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## Quality Improvement and Accreditation System Quality Trends Report

for the period 1 July 2003 to 31 December 2003

Long day care centres across Australia are generally performing well as measured by the Quality Improvement and Accreditation System (QIAS). More than 90% of centres are Accredited. Of the centres that have progressed through the current QIAS to 31 December 2003, **8.88%** have achieved all 10 Quality Areas at a High Quality level.

The Quality Areas and Principles can be explored in greater detail in the *QIAS Source Book* (2001) available on the NCAC website. Where references are made to numbered indicators, these indicators are listed in the *QIAS Validation Report* (2<sup>nd</sup> edition, 2003).

### The Principles for which services most often achieve a High Quality standard are:

1.1	Staff create a happy, engaging atmosphere and interact with children in a warm and friendly way.
1.2	Staff guide children's behaviour in a positive way.
2.1	Staff initiate and maintain communication with children, and their communication conveys respect and promotes equity.
2.2	Staff respect the diverse abilities and the social and cultural backgrounds and abilities of all children and accommodate the individual needs of each child.
2.3	Staff treat children equitably.
3.3	The centre has an orientation process for all new children and their families.
4.1	Staff communicate effectively with each other and function well as a team.
6.1	Programs encourage children to make choices and take on new challenges.
6.2	Programs foster physical development.
6.4	Programs foster personal and interpersonal development.
10.2	Staffing policies and practices facilitate continuity of care for each child.

### The Principles for which services have most often not met the Satisfactory standards are:

5.1	Programs reflect a clear statement of centre philosophy and a related set of broad centre goals.
5.2	Records of children's learning and well-being are maintained by the centre and are used to plan programs that include experiences appropriate for each child.
7.4	Staff ensure that children are dressed appropriately for indoor and outdoor play and that rest/sleep-time and dressing procedures encourage self-help and meet individual needs for safety, rest and comfort.
8.2	Staff implement effective and current food-handling and hygiene practices.
9.1	Buildings and equipment are safe.
10.1	Management consults appropriately with families and staff and written information about the centre's management is readily available to families and staff.

**Note:** Percentages shown on the following pages of this report are approximate and have been rounded to the closest whole number.

## Quality Area 1: Relationships with children

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Staff have consistent contact with specific children and get to know the children and their families well. This develops a secure base of trust that gives families confidence in the centre and allows each child to relax, explore the environment and interact positively with other children and with adults. Staff help children to develop and express a range of emotional responses appropriate to their developing abilities. Staff responses are designed to foster children's self-esteem as well as a sense of fairness, empathy and cooperation with others. (QIAS Source Book, 2001, page 8)

### Quality Area 1 has two Principles:

- Principle 1.1: Staff create a happy, engaging atmosphere and interact with children in a warm and friendly way.
- Principle 1.2: Staff guide children's behaviour in a positive way.

### Quality Trends:

Most long day care centres achieve High Quality in this Quality Area.

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**Principle 1.1** - 92% of centres achieved High Quality, 7% achieved Good Quality, and less than 1% were Unsatisfactory.

This Principle is rarely rated Unsatisfactory.

**Principle 1.2** – 80% of centres achieved High Quality, 16% achieved Good Quality, less than 1% were Satisfactory and almost 3% were Unsatisfactory.

In Principle 1.2 the Indicator that resulted in Unsatisfactory ratings most often was:

Indicator 1.2 .11 – *Staff involve children in setting the rules where these are simple and can be easily understood.*

## Quality Area 2: Respect for Children

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Staff help each child feel valued, capable and interesting by demonstrating respect for the child's skills and background. Respectful and even-handed communication by staff shows children how to communicate effectively with others. By experiencing respect, kindness, fairness, acceptance and empathy, children can develop and learn to express these qualities themselves. By showing respect for children's developing competence, adults promote each child's ability to take calculated risks, to learn new things and to develop self-esteem. (QIAS Source Book, 2001, page 15)

### Quality Area 2 has four Principles:

- Principle 2.1: Staff initiate and maintain communication with children, and their communication conveys respect and promotes equity.
- Principle 2.2: Staff respect the diverse abilities and the social and cultural backgrounds of all children and accommodate the individual needs of each child.
- Principle 2.3: Staff treat children equitably.
- Principle 2.4: Mealtimes are pleasant, culturally appropriate occasions and provide an environment for social learning and positive interaction.

