



NCAC

**National Childcare  
Accreditation Council Inc.**

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## Family Day Care Quality Assurance

*State Based Quality Trends Report:*

*1 July 2007 – 31 December 2007*

The following information demonstrates the progress made by family day care schemes in each state and territory against those Principles for which schemes most often achieved a High Quality standard, and those Principles for which schemes most often did not meet the Satisfactory standard for this period.

As at 1 January 2008, 328 family day care schemes were registered with NCAC to participate in Family Day Care Quality Assurance (FDCQA) and 97% of family day care schemes that have completed the 5 steps of Child Care Quality Assurance were Accredited. Of these schemes, 54% have achieved High Quality in all 6 Quality Areas. This is a significant achievement which indicates that family day care schemes are performing at a high standard.

45 family day care schemes received Accreditation Decisions between 1 July 2007 and 31 December 2007.

## Family Day Care Quality Assurance: 1 July 2007 – 31 December 2007

The Principles for which schemes most often achieved a High Quality standard were:

Principle		National	ACT*	NSW	NT	Qld	SA**	Tas	Vic	WA
1.1	Carers and coordination unit staff interact with all children in a warm, friendly and respectful way	60%	NA	73%	100%	23%	0%	100%	88%	60%
1.4	Carers' personal and family arrangements provide a positive home environment that supports the provision of family day care	56%	NA	60%	100%	23%	0%	100%	75%	80%
1.5	Relationships within the scheme value diversity, teamwork, mutual respect, understanding and professionalism	53%	NA	53%	100%	39%	0%	100%	75%	40%
2.1	The indoor and outdoor areas of carers' homes and play session venues are welcoming, comfortable and child friendly	56%	NA	40%	0%	46%	0%	100%	100%	80%
2.2	All children have access to a variety of interesting materials and equipment	53%	NA	47%	100%	31%	0%	100%	88%	60%
2.3	Facilities used by the coordination unit are welcoming and accessible	53%	NA	47%	50%	54%	0%	100%	75%	40%
4.5	Children's needs for rest, sleep and comfort are supported	71%	NA	73%	100%	54%	0%	100%	100%	60%
5.1	Recruitment, selection and orientation processes for carers and coordination unit staff encourage and support the provision of a quality service	51%	NA	53%	0%	23%	0%	100%	88%	80%
<b>Total Accreditation Decisions for this period:</b>		<b>45</b>	<b>0</b>	<b>15</b>	<b>2</b>	<b>13</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>5</b>
<b>Total family day care schemes registered with NCAC as at 1 January 2008:</b>		<b>328</b>	<b>5</b>	<b>106</b>	<b>5</b>	<b>86</b>	<b>15</b>	<b>11</b>	<b>78</b>	<b>22</b>

Please note the proportion of all services which received an Accreditation Decision for each state/territory when considering this information. Some sample sizes are too small to be considered representative.

\* No services in the ACT received an Accreditation Decision for this period

\*\*No High Quality ratings were received in South Australia for this period

## Family Day Care Quality Assurance: 1 July 2007 – 31 December 2007

The Principles for which schemes most often did not meet the Satisfactory standard were:

Principle		National	ACT*	NSW	NT**	QLD	SA**	Tas**	Vic	WA
3.3	Carers and coordination unit staff guide children's behaviour in positive ways	13%	NA	20%	0%	15%	0%	0%	0%	20%
4.1	The environments provided for children are safe	20%	NA	27%	0%	23%	0%	0%	13%	20%
4.3	The health and safety of all children are protected	16%	NA	13%	0%	31%	0%	0%	0%	20%
4.4	Nappy changing, toileting and bathing are positive experiences for children	13%	NA	7%	0%	23%	0%	0%	0%	40%
4.6	Current State or Territory legislation relating to child protection and wellbeing is implemented consistently	13%	NA	13%	0%	23%	0%	0%	0%	20%
6.2	The scheme consults and works collaboratively with all stakeholders	11%	NA	13%	0%	15%	0%	0%	0%	20%
6.4	The scheme has simple and transparent grievance and complaints handling procedures	11%	NA	7%	0%	15%	0%	0%	0%	40%
<b>Total Accreditation Decisions for this period:</b>		<b>45</b>	<b>0</b>	<b>15</b>	<b>2</b>	<b>13</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>5</b>
<b>Total family day care schemes registered with NCAC as at 1 January 2008:</b>		<b>328</b>	<b>5</b>	<b>106</b>	<b>5</b>	<b>86</b>	<b>15</b>	<b>11</b>	<b>78</b>	<b>22</b>

Please note the proportion of all services which received an Accreditation Decision for each state/territory when considering this information. Some sample sizes are too small to be considered representative.

\* No services in the ACT received an Accreditation Decision for this period

\*\*No Unsatisfactory ratings were received in the Northern Territory, South Australia or Tasmania for this period

## Outside School Hours Care Quality Assurance

*State Based Quality Trends Report:*

*1 July 2007 – 31 December 2007*



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The following information demonstrates the progress made by outside school hours care services in each state and territory against those Principles for which services most often achieved a High Quality standard, and those Principles for which services most often did not meet the Satisfactory standard for this period.

