



NCAC

**National Childcare  
Accreditation Council Inc.**

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## State Based Quality Trends Report

*1 July 2008 – 31 December 2008*



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**Family Day Care Quality Assurance  
(FDCQA)**

*State Based Quality Trends Report:*

*1 July 2008 – 31 December 2008*

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 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 considerable 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%).

## Family Day Care Quality Assurance: 1 July 2008 – 31 December 2008

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

Principle		National	ACT	NSW	NT*	Qld	SA	Tas	Vic	WA
1.2	Communication between coordination unit staff and families is effective and supports the child's placement in care	65%	33%	71%		74%	100%	20%	59%	0%
1.4	Carers' personal and family arrangements provide a positive home environment that supports the provision of family day care	66%	100%	71%		70%	100%	40%	53%	0%
2.3	Facilities used by the coordination unit are welcoming and accessible	74%	67%	82%		74%	67%	60%	65%	100%
3.2	Coordination unit staff support children's learning through home visits and/or play sessions	64%	33%	82%		57%	100%	40%	53%	0%
3.3	Carers and coordination unit staff guide children's behaviour in positive ways	66%	100%	68%		70%	100%	20%	59%	100%
3.5	Carers and coordination unit staff promote physical competence	59%	33%	75%		57%	67%	0%	53%	100%
4.5	Children's needs for rest, sleep and comfort are supported	73%	100%	68%		83%	100%	40%	65%	100%
5.1	Recruitment, selection and orientation processes for carers and coordination unit staff encourage and support the provision of a quality service	70%	67%	82%		61%	100%	80%	53%	100%
5.4	The scheme promotes occupational health and safety	63%	100%	82%		39%	100%	20%	65%	0%
6.1	Management practices are ethical and operate within relevant legislation	78%	67%	86%		78%	100%	80%	59%	100%
<b>Total Accreditation Decisions for this period:</b>		<b>80</b>	<b>3</b>	<b>28</b>	<b>0</b>	<b>23</b>	<b>3</b>	<b>5</b>	<b>17</b>	<b>1</b>
<b>Total family day care schemes registered with NCAC as at 1 January 2009:</b>		<b>314</b>	<b>5</b>	<b>96</b>	<b>5</b>	<b>85</b>	<b>13</b>	<b>11</b>	<b>80</b>	<b>19</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 family day care schemes in the Northern Territory received an Accreditation Decision for this period.

## Family Day Care Quality Assurance: 1 July 2008 – 31 December 2008

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

Principle		National	ACT	NSW	NT*	QLD	SA	Tas	Vic	WA**
2.1	The indoor and outdoor areas of carers' homes or and play session venues are welcoming, comfortable and child friendly	11%	0%	14%		4%	33%	20%	12%	
2.2	All children have access to a variety of interesting materials and equipment	13%	33%	14%		4%	0%	40%	12%	
3.3	Carers and coordination unit staff guide children's behaviour in positive ways	14%	0%	14%		13%	0%	40%	12%	
4.1	The environments provided for children are safe	50%	67%	43%		57%	67%	20%	59%	
4.2	Food and drink are nutritious and culturally appropriate	19%	0%	29%		9%	0%	20%	24%	
4.3	The health and safety of all children are protected	39%	67%	43%		22%	33%	80%	41%	
4.4	Nappy changing, toileting and bathing are positive experiences for children	36%	33%	46%		30%	67%	40%	24%	
4.5	Children's needs for rest, sleep and comfort are supported	13%	0%	14%		13%	0%	40%	6%	
4.6	Current State or Territory legislation relating to child protection and wellbeing is implemented consistently	15%	33%	14%		17%	0%	20%	12%	
6.4	The scheme has simple and transparent grievance and complaints handling procedures	11%	0%	0%		26%	0%	20%	12%	
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	18%	67%	21%		13%	0%	20%	12%	
<b>Total Accreditation Decisions for this period:</b>		<b>80</b>	<b>3</b>	<b>28</b>	<b>0</b>	<b>23</b>	<b>3</b>	<b>5</b>	<b>17</b>	<b>1</b>
<b>Total family day care schemes registered with NCAC as at 1 January 2009:</b>		<b>314</b>	<b>5</b>	<b>96</b>	<b>5</b>	<b>85</b>	<b>13</b>	<b>11</b>	<b>80</b>	<b>19</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 family day care schemes in the Northern Territory received an Accreditation Decision for this period.

\*\* There were no Unsatisfactory ratings recorded for WA schemes for this period.



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**Outside School Hours Care Quality Assurance  
(OSHCQA)**

*State Based Quality Trends Report:*

*1 July 2008 – 31 December 2008*

As at 1 January 2009, 3,348 outside school hours care services were registered with NCAC to participate in OSHCQA. 93% of outside school hours care services that have completed the 5 steps of Child Care Quality Assurance are Accredited. Of these services, 70% have achieved High Quality in all 8 Quality Areas. This is a significant achievement which indicates that a considerable percentage of outside school hours care services are performing at a high standard.

