the children, licence capacity and operating hours. The responsibility for issuing a child care licence lies with the Chief Executive (or delegate) of the Department of Communities. In determining an application for a child care licence the Chief Executive (or delegate) will need to be satisfied that the premises are safe and suitable for the purpose of operating a centre based service and meet the legislative standards.

### **Building Standards for Child Care Centres and the *Child Care Act 2002***

Under section 28 of the *Child Care Act 2002* the Chief Executive must be satisfied that the child care centre is safe and suitable for use as a child care centre. The matters the Chief Executive must consider include whether the centre is on, or includes, a level above ground level.

In addition, if the centre is in a premises that also contains a home, the chief executive must be satisfied that:

- (a) the centre and the home have separate entrances; and
- (b) there is no direct access, inside the premises, between the centre and the home; and
- (c) in all the circumstances, it is appropriate that child care be provided in the centre.

For the Act, premises are suitable for use as a child care centre if the premises comply with the *Building Act 1975* requirements. A “child care centre” includes premises proposed to be used as a child care centre.

### **Building Standards for Child Care Centres**

The building standards for child care centres do not appear in the *Child Care Act 2002*. They are incorporated under the *Building Act 1975*. The building standards for child care centres are contained in an annexure called the Queensland Development Code (Part 22: Child Care Centres) which is referenced by the *Standard Building Regulation 1993*. Centre based child care services built after the commencement of the *Child Care Act 2002* must comply with these standards.

Local authorities or private building certifiers are responsible for ensuring that child care centres are constructed in accordance with the standards outlined in the QDC. Their role is to ensure that building work for which they are engaged complies with all requirements within their area of jurisdiction. Individuals planning to build and operate child care centres will still, however, refer to the Department of Communities for information relevant to the licensing and operation of a child care centre.

The building standards are written as **performance based standards**. This allows for flexibility and innovation. The standards focus on outlining the intention of rationale behind each requirement making it possible to achieve the objective in more than one way.

The standards are structured around **performance criteria**. Each performance criteria specifies the outcome but does not specify the means to achieve it.

For each performance criteria there is an **acceptable solution**, which sets out the detailed steps that will guarantee achieving the performance criteria. If a licensee uses the acceptable solution, he/she will meet the standard. The **acceptable solution** is only one way of complying with the performance criteria.

If a licensee is unable to meet the acceptable solution he/she may offer **an alternative solution**. The alternative solution must satisfy the performance criteria to be acceptable. The alternative solution may be offered in place of, or together with, parts of the acceptable solution. The building certifier will refer these applications to the Department of Communities who will be a “concurrence agency” and determine whether the ‘alternative solution’ meets the intent of the performance criteria and is acceptable.

### **Building standards and school age care services**

The building standards contain specific building requirements for school age care services, based on the *National Standards for Outside School Hours Care*, and include indoor and outdoor space requirements, the number of toilets required and kitchen/food preparation requirements. These National Standards were released in 1995 and school age care services have been working towards meeting these Standards.

School Age Care services that existed prior to the commencement of the *Child Care Act 2002* will have five years from the commencement of the legislation (i.e. 1 September 2003) to meet the building standards.

## **Operational Aspects**

This section explains the operational aspects that need to be put in place before a service can be licensed. This includes information regarding staffing requirements, equipment, insurance, record keeping requirements and programs.

### **Step 1 Government assistancelfunding**

Before committing financial resources to the establishment of a service, contact should be made with the Australian Government Department of Family and Community Services. This Department is responsible for child care funding administration, allocation of new child care places, and program support activities. The Australian Government Department of Family and Community Services produces a kit entitled *Planning to Succeed in Child Care*.

For parents/guardians attending centre based services to be eligible to receive the Child Care Benefit, centre based (long day care) services must participate in the Quality Improvement and Accreditation System (see Step 3).

For further information regarding Australian Government funding or for a copy of *Planning to Succeed in Child Care*, visit the Australian Government Department of Family and Community Services website [www.facs.gov.au](http://www.facs.gov.au) or telephone 1300 653 227.

