

POLICY/ PROCEDURE NAME & REVIEW PROCESS	CCS -NOTIFICATIONS POLICY This policy and procedure has been created to provide all stakeholders with clear guidelines and transparency to our practices and procedures. We welcome feedback and input from all stakeholders at any time and this policy is subject to review based on feedback or due date of annual review.										
NATIONAL QUALITY STANDARD	QUALITY AREA 7 GOVERNANCE AND LEADERSHIP 7.1 GOVERNANCE 7.1.3 Roles and responsibilities.										
NATIONAL LAW AND REGULATIONS	170-Policies and procedures to be followed 171-Policies and procedures to be kept available 172- Notification of change to policies or procedures										
RELATED POLICIES and RECORDS	<ul style="list-style-type: none"> CCS Child Care Subsidy Policy Governance Policy CCS Fraud Policy CCS Fraud Procedure Staff Schedule Record 										
SCOPE OF POLICY	This policy applies to approved provider, nominated supervisor, employees, educators, families, students, volunteers, and visitors to the service.										
AIM OF POLICY	To ensure that the service has strong guidelines, procedures, and practices in place regarding ccs notifications. The aim of this policy is to ensure that the CCS approved staff and management adhere to the reporting notifications guidelines. Our aim is to provide a clear policy, implement the policy, support practices relating to the policy, train staff regarding the policy and maintain and update the compliance of the policy for all our stakeholders.										
SERVICE IMPLEMENTATION	Implementation In order to remain compliant with Family Assistance Law services must report changes to their service within the specified timeframe. The notifications can be made through the services third party software or Provider Entry Point (PEP) <i>Source Child Care Provider Handbook July 2024</i> <table border="1"> <thead> <tr> <th>MATTERS TO BE NOTIFIED</th><th>TIMEFRAME FOR NOTIFICATION</th></tr> </thead> <tbody> <tr> <td>The total hourly fee charged by the service for care for each approved childcare service of the provider (before any fee reduction amounts or other rebates or discounts) as set out in any policy or advertising information provided to individuals who enrol their children with the service. Any change to the fee information.</td><td> Within 14 days of any of the following: <ul style="list-style-type: none"> commencement of the service notice of approval of the service any change. </td></tr> <tr> <td>The hours and days on which each approved childcare service of the provider operates, with opening and closing times notified in 24-hour format. Any change to the operating hours.</td><td> Within 14 days of: <ul style="list-style-type: none"> commencement of the service notice of approval of the service any change. </td></tr> <tr> <td>The number of anticipated vacancies that the provider has available to fill in each of its approved childcare services for each day of the following week (beginning on a Monday). A vacancy is: <ul style="list-style-type: none"> for a Centre Based Day Care service or a Family Day Care service—an ongoing full-day vacancy for an Outside School Hours Care service—an ongoing full-session vacancy. </td><td>By 8.00 pm (AEST) each Friday.</td></tr> <tr> <td> Ceasing to operate an approved childcare service: <ul style="list-style-type: none"> to avoid being in breach of a law of the </td><td>Within 24 hours after ceasing to operate the service.</td></tr> </tbody> </table>	MATTERS TO BE NOTIFIED	TIMEFRAME FOR NOTIFICATION	The total hourly fee charged by the service for care for each approved childcare service of the provider (before any fee reduction amounts or other rebates or discounts) as set out in any policy or advertising information provided to individuals who enrol their children with the service. Any change to the fee information.	Within 14 days of any of the following: <ul style="list-style-type: none"> commencement of the service notice of approval of the service any change. 	The hours and days on which each approved childcare service of the provider operates, with opening and closing times notified in 24-hour format. Any change to the operating hours.	Within 14 days of: <ul style="list-style-type: none"> commencement of the service notice of approval of the service any change. 	The number of anticipated vacancies that the provider has available to fill in each of its approved childcare services for each day of the following week (beginning on a Monday). A vacancy is: <ul style="list-style-type: none"> for a Centre Based Day Care service or a Family Day Care service—an ongoing full-day vacancy for an Outside School Hours Care service—an ongoing full-session vacancy. 	By 8.00 pm (AEST) each Friday.	Ceasing to operate an approved childcare service: <ul style="list-style-type: none"> to avoid being in breach of a law of the 	Within 24 hours after ceasing to operate the service.
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	Commonwealth, a state, or a territory	
	<ul style="list-style-type: none"> • due to circumstances beyond the provider's control when 42 days' notice cannot be given. 	
	Change of physical or postal address of:	
	<ul style="list-style-type: none"> • the provider • the premises from which any of the provider's approved childcare services operate. 	No later than 30 days before the change or, if the change was not foreseeable at that time, as soon as practicable.
	Change to the name of:	
	<ul style="list-style-type: none"> • the provider • any of the provider's approved childcare services, including evidence of name change. 	Within 14 days after the change.
	Change of any of the following contact details of the provider or of any of the provider's approved childcare services:	
	<ul style="list-style-type: none"> • email address • website • telephone number • fax number. 	Within 14 days after the change.
	Information about any new person:	
	<ul style="list-style-type: none"> • with management or control of the provider (including any person who becomes responsible for the day-to-day operation of any of the provider's approved childcare services) 	
	The information must include:	
	<ul style="list-style-type: none"> • the name and contact details of the new person • a declaration that the provider has undertaken all background checks required for the new person, together with details of the new person's working with children card, if applicable. 	Within seven days after the new person becomes a person with management or control of the provider.
	Change of the name or contact details for any of the following persons:	
	<ul style="list-style-type: none"> • a person with management or control of the provider (including any person who is responsible for the day-to-day operation of any of the provider's approved childcare services) 	Within seven days after the provider becomes aware of the change.
	The provider becomes aware, because of a background check undertaken for a specified person, that the person:	
	<ul style="list-style-type: none"> • has a serious conviction or finding of guilt for any of the following offences under a law of Australia or of a foreign country <ul style="list-style-type: none"> – an indictable offence punishable by a maximum of two years imprisonment or 40 penalty units – an offence involving violence or a sexual offence – an offence involving fraud, stealing or dishonesty • is an undischarged bankrupt, or 	Within seven days after the provider receives a record of the check.

