

Frequently asked questions about applications for early childhood education and care under National Law.

Submitting an application under National Law

[Applications](#) include provider and service approval, waivers, amendments to service approval, transfers, voluntary suspension and surrender of service approval. Applications are submitted online to the Regulatory Authority using the [National Quality Agenda IT System](#) (NQAITS).

Frequently asked questions

What information do I need to provide when I submit an application via NQAITS?

The [Education and Care Services National Regulations](#) (National Regulations) prescribes the information required for a complete application. An applicant may be asked for further information reasonably required to assess the application, such as risk assessments or staff qualifications, for certain application types.

What is the legal timeframe for a decision to be made on my application?

The [Education and Early Childhood Services \(Registration and Standards\) Act 2011 National Law](#) (National Law) sets out timeframes in which the Regulatory Authority must make a decision on an application. It is important to note that applications have differing timeframes.

Processing of an application cannot begin until all required information is submitted.

The timeframe for processing an application does not begin until the application is complete.

What if I have not provided all the prescribed information?

The applicant is responsible for providing a complete application before the application can be assessed. Applicants submitting incomplete applications may receive an email request for additional information, to be provided within a specified timeframe.

What if I need my application processed by a particular date?

Applications are processed within the legal timeframes as specified in the National Law. You need to ensure that applications are submitted with this in mind, noting that further information may need to be submitted, which is **NOT** included in the legislated timeframe.

When will I be advised that my application has been granted or refused?

You will be given written notice of a decision to grant or refuse an application within seven calendar days after the decision is made.

What is a condition on an approval?

An approval may be granted subject to a condition.

For example, in relation to a provider approval, if there are concerns about an applicant's management capacity, a limit on the number of services or the size of a service the applicant can operate may be placed as a condition on the approval.

[Further information about applications by the national authority \(ACECQA\)](#)

Glossary

Complete application: an application that contains all of the information the Regulatory Authority requires to make a decision on the circumstances of the particular application.