Emergency Management

Introduction

This quick reference guide provides assistance in using the NQA IT System during emergency management scenarios

Updates to the NQAITS have been made which affect the following activities:

❖ making notifications to your regulatory authority as required under Regulations 175(2)(a-ca)
❖ applying for temporary waivers (under Section 94 of the National Law)
❖ applying to voluntarily suspend your service approval (under Section 85 of the National Law)
❖ making notifications to your regulatory authority that a service has re-opened after a period of closure.

When making these notifications or applications, you will now be able to identify that you are responding to, or managing an emergency such as a bushfire, flood, health emergency, cyclone or a local issue that impacts only the affected service.

These changes further assist your state or territory regulatory authority to be aware of circumstances that may impact the health, safety and wellbeing of children at your service. These changes also further aid regulatory authority understanding of, and responses to, the potential impacts of emergencies occurring across numerous services.

IF YOU ARE MANAGING AN EMERGENCY AT YOUR SERVICE, PLEASE CONTACT THE APPROPRIATE LOCAL AUTHORITY IN THE FIRST INSTANCE.

Service providers now have the ability to:
❑ Select emergency management as a:
  • reason for an emergency closure (see page 3) or reduction in numbers (see page 4)
  • reason for the attendance of additional children in emergency circumstances (see page 5)
  • description of the nature of circumstances posing a risk to the safety, health and wellbeing of a child or children attending the service (see page 6)
  • reason for an application for a temporary waiver (see page 8)
  • reason for an application for voluntary suspension of service approval (see page 9)
  • reason for a change of operating hours (see page 10).

❑ Notify the Regulatory Authority that a service has re-opened after a period of closure (see page 7).
❑ Notify the Regulatory Authority of the closure of multiple services in a single notification (see page 11).

Prerequisites for use
Before you start using the system, you need to ensure the following:
✓ You are using any up-to-date browser
✓ You have a login to the NQA IT System portal: https://public.nqaits.acecqa.gov.au/Pages/Landing.aspx

① After logging in and on your Home page

A. Go to the *My Services* grid
B. Select the relevant service
C. Select Incident

My Services A

	Service ID	Service Name
○	SE-50001225	Kids' Station - FDC
○	SE-50001223	Children's Play Land - CBC
◉	SE-50001307	WA Fun Friendly - FDC

B

| Add Service | New Forms | Submitted Forms | Incident | C |

② At the TYPE OF INCIDENT page

The highlighted tiles on the right are a few examples of commonly used notifications in emergencies. Please select the appropriate incident type at your discretion.

• Select the tile that relates to the incident you are reporting.

• Follow all prompts in the next few pages to go right through to submitting the form.

The next few pages below will outline the notification process for the different incident types

TYPE OF INCIDENT

Injury or trauma	Illness	Child missing	Child taken or removed
Child locked in or out	Death of a child	Emergency service attended	Closure or reduction in number of children attending the service
Any circumstance posing risk to health, safety and wellbeing	Attendance of additional children	Incident of sexual or physical abuse	Allegation of sexual or physical abuse

