

Questions frequently asked to the Registration Department of Tusla Early Years Inspectorate

These questions relate to new applicants and existing registered providers wishing to make a change to their service



With regard to:

Child Care Act 1991 (Early Years Services) Regulations 2016

and

**Child Care Act 1991 (Early Years Services) (Amendment)
Regulations 2016**

Early Years Services

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Introduction

The Tusla Early Years Inspectorate's (EYI) role is to promote the quality, safety and appropriate care of children by robust inspection of the sector. On the 30th June 2016, the revised Child Care Act 1991 (Early Years Services) Regulations 2016 came into effect, followed by the Child Care Act 1991 (Early Years Services) (Amendment) Regulations 2016 in December 2016. A significant change for all services from these regulations is the requirement to be registered with Tusla. Any new service wishing to become established as an Early Years Service must first be placed on the Tusla Early Years Statutory Register, as set out in the Child Care Act 1991 (Early Years Services) Regulations 2016.

All applications for the establishment of a new service or a service which makes changes to its service provision are required to inform the Early Years Inspectorate. Other significant changes to the 2016 Regulations include the requirements of all registered services to be placed on the publicly available Register, to inform Tusla of any proposed change in circumstances, and of any incidents as listed in the regulations.

This Question & Answer document has been developed from the questions which have most frequently been asked to the Registration Office, from new applicants, existing registered providers, city & county childcare committees and from stakeholder groups.

These questions and answers will assist new applicants, and existing providers who are making a change to their service, to meet these requirements. These questions describe the processes from the initial application stage, inspection, decision making and communication of the final decision to the service provider to publication of reports. It also includes information in relation to notifying incidents to the Registration Office.

The aim of this document is to assist the sector in understanding the regulatory requirements and support in compliance with the Child Care Act 1991 (Early Years Services) Regulations 2016 and the Child Care Act 1991 (Early Years Services) (Amendment) Regulations 2016 in relation to the registration of a new service, proposed change in circumstances, notification of incidents, fee payments, management of complaints and the publishing of reports.

This document should be read in conjunction with Child Care Act 1991 (Early Years Services) Regulations 2016, the Child Care Act 1991 (Early Years Services) (Amendment) Regulations 2016 and Part 12 of the Child and Family Agency Act 2013.

Available at: <http://www.tusla.ie/services/preschool-services/>

The document will be added to and updated on an on-going basis on receipt of questions and clarification requests from the sector, which are welcomed. The queries received will be collated periodically and the sector will be informed when an updated version has been published on the Tusla website.

It must be noted that the terms "pre-school services" and "early years' services" are used interchangeably on some occasions throughout this document.

DISCLAIMER: This document is not and cannot be considered as a comprehensive set of procedures in regard to the Regulations. This document has been designed to assist the reader in understanding issues addressed in the regulation(s).

Registration of a Pre-School Service (Regulation 6)

- (1) The form set out in Schedule 2 is prescribed for the purposes of section 58D(3) for pre-school services other than temporary pre-school service.*
- (2) The form set out in Schedule 3 is prescribed for the purposes of section 58D(3) for temporary pre-school services.*
- (3) A person who proposes to provide a pre-school service other than a temporary pre-school service shall make an application under Section 58D(2) in respect of the pre-school service at least 3 months before the person proposes to commence the service.*
- (4) A person who proposes to provide a temporary pre-school service shall make an application under Section 58D (2) in respect of the pre-school service at least 21 days before the person proposes to commence the service.*
- (5) A person making an application under Section 58D(2) shall enclose with the form set out in Schedule 2 or 3 –*
 - a. A copy of the vetting disclosure received from the National Vetting Bureau of the Garda Síochána in accordance with the Act of 2012 in respect of –*
 - i. The person,*
 - ii. Where the person is a body corporate, each director of the body, and*
 - iii. Where the person in charge is different to the registered provider, the person in charge,*
 - b. In so far as is practicable, where a person specified in clause (i), (ii) or (iii) of paragraph (a) has lived in a state other than the State for a period of longer than 6 consecutive months, vetting information in respect of the person obtained from the police authorities in that state,*
 - c. 2 references in writing in respect of himself or herself that demonstrate that he or she is a suitable person to provide a pre-school service, including one from his or her most recent employer, if any, or where the person is a body corporate, two such references in respect of each director of the body,*
 - d. A floor plan of the interior design of the premises –*
 - i. Setting out each room on the premises, and*
 - ii. Specifying the dimensions of each room intended for inclusion in the calculation of clear floor space under Regulation 30 and the amount of clear floor space in each room,*
 - e. A floor plan of the external areas, if any, of the premises available for the use of children attending the service,*
 - f. Such documentation as demonstrates that the person making the application has valid and appropriate insurance cover for the pre-school service, and*
 - g. A copy of –*
 - i. The policies, procedures and statements specified in subparagraphs (a) to (f) of paragraph 1 of Schedule 5, and*
 - ii. The safety statement (within the meaning of the Safety, Health and Welfare at Work Act, 2005) of the service (if any).*
- (6) Where an application is made pursuant to Section 58D by the registered provider of a pre-school service or by a person who proposes to provide a pre-school service, the Agency, prior to deciding whether to register the provider concerned pursuant to subsection (5) of that section –*
 - a. Shall assess the information provided by the person applying, and*
 - b. May visit the premises where the pre-school service is being, or is proposed to be, provided, as the case may be.*