## **Step 2 Relevant legislation that centre based services must comply with**

When considering the establishment of a centre based service, it is important to ensure that you have sufficient understanding of all the legislative requirements. Most centre based services are governed by the *Child Care Act 2002* and the *Child Care Regulation 2003*. The Act and Regulation clearly articulate the minimum quality standards that need to be met in order to be licensed and thereby legally operate a centre based service in Queensland. Licensed services include long day care centres, kindergartens, occasional care services, limited hours care services and school age care services.

The Department of Communities is the licensing body for centre based services. Community Resource Officers from regional offices in the department monitor the standard of care provided, to ensure it meets the requirements of the legislation. Community Resource Officers can provide further information about the licensing process that is outlined in Step 7. In the case of community kindergartens affiliated with the Creche and Kindergarten Association of Queensland (C&K), Early Education Consultants (EEC) from C&K can provide assistance.

To purchase a copy of the *Child Care Act 2002* or the *Child Care Regulation 2003*, contact GoPrint on (07) 3246 3399 or 1800 679 778, or email [retail@goprint.qld.gov.au](mailto:retail@goprint.qld.gov.au). Alternatively, visit the Department of Communities website at [www.communities.qld.gov.au](http://www.communities.qld.gov.au) or the Office of the Queensland Parliamentary Counsel website at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

There is wide range of legislation that child care centres must comply with and these include, but are not limited to, the following list. You should seek your own legal advice in regard to other legislative requirements.

- Council By-laws, including Town Planning provisions (Local Authority)
- *Building Act 1975* and By-laws (Local Authority)
- *Food Act 1981*, *Food Hygiene Regulation 1989* and *Food Standards Regulation 1994*
- *Water Act 2000* (Local Authority)
- *Environmental Protection Amendment Act 2000* (Local Authority/Environmental Protection Agency)
- *Commission for Children and Young People Act 2000* (Commission for Children and Young People)
- *Workplace, Health and Safety Act 1995* (Department of Employment and Training)
- *Traffic Act 1949* (Department of Transport)
- *Fire and Rescue Service Act 1990* (Department of Emergency Services)

## **Step 3 Quality Improvement and Accreditation System**

All Australian Government funded centre based services (long day care) must participate in the Quality Improvement and Accreditation System, and make satisfactory progress in improving the quality of care for children to be eligible for Australian Government Child Care Benefit. Long day care services must register with the National Childcare Accreditation Council (NCAC) before an application for Australian Government funding can be approved, and pay a registration fee for each service.

The Quality Improvement and Accreditation System for Australian Government funded centre based services focuses on the quality of the relationships between children, staff and parents/guardians, and on ensuring an environment which nurtures, stimulates and guides each child's development. It requires the service to assess its programs against principles, and if required, make satisfactory progress towards improving the quality of care over time. These principles build on the minimum standards outlined in the *Child Care Act 2002* and the *Child Care Regulation 2003*.

The Outside School Hours Care Quality Assurance (OSHCQA) system commenced on 1 July 2003 for school age care services. Services were required to register with the NCAC from that date.

For further information about Quality Assurance and Accreditation Systems, please contact the National Childcare Accreditation Council on 1300 136 554, or visit their website [www.ncac.gov.au](http://www.ncac.gov.au)

#### **Step 4 Apply for town planning consent for a proposal to build a centre based service**

Initially, developers submit formal consent application as part of the IDAS (Integrated Development Assessment System) development application to the local authority or council.

The local authority is not obliged to refer consent applications to the Department of Communities. Therefore, you should advise the local regional office of the Department of Communities when you decide to proceed with an application for town planning consent.

Community Resource Officers are able to advise developers on aspects of their proposal in relation to the *Child Care Act 2002* and the *Child Care Regulation 2003*. Any aspects relating to the building standards as such need to be referred to building certifiers except for queries regarding applications for alternative solutions.

#### **Step 5 Apply for building approval for the proposal**

##### **Application**

An application to undertake building work can be made to a building certifier. This can be either the relevant Local Government or a private certifier (in their own private practice). The application is made on a generic IDAS (Integrated Development Assessment System) form which sets out only minimal information about the proposed building work. The IDAS form is very broad as it is a form for all classes of buildings. The form is generally supported by detailed plans so that assessment against the various codes can be carried out.