If your service has to close or have a reduced number of children in attendance

If there are any circumstances posing a risk to the health, safety and wellbeing of the children
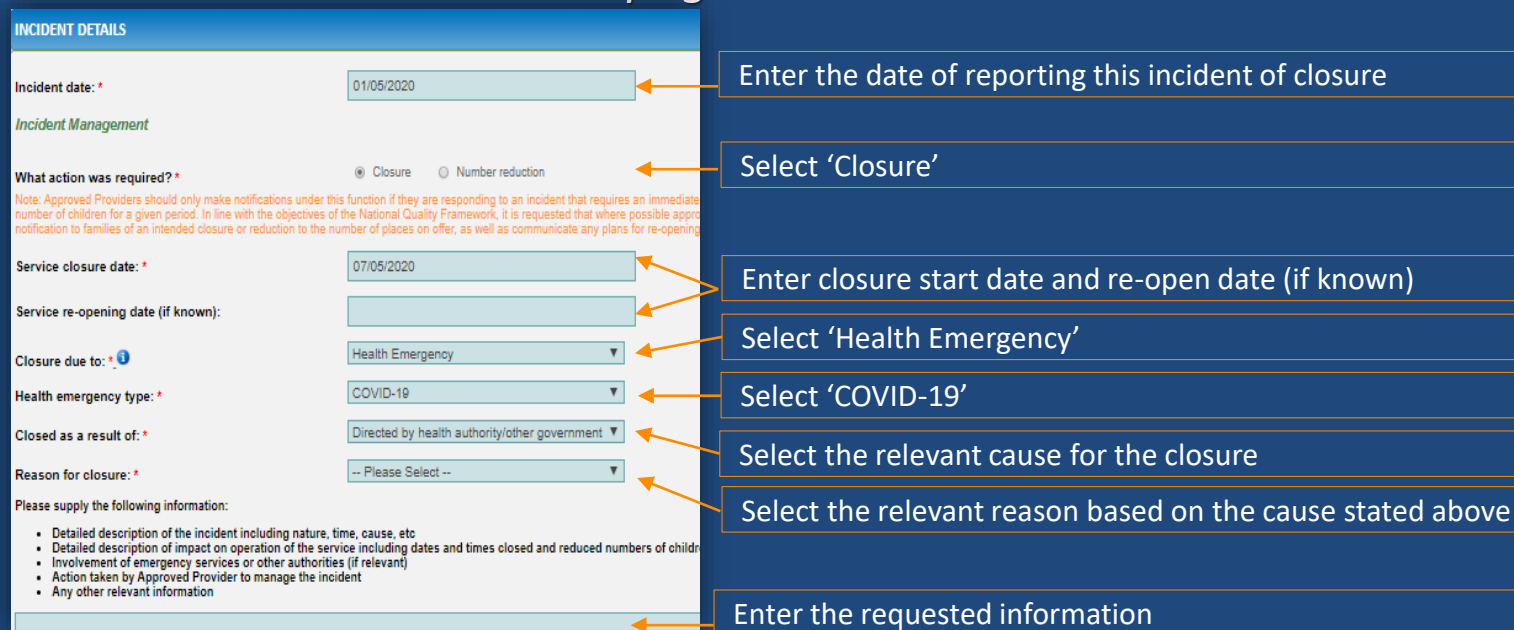
If additional children are to attend your service

National Quality Agenda IT System (NQA ITS)

Quick Reference Guide
Author: ACECQA

Notification of Incidents: Closure

Australian Children's
Education & Care
Quality Authority

③ *A)   Example Notification: Closure due to COVID-19*

At the INCIDENT DETAILS *page*

INCIDENT DETAILS

Incident date: * — 01/05/2020

Incident Management

What action was required? *   ○ Closure   ○ Number reduction
Note: Approved Providers should only make notifications under this function if they are responding to an incident that requires an immediate number of children for a given period. In line with the objectives of the National Quality Framework, it is requested that where possible appro notification to families of an intended closure or reduction to the number of places on offer, as well as communicate any plans for re-opening

Service closure date: * — 07/05/2020

Service re-opening date (if known):

Closure due to: * ⓘ — Health Emergency ▼

Health emergency type: * — COVID-19 ▼

Closed as a result of: * — Directed by health authority/other government ▼

Reason for closure: * — -- Please Select -- ▼

Please supply the following information:
- Detailed description of the incident including nature, time, cause, etc
- Detailed description of impact on operation of the service including dates and times closed and reduced numbers of childr
- Involvement of emergency services or other authorities (if relevant)
- Action taken by Approved Provider to manage the incident
- Any other relevant information

Enter the date of reporting this incident of closure

Select 'Closure'

Enter closure start date and re-open date (if known)

Select 'Health Emergency'

Select 'COVID-19'

Select the relevant cause for the closure

Select the relevant reason based on the cause stated above

Enter the requested information

Descriptions in **Closure due to**

• **Localised issue** – the service has closed temporarily due to an issue or emergency specific to the service and/or its physical environment.

• **Health emergency** – the service has closed temporarily due to immediate risks to children caused by a public health emergency, such as a pandemic, and/or at the direction of their local health authority.

• **Bushfire** – the service has closed temporarily because bushfire conditions have made the service inaccessible or unsafe for children and staff, and/or the service has been directed by their local authority to close.

• **Flood** – the service has closed temporarily because flooding conditions have made the service inaccessible or unsafe for children and staff, and/or the service has been directed by their local authority to close.

• **Cyclone** – the service has closed temporarily because cyclone conditions have made the service inaccessible or unsafe for children and staff, and/or the service has been directed by their local authority to close.

Note: Approved Providers should only make notifications under this function if they are responding to an immediate health risk or directive from their local health authority. If closing for a prolonged period or a reason other than health management, you may need to apply for a voluntary suspension. ACECQA or your Regulatory Authority will be able to assist you to make this decision.