- (7) *The form set out in Schedule 2 is prescribed for the purposes of section 58D(3) for pre-school services other than temporary pre-school service.*
- (8) *The form set out in Schedule 3 is prescribed for the purposes of section 58D(3) for temporary pre-school services.*
- (9) *A person who proposes to provide a pre-school service other than a temporary pre-school service shall make an application under Section 58D(2) in respect of the pre-school service at least 3 months before the person proposes to commence the service.*
- (10) *A person who proposes to provide a temporary pre-school service shall make an application under Section 58D (2) in respect of the pre-school service at least 21 days before the person proposes to commence the service.*
- (11) *A person making an application under Section 58D(2) shall enclose with the form set out in Schedule 2 or 3 –*
- a. A copy of the vetting disclosure received from the National Vetting Bureau of the Garda Síochána in accordance with the Act of 2012 in respect of –*
 - i. The person,*
 - ii. Where the person is a body corporate, each director of the body, and*
 - iii. Where the person in charge is different to the registered provider, the person in charge,*
 - b. In so far as is practicable, where a person specified in clause (i), (ii) or (iii) of paragraph (a) has lived in a state other than the State for a period of longer than 6 consecutive months, vetting information in respect of the person obtained from the police authorities in that state,*
 - c. 2 references in writing in respect of himself or herself that demonstrate that he or she is a suitable person to provide a pre-school service, including one from his or her most recent employer, if any, or where the person is a body corporate, two such references in respect of each director of the body,*
 - d. A floor plan of the interior design of the premises –*
 - i. Setting out each room on the premises, and*
 - ii. Specifying the dimensions of each room intended for inclusion in the calculation of clear floor space under Regulation 30 and the amount of clear floor space in each room,*
 - e. A floor plan of the external areas, if any, of the premises available for the use of children attending the service,*
 - f. Such documentation as demonstrates that the person making the application has valid and appropriate insurance cover for the pre-school service, and*
 - g. A copy of –*
 - i. The policies, procedures and statements specified in subparagraphs (a) to (f) of paragraph 1 of Schedule 5, and*
 - ii. The safety statement (within the meaning of the Safety, Health and Welfare at Work Act, 2005) of the service (if any).*
- (12) *Where an application is made pursuant to Section 58D by the registered provider of a pre-school service or by a person who proposes to provide a pre-school service, the Agency, prior to deciding whether to register the provider concerned pursuant to subsection (5) of that section –*
- a. Shall assess the information provided by the person applying, and*
 - b. May visit the premises where the pre-school service is being, or is proposed to be, provided, as the case may be.*

How to Apply to Register a New Service

Q1. How can I apply to register a service with Tusla Early Years Inspectorate?

A: A service can become registered by making an application to Tusla Early Years Inspectorate using the Registration Application Form (RAF), which can be obtained from Tusla Early Years Inspectorate's Registrations Office:

- By email: ey.registration@tusla.ie
- By telephone: 061-461700
- By postal address: Tusla Early Years Inspectorate National Office, 2nd Floor, Estuary House, Henry Street, Limerick City.

Q2. Can I operate an Early Years Service without being registered with Tusla Early Years Inspectorate?

A: No, a service not registered with Tusla Early Years Inspectorate is deemed an unauthorised service and is not listed on the approved Register of pre-school services. It is an offence under Part 12 of the Child and Family Agency Act 2013 to be in operation. The Child and Family Agency Act can be accessed at:

<http://www.irishstatutebook.ie/eli/2013/si/502/made/en/print>

Q3. What are the steps in the registration process for a new service?

A:

- Request a copy of the RAF from the Registration Office (see contact details above in Question 1).
- Submit the RAF with all supporting documentation (see list of documents below in Question 9).
- On receipt of application, Tusla Early Years Inspectorate will:
 - Acknowledge receipt of application. This acknowledgement is not an indication of registration/acceptance of the application.
 - Check and review the application for completeness:
 - Return an incomplete registration application form.
 - Request additional documentation/information, if required.
 - Issue the applicant with a further acknowledgement when all completed documentation is received.
 - Confirm with the proposed provider when the premises is ready for inspection.
 - Make an appointment with the proposed provider for a Fit for Purpose Inspection.
 - Issue a draft copy of the Fit for Purpose Inspection Report to the applicant.
- The applicant on receipt of the draft report:
 - Has an opportunity to confirm the accuracy of the information.
 - Completes and returns a registration requirement form where there are areas highlighted within the report that need to be addressed. If there are no issues highlighted within the draft report, there is no need to return the registration requirement form.
- When the regulatory requirements for the Fit for Purpose Inspection are met, the final

report is presented to the Registration Panel for consideration of registration.

- A service can only commence operation when the applicant has been advised that the service has been deemed registered.

Q4. How much notice must I give to Tusla Early Years Inspectorate before I can open my service?

A:

- All proposed full day care, part-time, sessional, childminding and overnight pre-school services must submit a completed RAF and the required supporting documentation at least 3 months prior to the proposed commencement date of the service.
- All proposed temporary pre-school services must submit a completed RAF and the required supporting documentation at least 21 days prior to the proposed commencement date of the service.

Q5. How do I know what type of Early Years Service I require to register?

A: Explanations of each type of Early Years Service can be found at: <http://www.tusla.ie/services/preschool-services/types-of-pre-school-services>

- Childminding service
- Sessional pre-school service
- Part-time day care service
- Full day care service
- Pre-school service in a drop-in centre
- Temporary pre-school service
- Overnight pre-school service.

Q6. What are the exemptions in relation to childminders?

A: The following service provision cannot be registered, as the 2016 Regulations do not apply to them:

- The care of one or more children undertaken by a relative of the child or children or the spouse of such relative.
- A person taking care of one or more children of the same family and no other such children (other than the persons own such children) in their own home.
- A person taking care of no more than 3 children of different families (other than that person's own pre-school children) in that person's home.

Q7. I am a childminder currently minding 2 children, can I register with Tusla Early Years Inspectorate?

A: There is currently no requirement to register with Tusla Early Years Inspectorate while caring for 2 children in your home. However, if you plan in the future on caring for more than 3 children at any one time, you will be required to register as a childminder.

Q8. Are school aged children's services regulated?

A: School aged children's services are mentioned in the legislation. At this time there are no regulations for this sector and school aged children's services are therefore not inspected. This is proposed to change to bring school age childcare into the scope of the regulation. Through legislation it is intended that only those childcare services that are registered with Tusla will be eligible to participate in the Affordable Childcare Scheme (ACS).

It is proposed that the Minister will introduce regulations to enable school age services to register with Tusla and thus participate in the Affordable Childcare Scheme. The sector will be kept updated and advised in advance of requirements when the legislation is in place.

Q9. How long will it take from completed application to registration?

A:

- For temporary services, it is anticipated it may take up to 3 weeks from initial receipt of the completed application, payment of the fee and all the documentation which is required to be in order.
- For all other services, it is anticipated in the early stages of registration it may take up to 3 months from initial receipt of the completed application, payment of the fee and all the documentation which is required to be in order.
- Where documentation is incomplete or clarification is required from the applicant, the process will take longer.

Q10. What supporting documentation is required with the Registration Application Form (RAF)?

A:

- Garda/Police Vetting
- 2 written and validated references
- Evidence of identification
- A clear plan of the design of the premises
- Insurance cover
- Policies, procedures and statements
- Planning permission (except childminders or exempted premises)
- Fire Safety Certificate (except childminders or exempted premises)
- Building Compliance Certificate (except childminders or exempted premises)
- Evidence of Registration with the CRO (Company Registrations Office) (except childminders).

