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Family Day Care Quality Assurance Quality Trends Report

For the period 1 July 2008 to 31 December 2008

The purpose of this *Quality Trends Report* is to identify key areas within Family Day Care Quality Assurance (FDCQA) that family day care schemes are performing well in and those which contribute to schemes receiving a Not Accredited status.

The Quality Areas and Principles referred to in this document are detailed in the *FDCQA Quality Practices Guide* (2nd edition, 2004) available for purchase from the National Childcare Accreditation Council (NCAC) website (www.ncac.gov.au). Where references are made to numbered indicators, these are listed in the *FDCQA Validation Report* (2nd edition, 2004).

Quality Trends Reports are published biannually by NCAC in January and July for each of the Child Care Quality Assurance systems. Past reports are publicly available on the NCAC website for the following reporting periods:

- 1 July 2005 - 31 December 2005
- 1 January 2006 - 30 June 2006
- 1 July 2006 - 31 December 2006
- 1 January 2007 - 30 June 2007
- 1 July 2007 – 31 December 2007
- 1 January 2008 – 30 June 2008

FDCQA Quality Trends Report

As at 1 January 2009, 314 family day care schemes were registered with NCAC to participate in FDCQA and 92% of family day care schemes that have completed the 5 steps of Child Care Quality Assurance were Accredited. Of these schemes, 70% have achieved High Quality in all 6 Quality Areas. This is a significant achievement and indicates that a significant percentage of family day care schemes are performing at a high standard.

80 family day care schemes received Accreditation Decisions between 1 July 2008 and 31 December 2008. Of these, 61 were Accredited (76%), while 19 were Not Accredited (24%).

Of the 80 schemes that received an Accreditation Decision between 1 July 2008 and 31 December 2008, the Principles for which schemes most often achieve a High Quality standard include:

1.2	Communication between coordination unit staff and families is effective and supports the child's placement in care	65%
1.4	Carers' personal and family arrangements provide a positive home environment that supports the provision of family day care	66%
2.3	Facilities used by the coordination unit are welcoming and accessible	74%
3.2	Coordination unit staff support children's learning through home visits and/or play sessions ¹	64%
3.3	Carers and coordination unit staff guide children's behaviour in positive ways	66%
4.5	Children's needs for rest, sleep and comfort are supported	73%
5.1	Recruitment, selection and orientation processes for carers and coordination unit staff encourage and support the provision of a quality service	70%
5.4	The scheme promotes occupational health and safety	62%
6.1	Management practices are ethical and operate within relevant legislation	78%

¹ For the purpose of FDCQA, the term 'play session' is used to describe the situation where two (or more) carers join together with their children for child focussed play experiences. Play sessions may be organised by the carers themselves or by coordination unit staff.

Of the 80 schemes that received an Accreditation Decision between 1 July 2008 and 31 December 2008, the Principles for which schemes have most often not met the Satisfactory standards include:

2.1	The indoor and outdoor areas of carers' homes and play session venues are welcoming, comfortable and child friendly	11%
2.2	All children have access to a variety of interesting materials and equipment	13%
3.1	Carers respond to the interests and abilities of all children in ways that support learning in a home environment	15%
3.3	Carers and coordination unit staff guide children's behaviour in positive ways	14%
4.1	The environments provided for children are safe	50%
4.2	Food and drink are nutritious and culturally appropriate	19%
4.3	The health and safety of all children are protected	39%
4.4	Nappy changing, toileting and bathing are positive experiences for children	36%
4.5	Children's needs for rest, sleep and comfort are supported	13%
4.6	Current State or Territory legislation relating to child protection and wellbeing is implemented consistently	15%
6.2	The scheme consults and works collaboratively with all stakeholders	12%
6.4	The scheme has simple and transparent grievance and complaints handling procedures	11%
6.5	Carers and coordination unit staff are effective advocates for their service within the community and actively seek to build links with other agencies to benefit children and their families	17%

Quality Area 1: Interactions

Positive interactions between children, families, carers and coordination unit staff are integral to a successful program and should support the development of trusting relationships, partnerships and teamwork within the scheme and with the wider community.

Partnerships with families are promoted by responsive and supportive carers, coordination unit staff and management and are fundamental to all aspects of the program, from orientation to ongoing information sharing. It is particularly important that children experience interactions that make them feel valued, respected and capable. By modelling courteous, considerate and effective communication, adults support children as they develop their communication and problem solving skills.

Interactions should ensure that all stakeholders in the service feel valued and respected and should take into account the different backgrounds, requirements and communication skills of individuals. Effective communication strategies can be developed through ongoing consultation between all stakeholders and should be reviewed regularly. Interactions that are founded upon respect, empathy, cooperation and professionalism ensure that all communications are successful and positive (*FDCQA Quality Practices Guide, 2004, page 9*).

Quality Trends:

Most family day care schemes achieved Good to High Quality in this Quality Area.

