



28 February 2022

What you need to know:

- Access flood information and resources if your service is impacted by flooding and heavy rainfall – contacts are included in this email.
- Services are urged to be alert and follow directions of local emergency services.
- Information about notifying the department of any closures, incidents, evacuations or damage to premises.

Dear services and providers

With substantial flooding impacting northern NSW, and weather warnings in place for areas across the state, services are encouraged to stay informed of local situations and be prepared with your emergency plans and procedures.

As with all emergency situations, you should always follow the directions of your local emergency services.

Stay informed:

- [SES](#) - publishes current warnings and provides information and advice about staying safe in a flood.
- [Bureau of Meteorology website](#) - for up-to-date information about the weather in your area.
- [Flood warning system](#) - the Bureau has set up a flood watch for your local area.

Service closures:

The Approved Provider is responsible for deciding whether or not a service should close.

Services are required to notify the department of any closures, incidents, evacuations, or damage to premises.

While the regulations require this to be done within 24 hours, services should ensure the safety of children, educators and staff as a first priority.

Services can contact the department by phone 1800 619 113 or email ececd@det.nsw.edu.au if they do not have access to NQA ITS.

Find more information on our Emergency [Response webpage](#).

Handy links:

- [NSW Government Storms and Floods disaster relief and recovery](#) - find support services and funding to businesses who have been impacted by a natural disaster caused by storms and flooding.
- [Flood planning for Early Childhood Education and Care \(ECEC\) services](#) - we have developed a resource to give further information about appropriate flood preparation and response.
- [Early childhood guided learning packages](#) - Families can access the easy-to-use timetabled activities to support continuity of learning for children who are unable to attend their usual early childhood services.
- [Department of Education](#) - find up to date information on schools that have temporarily ceased operations.

Contact us

If you have any questions about your service operation you can contact the Information and Enquiries team on 1800 619 113 or by emailing ececd@det.nsw.edu.au.



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Sent to all services and providers in NSW

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