For the Purpose of my Application for Registration:

Q11. Who requires Garda/Police Vetting¹?

A:

- The applicant (the Registered Provider)
- Person in Charge (if different to the Registered Provider)
- Each member of the Board of Management
- Each director of the Board of Directors.

Police Vetting, in so far as is practicable, is required for a person who has lived outside of Ireland for more than six consecutive months when they were over 18 years of age. This is assessed on a case by case basis.

NB: All other staff who require Garda/Police Vetting will be looked at on inspection.

Q12. Are Garda Vetting and Police Vetting different?

A: Yes:

- Garda Vetting disclosure applies to the Island of Ireland both North and South, and can be obtained through the relevant organisation (for example - Early Childhood Ireland, Barnardos) from the National Vetting Bureau.
- Police Vetting applies to all countries outside of the Irish jurisdiction.

Q13. Who requires written and validated references?

A:

- The applicant (the Registered Provider)
- Person in Charge (if different to the Registered Provider)
- Each member of the Board of Management
- Each Company Director.

Q14. What is an acceptable reference?

A: References should be provided in the following order of priority, where applicable:

- References from the two most recent past employer(s), where a person has been in previous employment.
- A reference from the childcare employer if the person was previously employed in childcare.
- A reference from a reputable source where a person has no past employer.

¹ A person is required to obtain Police Vetting from the country/countries that they have lived/worked in for a period of longer than 6 consecutive months when they were aged 18 years and over. This applies to international applicants as well as Irish applicants who have resided/worked abroad.

In order to obtain police vetting from counties outside of the Irish jurisdiction where you have lived for a period of more than 6 consecutive months it is advisable to contact the relevant embassy/consulate in Ireland who will be in a position to advice on the most up to date information regarding the application process and requirements.

Specific requirements for references:

All references must be:

- In writing
- Dated and signed by the referee, and contain the address, phone number, logo or headed paper of the referee (The reference must carry the organisation's stamp where applicable – for example, a college stamp)
- Validated by the person's employer, (for example, a Registered Provider) or relevant organisation (for example, a college)
- Stored/filed (along with any other validations) in each individual's file.

Q15. Who requires evidence of identification?

A:

- The applicant (the Registered Provider)
- Person in Charge (if different to the Registered Provider)
- Each member of the Board of Management
- Each director of the Board of Directors.

Q16. What is an acceptable form of identification?

A: A copy of one of the following documents is acceptable:

- Passport
- Driver's license
- Public services card.

Q17. Why do Board Members/Board of Directors/the Board of Management who do not work directly with the children require vetting?

A: This documentation must be submitted with the RAF because members of a Board of Management/Board of Directors are in a position of power and authority, and therefore may have access to, potential for access to, or contact with children in the Early Years Services.

Q18. What is a plan of the premises?

A: A plan is a clear design/drawing of the premises, both interior and exterior:

- A floor plan of the interior design of the premises, setting out each room on the premises and specifying the dimensions of each room intended for inclusion in the calculation of clear floor space.
- The drawing(s) must clearly highlight all areas of the proposed premises, including room dimensions, sanitary facilities and exits.
- A floor plan of the external/outdoor area(s) of the premises available for the use of children attending the service.

- All submitted drawings/plans must be accurate and to scale, preferably drafted by an experienced/appropriately qualified person.

Q19. What insurance cover is required?

A: Insurance cover for the Early Years Service includes:

- The maximum number of children attending the service at any one time
- Public liability
- Fire and theft
- Building insurance
- Motor insurance (where children are transported)
- Outings insurance (where outings are undertaken).

Q20. When do I submit the Insurance Certificate?

A: An insurance quote with attached summary is accepted with the RAF for proposed new applications. However, the current Insurance Certificate is required prior to the service being registered.

Q21. What policies procedures and statements are required?

A: A copy of the following policies, procedures and statements of the proposed service:

- Safety Statement
- Statement of Purpose and Function
- Emotional Support and Behaviour Management Policy
- Complaints Policy
- Policy on the Administration of Medication
- Policy on Infection Control
- Policy on Safe Sleep.

Note: Tusla is currently compiling a practical guide to developing Policies Procedures in Early Childhood Care and Education Services which will be available in 2018..

Q22. What are the requirements in relation to planning permission?

A:

- Evidence from the local authority in the form of a notification of final grant of permission to operate an Early Years Service.
- All Early Years Services are required to have appropriate planning permission, unless:
 - Proposing to register as a childminding service.
 - Have evidence of exemption from the appropriate authorised authority.
- Where there are conditions attached to the notification of final grant of permission to operate an Early Years Service, these must also be submitted.

Q23. What are the requirements in relation to Fire Safety?

A: Evidence of:

- Fire Safety Certificate
- Fire Safety Compliance Certificate.

Q24. What are the requirements in relation to a Fire Safety Certificate?

A:

- A Fire Safety Certificate is a certificate granted by the local building control authority which certifies that the works or building to which the application relates will, if constructed in accordance with the plans, documents and information submitted to the authority, comply with the requirements of Part B of the Second Schedule to the Building Regulations 1997-2009.
- If you consider the building exempt from the Fire Safety Cert, it requires a letter from your local authority stating the exemption.
- A childminding service is exempt from submitting this document.

Q25. What are the requirements in relation to a Building Regulations Compliance Certificate?

A: A Building Regulations Compliance Certificate is a certificate provided by an engineer/architect. It certifies that the building has been built in compliance with the planning permission/building regulations and fire regulations. A childminding service is exempt from submitting this document.

Q26. What are the requirements in relation to the Company Registration Office (CRO) Certificate?

A:

- To submit the Certificate of Incorporation.
- A proposed Registered Provider with more than one service registered with Tusla can have one CRO for multiple services.
A childminding service is exempt from submitting this document.

Q27. If I need advice or support about the Registration process, can I contact Tusla Early Years Inspectorate?

A:

- Information regarding registration of pre-school services and inspection processes under the 2016 Regulations are available on the Early Years Inspectorate webpage of Tusla at: <http://www.tusla.ie/services/preschool-services>
- Proposed service providers may contact the Registration Office at: ey.registration@tusla.ie if further assistance with the registration process is required.

Q28. Who is a Registered Provider?

A: The Registered Provider is the person who has signed the RAF, is responsible for the operation of the service in compliance with the legislation, and carries the legal responsibility under the 2016 Regulations and Part 12 of the Child and Family Agency Act 2013.

Q29. Who is a Person in Charge?