Quality Area 1 has five Principles:

Principle 1.1: Carers and coordination unit staff interact with all children in a warm, friendly and respectful way

Principle 1.1	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	59	39	0	2

Principle 1.2: Communication between coordination unit staff and families is effective and supports the child's placement in care

Principle 1.2	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	65	33	1	1

Principle 1.3: Communication between carers and families is effective and supports the family and child to settle into care

Principle 1.3	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	48	51	0	1

Principle 1.4: Carers' personal and family arrangements provide a positive home environment that supports the provision of family day care

Principle 1.4	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	66	28	0	6

Principle 1.5: Relationships within the scheme value diversity, teamwork, mutual respect, understanding and professionalism

Principle 1.5	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	54	44	1	1

Quality Area 2: Physical Environment

Environments that are welcoming, safe, well resourced and aesthetically appealing support children and their families to access and settle into family day care and enhance effective learning settings for children. When planning a physical environment that supports children's play and development, carers and coordination unit staff work together to provide a safe environment which allows all children to explore, experiment and make decisions according to their individual needs and ability levels.

When planning and obtaining resources for the physical environment, carers and coordination unit staff consider factors such as the needs and backgrounds of individual children and their families, the existing family day care home, coordination unit environments and costs.

Carers foster children's learning experiences by using inexpensive resources and aspects of the family day care home in flexible and innovative ways. Relevant professional development opportunities and opportunities to network with other carers support carers in developing their skills and strategies for creative planning.

Regular consultation between families, children, carers and coordination unit staff and knowledge of current safety recommendations support the provision of functional child and family friendly settings (*FDCQA Quality Practices Guide, 2004, page 21*).

Quality Trends:

Most family day care schemes achieved Good to High Quality in this Quality Area. However, more than 10% of schemes did not meet the Satisfactory standard for Principles 2.1 and 2.2.

Quality Area 2 has three Principles:

Principle 2.1: The indoor and outdoor areas of carers' homes and play session venues are welcoming, comfortable and child friendly

Principle 2.1	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	56	30	3	11

5% or more of schemes did not meet the Satisfactory standard for the following indicators:

Indicator 2.1.1 *Space is organised to allow children independence in appropriate ways, and ensure that carers rarely need to say "no"*

Indicator 2.1.5 *A place is provided for each child to store and access personal belongings*

Principle 2.2: All children have access to a variety of interesting materials and equipment

Principle 2.2	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	56	30	1	13

5% or more of schemes did not meet the Satisfactory standard for the following indicators:

Indicator 2.2.6 *Children have access to a range of commercial, natural and simple homemade materials and resources*

Principle 2.3: Facilities used by the coordination unit are welcoming and accessible

Principle 2.3	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	74	16	3	7

5% or more of schemes did not meet the Satisfactory standard for the following indicator:

Indicator 2.3.1 *The coordination unit facilities are well sign posted and welcoming to families, carers and children*

Quality Area 3: Children’s Experiences, Learning and Development

Successful learning environments recognise the value of play and positive social interactions in the promotion of children’s learning and development. Children’s learning and development is enhanced through opportunities to make choices and guide their own experiences according to their individual interests, personalities and skills. Children’s learning occurs through planned and spontaneous experiences, during their participation in daily routines and through their experience of positive modelling by adults and peers.

A supportive learning environment is underpinned by behaviour guidance strategies which respect individual children’s needs and abilities, and which foster the development of children’s self-management skills.

A holistic approach to children’s learning and development recognises the significance of creative and child-initiated play to the growth of children’s self-esteem and personal competence.

Carers and coordination unit staff ensure that the balance between planned, spontaneous and routine experiences allows time and opportunity for children to engage in learning through a range of play and other learning experiences (FDCQA Quality Practices Guide, 2004, page 29).

Quality Trends:

Most family day care schemes achieved Good to High Quality in this Quality Area. However, more than 10% of schemes did not meet the Accreditation standards of Principles 3.1 and 3.3.

Quality Area 3 has seven Principles:

Principle 3.1: Carers respond to the interests and abilities of all children in ways that support learning in a home environment

Principle 3.1	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	34	47	4	15

5% or more of schemes did not meet the Satisfactory standard for the following indicators:

- Indicator 3.1.4** *A range of indoor and outdoor experiences are offered each day*
- Indicator 3.1.7** *Use of television, computers and/or electronic games is child focussed, carefully planned and monitored*
- Indicator 3.1.8** *The carer shares the television, computer and/or electronic game experience and discusses emergent issues with the children*

Principle 3.2: Coordination unit staff support children’s learning through home visits and/or play sessions

Principle 3.2	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	64	31	0	5

Principle 3.3: Carers and coordination unit staff guide children’s behaviour in positive ways

Principle 3.3	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	66	16	4	14

5% or more of schemes did not meet the Satisfactory standard for the following indicators:

- Indicator 3.3.8** *Carers and coordination unit staff view children's behaviour challenges as a normal part of development and deal with these situations in an objective and supportive manner*
- Indicator 3.3.9** *Carers and coordination unit staff model positive, socially acceptable behaviour and language*
- Indicator 3.3.11** *Skills in guiding children's behaviour are enhanced through professional development*

Principle 3.4: Carers and coordination unit staff promote resilience and social competence in all children

Principle 3.4	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	58	36	0	6

5% or more of schemes did not meet the Satisfactory standard for the following indicators:

- Indicator 3.4.3** *Children are assisted to identify and express their own feelings and recognise the feelings of others*
- Indicator 3.4.7** *Carers and coordination unit staff are patient, gentle, calm and reassuring towards children at all times*

Principle 3.5: Carers and coordination unit staff promote physical competence in all children

Principle 3.5	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	59	36	0	5

Principle 3.6: Carers and coordination unit staff foster all children's language, literacy, curiosity, mathematical thinking and scientific exploration

Principle 3.6	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	38	53	2	7

5% or more of schemes did not meet the Satisfactory standard for the following indicator:

Indicator 3.6.5 *Carers and coordination unit staff provide a stimulating environment with open ended resources and unhurried time, inviting children to play, explore and experiment*

Principle 3.7: Carers and coordination unit staff support all children's creative expression

Principle 3.7	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	30	61	4	5

Quality Area 4: Health, Hygiene, Nutrition, Safety and Wellbeing

Family day care homes constitute a unique child care setting as they have the dual functions of both family home and child care environment. To ensure that children receive quality care, coordination unit staff and carers share a responsibility to keep up to date with current research and recommended practice in relation to child health, hygiene, nutrition, safety and emergency procedures.

It is essential that scheme staff and carers are aware of and meet all state or territory legal requirements for children's safety and wellbeing, particularly in relation to child protection.

Regardless of their individual skills or backgrounds, all children have the right to experience quality care in an environment which is clean, safe, healthy and where their wellbeing is a paramount consideration in the program. In exercising their duty of care, carers and coordination unit staff consider the unique aspects of the family day care environment, and the individual needs and cultural backgrounds of children and families. This is of particular importance when planning for children's mealtimes, their sleep or rest requirements, their dressing requirements and their personal hygiene (*FDCQA Quality Practices Guide*, 2004, page 45).

Quality Trends:

More than 10% of schemes did not meet the Satisfactory standard for Principles 4.1, 4.2, 4.3, 4.4, 4.5 and 4.6 in this Quality Area.

Quality Area 4 has six Principles:

Principle 4.1: The environments provided for children are safe

Principle 4.1	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	39	10	1	50

5% or more of schemes did not meet the Satisfactory standard for the following indicators:

- Indicator 4.1.3** *The scheme safety procedures are implemented consistently by coordination unit staff and carers*
- Indicator 4.1.4** *Carers use a home safety checklist, based on the scheme's safety policies and procedures*
- Indicator 4.1.5** *Medications, detergents, cleaning products, garden chemicals and other dangerous products are clearly labelled and inaccessible to children at all times*
- Indicator 4.1.6** *Toys, equipment and play materials are safe for the ability levels of the children using them and are made available to children only in areas where they may be used safely*
- Indicator 4.1.7** *Premises, grounds, equipment and furnishings are maintained in a safe, clean condition and in good repair at all times*

- Indicator 4.1.8** *Every domestic pet and farm animal is kept in an area separate to and apart from the areas used by children, unless involved in a specific activity that is directly supervised by the carer, staff member or other adult*
- Indicator 4.1.13** *Carers' and coordination unit staff efforts to protect children from exposure to the sun are consistent with the sun protection policy*
- Indicator 4.1.14** *Carers and coordination unit staff model sun protection practices*

Principle 4.2: Food and drink are nutritious and culturally appropriate

Principle 4.2	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	31	44	6	19

5% or more of schemes did not meet the Satisfactory standard for the following indicators:

- Indicator 4.2.3** *Coordination unit staff provide carers and families with nutrition guidelines based on the scheme's nutrition policy*
- Indicator 4.2.4** *Carers provide food and drink that is consistent with the nutrition policy or actively encourage families to provide food that is consistent with the policy*
- Indicator 4.2.9** *Carers are consistent in their efforts to ensure that children do not eat food, use cups, bottles or other utensils that have been dropped on the floor or handled by another child*
- Indicator 4.2.11** *Food is prepared, stored and/or transported hygienically and in accordance with the scheme's food handling policy and any relevant regulations*
- Indicator 4.2.12** *Mealtimes are pleasant social occasions and provide an opportunity for the carer and children to talk in a relaxed way*

Principle 4.3: The health and safety of all children are protected

Principle 4.3	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	39	21	1	39

5% or more of schemes did not meet the Satisfactory standard for the following indicators:

- Indicator 4.3.3** *Carers and coordination unit staff adhere to accepted hygiene principles that minimise the spread of infectious diseases and encourage children to follow these*
- Indicator 4.3.4** *Carers and coordination unit staff wash their hands effectively before handling food, after each nappy change, toileting and other similar situations*
- Indicator 4.3.5** *Carers and coordination unit staff actively promote children's hand washing before handling food, after each nappy change, toileting and other similar situations*
- Indicator 4.3.6** *Carers discuss with children strategies for maintaining dental health*
- Indicator 4.3.10** *Coordination unit staff and carers develop plans to effectively manage fire and other emergencies and these plans are displayed prominently in carers' homes and other scheme facilities*
- Indicator 4.3.13** *Health plans for children with specific medical conditions have been developed in consultation with families, are based on advice given to the families by medical practitioners and are implemented consistently*

Principle 4.4: Nappy changing, toileting and bathing are positive experiences for children