### Quality Trends:

Most long day care centres throughout Australia are achieving High Quality in this Quality Area.

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**Principle 2.1:** 82% of centres achieved High Quality, 15% achieved Good Quality, less than 1% were Satisfactory and 2% were Unsatisfactory.

In Principle 2.1 the Indicator that was most likely to result in an Unsatisfactory rating was:

*Indicator 2.1.8 – Staff give notice and reasons when they want children to finish up what they are doing.*

**Principle 2.2:** 79% of centres achieved High Quality, 17% achieved Good Quality, less than 1% were Satisfactory and almost 4% were Unsatisfactory.

In Principle 2.2 the Indicator that was most likely to result in an Unsatisfactory rating was:

*Indicator 2.2.3 – Staff consult with families to clarify the centre's philosophy and family values.*

**Principle 2.3:** 81% of centres achieved High Quality, 19% achieved Good Quality, 0% were Satisfactory and 0% were Unsatisfactory.

**Principle 2.4:** 82% of centres achieved High Quality, 15% achieved Good Quality, less than 1% were Satisfactory and 2% were Unsatisfactory.

In Principle 2.4 the Indicators that were most likely to result in an Unsatisfactory rating were:

*Indicator 2.4.4 – There is cultural variety in mealtime procedures and ways of presenting foods.*

*Indicator 2.4.5 – Meal times show sensitivity to cultural differences.*

*Indicator 2.4.7 – Staff talk with children about food from a variety of cultures.*

## Quality Area 3: Partnerships with Families

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When they have continuity in the care received at home and in the centre, children can develop security and learn to trust. This continuity also facilitates a smooth transition to formal care. The partnership between families and staff is characterised by an active exchange of information and mutual respect for similarities and differences in child-rearing practices. Families and staff communicate openly about the children and work together for the benefit of each child. Family members are welcome in the centre and contribute their knowledge and skills to enrich the children's program. (QIAS Source Book, 2001, page 30)

### Quality Area 3 has three Principles:

- Principle 3.1: Staff and families use effective spoken and written communication to exchange information about individual children and about the centre.
- Principle 3.2: Family members are encouraged to participate in the centre's planning, programs and operations.
- Principle 3.3: The centre has an orientation process for all new children and their families.

### Quality Trends:

Most long day care centres throughout Australia are achieving Good to High Quality in this Quality Area.

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**Principle 3.1:** 73% of centres achieved High Quality, 24% achieved Good Quality, less than 1% were Satisfactory and 2% were Unsatisfactory.

In Principle 3.1 the Indicator that was most likely to result in an Unsatisfactory rating was:

*Indicator 3.1.3 – There are effective procedures and a range of regular opportunities for families and staff to share information with one another about the child's progress, interests, experiences and significant events.*

**Principle 3.2:** 69% of centres achieved High Quality, 27% achieved Good Quality, less than 1% were Satisfactory and almost 3% were Unsatisfactory.

In Principle 3.2 the Indicators that were most likely to result in an Unsatisfactory rating were:

*Indicator 3.2.2 – Staff gather information about skills, talents and interests that families would be happy to share within the program.*

*Indicator 3.2.3 – Throughout the year, suitable opportunities are arranged for informal contact among families and staff.*

**Principle 3.3:** 85% of centres achieved High Quality, 13% achieved Good Quality, 0% were Satisfactory and 1% were Unsatisfactory.

In Principle 3.3 the Indicator that was most likely to result in an Unsatisfactory rating was:

*Indicator 3.3.3 - Information about the child's eating, sleeping, feeding and play preferences is gathered and recorded systematically for relevant staff to access.*

## Quality Area 4: Staff Interactions

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Staff show respect for each other and acknowledge each other's points of view. Staff teamwork is characterised by equity, mutual respect, open communication and a shared commitment to providing the best possible environment for children and their families. Staff support new employees and each other. To ensure continuity of care for each child, staff also share information about the centre's programs and about the children in their care. Staff value their own professional development and they set goals for themselves that complement the centre's goals. (QIAS Source Book, 2001, page 39)

### Quality Area 4 has one Principle:

- Principle 4.1: Staff communicate effectively with each other and function well as a team.

### Quality Trends:

Most long day care centres throughout Australia are achieving High Quality in this Quality Area.