##### **Assessment**

The certifier assesses the application against all relevant building codes and standards. As part of this assessment stage the certifier must ensure all other necessary development approvals are effective. For example, an approval under a Local Government planning scheme may be required to allow a particular type of building use on a site. In the case of proposed alternative solutions to these standards, the Department of Communities is the concurrence agency. The certifier cannot progress the application until this Department provides a decision regarding the alternative solution.

The health section of the local government authority will require that kitchens in centre based services, where food is prepared and served, become registered and the service operator licensed under the food hygiene regulations. Requirements for these standards can be found in the *Food Act 1981*, the *Food Hygiene Regulation 1989*, the *Food Standards Regulation 1994* and any national standards introduced by the Australian/New Zealand Food Authority in relation to food preparation standards. The fees for this will vary. It is the responsibility of licensees to ensure requirements of all authorities are met.

##### **Decision**

Once all other approvals are effective a certifier can then issue a decision notice which will effectively allow the building work to commence. If there are concurrence agency requirements they must be included on the decision notice issued by the certifier. It will be up to the concurrence agency to include a requirement for any inspections to be carried out in respect to their conditions. The certifier is compelled to provide the concurrence agency with a copy of this decision notice within 5 days of it being made.

#### **Step 6 Construction of the Service**

After building approval, and where applicable, planning approval, has been granted, construction can commence. A Certificate of Classification is issued when the construction is complete and it has been verified that the service has been built in accordance with the plans. Centre based services fall into category Class 9b buildings and the Certificate must state that the building has been assessed against Part 22: Child Care Centres of the Queensland Development Code. A new building cannot be occupied before a Certificate of Classification has been issued. If planning approval was required to allow the use to take place, the use cannot commence until all conditions of the planning approval (for example landscaping and carparking) have been completed.

## **Step 7 Application fees for licensing and the related process**

The licensing of prescribed centre based services is undertaken by the regional offices of the Department of Communities. The process below outlines the key steps.

1. An application for a licence is submitted to the nearest regional office of the Department of Communities. This must be accompanied by the prescribed application fee and the required relevant information eg. plans. The prescribed fee for an application for a new licence is \$500. A child care licence is issued for a period of up to three years. The application will not be progressed until all the required information is received.

As part of the required information, copies of site plans, landscaping, building plans with elevation, and floor plans, with the Certificate of Classification, will need to be submitted to your local regional office of the Department of Communities. Plans must show dimensions and preferably be to the following scale: Site 1:200; floor plan 1:100; building with elevations 1:100. The licensing process can commence prior to obtaining the Certificate of Classification. Plans must be marked with dimensions indicating, by shading or outline:

- outdoor play areas and shaded areas;
  - individual play rooms;
  - sleep room areas;
  - all other rooms eg. office, kitchen; and
  - location of toilets and hand basins.
2. After all required information is received an authorised officer will visit the service to complete a licence report on the proposed service, taking into account the ability of the licensee to provide the proposed service, proposed facilities, staffing, and other operational aspects of the service.
  3. The authorised officer will make a recommendation to the decision-maker that the application should be approved or not approved. If the licence application is approved, a licence will be issued to the applicant.

N.B. Additional information about deciding the licence application is available in the Licensing Process policy on the Department of Communities website at [www.communities.qld.gov.au/policy](http://www.communities.qld.gov.au/policy)

## Requirements for operating a centre based service

The following operational requirements of the service need to be considered in the initial stages of development of the service to ensure that the service will meet licensing standards once the application for licence has been made.

The Community Resource Officer at your nearest office of the Department of Communities will complete a licence report based on the requirements of the legislation prior to the recommendation for a licence being prepared.

The applicant (referred to in this document as the licensee) must demonstrate to the department that the requirements of the legislation have been met or will be met on the day on the licence starts.

Some of the key requirements that will be assessed in the application for a new licence include the following:

<b>Building, Facilities and Equipment</b>	<p>The Department must be satisfied that a child care centre and other facilities used, or proposed to be used, must be suitable for the provision of safe and suitable care and for the type of child care to be provided under the licence (section 28 of the <i>Child Care Act 2002</i>). The department must be satisfied that a licensee has demonstrated that a child care centre meets the relevant building provisions of the Queensland Development Code. The Department must receive a current building certificate (Certificate of Classification) as evidence of compliance with building standards prior to a licence being issued (refer to section 28(6) of the <i>Child Care Act 2002</i>).</p> <p>To assist the department in considering whether any licence conditions should apply to the service (relating to rest periods, the ages, number and groups of children to be provided with care at the service) a copy of the service plans for the centre must be received by the department with the licence application. These must indicate the available indoor space in each room, range of ages to be accommodated in each group, shade measurements (where applicable) and outdoor space. An appropriately qualified person (eg – architect, drafts person, building certifier) must have certified the measurements.</p> <p>The department has the discretion to determine the suitability of a child care centre and must take into account a range of factors including:</p> <ul style="list-style-type: none"><li>• fences and gates are secure and in working order;</li><li>• condition of the overall premise including the building and facilities;</li><li>• outdoor play space that is safe and suitable for children to use;</li><li>• whether the centre is attached to a dwelling or located in a hazardous area; and</li><li>• whether the centre is on, or includes, a level above ground level.</li></ul> <p>The department must be satisfied that the child care centre is safe and suitable for use as a child care centre. Additional information may be required from the licensee to determine the suitability of the centre. For example, a risk assessment report may be requested where a possible risk is identified.</p> <p>Sections 45-54 of the <i>Child Care Regulation 2003</i> outlines the minimum requirements in regard to movable fixtures and equipment and includes provision relating to bedding, bed linen, telephones, refrigerators, laundry facilities, hand washing facilities, cleaning and maintenance and harmful plants.</p> <p>The department is currently developing guidelines in regard to adequate and appropriate indoor and outdoor equipment as a guide to the minimum requirements. The guidelines will reflect the differences in regard to school age care services and the type of equipment required to meet older children's needs. These guidelines will be available on the Department of Communities website shortly. Equipment should be ordered early, as some items take up to three months to be supplied.</p>
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<b>Confidentiality</b>	The licensee of a child care service must ensure that the service's records so far as they contain personal information relating to a child receiving care, are kept in a way that ensures no-one has access other than an authorised person for the service, or a parent or guardian of the child.
<b>First Aid</b>	Whenever child care is being provided at a place under a licence for centre based service, the licensee must ensure at least 1 staff member with the prescribed first aid competency is present at the place. This includes periods when children are being transported, are on an excursion or at any other time when child care is being provided under the licence. The staff roster must, at all times, reflect the inclusion of a staff member who has current first aid qualifications and planning for contingencies, eg absence of the staff member due to illness or holidays. Evidence of a capacity to comply with the first aid qualification requirements must be demonstrated prior to the licence commencing. The licensee is also required to keep original copies or certified copies of the qualifications (sections 66 and 72 of the <i>Child Care Act 2002</i> ).
<b>Health and Safety Matters</b>	Sections 55-63 of the <i>Child Care Regulation 2003</i> outlines the minimum requirements in regard to the child care centre and facilities used to provide child care under the licence and the conduct of the service in regard to health and safety matters. Provisions relate to health and hygiene of staff members, cleaning and maintenance generally, nappy change areas, access to the kitchen, dangerous places and items being inaccessible to children, animals, smoking and food and nutrition.
<b>Insurance</b>	The licensee must ensure there is in force, for the service, the insurance cover prescribed under the <i>Child Care Regulation 2003</i> . Section 124 of the Regulation requires that a policy of public liability insurance for at least \$10 million be in place. To be demonstrated by providing evidence of a current public liability insurance policy of \$10,000,000. The insurance must remain current at all times during the licence term (section 82 of the <i>Child Care Act 2002</i> ).
<b>Other criteria</b>	The department, in making a decision, must have regard to other criteria outlined in section 31 and the Guiding Principles of the <i>Child Care Act 2002</i> . The Guiding Principles outline the principles under which licensed services are to be conducted and the <i>Child Care Act 2002</i> is to be administered.
<b>Other information – centre based service</b>	The licensee must also keep a record of other information. Section 102 of the <i>Child Care Regulation 2003</i> outlines these requirements and includes for example information about staff details, excursions and emergency care. All records must be kept at the child care centre and section 104 of the <i>Child Care Regulation 2003</i> prescribes the time for which records must be kept.
<b>Policies</b>	Written policies must address the requirements as set out in the <i>Child Care Act 2002</i> and the <i>Child Care Regulation 2003</i> . Under section 76 of the <i>Child Care Act 2002</i> , the licensee must give a copy of a policy, on request, to a parent or guardian of a child in care. Carers and staff members must be made aware of the policies. Copies of the policies the service proposes to use must be provided with the licence application. The matters addressed in the policies must include the following – <ul style="list-style-type: none"> <li>• the participation of parents in the conduct of the service;</li> <li>• health issues, including hygiene practices and dealing with injuries, illness and infectious diseases;</li> <li>• safety, emergency and evacuation procedures;</li> <li>• the participation of students and volunteers in the conduct of the service;</li> <li>• processes for dealing with any concerns of parents, staff members of carers; and</li> <li>• any other matter prescribed under a regulation.</li> </ul>
<b>Qualifications</b>	The licensee must demonstrate that he/she has employed, or will engage, appropriately qualified staff to meet all qualification requirements for positions of assistant, group leader and director. The licensee must provide evidence of the qualifications of qualified staff together with the application or prior to the licence commencing. The licensee must retain copies of relevant qualification documents, including evidence of enrolment, at all times (sections 72 and 73 of the <i>Child Care Act 2002</i> ). It should be noted that school age care services that existed immediately prior to 1 September 2003 have 5 years to meet the qualification requirements.
<b>Record keeping requirements</b>	The licensee of a centre based service is required to keep and maintain records. These records include specific information about each child enrolled in the service. Section 101 of the <i>Child Care Regulation 2003</i> outlines the type of records that must be kept about each child.