Principle 4.4	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	42	21	1	36

5% or more of schemes did not meet the Satisfactory standard for the following indicators:

- Indicator 4.4.1** *The scheme has written policies and procedures for nappy changing, toileting and bathing that are consistent with current recommendations by recognised health authorities*
- Indicator 4.4.2** *Policies and procedures for nappy changing, toileting and bathing are dated and sourced*
- Indicator 4.4.3** *The scheme procedures for bathing, nappy changing and/or toileting are implemented consistently*
- Indicator 4.4.4** *The dignity and need for privacy of each child are respected during bathing, nappy changing, toileting and/or dressing*

Principle 4.5: Children's needs for rest, sleep and comfort are supported

Principle 4.5	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	73	14	1	12

5% or more of schemes did not meet the Satisfactory standard for the following indicators:

- Indicator 4.5.1** *The scheme has a policy relating to selection and use of cots, beds and bedding that is based on current advice from recognised safety authorities*
- Indicator 4.5.10** *There is a comfortable, quiet place for each child to sleep at any time of the day*

Principle 4.6: Current State or Territory legislation relating to child protection and wellbeing is implemented consistently

Principle 4.6	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	54	27	4	15

5% or more of schemes did not meet the Satisfactory standard for the following indicators:

Indicator 4.6.3 *Carers monitor the health and wellbeing of each child in their care and all children can be seen and/or heard at all times*

Indicator 4.6.5 *During the initial training program and during the past eighteen months, all carers and coordination unit staff have been provided with training in responding to suspected child protection issues*

Quality Area 5: Carers and Coordination Unit Staff

Coordination unit staff are responsible for ensuring there are procedures, policies and systems in place to maintain quality in the scheme’s activities, programs and organisation. Coordination unit staff work with carers, families and other professionals to ensure that the scheme’s personnel policies and procedures are effective and meet all relevant legislative requirements, including occupational health and safety regulations. Acknowledging and promoting the value of professional development and effective recruitment practices is fundamental in advocating for the scheme and the professionalism of its staff and carers.

Coordination unit staff, carers and families evaluate the scheme’s achievements and identify future areas for improvement from the perspectives of all individuals involved. All stakeholders have regular opportunities to contribute to reviews of the scheme’s quality practices and procedures and to collaborate in the development of ongoing improvement plans. Encouraging families, carers and coordination unit staff to work together on continuing improvement strategies supports the development of practical and relevant approaches to all scheme operations (FDCQA Quality Practices Guide, 2004, page 59).

Quality Trends:

Most family day care schemes achieved Good to High Quality in this Quality Area.

Quality Area 5 has four Principles:

Principle 5.1: Recruitment, selection and orientation processes for carers and coordination unit staff encourage and support the provision of a quality service

Principle 5.1	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	70	28	1	1

Principle 5.2: The scheme has a systematic process in place to monitor current practice and identify areas for continuing improvement

Principle 5.2	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	55	43	1	1

Principle 5.3: Professional development opportunities are accessed by carers, coordination unit staff and others involved in management

Principle 5.3	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	59	33	1	7

Principle 5.4: The scheme promotes occupational health and safety

Principle 5.4	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	62	34	4	0

Quality Area 6: Management and Administration

It is the role of scheme management and coordination unit staff to establish effective and ethical management policies and procedures. Scheme policies and procedures must be informed by relevant legislative requirements, current 'best practice' in management and also reflect an awareness of community needs and issues.

Comprehensive written policies and procedures provide clear guidance to coordination unit staff, carers and families in relation to management issues. Involvement of all stakeholders in policy review and development fosters an atmosphere of trust and teamwork and helps ensure that policies and procedures address real needs and are implemented consistently and effectively.

An essential element of quality scheme management is ensuring that clear and consistent procedures for the maintenance and confidential management of family, child, carer and staff records are implemented.

Decision making, grievance and complaints handling policies and procedures are transparent and clearly define accountability (*FDCQA Quality Practices Guide, 2004, page 69*).

Quality Trends:

Most family day care schemes achieved Good to High Quality in this Quality Area. However, more than 10% of schemes did not meet the Satisfactory standard for Principles 6.2, 6.4 and 6.5.

Quality Area 6 has five Principles:

Principle 6.1: Management practices are ethical and operate within relevant legislation

Principle 6.1	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	78	22	0	0

Principle 6.2: The scheme consults and works collaboratively with all stakeholders

Principle 6.2	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	48	40	0	12

5% or more of schemes did not meet the Satisfactory standard for the following indicator:

Indicator 6.2.5 *Carers, families and coordination unit staff are actively involved in the development and review of scheme policies and procedures*

Principle 6.3: The scheme has an efficient, effective and ethical process for the management of records

Principle 6.3	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	49	41	4	6

Principle 6.4: The scheme has simple and transparent grievance and complaints handling procedures

Principle 6.4	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	56	30	3	11

5% or more of schemes did not meet the Satisfactory standard for the following indicator:

Indicator 6.4.2 *The scheme's grievance and complaints policies and procedures are dated and sourced*

Principle 6.5: Carers and coordination unit staff are effective advocates for their service within the community and actively seek to build links with other agencies to benefit children and their families

