

Question on Notice
No. 1127
Asked on Wednesday, 29 September 2004

MR KNUTH MP, asked the Minister for Communities, Disability Services and Seniors (**MR PITT**) -

QUESTION:

- (1) What is the estimated number of child care workers that have not completed all the core training requirements to comply with the *Child Care Act*?
- (2) What is the number of times each child care provider has been audited for compliance since the introduction of the revised *Child Care Act* and what were the results of those audits (reported separately)?
- (3) What is the number of child care providers that have not been audited since the introduction of the Act?
- (4) What is the number of complaints in relation to licensed child carers or their employees for each of the last two financial years and for the year to date and how many of these complaints were substantiated?

ANSWER:

- (1) The *Child Care Act 2002* and *Child Care Regulation 2003* set out the qualification requirements for staff working in licensed child care services in Queensland and was developed in consultation with the child care sector.

All staff who work with children must meet the qualification requirements. The requirements allow flexibility for staff to allow staff to study in the area of child care while also working in licensed child care services.

- (2) I am pleased to say that during the period 1 September 2003 to 3 September 2004:

- 1,407 or 85% of the 1,649 licensed child care services in Queensland, including family day care and centre-based care services, received two visits by officers from the Department of Communities, meeting the Ministerial Portfolio Statement measure; and
- an additional 185 or 11.2% of licensed child care services received one visit by officers from the Department of Communities.

These monitoring visits are additional to visits made during a licensing process.

- (3) Of the 1,649 licensed child care services, only 57 or 3.5% did not receive a monitoring visit during this period.
- (4) It is departmental policy to respond to all complaints received relating to licensing standards, with the nature of response depending on the seriousness of the complaint.

All serious complaints received by the department are investigated by Regional offices and the results recorded on regional service files. Minor complaints, such as, a parents concerns about the fee structure of the child care centre are dealt with appropriately. However, because of the nature of the complaint no action is taken to substantiate.

In 2002-2003, 565 complaints were received.

In 2003-2004, 652 complaints were received.

In 2004 to date, 163 complaints have been received.