National Quality Agenda IT System (NQA ITS)

Quick Reference Guide
Author: ACECQA

Notification of Incidents: Number Reduction

Australian Children's
Education & Care
Quality Authority

③ B) *Example Notification: Number Reduction due to COVID-19*

At the INCIDENT DETAILS *page*

INCIDENT DETAILS

Incident date: *	01/05/2020

Incident Management

What action was required? *   ○ Closure   ⦿ Number reduction

Date for reduction in numbers: *	07/05/2020
Date for reduction no longer required (if known):	
Number reduction due to * ⓘ	Health Emergency ▼
Health emergency type: *	COVID-19 ▼

Please supply the following information:

- Detailed description of the incident including nature, time, cause, etc
- Detailed description of impact on operation of the service including dates and times closed and reduced numbers of children attending the service
- Involvement of emergency services or other authorities (if relevant)
- Action taken by Approved Provider to manage the incident
- Any other relevant information

Enter the date of reporting this incident of number reduction

Select 'Number Reduction'

Enter start date and end date of reduction (if known)

Select 'Health Emergency'

Select 'COVID-19'

Enter the requested information

When all the fields have been entered, press **Next** *and follow all prompts to complete the submission of the notification*

③ C) *Example Notification: Attendance of additional children*

At the INCIDENT DETAILS *page*

INCIDENT DETAILS

Incident date: *	27/04/2020	→ Enter the date of reporting attendance of additional children
Incident Management		
Increase start date: *	27/04/2020	→ Enter the start date of attendance of additional children
Increase amendment date (if known):		→ Date when the additional attendance will be amended (if known)
Increase due to: * ⓘ	Health Emergency ▾	→ Select 'Health Emergency'
Health emergency type: *	COVID-19 ▾	→ Select 'COVID-19'
Please provide a description of the emergency: *		→ Enter the requested information

When all the fields have been entered, press **Next** *and follow all prompts to complete the submission of the notification*

③ D) *Example Notification: Risk to health, safety and well-being*

At the INCIDENT DETAILS *page*

Incident date: 27/04/2020	Enter the date of reporting this incident of risk
Risk due to: Health Emergency	Select 'Health Emergency'
Health emergency type: COVID-19	Select 'COVID-19'
Reason for risk: Staff member's family/other person tested po...	Select the reason for the risk

INCIDENT DETAILS

Incident date: * 27/04/2020

Incident Management

Risk due to: * ℹ Health Emergency

Health emergency type: * COVID-19

Reason for risk: * Staff member's family/other person tested po...

Please supply the following information: *

- Detailed description of the incident including nature of risk, cause, etc
- Detailed description of impact on the operation of the service
- Involvement of emergency services or other authorities (if relevant)
- Action taken by Approved Provider to manage the risk
- Any other relevant information

Enter the requested information

When all the fields have been entered, press **Next** *and follow all prompts to complete the submission of the notification*

Notification of Service Re-opening

④ Notification of a service that has re-opened

- On the landing page after logging in, you will find the **Re-open Service** button beneath the Services table.

- Select **Re-open Service.**

- The next page will list your closed Services

- Select **Re-open.**

- In the pop-up box that follows, enter the details requested and select **Submit.** Follow all prompts to finish.

NOTE

After the user has submitted that the service(s) is re-opening, a confirmation email will be generated and sent to the email address provided as part of the notification.

The email will state that the change to the re-open date was successful and display the new service re-opening date.

Where more than one service is being re-opened in any instance:

- Only a maximum of 5 services can be notified at once
- The single re-open date that is entered will apply across all services being re-opened in that instance
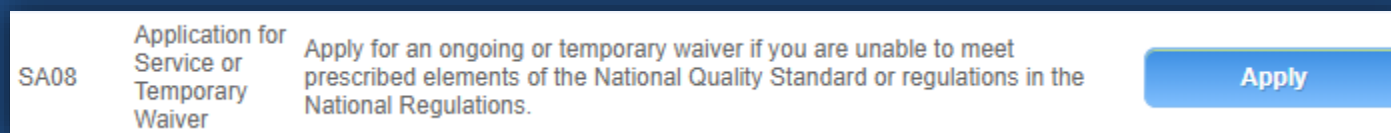
⑤ *Example Application: Waiver*

