

Farewell from NCAC's General Managers

Since NCAC's inception, NCAC's staff have endeavoured to ensure the smooth and efficient administration of the Child Care Quality Assurance (CCQA) systems. In 2006 NCAC underwent an organisational restructure, and four operational areas were formed, each of which was responsible for overseeing specific aspects of NCAC's administration of the CCQA systems. These areas are: Corporate Services, Quality Assurance, People and Culture and Communications and Marketing. Julie Peters and Elizabeth Robinson spoke with the General Managers of each operational area about the ways in which their teams have contributed to child care services' participation in the CCQA systems.

Quality Assurance



Susan Reade is the General Manager, Quality Assurance. She has been with NCAC since 1997.

The Quality Assurance operational area consists of the Information and Support, Moderation and Accreditation, QIAS Validation and FDCQA/ OSHCQA Validation teams. Susan Reade, the General Manager Quality Assurance is supported by an Executive Assistant and an Executive Adviser.

Quality Assurance is responsible for administering the five steps of the CCQA systems. Every time a service completes a process requirement for CCQA, someone in the Quality Assurance operational area will need to take action on this to ensure the service continues to progress through the system.

Susan remembers that there were only about 2,500 long day care services registered with NCAC when she joined NCAC in 1997. Now there are almost 10,000 long day care, outside school hours and family day care services registered with NCAC.

The Validation teams are responsible for organising and administering Validation Visits and Spot Checks. It is what is observed during these visits that enable services to continually improve on quality experiences for all children. For these teams, who have had the most direct contact with services through Validation Visits, it has been amazing to see the positive changes that the CCQA systems have made to children's services across Australia.

The Information and Support team provide telephone support and advice to services and families directly, and many services call the team's Child Care Advisers regularly when they have a query or need advice about aspects of CCQA. The Information and Support team is honoured and proud to have played a part in supporting educators to provide quality child care to Australia's children.

Following the Validation Visit, members of the Moderation and Accreditation team assess the quality of each service's practice, guided by information in the service's *Self-study Report*, *Validation Evaluation Surveys* and the *Validation Report*. The Moderators also develop an individualised *Continuing Improvement Guide* for each service, which is sent out with the Accreditation Decision, and is developed to help services improve their practices.

The Moderation and Accreditation team have been honoured to work with Australian child care services. The team believes that 'putting children first' has become best practice in Australia with the introduction of the Quality Assurance systems and they are proud to have been part of this process ■

Corporate Services



Eric Randall is the Chief Financial Officer and General Manager, Corporate Services. He has been with NCAC since 1998.

The Corporate Services operational area provides support for all aspects of NCAC's activities. Corporate Services comprises the Administration Support, Finance and Information Technology teams and the Executive Assistant Corporate

Services. Eric Randall is the General Manager Corporate Services and is also NCAC's Chief Financial Officer (CFO). Since joining NCAC as the Financial Controller Eric has contributed strongly to the growth of NCAC as an organisation.

The Administration Support team, who work NCAC's Front Desk and reception, are the first point of contact for most services and families who visit or telephone NCAC. They are responsible for answering all incoming calls and directing our customers to the most appropriate person at NCAC to assist them.

Members of the Administration Support team enter and scan all *Self-study Reports* and *Validation Reports* into NCAC's system; they send the *Validation Evaluation Forms* to services as well as enter them into the system upon receipt. This team is also responsible for processing and dispatching all publication orders and liaising with trades people and security companies as required. Most services registered with NCAC will have come into contact with a member of the Administration Support team at some point during their CCQA journey.

The Finance team prepares NCAC's annual budgets and ongoing forecasts, as well as the monthly management accounts which are presented to the executive. Finance is also responsible for all of the processing and issuing of all financial transactions, including processing service registration fees for participation in the CCQA systems and publication invoices and receipts. The Finance team is also responsible for processing all of the travel costs associated with Validation Visits and Spot Checks, so they play an integral role in ensuring the efficient administration of CCQA processes.

The Information Technology team maintains the technology infrastructure at NCAC, which enables us to support services and educators. This includes maintenance of the local area network servers and the NCAC database. This function is critical for NCAC to be able to provide educators and families with relevant and current information.

When asked if he had any parting messages, Eric said, "I can speak on behalf of my teams when I say that it has been a privilege and a pleasure to serve Australian services that participate in the Quality Assurance systems and the parents and families of Australian children" ■

Communications and Marketing, People and Culture



Elizabeth Robinson is the General Manager, Communications and Marketing and General Manager, People and Culture. She has been with NCAC since 1997.

Elizabeth Robinson, General Manager Communications and Marketing and General Manager People and Culture, has been with NCAC since March 1997.

The People and Culture operational area is responsible for managing learning and development and human resources services for NCAC employees. NCAC is proud to have been recognised as an Employer of Choice for Women through its commitment to work/life balance and sound employment practices.

The Communications and Marketing Operational Area has made a tremendous impact on early and middle childhood education and care in Australia. Services will have encountered this team's work through *Putting Children First*, *Factsheets*, *Quality Companions*, the NCAC website, NCAConline, various brochures and posters, articles in external resources, and our booths at conferences. Families will have met the team at parenting expos, have seen our advertisements in parenting magazines, read our articles in publications and accessed our *Pocket Guide for Families*, *Embracing Quality Child Care* and *Choosing and Using Child Care* brochures. Government, peak bodies, tertiary students and teachers and others will have seen our *Annual Reports*, *Quality Trends Reports*, and other evaluation reports. In addition, this team also produces materials for NCAC staff, manages media, and is responsible for NCAC's records management system.

As one of the longest serving employees, Elizabeth recalls the early days when there was limited information available about quality child care. "I am extremely proud of the high quality resources NCAC has produced over the years and how well they have been regarded by the profession," Elizabeth said ■