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**Principle 4.1:** 80% of centres achieved High Quality, 19% achieved Good Quality, less than 1% were Satisfactory and less than 1% were Unsatisfactory.

This Principle is rarely rated Unsatisfactory.

## Quality Area 5: Planning and evaluation

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Program plans take account of information gathered from many sources. As an initial base, the program should complement the centre's philosophy and address the centre's broad goals. In addition, because developments occur rapidly in children's early years, the program needs to include up-to-date observations of each child's learning, development and well-being, as well as information from families about their children. As part of the planning process, various contextual issues also need to be considered, such as the location and design of the centre; children's and families' characteristics; staff backgrounds; and the dynamics within the groups of children and the local community. Program planning and evaluation should be undertaken by staff working together as a team. For teams to function effectively written records of the program and the information used to make programming decisions are essential. (QIAS Source Book, 2001, page 44)

### Quality Area 5 has four Principles:

- Principle 5.1: Programs reflect a clear statement of centre philosophy and a related set of broad centre goals.
- Principle 5.2: Records of children's learning and well-being are maintained by the centre and are used to plan programs that include experiences appropriate for each child.
- Principle 5.3: Programs cater for the needs, interests and abilities of all children in ways that assist children to be successful learners.
- Principle 5.4: Programs are evaluated regularly.

### Quality Trends:

Most long day care centres throughout Australia are achieving Good to High Quality in this Quality Area. However, a significant number of centres are not meeting Accreditation standards in relation to Principles 5.1 and 5.2.

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**Principle 5.1:** 61% of centres achieved High Quality, 27% achieved Good Quality, less than 1% were Satisfactory and 11% were Unsatisfactory.

In Principle 5.1 the Indicator that was most likely to result in an Unsatisfactory rating was:

*Indicator 5.1.3 – The centre's philosophy and broad goals were developed, or reviewed within the past year, with opportunity for consultation with all staff and families.*

**Principle 5.2:** 67% of centres achieved High Quality, 18% achieved Good Quality, less than 1% were Satisfactory and 14% were Unsatisfactory.

In Principle 5.2 the Indicators that were most likely to result in an Unsatisfactory rating were:

Indicator 5.2.1 – *The centre has a policy on confidentiality and security of child progress records.*

Indicator 5.2.2 – *Concise progress records of children's learning and well-being are maintained for all children including those attending full-time, part-time or on a casual or irregular basis.*

Indicator 5.2.3 – *Child progress records cover major areas of learning and well being and focus on competencies rather than on deficiencies.*

Indicator 5.2.4 – *Information from families and staff is recorded regularly in child progress records.*

Indicator 5.2.5 – *Child progress records are analysed and used as a main source of information for planning experiences for each child and for groups in which the child participates.*

**Principle 5.3:** 77% of centres achieved High Quality, 19% achieved Good Quality, less than 1% were Satisfactory and 3% were Unsatisfactory.

In Principle 5.3 the Indicator that was most likely to result in an Unsatisfactory rating was:

Indicator 5.3.7 – *The program is clearly linked to the centre's philosophy and broad goals as well as with child progress records.*

**Principle 5.4:** 62% of centres achieved High Quality, 27% achieved Good Quality, 1% were Satisfactory and 9% were Unsatisfactory.

In Principle 5.4 the Indicators that were most likely to result in an Unsatisfactory rating were:

Indicator 5.4.1 – *Program evaluation covers all groups of children and all program elements.*

Indicator 5.4.2 – *Program evaluation is linked to regular follow-up planning.*

Indicator 5.4.3 – *There are regular written records of program evaluations.*

Indicator 5.4.4 – *There is regular evaluation of the structure, processes and content of the program.*

## Quality Area 6: Learning and development

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Play is one of the key ways that children learn. Children learn effectively when they are encouraged to exercise choice and self-direction. Ideally, this should be with willing play partners using equipment and materials that are designed for flexible and creative use.

As they explore and experiment with language, relationships, ideas and suitable equipment and materials, children learn about themselves and their world. When they explore through play, children work out their own comfort zones and adjust the level of challenge and the amount of practice they engage in. In this way, they meet their own needs for learning and development across the cognitive, socio-emotional and psychomotor domains.