• On the landing page after logging in, select **New Forms**.
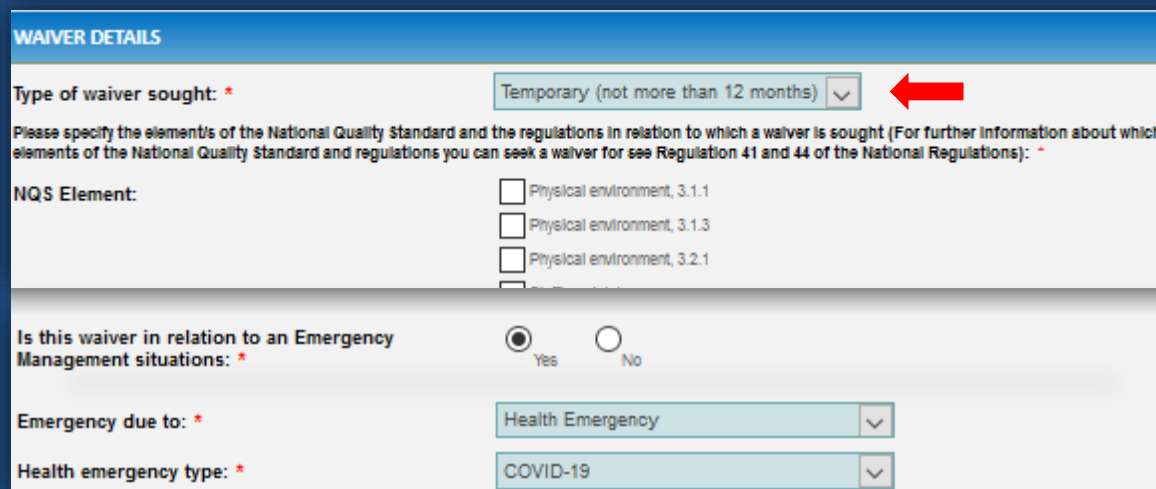
• On the next page of forms, select **SA08** .

• At the **WAIVER DETAILS** page, ensure that **Type of waiver sought** is selected as "Temporary (not more than 12 months)".

With that, the Emergency Management fields will show in the middle section of the form.

Enter in the fields as applicable.

When all the fields have been entered, press **Next** *and follow all prompts to complete the submission of the application*

Application for Voluntary Suspension

⑥ *Example Application: Voluntary Suspension*
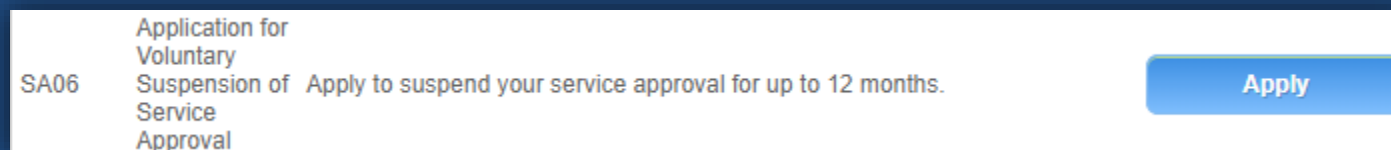
• On the landing page after logging in, select **New Forms.**

• On the next page of forms, select **SA06**.
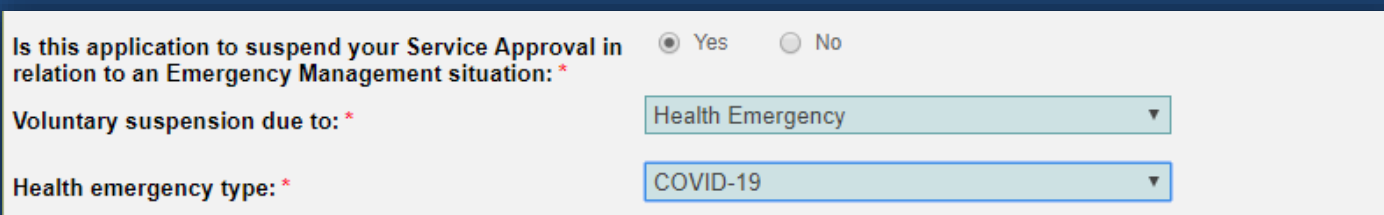
| SA06 | Application for Voluntary Suspension of Service Approval | Apply to suspend your service approval for up to 12 months. | **Apply** |

• At the **SUSPENSION DETAILS** page, at the bottom part, the Emergency Management fields will show.

Enter in the fields as applicable.