A: The Person in Charge is responsible for the day to day running of the service. This may be the Registered Provider. At all times, there must be a Person in Charge or a named deputy in each service. The requirement to have a named deputy does not apply to single-operated sessional services and childminders, who must have an Emergency Person available.

Q30. With regard to a Registered Provider who has a number of services, can the Person in Charge be the same for all?

A: Best practice recommends the Person in Charge is site-specific and available for the daily running of the service.

Fit for Purpose Inspection for a Proposed New Service

Q31. I have sent in my full registration application and I am waiting for my Fit for Purpose Inspection, can I go ahead and open my service?

A: No, as you will be operating illegally. All new applications must await the outcome of the Fit for Purpose Inspection and be registered before the service can open.

Q32. Can I change the details of my proposed service during the application process?

A: Yes, however a new RAF and supporting documentation in relation to the change must be submitted.

Q33. For a Fit for Purpose Inspection, do the premises have to be fully furnished?

A: The premises (including the outdoor play area) are finished, furnished, stocked and ready for occupation by adults and early year's children.

Q34. What happens on a Fit for Purpose Inspection?

A:

- The proposed provider and/or person in charge must be present for the inspection.
- The Tusla Early Years Inspector:
 - Explains the purpose of the inspection, the areas that will be inspected and that feedback will be given following the inspection.
 - Confirms and validates all information submitted on the RAF is correct.
 - Undertakes the Fit for Purpose Inspection and documents all the required information.
 - At the close out meeting, advises of areas that need to be addressed, if any.

Q35. What happens after the Fit for Purpose Inspection?

A:

- A draft report is issued where no issues are identified and the proposed Registered Provider has an opportunity to confirm accuracy of the information.
- A draft report and registration requirement form are issued if there are areas highlighted within the report that need to be addressed. The registration requirement form must be completed and returned.

Registration Panel

Q36. When will my service be registered?

A: When all registration requirements are met, the final report is presented to the Registration Panel for consideration to register the new service.

Q37. When will I know my service is registered?

A:

- A letter of registration is issued, with a copy of the final Inspection Report containing the registration date.
- The service is placed on the Register.
- The certificate of registration is issued thereafter.

Q38. When will the service have its next inspection?

A: The next inspection will take place within 3 months of commencement of operation with children present. The first inspection is by appointment.

The Register (Regulation 7)

- (1) *The register shall be available for inspection by members of the public by means of the internet.*
- (2) *The following details, in addition to those specified in section 58C(2), are prescribed for the purposes of that section as to be contained in the register:*
 - (a) *the name, if any, of the pre-school service;*
 - (b) *the name of the person in charge of the pre-school service (if different to the registered provider);*
 - (c) *the date from which the registration of the pre-school service takes effect (if different from the date of registration);*
 - (d) *in the case of an application in respect of a temporary pre-school service, the dates on which the service is to be provided;*
 - (e) *whether the pre-school service offers one or more of the following classes of service:*
 - (i) *childminding service;*
 - (ii) *full day care service;*
 - (iii) *overnight pre-school service;*
 - (iv) *part-time day care service;*
 - (v) *pre-school service in a drop-in centre;*
 - (vi) *temporary pre-school service;*
 - (vii) *sessional pre-school service;*
 - (f) *the age profile of children for which the service is registered to provide services;*
 - (g) *any condition attached to registration.*

Q1. What is the Register?

A: The Register is a list of registered Early Years Services. It is publically available on the Tusla website: <http://www.tusla.ie/services/preschool-services/list-of-pre-school-services-by-county>

Q2. What information is held on the register?

A: Since the end of 2016, the Register contains the following information about each service:

- Service name;
- Address of the premises in which the service is provided;
- Name of Registered Provider;
- Contact phone number of service;
- Service type;

Q3. How often is the Register updated?

A: The Register is updated on a monthly basis.

Fees (Regulation 5)

- (1) Subject to this Regulation, the fee specified in column (3) of Schedule 1 opposite a particular reference number specified in column (1) of that Schedule is prescribed for the purposes of section 58D(3) as the fee to accompany an application under section 58D(2) (the “application fee”) in respect of a class of pre-school service specified in column (2) thereof at that reference number.*
- (2) Subject to paragraph (3), where a registered provider provides more than one class of pre-school service in a pre-school service, the application fee payable by the registered provider shall be the highest fee applicable to the classes of pre-school service provided in that service.*
- (3) Where a childminding service includes an overnight service the application fee payable by the childminder shall be the fee applicable to a childminding service.*
- (4) An amount equal to the application fee payable in respect of a pre-school service other than a temporary pre-school service is prescribed, subject to paragraph (5), for the purposes of section 58B(2)(d) as the fee payable annually by the pre-school service towards the cost of inspections under Part VIIA (the “annual fee”).*
- (5) No annual fee shall be payable by a registered provider in the year in which the registered provider makes an application for registration in respect of the pre-school service.*
- (6) The Agency shall, on an annual basis, notify the registered provider of the annual fee to be paid to it by that provider in respect of the pre-school service and such fee shall be payable on or before 30 September of the year concerned.*

Application Fees for a Proposed New Service

Q1. What is an application fee?

A: The application fee is an initial once off fee payable to accompany an application for a new service to be registered with Tusla Early Years Inspectorate. The registration of a service cannot be completed until the relevant application fee has been paid.

Q2. What is an annual fee?

A: An annual fee is a fee that must be paid annually in the month of September when a service is registered.

Q3. Do I have to pay an application fee and an annual fee in the same year?

A: No, an annual fee is not payable by an Early Years Service in the year of application.

Q4. How much is the application fee/annual fee?

A: The fees payable on application and annually are as follows:

| | |
|------------------------------|--------|
| Full Day Care Service | €80.00 |
| Sessional Pre-School Service | €40.00 |
| Childminding Service | €40.00 |
| Drop-In Service | €80.00 |
| Temporary Pre-School Service | €80.00 |
| Part-Time Day Care Service | €80.00 |
| Overnight Pre-School Service | €80.00 |

Q5. When do I pay my application fee?

A: The application fee is not required until it is requested from you. You will be sent an electronic payment link by email, which is unique to each service, stating the applicable fee and how to pay.

Q6. When do I pay my annual fee?

A: The annual fee is collected from all pre-school services on or before the 30th of September of each year.

Q7. Will I be notified when my fees are due?

A: Yes, Tusla Early Years Inspectorate will inform you in writing that your fee is due for payment. Each provider will receive an email detailing the relevant fee and online payment details for their service.

Q8. How do I pay my fees?

A: Online payment via a unique link is the only payment mechanism available. No other method will be accepted.