Principle 6.5	High Quality	Good Quality	Satisfactory	Unsatisfactory
%	50	30	3	17

5% or more of schemes did not meet the Satisfactory standard for the following indicators:

Indicator 6.5.1 *The scheme promotes family day care within the community as a quality, professional child care service*

Indicator 6.5.3 *Carers and coordination unit staff liaise with other children's services in the community*

Family Day Care Quality Assurance Quality Trends

The National Childcare Accreditation Council has conducted seven FDCQA *Quality Trends Reports* for family day care schemes:

- 1 July 2005 – 31 December 2005
- 1 January 2006 – 30 June 2006
- 1 July 2006 – 31 December 2006
- 1 January 2007 – 30 June 2007
- 1 July 2007 – 31 December 2007
- 1 January 2008 – 30 June 2008
- 1 July 2008 – 31 December 2008

These *Reports* demonstrate a number of quality trends in the performance of family day care schemes against the standards of quality care outlined in the *FDCQA Quality Practices Guide* (2nd edition, 2004).

Please note: 80 family day care schemes received an Accreditation Decision between 1 July 2008 and 31 December 2008. This small number should be taken into account when considering the quality trends in this *Report*.

Notable trends in the data include:

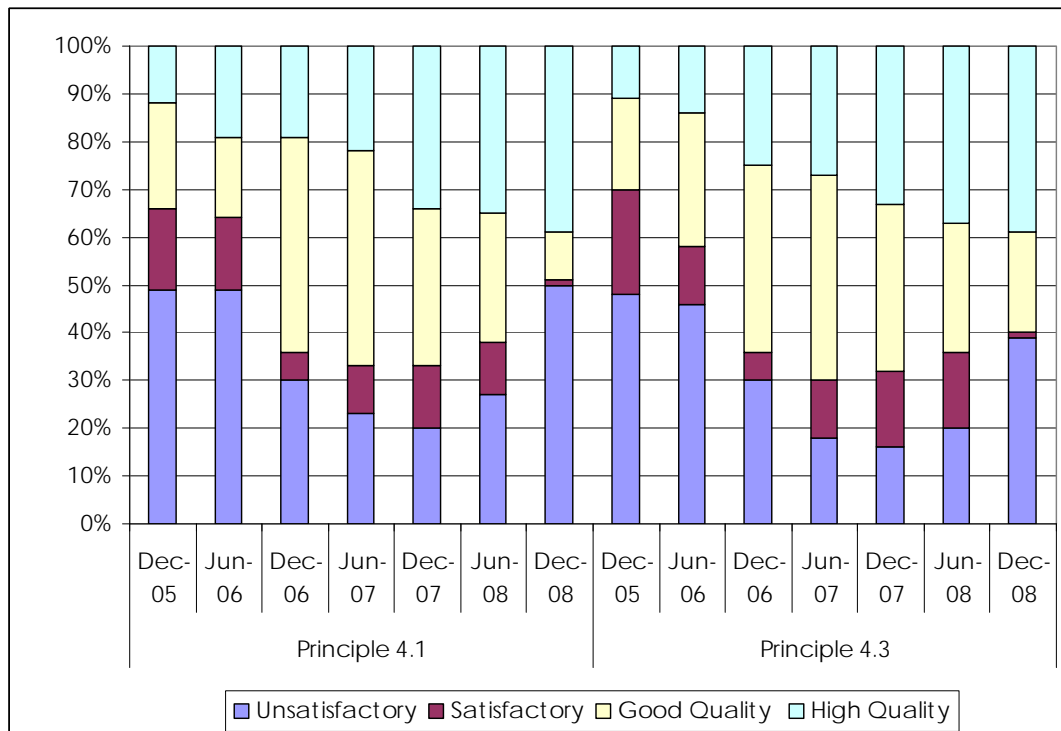
This *Quality Trends Report* demonstrates a high level of achievement among most family day care schemes. 70% of Accredited schemes have now achieved High Quality ratings across all 6 Quality Areas.

For this reporting period, while there were 17 Not Accredited schemes that were previously Accredited, no schemes were Not Accredited for the second or more consecutive occasion.

As compared to the previous reporting period:

- High Quality ratings rose across 18 of the 30 Principles by an average of 6 percentage points.
- There was a corresponding fall in Good Quality ratings across 24 Principles by an average of 9 percentage points.
- There was also a fall in Satisfactory ratings across 14 Principles by an average of 5 percentage points.
- Unsatisfactory ratings rose across 23 Principles by an average of 8 percentage points.

