

NQA ITS Policy



WHAT are we talking about in this document?

This policy is related to the National Quality Agenda Information Technology System (NQA ITS) which is a secure and direct way of communicating with ECRU, Western Australia's Regulatory Authority.



WHO is this for?

This policy applies to Management of the service and Senior Management.



WHY do we need this policy?

We aim to ensure the roles and responsibilities for each person is clear and to provide instructions on how to access the NQA ITS portal to lodge notifications and applications.

THE IMPORTANT STUFF

Centre Coordinator/Nominated Supervisors or Person in Charge

Each Centre Coordinator/Nominated Supervisor or Person in Charge will be provided with their own unique log in information.

Roles and responsibilities:

- Ensure Service information stays up to date
- Draft applications and notifications to be approved by Owner or General Manager
 - No applications or notifications will be submitted unless checked by the General Manager or Owner
- Maintain and manage applied waivers and other applications

General Manager/Owner

The General Manager and Owner will be able to log in and access each provider and service's NQA ITS profile.

Roles and responsibilities:

- Set up User accounts for all Centre Coordinators/Nominated Supervisors or Persons in Charge
- Review and approve any draft applications and notifications in a timely manner
- Complete Nominated Supervisor applications for NEW Centre Coordinators
- Pay invoices, as required

Access to the NQA ITS Portal

1. Log in to NQA ITS <https://public.nqaits.acecqa.gov.au/Pages/Landing.aspx>
2. Begin the notification or application by following the directions on NQA ITS and save.
3. Notify the General Manager that you have completed an application or notification and it needs to be checked.
DO NOT SUBMIT UNTIL APPROVED BY GENERAL MANAGER OR OWNER.
4. Once approved, submit the notification.

For more information on how to use the NQA ITS System, visit the following links:

https://www.acecqa.gov.au/sites/default/files/2018-06/National_Quality_Agenda_IT_System_User_Guide_0.pdf

https://www.acecqa.gov.au/sites/default/files/2020-05/NQA_ITS_incident_notifications_help_guide_0.pdf

Notification Timeframes

Incident Type	Timeframe	Form
Serious incident at education and care service	Within 24 hours of the incident	SI01
Death of a child	As soon as practicable, but within 24 hours	SI01
Complaints alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached	Within 24 hours of the complaint	NL01
Any incident that requires the Approved Provider to close, or reduce the number of children attending, the service for a period	Within 7 days of the event	NL01
Any circumstance at the service that poses a significant risk to the health, safety or wellbeing of a child attending the service	Within 7 days	NL01

FOOTNOTES

Related regulations and standards

National Quality Standards (NQS)

Quality Area 7: Governance and Leadership		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

Education and Care Services National Regulations

Children (Education and Care Services) National Law	
174	Time to notify certain circumstances to Regulatory Authority
174A	Prescribed information to accompany notice
175	Prescribed information to be notified to Regulatory Authority

Review & document control

Policy Reviewed	Modifications	Next Review Date
August 2018	Created to assist in the understanding of roles and responsibilities	August 2019
15 th February 2019	Quality Area updated to reflect changes to the NQS. Centre Director changed to Coordinator.	February 2020
11 th December 2019	Spelling and grammar check	December 2020
May 2020	Changed name of Policy from Notifications to Regulatory Authority Changed to NQA ITS Policy and Procedure. Added Applications. Not just notifications. Removed information about what notifications there are, as this is accessible on NQA ITS that all Centre Coordinators can access.	May 2021