Is this application to suspend your Service Approval in relation to an Emergency Management situation: * ● Yes ○ No

Voluntary suspension due to: *   Health Emergency ▼

Health emergency type: *   COVID-19 ▼

When all the fields have been entered, press Next *and follow all prompts to complete the submission of the application*

⑦ *Example Notification: Change of Operating Hours*

• On the landing page after logging in, select **New Forms.**
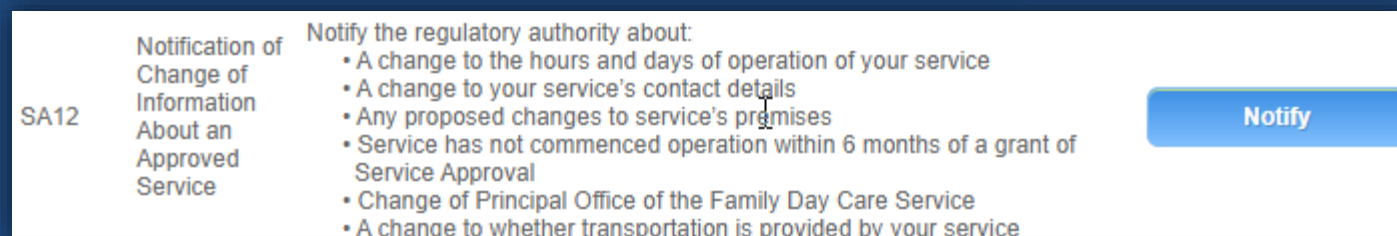
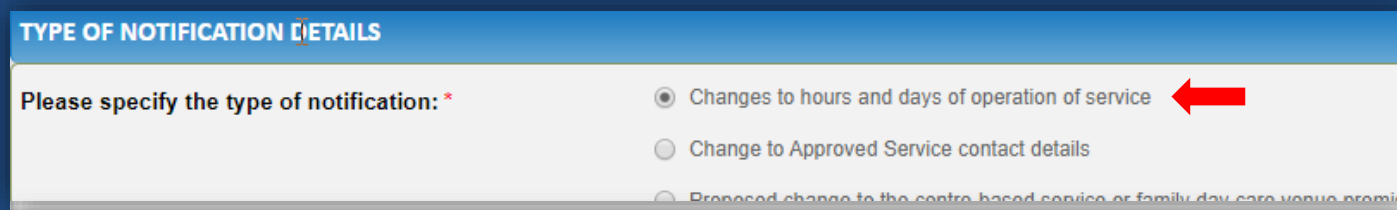• On the next page of forms, select **SA12**.

SA12 — Notification of Change of Information About an Approved Service

Notify the regulatory authority about:
• A change to the hours and days of operation of your service
• A change to your service's contact details
• Any proposed changes to service's premises
• Service has not commenced operation within 6 months of a grant of Service Approval
• Change of Principal Office of the Family Day Care Service
• A change to whether transportation is provided by your service

Notify

• At the **TYPE OF NOTIFICATION DETAILS** page, select "Changes to hours and days of operation of service".
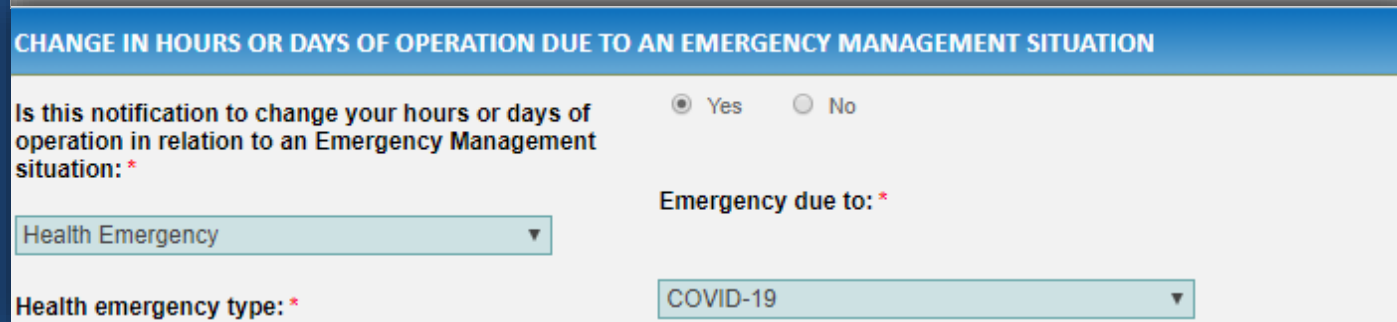
With that, the section **CHANGE IN HOURS OR DAYS OF OPERATION DUE TO AN EMERGENCY MANAGEMENT SITUATION** will show below the operating hours section of the form.
Enter in the fields as applicable.