Quality Area 4: Health, Hygiene, Nutrition, Safety and Wellbeing, continues to receive a significantly higher proportion of Unsatisfactory ratings than any other Quality Area. Of particular concern is the increase in Unsatisfactory ratings recorded for Principles 4.1 and 4.3, as illustrated below:



NCAC will continue to work with schemes to improve their practices in this area by offering further support from Child Care Advisers and through the ongoing development of resources. These resources will build on existing support documents, including:

Principle		Support Document
4.1	The environments provided for children are safe	<ul style="list-style-type: none"> ▪ <i>Putting Children First: Ask a Child Care Care Adviser: Safety checks in children's services</i> (March 2008) ▪ <i>Putting Children First: Protecting children: Strategies for creating safe environments</i> (March 2007) ▪ <i>Policy Template: 'Dangerous Products'</i> ▪ <i>Policy Template: 'First Aid'</i> ▪ <i>Policy Template: 'Maintenance of Buildings and Equipment'</i> ▪ <i>Factsheet 11: Animals and Domestic Pets</i> ▪ <i>Factsheet 15: Smoke Free Environments</i>
4.3	The health and safety of all children are protected	<i>Policy Template: 'Food safety'</i>

- A significant proportion of Unsatisfactory ratings across several Quality Areas were related to the development, implementation, dating and sourcing of policies and procedures in the following areas:

Principle	Policy Area	Unsatisfactory
4.1	Safety and Sun Protection	50%
4.2	Nutrition	19%
4.3	Infection control, illness, administering medication, accident and emergency	39%
4.4	Nappy changing, toileting and bathing	36%
4.5	Rest, sleep and comfort	12%
6.4	Grievance and complaints handling	11%

- There were several indicators for which schemes received 10% or more Unsatisfactory ratings:

Indicator		Unsatisfactory
3.1.7	<i>Use of television, computers and/or electronic games is child focussed, carefully planned and monitored</i>	11%
3.1.8	<i>The carer shares the television, computer and/or electronic game experience and discusses emergent issues with the children</i>	10%
3.3.11	<i>Skills in guiding children's behaviour are enhanced through professional development</i>	10%
4.1.4	<i>Carers use a home safety checklist, based on the scheme's safety policies and procedures</i>	15%
4.1.7	<i>Toys, equipment and play materials are safe for the ability levels of the children using them and are made available to children only in areas where they may be used safely</i>	15%
4.1.8	<i>Every domestic pet and farm animal is kept in an area separate to and apart from the areas used by children, unless involved in a specific activity that is directly supervised by the carer, staff member or other adult</i>	19%
4.1.13	<i>Carers' and coordination unit staff efforts to protect children from exposure to the sun are consistent with the sun protection policy</i>	14%
4.2.9	<i>Carers are consistent in their efforts to ensure that children do not eat food, use cups, bottles or other utensils that have been dropped on the floor or handled by another child</i>	11%
4.3.3	<i>Carers and coordination unit staff adhere to accepted hygiene principles that minimise the spread of infectious diseases and encourage children to follow these</i>	13%
4.3.4	<i>Carers and coordination unit staff wash their hands effectively before handling food, after each nappy change, toileting and other similar situations</i>	10%
4.3.5	<i>Carers and coordination unit staff actively promote children's hand washing before handling food, after each nappy change, toileting and other similar situations</i>	21%
4.3.6	<i>Carers discuss with children strategies for maintaining dental health</i>	14%
4.4.3	<i>The scheme procedures for bathing, nappy changing and/or toilet training are implemented consistently</i>	28%

4.6.5	<i>During the initial training program and during the past eighteen months, all carers and coordination unit staff have been provided with training in responding to suspected child protection issues</i>	11%
6.2.5	<i>Carers, families and coordination unit staff are actively involved in the development and review of scheme policies and procedures</i>	11%
6.5.3	<i>Carers and coordination unit staff liaise with other children's services in the community</i>	11%

NCAC Support for Schemes

The purpose of this *FDCQA Quality Trends Report* is to identify key areas within FDCQA that family day care schemes are performing well in and those which contribute to schemes receiving a Not Accredited status.

NCAC aims to work in partnership with family day care schemes to facilitate and support continuous improvement to the quality of child care provided for children in Australia. The *FDCQA Quality Trends Report* assists NCAC to provide targeted support to schemes as they progress through FDCQA.

NCAC has implemented several initiatives, addressing concerns raised in the *FDCQA Quality Trends Reports* as follows:

- The NCAC *Policy Development Guide* is available on the NCAC website to assist schemes to research, develop and review policies in collaboration with stakeholders. Schemes may find the *Developing a Policy Checklist* helpful when planning for and reviewing policies.

The Policy Templates, available as part of the *Policy Development Guide*, are designed to assist schemes to develop and implement policies that are relevant and appropriate to the service and that meet FDCQA requirements.

- NCAC's magazine, *Putting Children First*, is distributed quarterly to all schemes participating in FDCQA. Recent articles supporting quality practices include:
 - Supporting children's development: Fine motor skills (December 2008)
 - Supporting leaders in child care services (December 2008)
 - Communicating with new families (December 2008)
 - Developing a handbook for families (December 2008)
 - Connecting with children's lives (December 2008)
 - Supporting children's development: Creative expression (September 2008)
 - Managing staff changes positively (September 2008)
 - Computers in child care (September 2008)
 - The value of superhero play (September 2008)
 - Supporting children through loss and grief (September 2008)
- *Factsheets* are distributed to all family day care schemes registered to participate in FDCQA to provide information to child care professionals regarding quality practices. NCAC continues to develop new *Factsheets* for family day care schemes.
- *Family Factsheets* are also available to support families' understanding of quality issues and practices in child care. The *Family Factsheets* are available for download from NCAC's website, and are available in several community languages.
- NCAC refers schemes to the *FDCQA Quality Trends Reports* through publications such as *Putting Children First*. Schemes can use the information provided by the *FDCQA Quality Trends Reports* to assist their progress, particularly during Step 2: Self-study and Continuing Improvement. It may be necessary for schemes to spend some time working towards reaching the Satisfactory standard required by those Principles and indicators for which schemes have most often not met the Satisfactory standards.