Q9. Can I get the fees waived (waiver) for my service?

A: No, there is no provision within the 2016 Regulations for exemption of fees for any service.

Q10. Does a full day care service providing part-time and sessional service have to pay a fee for each class of service provided?

A: No, where more than one class of service is provided in the Early Years Service, the application fee and thereafter the annual fee payable is the highest fee in the class of service being provided. In this instance, the full day care fee will be payable.

Q11. Who do I contact if I have any problems/questions about fees?

A: All queries, concerns and comments with respect to fee payment should be sent to: eyifees@tusla.ie

Notification of Change in Circumstances (Regulation 8)

- (1) A registered provider of a pre-school service other than a temporary pre-school service shall, subject to paragraph (3), notify the Agency in writing of any proposed change in the details in relation to the pre-school service contained in the register pursuant to section 58C(2) of the Act or Regulation 7(2) at least 60 days before it is proposed that the change would take effect.*
- (2) A registered provider of a temporary pre-school service shall, subject to paragraph (3), notify the Agency in writing of any proposed change in the details in relation to the pre-school service contained in the register pursuant to section 58C(2) of the Act or Regulation 7(2) at least 7 days before it is proposed that the change would take effect.*
- (3) Where a registered provider has been unable for good and proper reason to notify the Agency within the time specified in paragraph (1) or (2), as the case may be, of a change in the details in relation to the pre-school service contained in the register pursuant to section 58C(2) of the Act or Regulation 7(2), the registered provider shall notify the Agency in writing of the change as soon as possible thereafter.*
- (4) The form set out in Schedule 4 is prescribed for the purposes of a notification under paragraph (1), (2) or (3).*
- (5) A registered provider of a pre-school service other than a temporary preschool service who ceases to carry on the pre-school service shall, not later than 28 days after the cessation of the service, give notice in writing to the Agency of the cessation.*

How to Notify a Change in Circumstance

Q1. Can a registered service change the details of their service?

A: Yes, however any proposed change in circumstance(s) (CIC) that a Registered Provider proposes to make to their original registration (excluding temporary services) must be notified to Tusla prior to any change being made.

Q2. How do I notify a proposed change?

A:

- The Notification for a Proposed Change in Circumstances Form is the official form accepted by Tusla Early Years Inspectorate for a proposed change.
- Certain changes, as listed on the CIC Form require additional information/documentation to be submitted, by completing an additional form called the Supplementary Information Form.
- Both these forms can be accessed at: <http://www.tusla.ie/services/preschool-services/notification-of-change-in-circumstances-form>
- The Registered Provider must sign the Change in Circumstances Form and where required, the Supplementary Information Form.
- Incomplete forms and documentation will be returned to the Registered Provider.

Q3. What are the Change in Circumstances that need to be notified?

A: A Registered Provider is required to inform Tusla of any of the following change in details to their service, using the Change in Circumstances Form:

- Change of service name
- Change of service address
- Change of Registered Provider
- Change of legal name of company
- Change of Person in Charge
- Change in service type
- Change in number of children catered for when at full capacity (increase or decrease)
- Change in age profile of children for which the service is registered to provide services
- Change in email address
- Change in service type
- Adding an additional service type
- Change in hours of operation
- Addition of a session (sessional services only)
- Hours of operation for an additional session in a sessional service
- Change in phone number of service
- Change in mobile number of service
- Change in mobile number of Registered Provider
- Change in number of staff employed
- Change to the premises.

Q4. For what changes is the Supplementary Information Form required?

A: A Supplementary Information Form accompanies the Change in Circumstances Form for the following changes only:

- Change of service address
- Change of Registered Provider
- Change in legal name of company
- Change of Person in Charge
- Change in number of children that can be accommodated
- Change in age profile of children for which the service is registered to provide services
- Change in service type
- Adding an additional service type
- Change in number of staff employed
- Addition of a session (sessional services only)
- Change to the premises

Q5. How much notice must I give of any proposed change to my service?

A:

- A Registered Provider of a pre-school service (other than a temporary pre-school service) shall notify Tusla Early Years Inspectorate in writing of any proposed change at least 60 days before making the change.
- A Registered Provider of a temporary pre-school shall notify Tusla Early Years Inspectorate of any proposed change at least 7 days before making the change.
- If the Registered Provider has good reason for being unable to give this period of notice to Tusla, they must do so as soon as is possible.

Q6. How long does the Change in Circumstance process take?

A: It is anticipated that the Change in Circumstance process will take up to 60 days from initial receipt of the completed CIC forms and supplementary information.

Please Note: Where forms/ documentation are incomplete or clarification is required from the applicant, the process will take longer.

Q7. Where do I send my change in circumstances forms?

A: Notification for proposed change in circumstances and supplementary information forms must be emailed to: ey.registration@tusla.ie

Q8. What is the procedure after I send my forms to Tusla Early Years Inspectorate?

A:

- Proposed changes, with all completed documentation is presented to Tusla Early Years Inspectorate's monthly Registration Panel for consideration:
 - The proposed change is accepted and confirmed via email, a Certificate of Registration is issued, and the Register² is updated to reflect the change, or
 - The proposed change is not accepted and the service is required to continue operating within the current registration status, or
 - Prior to a decision being made a Fit for Purpose Inspection is required.

² The following notified changes are updated on the Register:

Name of the pre-school service; The service class; Name of registered provider; Name of person in charge (if different to registered provider); Address of the premises in which the service is provided; The number of children each service can accommodate and their age profile; The date of registration of the early years service; Dates on which the service is to be provided (temporary service); Any condition(s) attached to registration.

Fit for Purpose Inspection for Proposed Change in Circumstances

Q9. For what proposed Change in Circumstances is a Fit for Purpose Inspection required?

A: A Fit for Purpose Inspection is required for the following:

- Making a change to the premises:
 - Change of premises/location
 - Structural alterations/extension to premises
 - Some incidences of alteration to service type
 - Significant proposed alteration which increases the number of children attending a service.
- Change in age profile in certain circumstances (e.g. when reducing the age range being cared for).
- Increase in the number of children being cared for.
- If Tusla Early Years Inspectorate determines that a Fit for Purpose Inspection is required for any other reason than listed above, an inspection will take place.

Q10. Do I need to complete a Change in Circumstances (CIC) if the service is being taken over by somebody else?

A: Where there is an agreement between both parties for the business to be transferred a Change in Circumstances Form will be accepted where both of the following criteria are fulfilled:

- The current registered provider documents and signs a Change in Circumstances Form reflecting the change from the current Registered Provider to the proposed Registered Provider of the service (the person who is proposing to take over).
- There is no change to the service address, service type, children attending and childcare staff in the service.