<b>Role Statements</b>	The licensee must prepare, and keep up to date, a role statement for each position in the service (section 77 of the <i>Child Care Act 2002</i> ). The role statement must include key duties and responsibilities for each carer and staff member employed by the licensee to ensure the proper conduct of the service. The licensee must provide copies of role statements with the application.
<b>Staffing</b>	The licensee must demonstrate that he/she has engaged or will engage adequate and suitable staff to meet requirements of the <i>Child Care Act 2002</i> and the <i>Child Care Regulation 2003</i> with regard to the proposed licensed capacity and the ages of the children that will be accommodated in the service. This must be demonstrated through the provision of staffing rosters; staff qualifications; details of proposed age groupings and staff:child ratios.
<b>Suitability of carers and staff members</b>	<p>All carers and staff members at a service are required to hold a current positive suitability notice issued by the Commission for Children and Young People. Alternatively, the employer/licensee must have made application for a suitability notice. This must be demonstrated by production of original or certified copies of current positive suitability notices or copies of applications made to the Commission for Children and Young People (sections 27 and 74 of the <i>Child Care Act 2002</i>).</p> <p>Where staff have not yet been engaged, the licensee must demonstrate an understanding of his/her obligations under the <i>Commission for Children and Young People Act 2000</i>. The department must be satisfied that the licensee is complying with that Act.</p>
<b>Suitability</b>	Under the <i>Commission for Children and Young People Act 2000</i> the Commission is responsible for processing criminal history checks for certain categories of child-related employment and for issuing suitability notices. People working in, and involved with, child care services, will be required to have a positive suitability notice. For further information about suitability requirements contact the Commission for Children and Young People on 3247 5525 or 1800 688 275 or visit their website <a href="http://www.child.com.au">www.child.com.au</a>
<b>Suitability of licensee and related persons</b>	The licensee and related persons, including executive officers and nominees, must hold a current positive suitability notice. Certified copies of suitability must be provided (section 26 of the <i>Child Care Act 2002</i> ).
<b>Transporting children</b>	If the service will be providing transportation for children, details of numbers of children, staff, times children are transported and vehicle used to transport children will need to be provided in order for the department to be satisfied that the licensee is meeting these requirements.

## The development process checklist

- Has contact been made with the Australian Government Department of Family and Community Services regarding application for Child Care Benefit places?
- Has contact been made with the Queensland Department of Communities regarding the licensing process?
- Has Town Planning Consent been granted?
- Has contact been made with the National Childcare Accreditation Council to register for the quality assurance programs?
- Has an application for an alternative solution been made to the Department of Communities (if required)?
- Has Building Approval been granted?
- Has a licence application form, together with the prescribed fee and the required relevant supporting documentation eg. copy of a site plan, landscaping, floor plan and building plan with elevations been provided to the Department of Communities?
- If food is to be prepared on the premises, has registration under the Food Hygiene Regulation been made and granted?
- Have the appropriate staff/carers been recruited?
- Has a Certificate of Classification been issued?
- Has the required public liability insurance been arranged for the child care service?
- Has the service been registered as a workplace under the Workplace, Health and Safety Act?
- Has the service been issued with a licence to operate a centre based service?