769 outside school hours care services received Accreditation Decisions between 1 July 2008 and 31 December 2008. Of these, 656 were Accredited (85%), while 113 were Not Accredited (15%).

## Outside School Hours Care Quality Assurance: 1 July 2008 – 31 December 2008

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	70%	42%	67%	57%	80%	73%	68%	70%	76%
1.3	Children are treated equitably	67%	54%	63%	57%	76%	70%	75%	66%	68%
2.1	Staff communicate effectively with each other and display professionalism, teamwork and mutual respect	76%	54%	69%	86%	85%	82%	78%	78%	80%
2.2	Staff create a responsive and inclusive atmosphere and relate to children in a warm and friendly manner	77%	65%	73%	71%	86%	81%	80%	75%	80%
2.3	Staff guide children's behaviour in a positive way	75%	73%	73%	71%	85%	75%	78%	72%	85%
5.1	Programs encourage children to initiate and participate in play and recreational experiences	74%	65%	70%	57%	84%	81%	75%	72%	85%
5.2	Programs support physical development	77%	73%	72%	71%	84%	81%	70%	78%	85%
5.3	Programs support the development of life skills	68%	46%	62%	71%	77%	74%	60%	70%	78%
8.1	Management ensures the service operates within relevant legislation	66%	81%	56%	57%	76%	69%	60%	66%	80%
8.2	Management and staff support each other and communicate effectively	71%	77%	64%	71%	79%	66%	68%	74%	80%
<b>Total Accreditation Decisions for this period:</b>		<b>769</b>	<b>26</b>	<b>230</b>	<b>7</b>	<b>101</b>	<b>88</b>	<b>40</b>	<b>236</b>	<b>41</b>
<b>Total services registered with NCAC as at 1 January 2009:</b>		<b>3348</b>	<b>91</b>	<b>912</b>	<b>48</b>	<b>623</b>	<b>329</b>	<b>118</b>	<b>1034</b>	<b>193</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 2008 – 31 December 2008

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	11%	27%	13%	0%	2%	13%	10%	9%	15%
6.1	Balanced and healthy eating is promoted by the service	11%	4%	15%	14%	5%	7%	8%	13%	12%
6.2	Staff implement effective and current food handling and hygiene practices	26%	38%	33%	29%	25%	20%	13%	20%	29%
6.3	The service acts to control the spread of infectious diseases	10%	8%	10%	29%	6%	9%	5%	11%	12%
7.1	The service has effective policies and procedures on protective care	17%	19%	26%	14%	9%	14%	5%	15%	15%
7.2	The service promotes a safe environment for both children and staff	28%	46%	38%	43%	16%	23%	5%	25%	39%
8.4	Management has effective recruitment, orientation and induction processes for staff	15%	8%	15%	14%	8%	24%	5%	17%	15%
8.6	Management ensures that grievance and complaints procedures are adhered to	18%	19%	23%	43%	10%	25%	10%	14%	15%
<b>Total Accreditation Decisions for this period:</b>		<b>769</b>	<b>26</b>	<b>230</b>	<b>7</b>	<b>101</b>	<b>88</b>	<b>40</b>	<b>236</b>	<b>41</b>
<b>Total services registered with NCAC as at 1 January 2009:</b>		<b>3348</b>	<b>91</b>	<b>912</b>	<b>48</b>	<b>623</b>	<b>329</b>	<b>118</b>	<b>1034</b>	<b>193</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.



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**Quality Improvement and Accreditation System  
(QIAS)**

*State Based Quality Trends Report:*

*1 July 2008 – 31 December 2008*

As at 1 January 2009, 5,629 long day care centres were registered with NCAC to participate in the QIAS and 92% of centres that have completed the 5 steps of Child Care Quality Assurance are Accredited. Of these, 91% have achieved High Quality in all 7 Quality Areas. This is a significant achievement and indicates that a significant percentage of long day care centres are performing at a high standard.

1,486 long day care centres received Accreditation Decisions between 1 July 2008 and 31 December 2008. Of these, 1,257 were Accredited (85%), while 229 were Not Accredited (15%).