To maximise learning opportunities, the centre should provide a safe, stimulating and challenging environment for self-directed play. In this context, the environment should allow each child to self-select their play activities and should provide enough time for them to explore, create, experiment and express themselves.

It is important to recognise the spontaneity that characterises children's play and to use such opportunities to promote learning and development throughout the day. Sensitive adults will sometimes be included in children's play, but need to take care that adult participation does not stifle children's initiative. However, adults can often help children to develop their skills (for example - by helping infants reach toys; writing signs and messages; modelling interaction skills, reading instructions, playing musical instruments, helping to solve difficult problems, and so on). Adults can also help children research relevant information and provide the children with emotional support. (QIAS Source Book, 2001, page 58)

### **Quality Area 6 has six Principles:**

- Principle 6.1: Programs encourage children to make choices and take on new challenges.
- Principle 6.2: Programs foster physical development.
- Principle 6.3: Programs foster language and literacy development.
- Principle 6.4: Programs foster personal and interpersonal development.
- Principle 6.5: Programs foster curiosity, logical inquiry and mathematical thinking.
- Principle 6.6: Programs foster creative and aesthetic development using movement, music and visual-spatial forms of expression.

## Quality Trends

Most long day care centres throughout Australia are achieving Good to High Quality in this Quality Area.

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**Principle 6.1:** 79% of centres achieved High Quality, 18% achieved Good Quality, less than 1% were Satisfactory and approximately 2% were Unsatisfactory.

In Principle 6.1 the Indicator that was most likely to result in an Unsatisfactory rating was:

*Indicator 6.1.3 – Children have ready access to resources and are not dependent on adults to get things for them.*

**Principle 6.2:** 83% of centres achieved High Quality, 16% achieved Good Quality, less than 1% were Satisfactory and less than 1% were Unsatisfactory.

This Principle is rarely rated Unsatisfactory.

**Principle 6.3:** 73% of centres achieved High Quality, 22% achieved Good Quality, less than 1% were Satisfactory and almost 5% were Unsatisfactory.

In Principle 6.3 the Indicator that was most likely to result in an Unsatisfactory rating was:

*Indicator 6.3.8 – If children watch a television or video segment or use computers as part of the program, staff share the experience and discuss issues with them.*

**Principle 6.4:** 84% of centres achieved High Quality, 15% achieved Good Quality, 0% were Satisfactory and less than 1% were Unsatisfactory.

This Principle is rarely rated Unsatisfactory.

**Principle 6.5:** 75% of centres achieved High Quality, 20% achieved Good Quality, less than 1% were Satisfactory and 5 % were Unsatisfactory.

In Principle 6.5 the Indicator that was most likely to result in an Unsatisfactory rating was:

*Indicator 6.5.5 – Planning takes account of the needs of each child and shows a detailed understanding of cognitive development and interests.*

**Principle 6.6:** 76% of centres achieved High Quality, 18% achieved Good Quality, less than 1% were Satisfactory and 5% were Unsatisfactory.

In Principle 6.6 the Indicators that were most likely to result in an Unsatisfactory rating were:

*Indicator 6.6.5 – Painting, collage and other art media are used for creative and aesthetic experiences, rather than for 'busy activities' or staff-directed activities.*

*Indicator 6.6.6 – Staff regard stencils and colouring-in as 'busy activities' and minimize their use.*

## Quality Area 7: Protective care

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Management and staff share a responsibility to keep up to date with current thinking and practices and with the legal requirements that relate to the health, welfare and protection of children in child care. Central to this Quality Area are staff sensitivity and responsiveness to early signs of illness or distress; to the basic physical and emotional needs of children; and to signs and Indicators that may suggest problems requiring developmental support or protective action. In exercising duty of care in the areas of health, welfare and protection of children, staff are engaged frequently in risk assessment. Therefore, staff require the support of clearly documented policies and procedures to help them reduce risk and satisfy legal requirements. Effective communication between staff and with families is also essential. (QIAS Source Book, 2001, page 78)

### Quality Area 7 has four Principles:

- Principle 7.1: The centre has written policies and procedures on child protection, health and safety; and staff monitor and act to protect the health, safety and well-being of each child.
- Principle 7.2: Staff supervise children at all times.
- Principle 7.3: Toileting and nappy-changing procedures are positive experiences and meet each child's individual needs.
- Principle 7.4: Staff ensure that children are dressed appropriately for indoor and outdoor play and that rest/sleep-time and dressing procedures encourage self-help and meet individual needs for safety, rest and comfort.

