



Tusla – Early Years Inspectorate

To: All Registered Providers

FROM: Fiona McDonnell - National Service Director
Children Services Regulation

RE: HSE Cyber Attack – Early Years Inspectorate update

DATE: 20 May 2021

As you may be aware, all Tusla ICT systems have been disabled as a precaution in response to the cyber-attack on Friday 14 May 2021.

This has had significant consequences for us in terms of how we interact with the services we regulate, and how we manage information that is submitted to us.

We continue to be available to you, and there is a great deal of work being undertaken to put alternative systems in place. At present we are dependent on telephone and post for all communications.

Below you will find information and contact details for the different departments within the Early Years Inspectorate. You will also find a table containing telephone contact information for all our services. These contact numbers are also available on our website www.tusla.ie

We will provide further information as soon as it becomes available.

1. Early Years Inspectorate / School Age Services– Registration

The ICT systems of the Early Years Inspectorate Registration office are currently down. This includes email, internal systems, and the portal for managing current and new applications for early years and school age services. Please be aware of the following;

1.1 Notifiable Incidents

We are still able to receive **Notifiable Incidents** by post in accordance with Article 31, Part VIII, of the Child Care Act 1991(Early Years Services Regulations) 2016 in relation to any early years service or school age service, including those related to COVID-19.

If you need to submit a notifiable incident or if you have a query regarding an existing incident please call us on [061 461706](tel:061461706) or [061 461711](tel:061461711)

1.2 Early Years service registration applications

New Early Years Registration applications are temporarily suspended and will resume as soon as possible. Please do not make a submission via the portal or email as these are not operational. We will keep this situation under review as the situation develops and continue to keep you updated.

We will continue to liaise with those who have already submitted an application by telephone. For those who have already submitted an application you should continue to contact your assigned application assessment officer for queries specific to your application. Please ensure that you have your Portal Submission number when making contact.

If you have any general queries you can call us on [061 461715](tel:061461715).

1.3 New School Age service applications

New School Age Registration applications are temporarily suspended and will resume as soon as possible. Please do not make a submission via the portal or email as these are not operational. We will keep this situation under review as the situation develops and continue to keep you updated.

1.4 Submitted School Age Applications where 10-day response period has been issued

The time limit on re-submission of these applications is currently suspended. These will be recommenced as soon as possible, please check our webpage for periodic updates.

We will continue to liaise with those who have already submitted an application by telephone. You should continue to contact your assigned application assessment officer for queries specific to your application. Please ensure that you have your Portal Submission number when making contact.

If you have any general queries you can call us on [061 461718](tel:061461718).

1.5 Cessations and Change in Circumstances

Please do not submit a service cessation form or a change in circumstance application until further notice. These can be submitted once the systems are up and running again. We will keep this situation under review as the situation develops and continue to keep you updated.

If you have any queries, please telephone the registration team on [061 461726](tel:061461726)

1.6 Feedback and Concerns

We are still able to receive **Feedback and Concerns** by phone in relation to any early years service or school age service. These concerns should relate to the operation of the service and fall within the remit of the regulations. If you wish to submit concerns or if you have a query regarding an existing concern please call us on [061 461743](tel:061461743) or [061 461703](tel:061461703)

You can also contact your local childcare committee for support in relation to any of the above issues via www.myccc.ie

2 Early Years Inspectorate – Inspections

Our priority remains the safety and wellbeing of children using early years services. We are continuing to inspect services during this time.

Our capacity to continue with a blended approach (remote and onsite) to inspections is reduced, therefore most of our inspections over the coming weeks will be onsite with no remote component.

There will be some unavoidable delay in responding to documentation (CAPAs, Factual Accuracy etc.) submitted in relation to inspections that have already taken place.

This is an evolving situation which is subject to ongoing review and we will keep you updated.

If you have queries regarding inspections, you can use our exiting COVID helpline numbers;

Early Years Inspectorate – Inspections	
West	091 775823
Dublin Mid Leinster	087 6873904
South	087 9115333
Dublin North East	087 1784593

Early Years Inspectorate Contact Telephone Numbers

Service	Telephone Number(s)
Early Years / School Age Services– Notifiable Incidents	061 461706 or 061461711
Early Years Registration	061 461715
School Age Services Registration	061 461718
Early Years / School Age Change in Circumstances & Cessations	061 461726
Early Years / School Age Services– Feedback & Concerns	061 461743 or 061461703
Early Years Inspections – West	091 775823
Early Years Inspections – Dublin & Mid Leinster	087 6873904
Early Years Inspections – South	087 9115333
Early Years Inspections – Dublin & North East	087 1784593