## Quality Improvement and Accreditation System: 1 July 2008 – 31 December 2008

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%	71%	93%	70%	79%	89%	74%	89%	82%
1.2	Staff guide each child's behaviour in a positive way	82%	57%	84%	52%	86%	77%	59%	87%	70%
1.3	Staff initiate and maintain respectful communication with each child	84%	71%	89%	57%	84%	88%	65%	82%	76%
1.4	Staff respect each child's background and abilities	87%	74%	88%	70%	93%	85%	62%	88%	81%
1.5	Staff treat all children equitably	70%	40%	71%	52%	79%	66%	53%	71%	61%
1.6	Staff communicate effectively to promote respect and professional teamwork	87%	71%	88%	65%	93%	82%	65%	90%	81%
2.1	Staff and families communicate effectively to exchange information about each child and the centre	83%	71%	84%	70%	87%	79%	68%	84%	81%
2.2	Staff encourage family participation and involvement in the centre	76%	63%	78%	57%	88%	78%	47%	74%	65%
2.3	The centre has orientation processes for children and families	90%	86%	89%	83%	92%	87%	74%	93%	88%
3.1	The program reflects a clear statement of centre philosophy	72%	51%	73%	52%	81%	66%	56%	73%	67%
4.1	Staff encourage each child to make choices and participate in play	85%	63%	89%	65%	89%	84%	68%	87%	76%
4.2	Staff promote each child's ability to develop and maintain relationships	87%	63%	89%	74%	89%	84%	74%	90%	78%
4.3	Staff promote each child's language and literacy abilities	79%	49%	82%	48%	87%	68%	47%	81%	73%
4.4	Staff promote each child's problem solving and mathematical abilities	76%	43%	79%	52%	86%	66%	47%	78%	65%
4.5	Staff promote each child's enjoyment of and participation in the expressive arts	77%	57%	80%	57%	82%	70%	50%	80%	65%
5.1	Staff act to protect each child	75%	57%	76%	70%	86%	73%	56%	72%	61%
5.2	Staff supervise children at all times	75%	46%	78%	70%	79%	61%	56%	78%	68%
6.1	Staff promote healthy eating habits	74%	66%	76%	52%	73%	75%	68%	76%	73%

Principle		National	ACT	NSW	NT	QLD	SA	Tas	Vic	WA
7.1	Written information about the centre's management is readily available to families	77%	66%	76%	70%	86%	73%	53%	79%	70%
7.2	Written information about the centre's management is readily available to staff	81%	77%	80%	74%	89%	73%	71%	81%	76%
7.3	Staffing policies and practices facilitate continuity of care for each child	88%	69%	89%	83%	93%	85%	68%	90%	85%
7.4	Management provides professional development opportunities for staff	76%	71%	77%	78%	84%	70%	53%	75%	69%
<b>Total Accreditation Decisions for this period:</b>		<b>1486</b>	<b>35</b>	<b>587</b>	<b>23</b>	<b>270</b>	<b>97</b>	<b>34</b>	<b>313</b>	<b>127</b>
<b>Total long day care centres registered with NCAC as at 1 January 2009:</b>		<b>5629</b>	<b>97</b>	<b>2284</b>	<b>67</b>	<b>1262</b>	<b>295</b>	<b>102</b>	<b>1075</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 2008 – 31 December 2008

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	16%	11%	16%	22%	11%	13%	15%	17%	24%
3.2	Each child's learning is documented and is used in planning the program	14%	23%	9%	13%	21%	3%	9%	15%	24%
3.3	The program assists each child to be a successful learner	14%	20%	9%	17%	17%	13%	12%	13%	31%
5.3	Staff ensure that potentially dangerous products, plants and objects are inaccessible to children	28%	23%	25%	26%	21%	39%	38%	33%	39%
5.4	The centre ensures that buildings and equipment are safe	24%	17%	22%	35%	25%	24%	18%	24%	31%
5.5	The centre promotes occupational health and safety	14%	9%	14%	30%	11%	19%	21%	13%	17%
6.1	Staff promote healthy eating habits	14%	11%	13%	30%	18%	10%	12%	14%	13%
6.2	Staff implement effective and current food safety and hygiene practices	22%	9%	17%	35%	26%	16%	12%	22%	46%
6.3	Staff encourage children to follow simple rules of hygiene	19%	6%	13%	26%	23%	19%	15%	25%	24%
6.4	Staff ensure that toileting and nappy changing procedures are positive experiences	21%	17%	16%	17%	23%	26%	24%	27%	29%
6.5	Staff support each child's needs for rest, sleep and comfort	28%	17%	24%	48%	29%	34%	29%	29%	35%
6.6	The centre acts to control the spread of infectious diseases and maintains records of immunisations	17%	9%	18%	22%	12%	23%	12%	19%	20%
<b>Total Accreditation Decisions for this period:</b>		<b>1486</b>	<b>35</b>	<b>587</b>	<b>23</b>	<b>270</b>	<b>97</b>	<b>34</b>	<b>313</b>	<b>127</b>
<b>Total long day care centres registered with NCAC as at 1 January 2009:</b>		<b>5629</b>	<b>97</b>	<b>2284</b>	<b>67</b>	<b>1262</b>	<b>295</b>	<b>102</b>	<b>1075</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.

***State Based Quality Trends  
by Quality Area***  
**1 July 2008 – 31 December 2008**

**Family Day Care Quality Assurance (FDCQA)**

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This report demonstrates the progress of family day care schemes participating in FDCQA against each Quality Area in the *FDCQA Quality Practices Guide* (2004) for the period 1 July 2008 – 31 December 2009.

