



29 March 2022

What you need to know:

- 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.
- Flood safety messages to share with your community.
- There is a range of resources and information about financial assistance and supports available on our website.

Dear services and providers

Severe weather and flood warnings are in place for a number of areas across NSW so as with all emergency situations, you should follow the directions of your local emergency services.

All services are encouraged to stay informed of local situations and be prepared with your emergency plans and procedures.

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 and notifications

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.

If you can't access the NQAITS portal and you haven't yet notified us that your service is closed due to access to the internet or their devices, please contact the department by phone 1800 619 113 or email ececd@det.nsw.edu.au and our team can assist.

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.

If your service is located on a school site, in addition to the above information relating to notifications via NQAITS, please discuss any impacts on your service with the principal.

Templates for communicating with families

Safe travels

Due to predicted severe weather (**tomorrow**) we ask that you make safe decisions regarding your trip to and from our service.

Please take care and keep up to date through the [Live Traffic NSW](#), [BOM](#) and [SES](#) websites.

Road closure(s)

We have been notified that **[INSERT ROAD NAME(S)]** Road(s) is/are now closed due to heavy rains and water damage. Please take an alternate route when travelling to and from our service to pick up your child/ren. You can keep up to date through the [Live Traffic NSW](#), [BOM](#) and [SES](#) websites.

Riverbanks and large bodies of water reaching capacity

The banks of **[INSERT RIVER/BODY OF WATER NAME]** are reaching capacity and there is a high chance that the local area will experience flooding. Please be on high alert for any immediate risks to you and your family's safety. Currently our service is operational/non-operational **[DELETE AS APPROPRIATE]**. You can keep up to date through the [Live Traffic NSW](#), [BOM](#) and [SES](#) websites.

Parents/carers to pick up children early

Due to the current severe weather and the risk to children and staff safety, we ask all parents/carers of students at **[INSERT SERVICE NAME]** to pick up your children early, as soon as possible today. You can keep up to date through the [Live Traffic NSW](#), [BOM](#) and [SES](#) websites.

ECE service unsafe

Due to the current severe weather and the risk to children and staff safety, **[INSERT SERVICE NAME]** is non-operational. Please DO NOT send your children to the service until further notice. You can keep up to date through the

[Live Traffic NSW](#), [BOM](#) and [SES](#) websites.

Pre-emptive safety message

Due to severe weather warnings in our area, we remind our communities to please stay safe. Never enter floodwater.

The major cause of death during floods is from people entering or travelling through floodwater. This includes driving, riding and walking through floodwater and children playing in floodwater.

Floodwater may be deeper or faster flowing than it appears and can contain hidden debris.

Consider the following during periods of significant rain or flood:

- Drive safely – don't feel pressured by vehicles behind you or your passengers to cross a flooded road. Even emergency services will only enter the water as a last resort.
- Realise your best plan may be to avoid travel altogether. Sometimes your only option will be to wait it out.
- At all times, make sure your phone is charged and a charger is available in the car or at work. In a life-threatening emergency, call 000 (triple zero).

A 'road closed' or a 'road flooded' sign means that road is unsafe to travel on. Find alternate ways which are free from floodwater or wait until the 'all clear' is given for that road. It is safer to turn around than to enter floodwater.

Please keep up to date through the [Live Traffic NSW](#), [BOM](#) and [SES](#) websites.

NSW Floods Support and Assistance webpage for ECE

Services can access our [NSW Floods Support and Assistance webpage](#) to easily find key resources and information for early childhood education services during this time.

Other helpful links include:

- [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.
- [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.

Mental health and wellbeing resources

There is a range of free mental health support on the [Service NSW webpage](#) including 24/7 telephone services available to you.

We also encourage you to access the range of mental health and wellbeing resources for children, educators, families and the community that can be found on the Department of Education's [Disaster recovery page](#).

Contact us

If you have any questions about your service operation or need support, we are here to help so 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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