TYPE OF NOTIFICATION DETAILS

Please specify the type of notification: *
- ◉ Changes to hours and days of operation of service ⬅
- ○ Change to Approved Service contact details
- ○ Proposed change to the centre-based service or family day care venue premise...

CHANGE IN HOURS OR DAYS OF OPERATION DUE TO AN EMERGENCY MANAGEMENT SITUATION

Is this notification to change your hours or days of operation in relation to an Emergency Management situation: *
◉ Yes   ○ No

Emergency due to: *

Health Emergency ▼

COVID-19 ▼

Health emergency type: *

When all the fields have been entered, press Next and follow all prompts to complete the submission of the notification
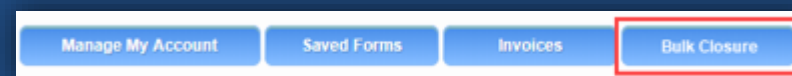
⑧ *Example Notification: Bulk Closure*

• On the landing page after logging in, select **Bulk Closure.**

• On the next page, a table of up to 10 services will show. Only services that have the status of Approved, that are not temporarily closed and do not have an existing incident of closure will be displayed.

Select the applicable services and if there are more pages, select other services there that apply. Press **Notify Closure** when ready.
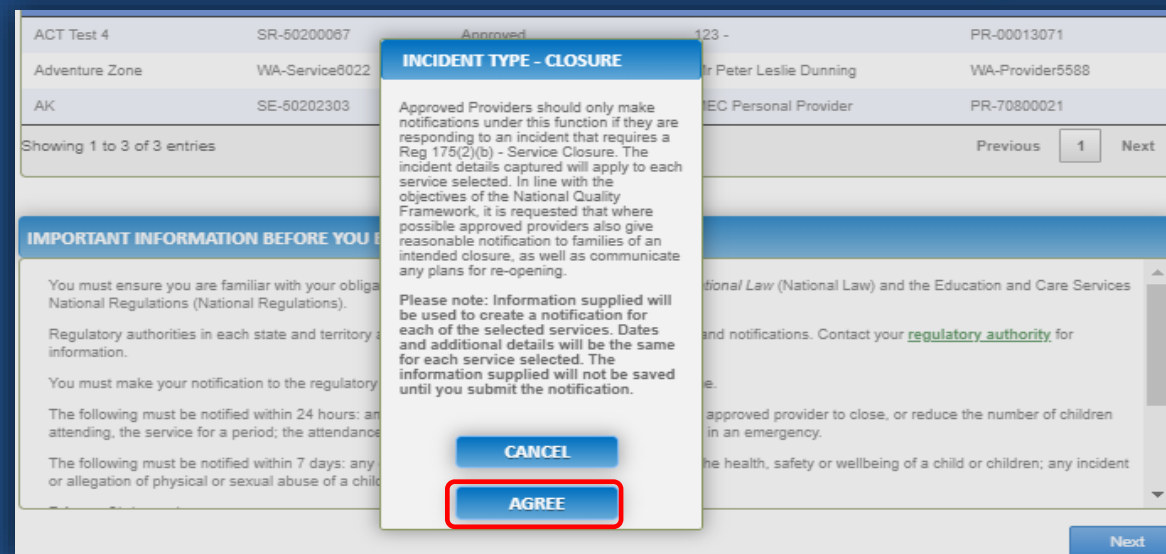
• The **Instructions** page will then show, and after selecting the **Next** Button, a popup will display with information that you must agree to before you can progress further. Press **Agree** when ready.

The next page will show the incident details including the Emergency Management details that begin on the **Closure due to** field, as described earlier in notification of closure for an individual service.

INCIDENT TYPE - CLOSURE

Approved Providers should only make notifications under this function if they are responding to an incident that requires a Reg 175(2)(b) - Service Closure. The incident details captured will apply to each service selected. In line with the objectives of the National Quality Framework, it is requested that where possible approved providers also give reasonable notification to families of an intended closure, as well as communicate any plans for re-opening.

Please note: Information supplied will be used to create a notification for each of the selected services. Dates and additional details will be the same for each service selected. The information supplied will not be saved until you submit the notification.

CANCEL

AGREE

When all the fields have been entered, press Next *and follow all prompts to complete the submission of the notification*