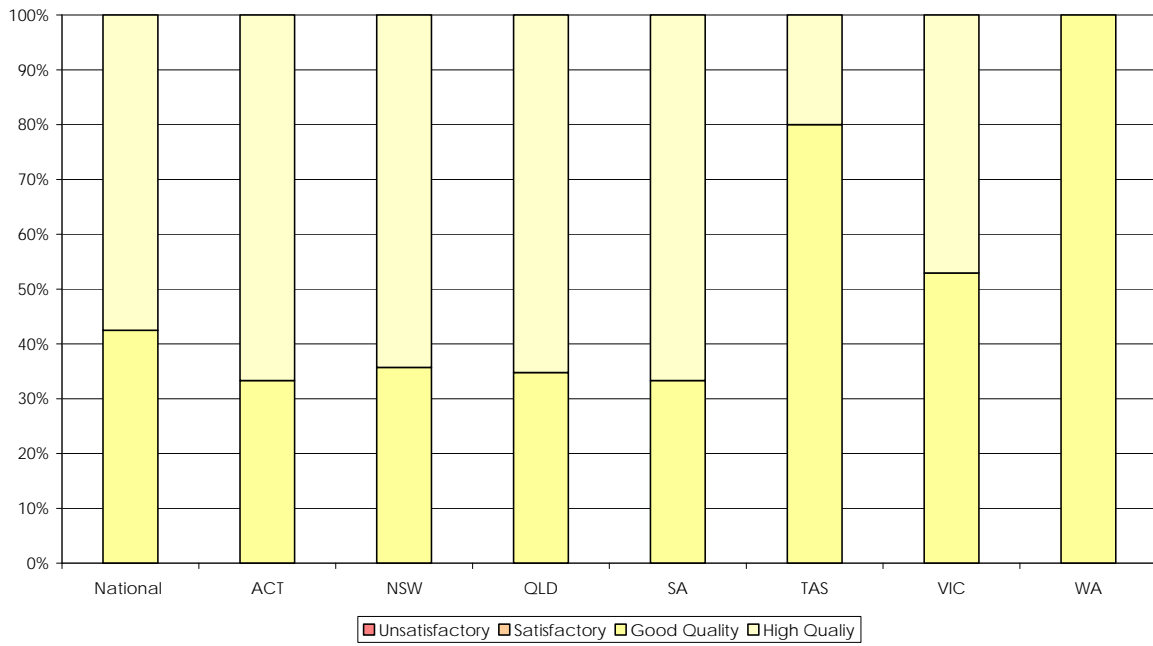
The following graphs demonstrate the percentage of services in each state/territory that received Satisfactory or higher ratings, and those that received Unsatisfactory ratings, by Quality Area.

80 family day care schemes received Accreditation Decisions for this period as follows:

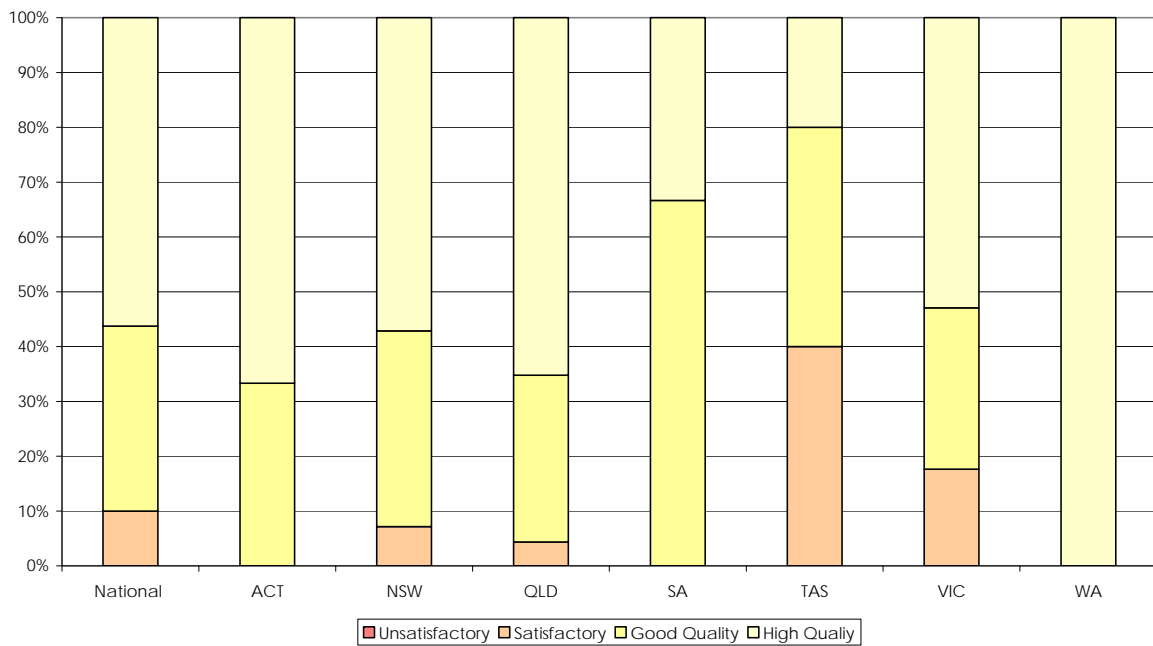
FDCQA Accreditation Decisions 1 July 2008 – 31 December 2008								
ACT	NSW	NT	Qld	SA	Tas	Vic	WA	Total
3	28	0	23	3	5	17	1	80
Total Family Day Care Schemes Registered to Participate in FDCQA as at 1 January 2009								
ACT	NSW	NT	Qld	SA	Tas	Vic	WA	Total
5	96	5	85	13	11	80	19	314