## Helpful contacts/publications for developers and planners

### Contacts:

#### Legislation

##### **GoPrint**

Service provided: Copies of all Queensland State Acts and Regulations can be purchased from Goprint.

Contact number: 3246 3399 or 1800 679 778 (outside Brisbane) or email: [retail@goprint.qld.gov.au](mailto:retail@goprint.qld.gov.au)

##### **Office of the Queensland Parliamentary Counsel**

Service provided: All Queensland legislation can be viewed at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

Contact number: 3237 0466

#### Qualifications/Courses

##### **Department of Employment & Training (DET)**

Service provided: Lists all training organisations who are registered to deliver courses in Queensland. Provides information regarding traineeships in child care.

Contact number: 1800 600 039 (for registered courses) or 1300 369 935 (for traineeships)

##### **Department of Communities**

Service provided: Information on training pathways, child care qualifications and child care careers.

Contact number: 3224 4225 or 1800 637 711 (outside Brisbane) or [www.communities.qld.gov.au/childcare](http://www.communities.qld.gov.au/childcare)

##### **The National Office of Overseas Skills Recognition (NOOSR)**

Service provided: The NOOSR is the national expert and coordinating body on overseas skills assessments and recognition.

Contact number: 1800 020 086

#### Child Care Associations

Child care associations offer individual centre operators membership of a professional organisation which provides support, training and a range of networking opportunities. Members may also benefit from access to specialist insurance, an industrial and wage rate service, and information on programming and equipment. Some associations are affiliated with national peak bodies which advocate for the child care industry with Government. Associations may also be able to assist with local area information.

##### **Advocates for Quality Child Care**

Service provided: Advocates for high standards in all child care services, with a particular focus on centre based care. They advocate for the employment of more highly qualified staff in child care.

Contact number: 3252 7174

##### **Child Care National Association**

Service provided: Provides services to early childhood services to continuously improve the quality care at a local, state and national level focusing on training, legal, industrial, staffing, insurance, superannuation, health/safety and equipment standards.

Contact number: 0418 762 823

##### **Childcare Queensland**

Service provided: Childcare Queensland supports approximately 45,000 families in Queensland, providing quality care and educational programs for more than 60,000 children in more than 500 private long day care centres throughout the State. Childcare Queensland is committed to providing quality benefits for its members through professional representation of long day care centres in the Queensland child care industry.

Contact number: 3257 3926

##### **Children's Services Employers Association of Queensland**

Service provided: Represents community-based non-profit children's services employers in industrial, advisory and support areas.

Contact number: 3852 5177

**Early Childhood Australia**

Service provided: Early Childhood Australia is the major umbrella association for early childhood services in Australia advocating for high quality standards across service types.  
Contact number: 3891 6888

**National Association of Community Based Children's Services (NACBCS)**

Service provided: Advocates for the maintenance and extension of Australia's network of non-profit children's services. NACBCS analyse and advise on policy issues and advocates for the right of families to services.  
Contact number: 3832 1266

**Queensland Children's Activities Network Inc (QCAN)**

Service provided: Supports school age care services by providing information, resources and workshops.  
Contact number: 3352 3499 or 1800 809 859 (outside Brisbane)

**Statistical Information****Australian Bureau of Statistics National Information and Referral Service**

Service provided: Provides information that may assist with estimating the need for a service.  
Contact number: 1300 135 070  
Website: [www.abs.gov.au](http://www.abs.gov.au)

**Australian Government Department of Family and Community Services**

Service provided: Provides information that may assist with estimating the need for a service.  
Contact number: 1300 653 227  
Website: [www.facs.gov.au](http://www.facs.gov.au)

**Department of Local Government and Planning (Planning Information and Forecasting Unit)**

Service provided: Can provide demographic profiles of particular regions/suburbs including small area population projections by age group.  
Contact number: 3237 1115  
Website: [www.dlgp.qld.gov.au/pifu](http://www.dlgp.qld.gov.au/pifu)

