



NSW Department of  
Community Services

### **Children's services licensing application backlog**

The receivership of the major children's service providers, ABC and CFK, and the sale of around 130 of their services caused a marked increase in the workload in our Children's Services Directorate in the first half of 2009. Re-licensing of the sold services was prioritised to ensure continuity of care for the children enrolled in them.

On top of the ABC and CFK situation the Directorate has been receiving an unprecedented number of licence applications and inquiries.

A consequence of all this is that there is now a backlog of applications to be processed. Please be assured that our licensing staff are doing their very best to deal promptly with your inquiries while they are busy tackling the licensing backlog.

The licensing team is also in the process of moving to a new licensing system which will result in improved efficiency and quality in our licensing services in the coming year. In the meantime, we appreciate applicants' continued patience and regret any inconvenience that licensing delays cause.