



# ECRU

Education and Care Regulatory Unit



## Do you have a question or concern?



### If you see something, you should say something

Before reporting, ask yourself:

Have you spoken to your centre director, nominated supervisor, area manager or approved provider?

Are you familiar with your service's policies and procedures?

### Open communication builds confidence

If you believe your concerns haven't been addressed, you can contact the Education and Care Regulatory Unit (ECRU) for advice and support. ECRU is there to help answer any questions or concerns you might have.

### How to report a concern to ECRU

Scan the QR code to take you to the ECRU website for information on the National Quality Framework and for the details on how to

#### Report a Concern



I'm so glad I raised my concerns. The ratio requirements are much clearer to me now.

You can raise concerns by emailing or calling ECRU:

Email: [ECRU@communities.wa.gov.au](mailto:ECRU@communities.wa.gov.au)  
Tel: (08) 6277 3889  
Free call: 1800 199 383