**Department of Treasury (Office of Economic and Statistical Research)**

Service provided: Can provide general population and socioeconomic data.  
Contact number: 1800 068 587  
Website: [www.oesr.qld.gov.au](http://www.oesr.qld.gov.au)

**Other****Department of Local Government and Planning**

Service provided: For information regarding the Building Code.  
Contact number: 3237 1714

**Department of State Development and Innovation (SmartLicence)**

Service provided: For further information regarding a child care business and a copy of "Your Guide to Starting a Child Care Business in Queensland".  
Contact number: 1300 363 711

**Family Assistance Office**

Service provided: The Family Assistance Office makes decisions about the amount of Child Care Benefit families are able to claim to help with their child care costs. To enable families to claim the Child Care Benefit you will need to register as an approved carer.  
Contact number: 13 61 50

**Local Government Authority**

Service provided: For advice on zoning and building requirements in the relevant area.  
Contact number: refer to White Pages

**National Childcare Accreditation Council (NCAC)**

Service provided: NCAC administers the Quality Assurance (QA) Systems for centre based services. The QA Systems are Australian Government initiatives linked to Child Care Benefit approval for child care services.  
Contact number: 1300 136 554

## **Department of Communities Regional Offices**

### ***Brisbane City***

#### **LUTWYCHE AREA OFFICE (Community Support Services)**

Level 4, Lutwyche Shopping Village, Cnr. Lutwyche Road and Chalk Street,  
LUTWYCHE Q 4030  
(PO Box 241, LUTWYCHE Q 4030)  
Telephone: 3872 0611 Facsimile: 3872 0666

#### **MT GRAVATT AREA OFFICE (Community Support Services)**

Block A, Garden Square, 643 Kessels Road, UPPER MT GRAVATT Q 4122  
(PO Box 6069, UPPER MT GRAVATT Q 4122)  
Telephone: 3343 0200 Facsimile: 3219 4266

### ***Caboolture and Redcliffe Peninsula***

#### **CABOOLTURE AREA OFFICE (Community Support Services)**

2<sup>nd</sup> Floor, Town Square Precinct, 33 King Street, CABOOLTURE Q 4510  
(PO Box 954, CABOOLTURE Q 4510)  
Telephone: 5490 1040 Facsimile: 5499 2231

### ***Far North***

#### **CAIRNS AREA OFFICE (Community Support Services)**

107 Lake Street, CAIRNS Q 4870  
(PO Box 1682, CAIRNS Q 4870)  
Telephone: 4052 9500 Facsimile: 4052 9529

#### **ATHERTON AREA OFFICE (Community Support Services)**

10 Main Street, ATHERTON Q 4883  
(PO Box 151, ATHERTON Q 4883)  
Telephone: 4091 1466 Facsimile: 4091 3924

#### **CAPE/TORRES AREA OFFICE (Community Support Services)**

Ground Floor, 36 Shields Street, CAIRNS Q 4870  
(PO Box 5275, CAIRNS Q 4870)  
Telephone: 4039 8953 Facsimile: 4039 8955

### ***Central***

#### **ROCKHAMPTON AREA OFFICE (Community Support Services)**

Floor 3, State Government Building, 209 Bolsover Street  
ROCKHAMPTON Q 4700  
(PO Box 738, ROCKHAMPTON Q 4700)  
Telephone: 4938 4232 Facsimile: 4938 4118

#### **LONGREACH AREA OFFICE (Community Support Services)**

138 Eagle Street, LONGREACH Q 4730  
(PO Box 161, LONGREACH Q 4730)  
Telephone: 4658 3012 Facsimile: 4658 3185

#### **EMERALD AREA OFFICE (Community Support Services)**

51 Ruby Street, EMERALD Q 4720  
(PO Box 554, EMERALD Q 4720)  
Telephone: 4987 5790 Facsimile: 4982 4113

#### **GLADSTONE AREA OFFICE (Community Support Services)**

Government Building, Cnr. Oaka Lane and Roseberry Street  
GLADSTONE Q 4680  
(PO Box 536, GLADSTONE Q 4680)  
Telephone: 4979 6514 Facsimile: 4972 6051