As at 1 January 2008, 3,285 outside school hours care services were registered with NCAC to participate in Outside School Hours Care Quality Assurance (OSHCQA) and 88.2% of outside school hours care services that have completed the 5 steps of Child Care Quality Assurance were Accredited. Of these services, 65% have achieved High Quality in all 8 Quality Areas. This is a significant achievement which indicates that outside school hours care services are performing at a high standard.

729 outside school hours care services received Accreditation Decisions between 1 July 2007 and 31 December 2007.

## Outside School Hours Care Quality Assurance: 1 July 2007 – 31 December 2007

The Principles for which services most often achieved a High Quality standard were:

Principle		National	ACT	NSW	NT	Qld	SA	Tas	Vic	WA
1.1	Staff foster self esteem and confidence in children	58%	67%	54%	50%	64%	49%	71%	61%	39%
1.3	Children are treated equitably	57%	54%	51%	60%	65%	56%	64%	60%	36%
2.1	Staff communicate effectively with each other and display professionalism, teamwork and mutual respect	64%	75%	54%	60%	65%	67%	71%	70%	44%
2.2	Staff create a responsive and inclusive atmosphere and relate to children in a warm and friendly manner	68%	71%	61%	70%	76%	69%	71%	71%	51%
2.3	Staff guide children's behaviour in a positive way	62%	63%	57%	60%	70%	69%	64%	64%	44%
5.1	Programs encourage children to initiate and participate in play and recreational experiences	61%	63%	56%	70%	69%	63%	79%	61%	44%
5.2	Programs support physical development	62%	67%	58%	50%	69%	61%	71%	63%	41%
5.3	Programs support the development of life skills	54%	67%	50%	50%	57%	56%	79%	56%	39%
5.4	Program support creative and aesthetic development	52%	58%	50%	40%	57%	50%	64%	52%	31%
6.4	The service plans to meet the individual health requirements of children	55%	58%	47%	50%	62%	59%	79%	57%	36%
8.1	Management ensures the service operates within relevant legislation	50%	67%	46%	30%	58%	36%	79%	53%	36%
8.2	Management and staff support each other and communicate effectively	60%	63%	54%	60%	66%	53%	93%	64%	44%
<b>Total Accreditation Decisions for this period:</b>		<b>729</b>	<b>24</b>	<b>173</b>	<b>10</b>	<b>127</b>	<b>70</b>	<b>14</b>	<b>272</b>	<b>39</b>
<b>Total services registered with NCAC as at 1 January 2008:</b>		<b>3,285</b>	<b>87</b>	<b>883</b>	<b>44</b>	<b>629</b>	<b>337</b>	<b>113</b>	<b>1,004</b>	<b>188</b>

Please note the proportion of all services which received an Accreditation Decision for each state/territory when considering this information. Some sample sizes are too small to be considered representative.

## Outside School Hours Care Quality Assurance: 1 July 2007 – 31 December 2007

The Principles for which services most often did not meet the Satisfactory standard were:

Principle		National	ACT	NSW	NT	QLD	SA	Tas	Vic	WA
4.1	Programs reflect a clear statement of service philosophy and a related set of service goals	18%	8%	17%	40%	9%	30%	43%	14%	44%
6.1	Balanced and healthy eating is promoted by the service	20%	13%	18%	30%	13%	34%	7%	18%	39%
6.2	Staff implement effective and current food handling and hygiene practices	23%	8%	24%	20%	15%	37%	29%	22%	39%
7.1	The service has effective policies and procedures on protective care	16%	8%	23%	30%	9%	14%	7%	14%	28%
7.2	The service promotes a safe environment for both children and staff	36%	33%	35%	60%	31%	43%	29%	32%	67%
8.1	Management ensures that the service operates within relevant legislation	14%	0%	19%	20%	7%	21%	7%	11%	26%
8.4	Management has effective recruitment, orientation and induction processes for staff	19%	0%	17%	10%	13%	31%	21%	19%	36%
8.6	Management ensures that grievance and complaints procedures are adhered to	25%	25%	34%	50%	12%	36%	50%	18%	39%
<b>Total Accreditation Decisions for this period:</b>		<b>729</b>	<b>24</b>	<b>173</b>	<b>10</b>	<b>127</b>	<b>70</b>	<b>14</b>	<b>272</b>	<b>39</b>
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## Quality Improvement and Accreditation System

*State Based Quality Trends Report:  
1 July 2007 – 31 December 2007*

The following information demonstrates the progress made by long day care centres in each state and territory against those Principles for which centres most often achieved a High Quality standard, and those Principles for which centres most often did not meet the Satisfactory standard for this period.