### Quality Trends

Most long day care centres throughout Australia are achieving Good to High Quality in this Quality Area. However, a significant number of centres are not meeting Accreditation standards in relation to Principle 7.4.

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**Principle 7.1:** 74% of centres achieved High Quality, 19% achieved Good Quality, less than 1% were Satisfactory and approximately 6% were Unsatisfactory.

In Principle 7.1 the Indicators that were most likely to result in an Unsatisfactory rating were:

*Indicator 7.1.4 – The centre has a process for developing and implementing individual health management plans for children with specific medical needs.*

*Indicator 7.1.5 – All staff observe and respond to signs of illness in children and these observations are recorded systematically.*

*Indicator 7.1.7 – Policies and procedures related to child protection, health and safety will include child protection, sick children, administration of medications, accidents and emergencies and infection control.*

**Principle 7.2:** 78% of centres achieved High Quality, 17% achieved Good Quality, less than 1% were Satisfactory and approximately 4% were Unsatisfactory.

In Principle 7.2 the Indicators that were most likely to result in an Unsatisfactory rating were:

Indicator 7.2.1 – *All areas accessible to children are supervised.*

Indicator 7.2.2 – *All children are within sight and/or hearing of staff at all times.*

**Principle 7.3:** 72% of centres achieved High Quality, 17% achieved Good Quality, 0% were Satisfactory and less than 1% were Unsatisfactory.

This Principle is rarely rated Unsatisfactory.

**Principle 7.4:** 74% of centres achieved High Quality, 13% achieved Good Quality, less than 1% were Satisfactory and approximately 13% were Unsatisfactory.

In Principle 7.4 the Indicators that were most likely to result in an Unsatisfactory rating were:

Indicator 7.4.1 – *Sleep procedures and sleep equipment take account of current safety advice from recognised health and safety authorities e.g. Cots do not contain pillows, doonas or bumper pads.*

Indicator 7.4.4 – *Policies on sun protection and clothing are consistent with current advice from recognised health and safety authorities.*

Indicator 7.4.5 – *Staff are consistent in their efforts to protect children from exposure to the sun.*

Indicator 7.4.6 – *Staff model the centre's sun protection policies.*

Indicator 7.4.7 – *The centre maintains current information from recognised health and safety authorities, e.g. Leaflets on sun protection and sleep equipment safety, and this information is readily available to staff and families.*

## Quality Area 8: Health

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Management and staff share a responsibility to keep up to date with current health research and with practices recommended by relevant safety, health and nutrition authorities. Staff need to be sensitive and responsive to each child's daily nutritional needs and eating patterns, food preferences and cultural or special dietary requirements. This should be complemented by a focus on the child's emotional well-being and on providing developmentally appropriate support for each child's growing confidence and independence.

Whether the families or the centre provides food, the centre needs to follow proper food-handling procedures to ensure that the food eaten by children is safe and retains its nutritional value. Eating should be a pleasurable experience, as well as a nutritional one. It can also help to introduce children to a variety of food from both their own and other cultures. Evidence suggests that the primary factors in promoting child health are effective hand-washing, nutrition, breast-feeding and immunisation. In relation to immunisation, centres need to:

- provide families with relevant information on immunisation schedules for children;
- provide names of local agencies offering immunisation services;
- monitor each child's immunisation profile;
- when there are outbreaks of a notifiable disease, implement a policy for the exclusion of any children who are not immunised, as well as those carrying the disease, and advice must be sought from relevant health authorities; and
- keep current information for families on childhood diseases that are not preventable by immunisation.

Cultural differences are also significant and must be recognised and accommodated by staff when planning for health at the centre. (QIAS Source Book, 2001, page 92)

### **Quality Area 8 has four Principles:**

- Principle 8.1: Food and drink are nutritious and culturally appropriate and healthy eating habits are promoted.
- Principle 8.2: Staff implement effective and current food-handling standards and hygiene practices.
- Principle 8.3: Staff encourage children to follow simple rules of hygiene.
- Principle 8.4: The centre acts to control the spread of infectious diseases and maintains records of immunisation.

## Quality Trends

Most long day care centres throughout Australia are achieving Good to High Quality in this Quality Area. However, a significant number of centres are not meeting Accreditation standards in relation to Principle 8.2.