- NCAC will continue to use the information provided in the *FDCQA Quality Trends Reports* to develop ways to effectively support family day care schemes participating in FDCQA.

Family Day Care Quality Assurance Principle Ratings

Quality Area 1		High Quality (%)	Good Quality (%)	Satisfactory (%)	Unsatisfactory (%)
Principle 1.1	Dec-05	29	64	7	0
	Jun-06	39	57	4	0
	Dec-06	41	58	1	0
	Jun-07	39	61	0	0
	Dec-07	60	38	0	2
	Jun-08	64	36	0	0
	Dec-08	59	39	0	2
Principle 1.2	Dec-05	42	48	3	7
	Jun-06	32	62	2	4
	Dec-06	48	49	2	1
	Jun-07	41	57	0	2
	Dec-07	49	47	0	4
	Jun-08	65	35	0	0
	Dec-08	65	33	1	1
Principle 1.3	Dec-05	22	52	19	7
	Jun-06	28	62	4	6
	Dec-06	35	56	6	3
	Jun-07	45	49	2	4
	Dec-07	47	49	0	4
	Jun-08	45	49	4	2
	Dec-08	48	51	0	1
Principle 1.4	Dec-05	39	35	3	23
	Jun-06	44	39	1	16
	Dec-06	49	42	3	6
	Jun-07	57	31	0	12
	Dec-07	56	33	2	9
	Jun-08	73	24	0	3
	Dec-08	66	28	0	6

		High Quality (%)	Good Quality (%)	Satisfactory (%)	Unsatisfactory (%)
Principle 1.5	Dec-05	20	71	7	2
	Jun-06	22	74	4	0
	Dec-06	34	63	2	1
	Jun-07	43	55	0	2
	Dec-07	53	33	5	9
	Jun-08	54	42	2	2
	Dec-08	54	44	1	1
Quality Area 2					
Principle 2.1	Dec-05	38	38	11	13
	Jun-06	30	57	4	9
	Dec-06	39	51	5	5
	Jun-07	51	47	2	0
	Dec-07	56	42	2	0
	Jun-08	69	24	7	0
	Dec-08	56	30	3	11
Principle 2.2	Dec-05	18	39	10	33
	Jun-06	25	41	9	25
	Dec-06	31	51	5	13
	Jun-07	43	51	2	4
	Dec-07	53	40	7	0
	Jun-08	49	38	6	7
	Dec-08	56	30	1	13
Principle 2.3	Dec-05	39	41	7	13
	Jun-06	35	46	10	9
	Dec-06	39	56	3	2
	Jun-07	47	49	2	2
	Dec-07	53	38	2	7
	Jun-08	67	26	0	7
	Dec-08	74	16	3	7
Quality Area 3					
Principle 3.1	Dec-05	12	32	33	23
	Jun-06	10	61	12	17
	Dec-06	18	60	17	5
	Jun-07	18	72	6	4
	Dec-07	29	55	7	9
	Jun-08	26	56	13	5
	Dec-08	34	47	4	15

		High Quality (%)	Good Quality (%)	Satisfactory (%)	Unsatisfactory (%)
Principle 3.2	Dec-05	30	51	3	16
	Jun-06	20	55	3	22
	Dec-06	41	53	1	5
	Jun-07	55	39	4	2
	Dec-07	45	53	0	2
	Jun-08	64	36	0	0
	Dec-08	64	31	0	5
Principle 3.3	Dec-05	17	44	17	22
	Jun-06	28	35	4	33
	Dec-06	42	43	5	10
	Jun-07	45	37	2	16
	Dec-07	47	38	2	13
	Jun-08	64	24	3	9
	Dec-08	66	16	4	14
Principle 3.4	Dec-05	26	51	13	10
	Jun-06	33	61	3	3
	Dec-06	33	60	5	2
	Jun-07	47	53	0	0
	Dec-07	36	56	4	4
	Jun-08	40	58	2	0
	Dec-08	58	36	0	6
Principle 3.5	Dec-05	13	80	1	6
	Jun-06	22	68	3	7
	Dec-06	29	70	1	0
	Jun-07	29	65	4	2
	Dec-07	38	60	0	2
	Jun-08	54	44	2	0
	Dec-08	59	36	0	5
Principle 3.6	Dec-05	13	58	19	10
	Jun-06	13	59	16	12
	Dec-06	20	64	10	6
	Jun-07	27	69	4	0
	Dec-07	29	64	0	7
	Jun-08	38	60	2	0
	Dec-08	38	53	2	7