As at 1 January 2008, 5,495 long day care centres were registered with NCAC to participate in the Quality Improvement and Accreditation System (QIAS) and 91.1% of centres that have completed the 5 steps of Child Care Quality Assurance were Accredited. This is a significant achievement which indicates that family day care schemes are performing at a high standard.

1,367 long day care centres received Accreditation Decisions between 1 July 2007 and 31 December 2007. 73.8% of those long day care centres which received an Accreditation Decision between 1 January 2007 and 31 December 2007 achieved High Quality in all 7 Quality Areas.

## Quality Improvement and Accreditation System: 1 July 2007 – 31 December 2007

The Principles for which centres most often achieved a High Quality standard were:

Principle		National	ACT	NSW	NT	Qld	SA	Tas	Vic	WA
1.1	Staff interact with each child in a warm and friendly way	87%	73%	90%	50%	90%	77%	84%	91%	77%
1.2	Staff guide each child's behaviour in a positive way	82%	53%	83%	50%	87%	75%	71%	86%	70%
1.3	Staff initiate and maintain respectful communication with each child	85%	67%	88%	67%	89%	79%	71%	87%	70%
1.4	Staff respect each child's background and abilities	86%	67%	87%	75%	91%	86%	65%	91%	72%
1.6	Staff communicate effectively to promote respect and professional teamwork	88%	80%	92%	58%	91%	86%	74%	90%	76%
2.1	Staff and families communicate effectively to exchange information about each child and the centre	83%	80%	81%	50%	91%	86%	68%	84%	74%
2.3	The centre has orientation processes for children and families	89%	80%	87%	67%	92%	89%	84%	94%	79%
4.1	Staff encourage each child to make choices and participate in play	86%	73%	89%	50%	91%	86%	71%	88%	74%
4.2	Staff promote each child's ability to develop and maintain relationships	89%	67%	90%	67%	91%	82%	74%	94%	80%
4.3	Staff promote each child's language and literacy abilities	81%	60%	84%	67%	83%	79%	58%	82%	72%
7.2	Written information about the centre's management is available to staff	80%	67%	75%	42%	88%	86%	65%	89%	71%
7.3	Staff policies and practices facilitate continuity of care for each child	87%	73%	87%	50%	90%	85%	81%	92%	80%
<b>Total Accreditation Decisions for this period:</b>		<b>1,367</b>	<b>15</b>	<b>528</b>	<b>12</b>	<b>315</b>	<b>65</b>	<b>31</b>	<b>257</b>	<b>144</b>
<b>Total long day care centres registered with NCAC as at 1 January 2008:</b>		<b>5,495</b>	<b>96</b>	<b>2,217</b>	<b>60</b>	<b>1,243</b>	<b>290</b>	<b>99</b>	<b>1,043</b>	<b>447</b>

Please note the proportion of all services which received an Accreditation Decision for each state/territory when considering this information. Some sample sizes are too small to be considered representative.



## Quality Improvement and Accreditation System: 1 July 2007 – 31 December 2007

The Principles for which centres most often did not meet the Satisfactory standard were:

Principle		National	ACT	NSW	NT	QLD	SA	Tas	Vic	WA
1.5	Staff treat all children equitably	19%	27%	22%	33%	12%	20%	23%	20%	20%
3.2	Each child's learning is documented and is used in planning the program	16%	27%	17%	42%	14%	8%	10%	16%	17%
5.3	Staff ensure that potentially dangerous products, plants and objects are inaccessible to children	32%	53%	31%	67%	24%	48%	42%	28%	40%
5.4	The centre ensures that buildings and equipment are safe	24%	47%	27%	42%	17%	29%	23%	23%	31%
5.5	The centre promotes occupational health and safety	17%	13%	18%	42%	13%	17%	23%	18%	18%
6.2	Staff implement effective and current food safety and hygiene practices	22%	7%	21%	42%	19%	34%	16%	25%	28%
6.3	Staff encourage children to follow simple rules of hygiene	19%	7%	19%	17%	15%	17%	23%	22%	19%
6.4	Staff ensure toileting and nappy changing procedures are positive experiences	26%	40%	26%	42%	21%	35%	36%	27%	24%
6.5	Staff support each child's needs for rest, sleep and comfort	30%	47%	30%	42%	26%	25%	55%	32%	24%
6.6	The centre acts to control the spread of infectious diseases and maintains records of immunisation	18%	33%	19%	33%	12%	14%	19%	21%	18%
<b>Total Accreditation Decisions for this period:</b>		<b>1,367</b>	<b>15</b>	<b>528</b>	<b>12</b>	<b>315</b>	<b>65</b>	<b>31</b>	<b>257</b>	<b>144</b>
<b>Total long day care centres registered with NCAC as at 1 January 2008:</b>		<b>5,495</b>	<b>96</b>	<b>2,217</b>	<b>60</b>	<b>1,243</b>	<b>290</b>	<b>99</b>	<b>1,043</b>	<b>447</b>

Please note the proportion of all services which received an Accreditation Decision for each state/territory when considering this information. Some sample sizes are too small to be considered representative.