

# Information for flood affected services

5 July 2022

## What you need to know this week:

- Services are urged to stay up to date and follow directions of local emergency services.
- Information about notifying the department of any closures, incidents, evacuations or damage to premises are included in this email.
- Information and resources are available if your service is impacted by flooding and heavy rainfall, including the Sector Support Flood Impact Program.

Dear services and providers

With substantial flooding affecting parts of NSW, 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 and if you require assistance with notifying or with any other flood related matters, we have staff waiting to assist you by phone on 1800 619 113.

Please use the indicators of “FLOOD” and/or “STORM” in your notification via NQA ITS, if you are making a report:

- STORM notification – this includes wind damage to the service structure, roof damage/fallen trees, rain entering the service and loss of power/gas based on the storm event.
- FLOOD notification – this includes water-related incidents due to localised flash flooding and water levels rising from local creeks, rivers, watercourses etc.

If you have lost paper or electronic records from your service due to the floods and these are not retrievable, please advise us as part of your notification.

Services can contact us by phone on 1800 619 113 or email [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au) if they do not have access to NQA ITS because of the emergency situation.

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## Assistance for services

Our [Disaster recovery webpage](#) provides information on support and assistance available for services impacted by flooding.

Service NSW has a dedicated [Storm and Flood customer care webpage](#) where you can access resources if you have been impacted by flooding.

[NSW Government Storms and Floods disaster relief and recovery](#) provides information and support services for families and businesses in relation to NSW floods.

Australian Government provides information on support available for families and services in the event of floods through their [Help in an emergency](#) webpage, including gap fee waivers, extra absences and support for service closures.

## **Sector Support Flood Impact Program**

In the Sector Support Flood Impact Program, we are partnering with [Community Early Learning Australia](#) (CELA), [Community Connection Solutions Australia](#) (CCSA) and [Network of Community Activities](#) to provide free support to affected services.

If your service has been impacted by floods, you can now access assistance in the following areas:

- Advice on governance, insurance, funding, regulatory or compliance issues
- Advice on staffing or other human resource issues, and community support needs
- Advice on the impact on provision of an educational program and service delivery
- Other support and advice that may be deemed suitable to support the service to return to full operations

We anticipate some services may need more intensive support than others.

Your participation in the program is voluntary and will be tailored to your individual needs.

This program involves staged work and includes:

1. an initial phone call to assess the flood impact, extent of the damage and the effect on service operations
2. ongoing phone and email support from your Sector Support Project Officer for the duration of the program.

The program will benefit your service by:

- maximising the potential to identify and obtain support
- allowing staff to focus on delivering core services to your families and community.

### What to do next

Please contact the Department of Education via [ecec.funding@det.nsw.edu.au](mailto:ecec.funding@det.nsw.edu.au) or 1800 619 113 to register for support.

Please provide your provider name, service name, service ID, service type and contact names and details.

## 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 webpage](#).

## Handy links

- [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.

## For more information

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](mailto:ececd@det.nsw.edu.au).

For the latest COVID-19 advice please visit the [COVID-19 guidelines for ECEC services](#).

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Sent to all services and providers in NSW

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