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	<ul style="list-style-type: none"> • was a director or secretary of a corporation when the corporation went into administration, receivership, or liquidation, or at any time during the 12 months beforehand. 	
	An event or circumstance in relation to a person with management or control of the provider (including a person responsible for the day-to-day operation of any of the provider's approved childcare services) that reasonably indicates that the person is not likely to be a fit and proper person to be involved in the administration of Child Care Subsidy.	Within seven days after the provider becomes aware of the event or circumstance.
	A person stops having management or control of the provider (including when a person stops having day-to day responsibility for the operation of any of the provider's approved childcare services).	Within seven days after the person stops having management or control of the provider.
	The provider must also notify the Secretary of the department of when, and the reason, the person stopped having management or control of the provider	
	An educator obtains a childcare qualification from a registered training organisation and: the provider or person with management or control has an interest in that registered training organisation by virtue of which the provider or person owns, operates, controls or carries out the registered training organisation, and either – it appears that the educator has not obtained the qualification solely on her or his own merit – the qualification has otherwise been obtained in circumstances that might be perceived as demonstrating a conflict of interest.	Within seven days after the provider becomes aware of the matter.
	A provider or a person with management or control of the provider obtains an interest, or is likely to obtain an interest, in a business which may affect their ability to comply with Family Assistance Law, where the approval may benefit the business or where a conflict of interest might reasonably be perceived to exist.	Within seven days of the provider becoming aware of the matter.
	Change in the status of a working with children card for anyone who is required to have such a card under section 195D of the A New Tax System (Family Assistance) (Administration) Act 1999—for example, if the card is amended, suspended, or revoked.	Within 24 hours after the provider becomes aware of the change of status.
	The provider enters into administration, receivership, liquidation or bankruptcy, and the details of this event.	Within 24 hours after the event.
	Unexpected closure of any of the provider's approved childcare services due to unforeseen circumstances.	Within 24 hours after the closure.

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A serious conviction or finding of guilt of:

- a person with management or control of the provider (including a person who becomes responsible for the day-to-day operation of any of the provider's approved childcare services),

Within 24 hours after the provider becomes aware of the charging, conviction or finding of guilt.