Q11. What happens on a Fit for Purpose Inspection for a Change in Circumstances?

A:

- The Registered Provider and/or Person in Charge must be present for the inspection.
- The Tusla Early Years Inspector:
 - Explains the purpose of the inspection, the areas that will be inspected and that feedback will be given following the inspection.
 - Confirms and validates all information submitted on the CIC forms.
 - Undertakes the Fit for Purpose Inspection and documents all the required information.
 - At the close out meeting advises of areas that need to be addressed, if any.

Q12. What happens after the Fit for Purpose Inspection?

A:

- A draft report is issued where all the requirements are met and the Registered Provider has an opportunity to confirm accuracy of the information.
- A draft report and a registration requirement form are issued if there are areas highlighted within the report that need to be addressed. The registration requirement form must be completed and returned.

Registration Panel

Q13. When will I know the outcome of my proposed Change in Circumstance?

A:

- The final report is presented to the Registration Panel for a determination.
- Tusla Early Years Inspectorate will consider whether the CIC:
 - Will be accepted.
 - Will be accepted with a condition/conditions attached to registration.
 - Will not be accepted.
- Where the Registered Provider is not happy with the decision of the Registration Panel, there is an opportunity to make representation to Tusla Early Years Inspectorate within 21 days, or to seek legal advice.
- After considering any representations, Tusla Early Years Inspectorate makes a determination and the final report is issued and published.
- Where the Registration Panel does not accept the proposed CIC, the service must operate within its registration status.

Q14. What happens when my CIC has been accepted?

A:

- A letter of registration is issued, with a copy of the final Inspection Report containing the registration date.
- The Register is amended with the updated change(s).
- The certificate of registration is re-issued thereafter to reflect the change(s).

Cessation of Service

Q15. What is the procedure that must be undertaken if I want to close my service?

A:

- The Registered Provider of a service (other than a temporary pre-school service) must notify Tusla Early Years Inspectorate in writing of closure of a service within 28 days.
- The closure form is required to be completed where a person ceases to carry on a pre-school service and can be accessed at: <http://www.tusla.ie/services/preschool-services/notification-of-change-in-circumstances-form>
- This completed cessation of service form must be emailed to: ey.registration@tusla.ie

Q16. If I close my service is my published report removed from the website?

A: All reports remain on the website from the date of inspection for a period of 2 years.

Q17. Why does a temporary service not notify Tusla Early Years Inspectorate when wanting to close the service?

A: A temporary service provides Tusla Early Years Inspectorate with their closing date when applying for registration.

Publishing of Reports

Q1. Will my report be published?

A: Yes. Inspection Reports are published. However, there are occasions when a report is not published due to extenuating circumstances.

Q2. When will my report be published?

A: The report is published when the registration process is completed.

Q3. Why are reports published?

A: Reports are published as all statutory inspectorates are required to make findings of inspections available to the public. All reports are subject to vigorous quality assurance checks and only published when these checks are satisfied. Tusla Early Years Inspectorate operates to a standard of full public transparency and accountability and essentially on behalf of the Minister for Children and Youth Affairs. Parent(s)/Guardian(s) can make informed decisions in respect of the care and education for their children.

Q4. How can I access a published Inspection Report of an Early Years Service?

A: A list of service providers and inspection reports can be accessed through: <http://www.tusla.ie/services/preschool-services/creche-inspection-reports>

Q5. What is the difference between the DCYA number and the Tusla number?

A:

- The Tusla number is a unique identifier applied to each service on registration with Tusla. The number represents: Tusla, the year of registration, the local authority area and unique digits. For example, TU2018KK998.
- The DCYA number is your DCYA identifier number for your service for all correspondence and interactions with the DCYA.

Q6. Can a member of the public get a report before it is published?

A: No. Reports are available to the public once published. Alternatively the Inspection report can be requested from the registered provider of the service.

Notification of Incidents (Regulation 31)

A registered provider shall notify the Agency in writing within 3 working days of becoming aware of any of the following incidents occurring in the preschool service:

(a) the death of a pre-school child while attending the service, including the death of a child in hospital following his or her transfer to hospital from the service;

(b) the diagnosis of a pre-school child attending the service, an employee, unpaid worker, contractor or other person working in the service as suffering from an infectious disease within the meaning of the Infectious Diseases Regulations 1981 (S.I. No. 390 of 1981);

(c) an incident that occurs in the service and that results in the service being closed for any length of time;

(d) a serious injury to a pre-school child while attending the service that requires immediate medical treatment by a registered medical practitioner whether in a hospital or otherwise;

(e) an incident in respect of which a pre-school child attending the service goes missing while attending the service.

Q1. What is meant by a Notification of Incidents?

A: Tusla Early Years Inspectorate must be notified of the following incidents:

- The death of a pre-school child while attending the service, including the death of a child in hospital following transfer to hospital from the service
- Diagnosis of an infectious disease in a child attending the service, an employee, unpaid worker, contractor or any other person working in the service as suffering from an infectious disease within the meaning of the Infectious disease Regulations 1981(SI No 390of1981)and amendments: www.hpsc.ie/NotifiableDiseases/ListofNotifiableDiseases/
- Any incident in the service which results in the service being closed unexpectedly and for a length of time (an unplanned closure)
- A serious injury to a preschool child while attending the service that requires immediate medical treatment by a registered medical practitioner, whether in a hospital or otherwise
- An incident of a child going missing while attending the service.

Q2. When should I notify Tusla Early Years Inspectorate of an incident?

A: A Registered Provider must notify Tusla in writing within 3 working days of becoming aware of an incident.

Q3. How should notification of incidents be informed to Tusla Early Years Inspectorate?

A: A Notification of Incidents Form is available on the Tusla Early Years Inspectorate website at: <http://www.tusla.ie/services/preschool-services/notification-of-incidents-form>

- The form must be completed and signed by the Registered Provider.
- There is a clear description of the incident.
- All actions taken are recorded.
- Any outstanding safety issues are addressed.

Q4. Where do I send the incident form?

A: The required incidents are notified to: ey.registration@tusla.ie

Q5. What is meant by serious injury?

A: Where a child sustains an injury while attending the service and the nature of the injury requires the attention of a registered medical practitioner. Medical attention can be in hospital or by the General Practitioner.

Q6. What is meant by an unplanned closure?