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

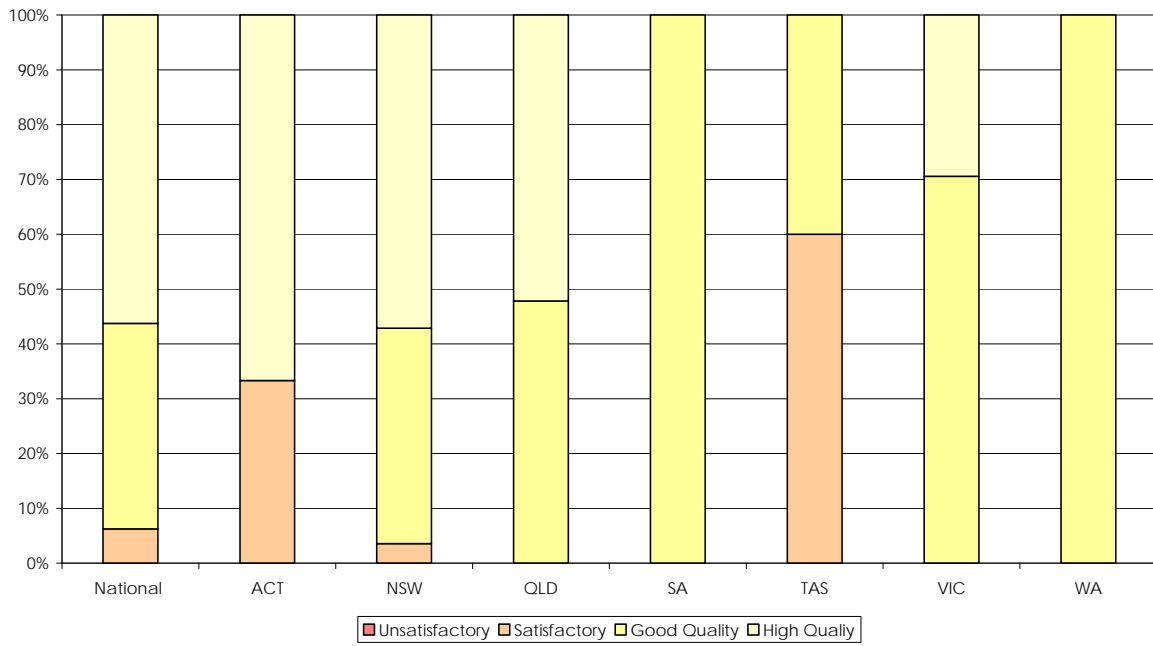
### Quality Area 1 - Interactions



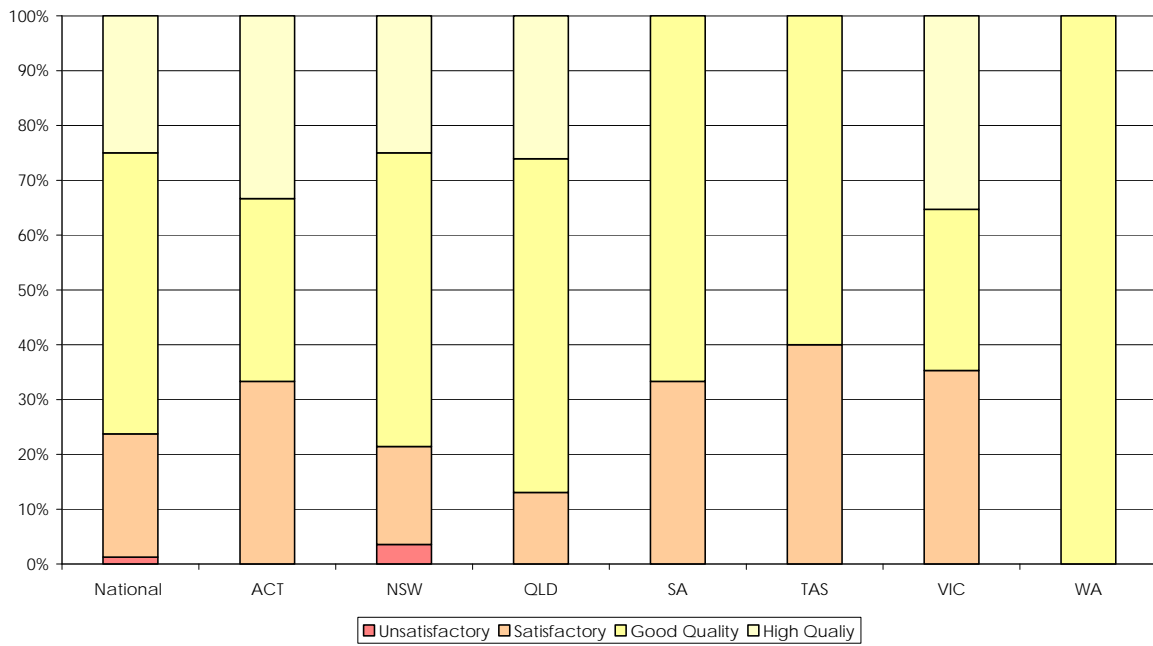
### Quality Area 2 - Physical Environment