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**Principle 8.1:** 70% of centres achieved High Quality, 20% achieved Good Quality, approximately 1% were Satisfactory and approximately 9% were Unsatisfactory.

In Principle 8.1 the Indicators that were most likely to result in an Unsatisfactory rating were:

*Indicator 8.1.2 – The centre has a written nutrition policy that was developed/revised in consultation with families and is consistent with advice from recognised health authorities.*

*Indicator 8.1.5 – Drinking water is readily available to all children throughout the day.*

**Principle 8.2:** 62% of centres achieved High Quality, 24% achieved Good Quality, less than 1% were Satisfactory and approximately 14% were Unsatisfactory.

In Principle 8.2 the Indicators that were most likely to result in an Unsatisfactory rating were:

*Indicator 8.2.1 – The centre has a written food safety plan, which includes food handling and storage.*

*Indicator 8.2.2 – The centre maintains information from recognised health and safety authorities about hygiene procedures and food-safety standards.*

*Indicator 8.2.3 – Staff have access to information on hygiene procedures and food-safety standards currently recommended by recognised health and safety authorities.*

*Indicator 8.2.4 – Food and drinks consumed by children are stored and handled in keeping with safety advice from recognised health and safety authorities.*

*Indicator 8.2.5 – Staff wash and dry their hands effectively before preparing, serving or eating food; after each nappy change; after assisting each child with toileting; after wiping a nose; after handling animals; and after any other unhygienic practice.*

**Principle 8.3:** 72% of centres achieved High Quality, 24% achieved Good Quality, less than 1% were Satisfactory and approximately 3% were Unsatisfactory.

In Principle 8.3 the Indicator that was most likely to result in an Unsatisfactory rating was:

*Indicator 8.3.2 – Staff actively promote each child's hand washing and drying procedures before eating; after toileting; after handling animals; after wiping noses; and after other unhygienic practices.*

**Principle 8.4:** 73% of centres achieved High Quality, 25% achieved Good Quality, 0% were Satisfactory and approximately 2% were Unsatisfactory.

In Principle 8.4 the Indicator that was most likely to result in an Unsatisfactory rating was:

*Indicator 8.4.2 – The centre regularly provides information on immunisation schedules to staff and families.*

## Quality Area 9: Safety

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In relation to the safety of children in child care, management and staff share a responsibility to keep up to date with the current research and practices recommended by relevant health and safety authorities. Also, centres are subject to workplace health and safety legislation that has implications for children, staff and anyone else who enters the premises. Within the legislated guidelines, staff need to recognise the fine balance between child safety and the risks children take to create and meet new challenges in their physical world. Child safety is enhanced when staff are sensitive and responsive to each child's patterns of risk-taking behaviour and predict accurately a child's additional needs for support in new and challenging situations. (QIAS Source Book, 2001, page 104)

### Quality Area 9 has three Principles:

- Principle 9.1: Buildings and equipment are safe.
- Principle 9.2: Potentially dangerous products, plants and objects are inaccessible to children.
- Principle 9.3: The centre promotes occupational health and safety.

### Quality Trends

Most long day care centres throughout Australia are achieving Good to High Quality in this Quality Area. However, a significant number of centres are not meeting Accreditation standards in relation to Principle 9.1.

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**Principle 9.1:** 57% of centres achieved High Quality, 29% achieved Good Quality, less than 1% were Satisfactory and 13% were Unsatisfactory.

In Principle 9.1 the Indicators that were most likely to result in an Unsatisfactory rating were:

*Indicator 9.1.3 – The centre has policies and procedures for safety checks and maintenance of buildings and equipment and these are consistently implemented.*

*Indicator 9.1.4 – In areas accessible to children, there are systematic audit procedures to identify and remove physical hazards to children and/or staff, e.g. grounds are checked each morning for dangerous objects, floors are swept after meals, tables are cleaned as required throughout the day, and adequate precaution is taken in selecting equipment for mixed age groups.*

*Indicator 9.1.5 – In areas accessible to children, power points have secure, protective caps or internal safety barriers to any object other than a three-point plug.*

*Indicator 9.1.6 – All electrical cords are out of reach of children or are secured and double-adaptors are not used in areas accessible to children.*

**Principle 9.2:** 57% of centres achieved High Quality, 34% achieved Good Quality, almost 3% were Satisfactory and 6% were Unsatisfactory

In Principle 9.2 the Indicators that were most likely to result in an Unsatisfactory rating were:

*Indicator 9.2.2 – Medications, detergent/cleaning products, garden chemicals and other dangerous products are clearly labeled.*

*Indicator 9.2.4 – Containers for soiled nappies and other soiled clothes are securely covered and the contents are not accessible to children.*

**Principle 9.3:** 66% of centres achieved High Quality, 25% achieved Good Quality, almost 2% were Satisfactory and almost 7% were Unsatisfactory.