A: An unplanned closure is where the service has to close due to unforeseen events. That is the service has to close unexpectedly. This may be for personal reasons (e.g. bereavement) or any other reason (e.g. burst pipe in the service, external factors, etc.)

Q7. What is a notifiable disease?

A: A notifiable disease is a disease that is on the list of diseases (and their respective causative pathogens) contained in the Infectious Diseases Regulations 1981 and subsequent amendments. A list of the notifiable diseases is available at: <http://www.hpsc.ie/notifiablediseases/listofnotifiablediseases/>

Q8. How will I know when to notify Tusla Early Years Inspectorate of a notifiable disease?

A: The 2016 Regulations detail infectious disease outbreaks as a notifiable event. When you have been contacted by the Department of Public Health Medicine, HSE, in your area and you have been advised that you have a confirmed case as listed, you now contact Tusla Early Years Inspectorate. The Department of Public Health Medicine will advise you as to the next steps regarding precautions to be taken in your premises and follow up of contacts and procedures.

Q9. Does this mean that every time a child is vomiting or has norovirus that the service must inform Tusla Early Years Inspectorate?

A: No. Only confirmed cases are notified by the Registered Provider to Tusla Early Years Inspectorate. Confirmed cases will be advised to you by the Department of Public Health Medicine.

Complaints (Regulation 32)

- (1) A registered provider shall ensure that the complaints policy of the service specifies—
 - (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,*
 - (b) the manner in which such a complaint shall be dealt with, and*
 - (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.**
- (2) A registered provider shall ensure that—
 - (a) a record in writing is kept of a complaint made to the provider in respect of the pre-school service, and*
 - (b) the complaint is duly dealt with in accordance with the provider’s complaints policy.**
- (3) A record in writing referred to in paragraph (2)(a) shall—
 - (a) include the nature of the complaint and the manner in which the complaint was dealt with, and*
 - (b) be open to inspection on the premises by an authorised person.**
- (4) A registered provider shall ensure that a record in writing referred to in paragraph (2)(a) is retained for a period of 2 years from the date on which the complaint has been dealt with.*
- (5) The requirement in paragraph (4) is without prejudice to any requirement to retain the record in writing referred to in paragraph (2)(a) under any other enactment or rule of law.*

Q1. What should I do first if I am concerned about the operation of an Early Years Service?

A: Firstly, you should bring your concerns directly to the Early Years Service and request a copy of the service’s Complaints Policy. All registered Early Years Services are required to have a Complaints Policy.

Q2. What should the service’s Complaints Policy tell me?

A: This policy will outline how your concern will be managed by the service. The regulations place the responsibility upon Registered Providers to have a complaints management process in place and to address all complaints received from the public, parents/guardians, or staff.

Q3. How should I make a complaint?

A: You are advised to put your concern in writing to the service, request a copy of their Complaints Policy and ask that your issue is addressed under that policy.

Q4: What is unsolicited information (UI)?

A: Unsolicited information is defined as any piece of information (including concerns, complaints and comments) that relates to the operation of an Early Years Service, that has been brought to the attention of Tusla Early Years Inspectorate that has not been sought, requested or invited. This information can come from a number of sources including; parents, guardians or relatives of a child attending the service, staff of the service, visiting professionals or the general public.

Q5. Can I give information/raise a concern/make a complaint to Tusla Early Years Inspectorate?

A:

- Any information given to Tusla Early Years Inspectorate is received and managed as unsolicited information.
- Tusla Early Years Inspectorate welcomes all information about Early Years Services.
- You are encouraged to discuss your concern directly with the Early Years Service's Registered Provider in the first instance.
- If you are dissatisfied with the response received from the provider, you can bring this information to Tusla Early Years Inspectorate.
- If your information relates to a child protection concern, it is important that you make a direct referral to your local social work department: <http://www.tusla.ie/services/child-protection-welfare/contact-a-social-worker/>

Q6. I cannot approach the Registered Provider/ I feel it is not appropriate to discuss my concern with the service, what do I do?

A: If there are reasons that you feel are prohibiting you from bringing the matter to your provider directly, you can bring this information to Tusla Early Years Inspectorate.

Q7. How can I contact Tusla Early Years Inspectorate with information?

A: If you wish to contact Tusla Early Years Inspectorate regarding a concern you have about an Early Years Service, you may do so in a number of ways:

- By email: eycomplaints@tusla.ie
- By telephone: 061-461700
- Via the Unsolicited Information Form (UIF), available at: <http://www.tusla.ie/services/preschool-services/concerned-about-the-operation-of-a-eyes>

Q8. Can I remain anonymous?

A:

- Those providing information will be treated as received in confidence.
- It is Tusla Early Years Inspectorate's policy that the name of persons providing unsolicited information shall not be released to the Registered Provider or in public documents in line with the public interest consideration.
- All reasonable efforts will be made to protect the anonymity of the person providing unsolicited information; however Tusla Early Years Inspectorate may not in all incidences be able to ensure anonymity.

Q9. What information should I give Tusla Early Years Inspectorate?

A: When raising a concern, the following details are most useful:

- Your full name, address, telephone number and email address.
- Your relationship with the Early Years provider, for example – parent, staff, other.
- The name, address and contact details of the service provider (if known).
- Time(s) and date(s), i.e. when the incident occurred.
- Name of child or children involved (if known).
- Details of any other persons involved.
- A factual account of what happened, or your concern. Please provide as much detail as possible and enclose copies of any relevant documentation.
- Whether or not you have raised the concern with the Early Years Service, and what response (if any) you received.

Q10. What happens after I give information/raise a concern/make a complaint to Tusla?

A:

- All unsolicited information received by Tusla Early Years Inspectorate which relates to the Early Years Services is assessed and examined to determine if any concerns relating to the health and welfare of children exists within the remit of the 2016 Regulations.
- Tusla Early Years Inspectorate does not investigate individual concerns or complaints.
- All unsolicited information received is screened:
 - Accepted
 - Not accepted
 - Referred to another agency, as appropriate.
- You will receive an acknowledgement letter indicating the screening outcome.
- Tusla Early Years Inspectorate may also contact you to further clarify information you have provided.

Q11. What unsolicited information is accepted?

A: Acceptance is based on the following criteria:

- Relates to a registered service
- Within the remit of the regulations
- Not deemed as vexatious
- Sufficient information available to process.

Q12. What unsolicited information is not accepted?

A: Unsolicited information cannot be accepted based on the following criteria:

- Not within the remit of the regulations
- The matter is currently the subject of known legal proceedings
- The matter relates to the Social Welfare Acts
- The matter could prejudice an existing investigation by the Garda
- The information related to a child protection matter which would warrant a referral to Child Protection Services
- The matter is relevant exclusively to another agency.