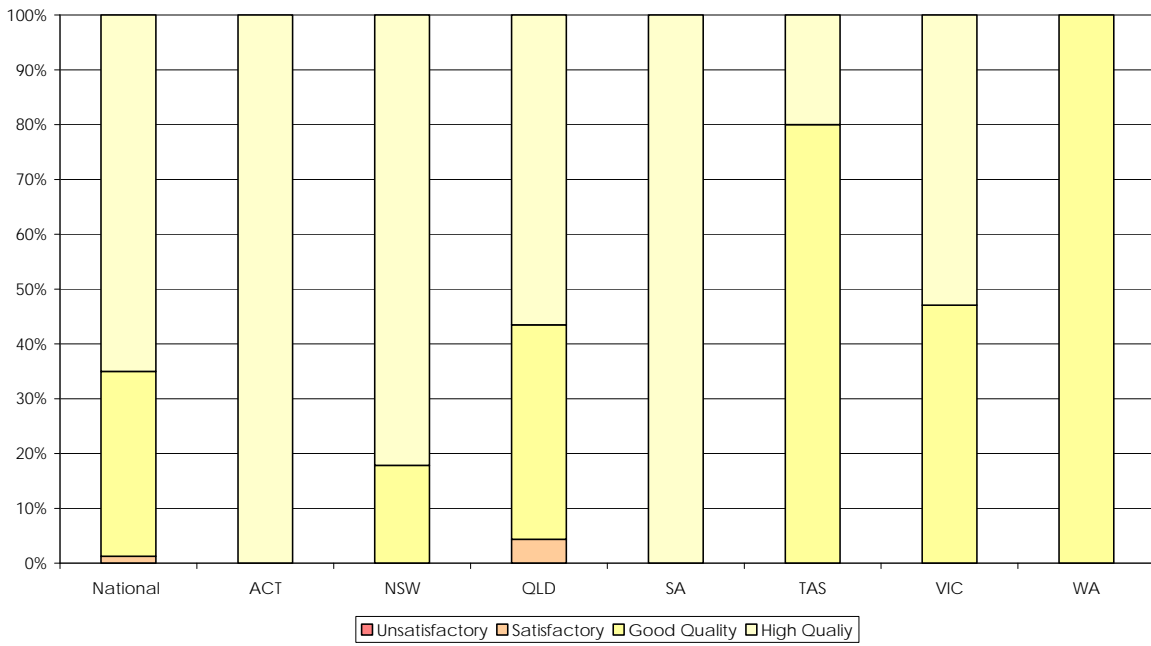
### Quality Area 3 - Children's Experiences, Learning and Development



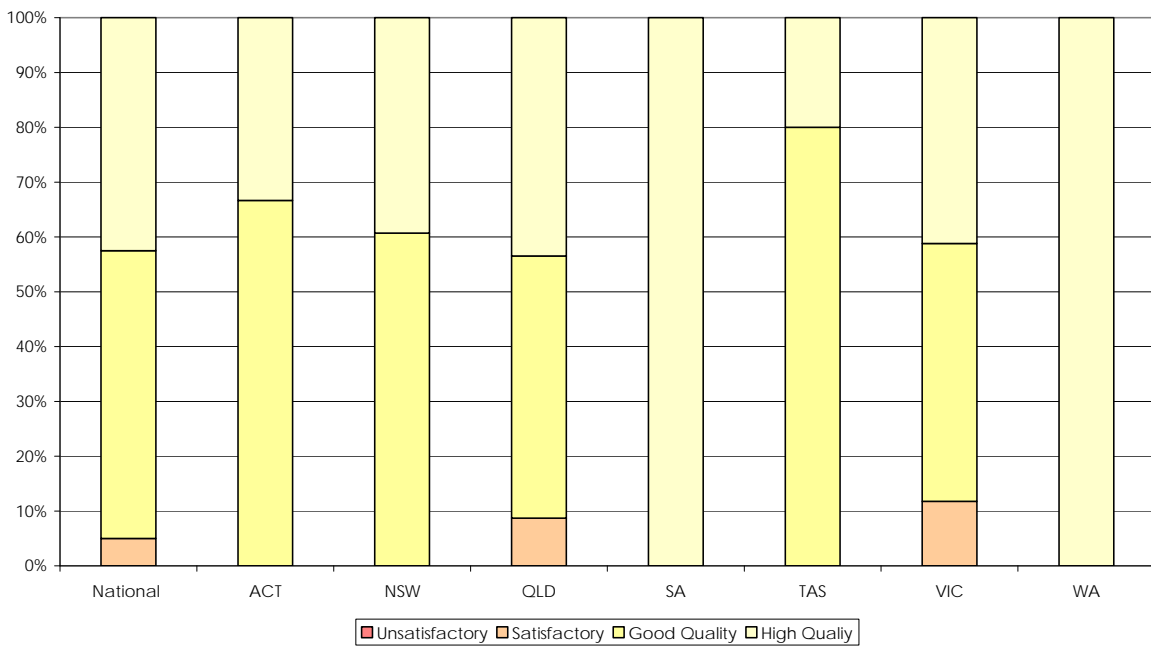
### Quality Area 4 - Health, Hygiene, Nutrition, Safety and Wellbeing