### ***Gold Coast***

#### **GOLD COAST AREA OFFICE (Community Support Services)**

Pacific Square, 2520 Gold Coast Highway,  
MERMAID BEACH Q 4218  
(PO Box 138, MERMAID BEACH Q 4218)  
Telephone: 5595 7100 Facsimile: 5575 2248

#### **REDLANDS AREA OFFICE (Community Support Services)**

146 Bloomfield Street, CLEVELAND Q 4163  
(PO Box 352, CLEVELAND Q 4163)  
Telephone: 3286 4633 Facsimile: 3821 1760

**Ipswich and Logan**IPSWICH AREA OFFICE (Community Support Services)

5-7 Wharf Street, IPSWICH Q 4305  
(PO Box 516, BOOVAL Q 4304)  
Telephone: 3280 1003 Facsimile: 3280 1958

LOGAN/BEAUDESERT AREA OFFICE (Community Support Services)

6 Ewing Road, WOODRIDGE Q 4114  
(PO Box 753, WOODRIDGE Q 4114)  
Telephone: 3380 6222 Facsimile: 3808 2354

**Mackay and Whitsunday**MACKAY AREA OFFICE (Community Support Services)

110 Wood Street, MACKAY Q 4740  
(PO Box 790, MACKAY Q 4740)  
Telephone: 4951 5920 Facsimile: 4953 1418

**North**TOWNSVILLE AREA OFFICE (Community Support Services)

4<sup>th</sup> Floor, State Government Building, 187-209 Stanley Street, TOWNSVILLE Q 4810  
(PO BOX 5941, TOWNSVILLE MAIL CENTRE Q 4810)  
Telephone: 4799 7110 Facsimile: 4721 1936

THURINGOWA AREA OFFICE (Community Support Services)

Thuringowa Centre, 48 Thuringowa Drive, KIRWAN Q 4817  
(PO Box 113, THURINGOWA CENTRAL Q 4817)  
Telephone: 4773 8222 Facsimile: 4773 7523

MOUNT ISA AREA OFFICE (Community Support Services)

Mount Isa House, Corner Mary and Camooweal Streets, MOUNT ISA Q 4825  
(PO Box 617, MOUNT ISA Q 4825)  
Telephone: 4744 1600 Facsimile: 4743 3588

**Sunshine Coast**SUNSHINE COAST AREA OFFICE (Community Support Services)

Bernard House, 21 Cornmeal Parade, MAROOCHYDORE Q 4558  
(PO Box 213, MAROOCHYDORE Q 4558)  
Telephone: 5475 0050 Facsimile: 5443 6137

**Toowoomba and South West**TOOWOOMBA AREA OFFICE (Community Support Services)

6<sup>th</sup> Floor, Condamine Centre, Bell Street Mall, TOOWOOMBA Q 4350  
(PO Box 2427, TOOWOOMBA Q 4350)  
Telephone: 4688 4060 Facsimile: 4638 1169

**Wide Bay and Burnett**HERVEY BAY AREA OFFICE (Community Support Services)

1<sup>st</sup> Floor, Brendan Hansen Building, 50-54 Main Street, HERVEY BAY Q 4655  
(PO Box 1490, HERVEY BAY Q 4655)  
Telephone: 4197 7977 Facsimile: 4124 8573

## **Publications:**

The following publications are available on the Department of Communities website at [www.communities.qld.gov.au/childcare](http://www.communities.qld.gov.au/childcare)

- *Child Care Act 2002*
- *Child Care Regulation 2003*
- *Queensland Child Care Strategic Plan 2000-2005*
- Queensland Child Care Industry Plan 2002-2005
- Child Care News
- Queensland Child Care Census
- Building Standards for Child Care Centres

Other publications which may be useful from the Australian Government Department of Family and Community Services website at [www.facs.gov.au](http://www.facs.gov.au)

- Australian Background Report for the OECD Thematic Review of Early Childhood Education and Care
- Commonwealth Child Care News
- Commonwealth Child Care Services Brochures
- Child Care in Australia
- Draft Quality Practices Guide to Outside School Hours Care - September 2002
- Fact sheets on provision of outside school hours care and family day care by other operators
- OECD Thematic Review of Early Childhood Education and Care
- Outside School Hours Care Quality Assurance Update
- Planning to Succeed in Child Care