Q13. What does vexatious mean?

A: A matter not having sufficient grounds for action or is deemed as a repeatedly notified matter previously addressed, or a notification seeking only to harass or cause distress.

Q14. What happens if my unsolicited information is not accepted by Tusla Early Years Inspectorate?

A: If the information that you provide does not meet the requirement, an acknowledgment letter is issued and you will be so advised and redirected appropriately.

Q15. What happens if my unsolicited information is accepted by Tusla Early Years Inspectorate?

A: If accepted, an acknowledgment is issued to the person providing the unsolicited information. This states that the information was relevant to Tusla Early Years Inspectorate's supervisory function and will be used to inform Tusla Early Years Inspectorate's inspection activity. Tusla Early Years Inspectorate reserve the right to seek clarification on points of the information received, as appropriate. You will be advised that feedback/an outcome from Tusla Early Years Inspectorate will not be given, however all inspections carried out on foot of the unsolicited information will have the inspection reports published.

Q16. What will Tusla Early Years Inspectorate do with my information?

A:

- Where Tusla Early Years Inspectorate considers that there is a potential risk to the health, safety and welfare of children in an Early Years Service, Tusla Early Years Inspectorate will take appropriate actions with the service provider to ensure that the risk is addressed.
- Tusla Early Years Inspectorate will risk assess all accepted information to determine the management plan. Risk assessment will be informed by the degree of adverse harm that could occur or is occurring to a child/children in the service.
- The unsolicited information received and the risk rate determined will be utilised to determine the appropriate level of intervention, the focus and timing of inspections.
- In some cases, Tusla Early Years Inspectorate may ask the Early Years Service to investigate the concern. Tusla Early Years Inspectorate will have oversight of how the service manages this process.
- In all cases, the Registered Provider is given an opportunity to respond to the unsolicited information and to the Inspection Report.
- The final inspection report is presented to the Registration Panel for consideration. Tusla Early Years Inspectorate will review the final report and a finding will be issued irrespective of the unsolicited information received.
- Examining parties shall consider all information necessary to arrive at a suitable and appropriate determination.

Q17. How is a Registered Provider informed of unsolicited information?

A: The Registered Provider is advised of all unsolicited information received, which falls within the remit of the regulations in the form of a summary sheet. They are advised in cases where it falls outside the remit for their information and where a referral is made to another agency. Tusla Early Years Inspectorate strives to operate in a fair and transparent manner.

Q18. I am the provider of an Early Years Service and I received a complaint about my service, what do I do?

A: Don't ignore the issue and hope it will go away. Often a listening, re-assuring ear will resolve most issues promptly. Ensure that you provide the complainant with a copy of your complaints procedure. Take note, log the concern in your records of complaints and retain for inspection purposes. Reassure the person that you will address their concerns in accordance with your Complaints Policy. Communicate with the person at all times and keep them advised of the process and your progress. Record each step of the process and ensure you give the complainant the outcome of the process (in writing) and the rationale for your decision.

Q19. I am the provider of an Early Years Service and I received a complaint about a staff member/employee in my service, what do I do?

A: You are responsible as a Registered Provider to investigate the issues concerning the behaviour of your staff. These enquiries should be robust, thorough and proportionate to the issues of concern. It would be important that you consider HR protocols when staff are implicated in a complaint. Retain a record of these deliberations for inspection purposes.

Q20. I am a sole operator, how will a complaint against me be managed?

A: A complaint received regarding a sole operator will be managed by Tusla Early Years Inspectorate.

Q21. Are unsolicited information inspection reports published?

A:

- All inspection reports of examined incidences of unsolicited information will be published on the Tusla website at: <http://www.tusla.ie/services/preschool-services/creche-inspection-reports>
- Where an inspection has been triggered as a result of the receipt of unsolicited information, the report will clearly reference this
- Tusla Early Years Inspectorate's Annual Report will reference the data from unsolicited information received in that year.

Q22. How long will the process for unsolicited information/concerns/complaints take?

A: Investigations where appropriate will be concluded within reasonably expected timelines congruent with any perceived risk to a child or children.

Miscellaneous/Other Questions

Q1. As a Registered Provider when do I need to re-register?

A:

- A Registered Provider will be required to re-register within 3 years of registration; however a Registered Provider will continue to be inspected in the interim period.
- Existing services that have been deemed registered and their names placed on the approved Register of pre-school services from the 30th June 2016, will be required to re-register their service by December 2019.
- Tusla Early Years Inspectorate will advise existing Early Years Services as to when they will be required to commence the re-registration process.

Q2. Why have I to apply for re-registration within 3 years of my initial registration?

A: Registration is a legal requirement for an Early Years Service to operate. An Early Years Service cannot operate unless it is registered. The Act makes provision for the re-registration of a service every three years. This means that a service must be registered in order to operate at a minimum every 3 years. This requirement is set out in Article 58(4) of Part 12 of the Child and Family Agency Act 2013 which permits the maximum period of registration to be 3 years. However, inspection can occur at any time during the three years.

Q3. Can a registered service be removed from the Register?

A: Yes, Tusla Early Years Inspectorate can remove a Registered Provider from the Register. Examples where this can occur include:

- The premises in which the service is provided does not comply with the regulations.
- The operation of the Early Years Service is not in compliance with the 2016 Regulations.
- The applicant has been convicted of an offence under Part 12, Amendment of the Child Care Act, 1991.
- The applicant has been convicted of an offence that in Tusla's opinion renders the applicant unfit to carry on or be in charge of such a service.
- The applicant has failed within 21 days of request to furnish the Agency with the reasonably required information or where the applicant has furnished the Agency with information that is false or misleading.
- A condition attached to registration has been contravened.

Q4. Who can I contact if I have a query about registration?

A:

- You can check out our webpages at: <http://www.tusla.ie/services/family-community-support/pre-school-services/>
- Or contact Tusla Early Years Inspectorate's Registration Office:
 - By email: ey.registration@tusla.ie
 - By telephone: 061-461700
 - By postal address: Tusla Early Years Inspectorate National Office, 2nd Floor, Estuary House, Henry Street, Limerick City.

Q5. Who else can give me advice?

A:

- Early Years Services may source additional information and support from relevant county and city childcare committees, agencies, voluntary organisations and supportive organisations in the Early Years Sector.

Please note: Tusla Early Years Inspectorate is a regulator of Early Years Services, and therefore it is a conflict of interest to provide an advisory service.