### Quality Area 5 - Carers and Coordination Unit Staff



### Quality Area 6 - Carers and Coordination Unit Staff



## Outside School Hours Care Quality Assurance (OSHCQA)

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This report demonstrates the progress of outside school hours care services participating in OSHCQA against each Quality Area in the *OSHCQA Quality Practices Guide* (2003) for the period 1 July 2008 – 31 December 2008.

The following graphs demonstrate the percentage of services in each state/territory that received Satisfactory or higher ratings, and those that received Unsatisfactory ratings, by Quality Area.

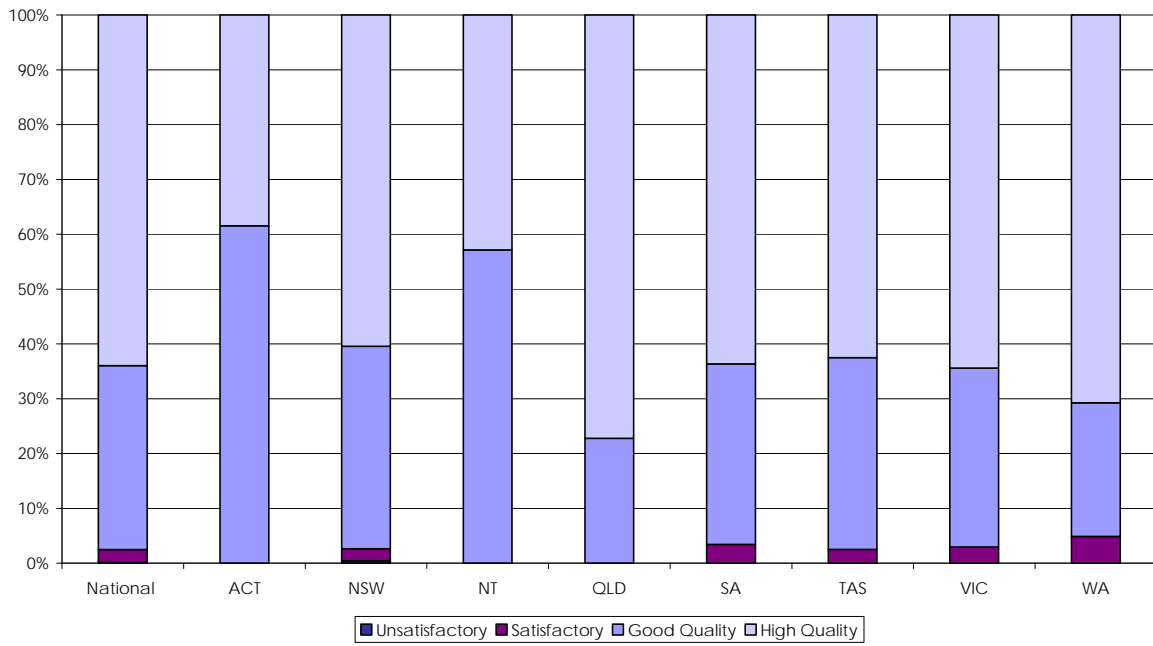
769 outside school hours care services received Accreditation Decisions for this period as follows:

OSHCQA Accreditation Decisions 1 July 2008 – 31 December 2008								
ACT	NSW	NT	Qld	SA	Tas	Vic	WA	Total
26	230	7	101	88	40	236	41	769
Total Outside School Hours Care Services Registered to Participate in OSHCQA as at 1 January 2009								
ACT	NSW	NT	Qld	SA	Tas	Vic	WA	Total
91	912	48	623	329	118	1034	193	3348

