

# New NCAC resources for services

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## Factsheets for services

NCAC has developed five new *Factsheets* for each service type. These were posted to services in May 2008, and are also available from the 'Resources' section of the NCAC website. When developing the *Factsheets*, NCAC considered information and feedback received from child care professionals, as well as data from recent *Quality Trends Reports* that indicate where services may benefit from additional support.

## New Factsheet titles

### For family day care schemes:

- Positive toileting and nappy changing
- Skills and knowledge to support quality
- School readiness and transition to school
- Child protection
- Managing complaints

### For long day care services:

- Recruiting child care professionals
- Skills and knowledge to support quality
- School readiness and transition to school
- Positive toileting and nappy changing
- Dressing children in child care

### For outside school hours care services:

- Recruiting child care professionals
- Skills and knowledge to support quality
- Transition into OSHC programs
- Child protection
- Managing complaints

## Frequently Asked Questions section on the NCAC website.



NCAC's Child Care Advisers have developed a set of Frequently Asked Questions and answers for a new section on the NCAC website. The questions and responses will be updated on a monthly basis, and will be informed by the most common calls that have been recently received at NCAC from child care professionals and families.

This resource has been developed to enhance NCAC's support for customers, by providing them with clear information about commonly asked questions which they can access at their own convenience. This resource is not designed to replace telephone support from Child Care Advisers, and NCAC encourages telephoning NCAC to discuss or clarify any aspect of the CCQA systems.

As information about frequently asked questions will be available for both child care professionals and families, website users will be able to access the Frequently Asked Questions page through both the 'Child Care Professionals' and 'Families and Children' sections of the site. NCAC would also appreciate any constructive feedback or ideas about this new resource