In Principle 9.3 the Indicators that were most likely to result in an Unsatisfactory rating were:

*Indicator 9.3.1 – The centre's staff handbook includes information for staff about occupational health and safety issues.*

*Indicator 9.3.2 – The centre has clear guidelines for staff to report concerns about occupational health and safety issues to centre management.*

## Quality Area 10: Managing to Support Quality

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The goals of Quality Area 10 are that the centre has an effective overall management plan. Families and staff receive up to date information about relevant management decisions. Families and staff have appropriate opportunities to comment on management decisions and centre procedures. Ongoing quality improvement, continuity of care and cultural sensitivity are promoted through:

- staffing practices;
- systematic monitoring of centre operations;
- families and staff contributions to relevant management decisions; and
- professional development of staff.

(QIAS Source Book, 2001, page 113)

### Quality Area 10 has four Principles:

- Principle 10.1: Management consults appropriately with families and staff and written information about the centre's management is readily available to families and staff.
- Principle 10.2: Staffing policies and practices facilitate continuity of care for each child.
- Principle 10.3: Management provides an orientation program for new staff with a focus on the centre's philosophy, goals, policies and procedures.
- Principle 10.4: Management provides and facilitates regular professional development opportunities for staff.

### Quality Trends

Most long day care centres throughout Australia are achieving Good to High Quality in this Quality Area. However, a significant number of centres are not meeting Accreditation standards in relation to Principle 10.1.

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**Principle 10.1:** 65% of centres achieved High Quality, 23% achieved Good Quality, less than 1% were Satisfactory and 11% were Unsatisfactory.

In Principle 10.1 the Indicators that were most likely to result in an Unsatisfactory rating were:

*Indicator 10.1.1 – Centre management provides for families to be involved in an advisory, consultative or decision-making role and the areas in which they can contribute are stated clearly.*

*Indicator 10.1.2 – Information about centre management structures and processes is readily available to families.*

*Indicator 10.1.4 – The centre's grievance and complaints procedures are included in handbooks or equivalent information material.*

Indicator 10.1.6 – *Where the centre has a current certificate of Accreditation from the National Childcare Accreditation Council, the certificate is clearly displayed for families, staff and visitors to see.*

**Principle 10.2:** 83% of centres achieved High Quality, 17% achieved Good Quality, 0% were Satisfactory and no were Unsatisfactory

In this Principle there are no Unsatisfactory ratings.

**Principle 10.3:** 62% of centres achieved High Quality, 29% achieved Good Quality, 1% were Satisfactory and 8% were Unsatisfactory.

In Principle 10.3 the Indicators that were most likely to result in an Unsatisfactory rating were:

Indicator 10.3.1 – *The centre has a comprehensive induction process in place for new staff.*

Indicator 10.3.3 – *New staff receive an orientation to the Quality Improvement and Accreditation System if they have not previously worked with the System.*

Indicator 10.3.5 – *New staff receive a written copy of the centre's philosophy, goals and policies; a job description; conditions of employment; and information about grievance procedures.*

Indicator 10.3.6 – *Key aspects of the staff handbook are highlighted for staff to read before starting to work directly with children.*

**Principle 10.4:** 68% of centres achieved High Quality, 27% achieved Good Quality, 0% were Satisfactory and almost 5% were Unsatisfactory.

In Principle 10.4 the Indicators that were most likely to result in an Unsatisfactory rating were:

Indicator 10.4.2 - *Staff meet regularly and the meeting agendas and outcomes are documented.*

Indicator 10.4.3 – *Resources, skills and ideas are shared at regular staff meetings.*

Indicator 10.4.4 – *Management provides for and encourages participation in a variety of regular professional development opportunities for staff.*