Each member of the team plays an important role in the implementation of each policies guidelines, and they are outlined as below but not limited to the following:

The Approved Provider

- Will ensure that any employees appointed to one of the roles responsible for the implementation of CCS is suitably qualified and has all the appropriate qualifications and checks in place.
- Will ensure that copies of the policy and procedures are readily accessible to nominated supervisors, educators, staff, volunteers, and families, and are available for inspection.
- Will notify families at least 14 days before changing the policy or procedures if the changes will.
 - Affect the fees charged or the way they are collected or
 - Significantly impact the service's education and care of children or
 - Significantly impact the family's ability to utilise the service.
- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Will ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements.
- Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research, and best practice.

The Nominated Supervisor

- Will ensure that any employees appointed to one of the roles responsible for the implementation of CCS is suitably qualified and has all the appropriate qualifications and checks in place and are kept up to date on the **staff schedule record**.
- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.
- Will ensure they take reasonable steps to ensure that the educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the educators, staff and volunteers the documentation to perform their role, follow policy and procedure and ensure they are checking the documentation according to regulatory and service requirements.
- Will ensure that a rigorous recruitment process is completed, and a thorough induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the staff are supported with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders and staff regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research, and best practice.
- Will conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy.

Educators

- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.

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	<ul style="list-style-type: none"> Will ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure. Will ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service. Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service. Will provide feedback to the nominated supervisor or approved provider regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. Will provide feedback regarding policy review when required.
REGULATION IMPLEMENTATION	The following procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.
In regard to regulation 170- Policies and procedures to be followed.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that all staff and volunteers are made aware of regulatory policies and procedures by ensuring that this forms a part of the induction process. Ensure probationary reviews will be conducted once new staff are appointed at the 3- month and 6-month mark to ensure that they are following policy and procedure and to review and revise regulatory policies. Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure and further training and revision of procedural practices in relation to policy and procedure. Ensure annual review and revision of policies and procedures will be conducted, and all educators will be given the opportunity for input.
In regard to Regulation 171- Policies and procedures to be kept available.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process. Ensure policies will be available on request for all staff members to have access when required. Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge. Ensure policies will be available for all stakeholders when requested and when updating.
In regard to Regulation 172- Notification of change to policies or procedures	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure, provide further training and allow for input if required in relation to policy and procedure. Ensure stakeholders will be invited to provide feedback for policies and procedures at any time, not just on annual review but will also be invited to add feedback at review time or after an event that may require change to policy or procedure. Ensure policies and procedures will be emailed or put on display in the foyer for stakeholders to have the ability to provide feedback. Ensure feedback will be considered from stakeholders and educators and may result in a change in policy. Ensure policy and procedure may be changed at any time if there has been an incident in the service that has required a change to be implemented for the safety and health of children and or educators. Ensure in the event of a change to a policy after feedback or a situation that occurs, we will provide 14 days' notice to all stakeholders before the change takes effect
CONTINUOUS IMPROVEMENT	<p>We are dedicated to the ongoing improvement of our practices and procedures through the following actions:</p> <ul style="list-style-type: none"> Conducting regular reviews and updates of this policy with all stakeholders. Actively seeking feedback from children, families, and staff members. Providing targeted skill development and training for staff when areas for improvement are identified or when gaps in policy and procedure implementation are observed.
KEY TERMS	<ul style="list-style-type: none"> Approved provider—a person who holds approval for one or more childcare services under Family Assistance Law. Childcare software—software developed and provided by commercial providers to interact with the Australian Government's Child Care Subsidy System (information technology system) and to support other administrative and management activities for childcare providers, personnel of

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	<p>services utilise this software to submit attendances, upload childcare subsidy and issue statements to stakeholders.</p> <ul style="list-style-type: none"> ▪ Stakeholder - a person or group of people who have an interest in a business, a person such as an employee or customer. They have a sense of responsibility toward it and an interest in its success.
WE GRATEFULLY ACKNOWLEDGE THE FOLLOWING SOURCES	<ul style="list-style-type: none"> ▪ Australian Children's Education & Care Quality Authority. ACECQA ▪ Code of Ethics ▪ Child Care Provider Handbook July 2024 ▪ Education and Care Services National Regulations. ▪ Education and Care Services National Law Act 2010 ▪ Earlychildhoodqld.gov.au ▪ Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. ▪ Guide to the National Quality Framework. ▪ National Quality Standard. ▪ United Convention on the Rights of the Child

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