		High Quality (%)	Good Quality (%)	Satisfactory (%)	Unsatisfactory (%)
Principle 3.7	Dec-05	11	64	19	6
	Jun-06	13	74	10	3
	Dec-06	18	72	9	1
	Jun-07	10	86	4	0
	Dec-07	31	69	0	0
	Jun-08	29	67	2	2
	Dec-08	30	61	4	5
Quality Area 4					
Principle 4.1	Dec-05	12	22	17	49
	Jun-06	19	17	15	49
	Dec-06	19	45	6	30
	Jun-07	22	45	10	23
	Dec-07	34	33	13	20
	Jun-08	35	27	11	27
	Dec-08	39	10	1	50
Principle 4.2	Dec-05	12	39	19	30
	Jun-06	14	52	9	25
	Dec-06	19	57	8	16
	Jun-07	17	61	12	10
	Dec-07	42	47	2	9
	Jun-08	38	51	9	2
	Dec-08	31	44	6	19
Principle 4.3	Dec-05	11	19	22	48
	Jun-06	14	28	12	46
	Dec-06	25	39	6	30
	Jun-07	27	43	12	18
	Dec-07	33	35	16	16
	Jun-08	37	27	16	20
	Dec-08	39	21	1	39
Principle 4.4	Dec-05	17	31	9	43
	Jun-06	25	36	10	29
	Dec-06	29	36	8	27
	Jun-07	39	33	8	20
	Dec-07	38	45	4	13
	Jun-08	49	31	2	18
	Dec-08	42	21	1	36

		High Quality (%)	Good Quality (%)	Satisfactory (%)	Unsatisfactory (%)
Principle 4.5	Dec-05	29	38	9	24
	Jun-06	39	32	3	26
	Dec-06	56	31	1	12
	Jun-07	65	25	2	8
	Dec-07	71	20	0	9
	Jun-08	66	33	1	0
	Dec-08	73	14	1	12
Principle 4.6	Dec-05	20	20	16	44
	Jun-06	26	23	15	36
	Dec-06	28	43	11	18
	Jun-07	39	41	2	18
	Dec-07	40	42	5	13
	Jun-08	49	38	2	11
	Dec-08	54	27	4	15
Quality Area 5					
Principle 5.1	Dec-05	36	38	3	23
	Jun-06	38	38	3	21
	Dec-06	55	38	0	7
	Jun-07	53	35	2	10
	Dec-07	51	40	0	9
	Jun-08	64	31	0	5
	Dec-08	70	28	1	1
Principle 5.2	Dec-05	42	51	1	6
	Jun-06	30	57	4	9
	Dec-06	35	56	3	6
	Jun-07	45	47	2	6
	Dec-07	33	60	0	7
	Jun-08	55	44	0	1
	Dec-08	55	43	1	1
Principle 5.3	Dec-05	14	67	7	12
	Jun-06	15	68	4	13
	Dec-06	26	67	3	4
	Jun-07	20	72	2	6
	Dec-07	47	47	0	6
	Jun-08	53	42	4	1
	Dec-08	59	33	1	7

		High Quality (%)	Good Quality (%)	Satisfactory (%)	Unsatisfactory (%)
Principle 5.4	Dec-05	45	40	9	6
	Jun-06	39	46	2	13
	Dec-06	48	46	3	3
	Jun-07	33	59	4	4
	Dec-07	42	53	0	5
	Jun-08	64	31	2	3
	Dec-08	62	34	4	0
Quality Area 6					
Principle 6.1	Dec-05	35	51	8	6
	Jun-06	39	55	3	3
	Dec-06	49	45	3	3
	Jun-07	49	47	2	2
	Dec-07	45	51	0	4
	Jun-08	73	25	2	0
	Dec-08	78	22	0	0
Principle 6.2	Dec-05	27	41	13	19
	Jun-06	22	50	6	22
	Dec-06	32	53	4	11
	Jun-07	37	47	10	6
	Dec-07	29	60	0	11
	Jun-08	46	44	5	5
	Dec-08	48	40	0	12
Principle 6.3	Dec-05	15	65	10	10
	Jun-06	13	71	10	6
	Dec-06	27	56	11	6
	Jun-07	33	45	16	6
	Dec-07	31	60	2	7
	Jun-08	58	42	0	0
	Dec-08	49	41	4	6
Principle 6.4	Dec-05	25	42	8	25
	Jun-06	19	46	12	23
	Dec-06	31	56	5	8
	Jun-07	31	49	8	12
	Dec-07	31	51	7	11
	Jun-08	44	45	2	9
	Dec-08	56	30	3	11

		High Quality (%)	Good Quality (%)	Satisfactory (%)	Unsatisfactory (%)
Principle 6.5	Dec-05	27	41	12	20
	Jun-06	29	44	13	14
	Dec-06	32	54	8	6
	Jun-07	47	39	12	2
	Dec-07	36	55	2	7
	Jun-08	47	44	2	7
	Dec-08	50	30	3	17

All figures rounded to the nearest whole percentage.

Number of family day care schemes which received Accreditation Decision between:

1 July 2005 and 31 December 2005:	69
1 January 2006 and 30 June 2006:	69
1 July 2006 and 31 December 2006:	154
1 January 2007 – 30 June 2007:	51
1 July 2007 – 31 December 2007:	45
1 January 2008 – 30 June 2008:	55
1 July 2008 – 31 December 2008	80

FDCQA Principles 1 July - 31 December 2008