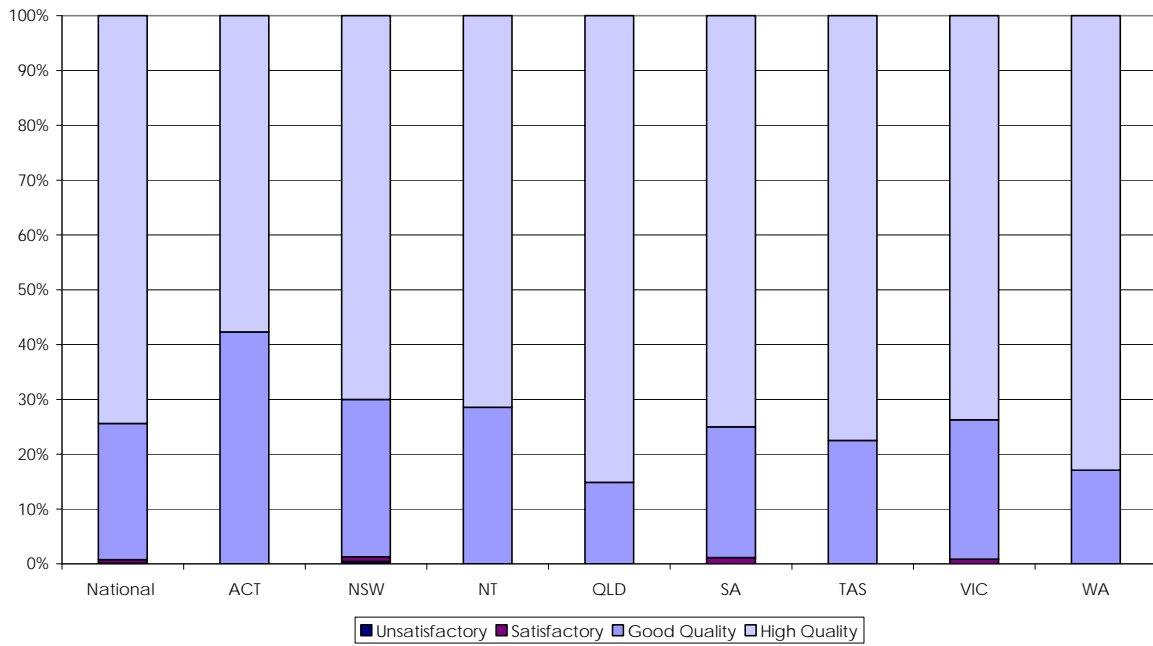
Please note the proportion of services which received an Accreditation Decision in each state and territory when considering the following information. Some sample sizes are too small to be considered representative.



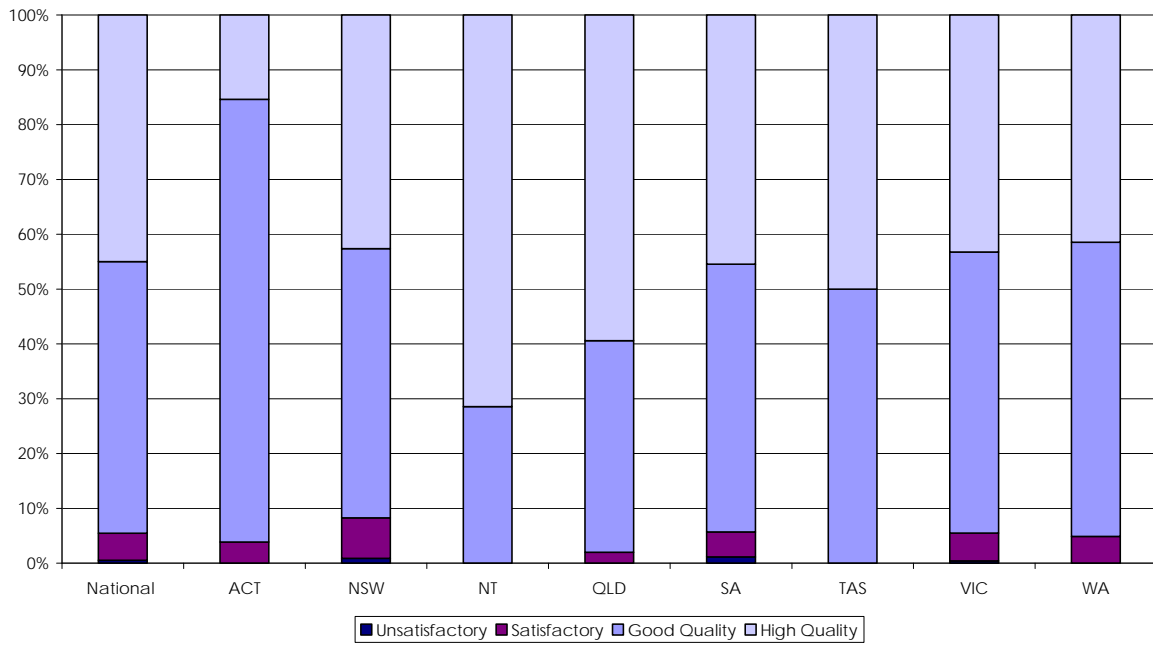
### Quality Area 1 - Respect for children



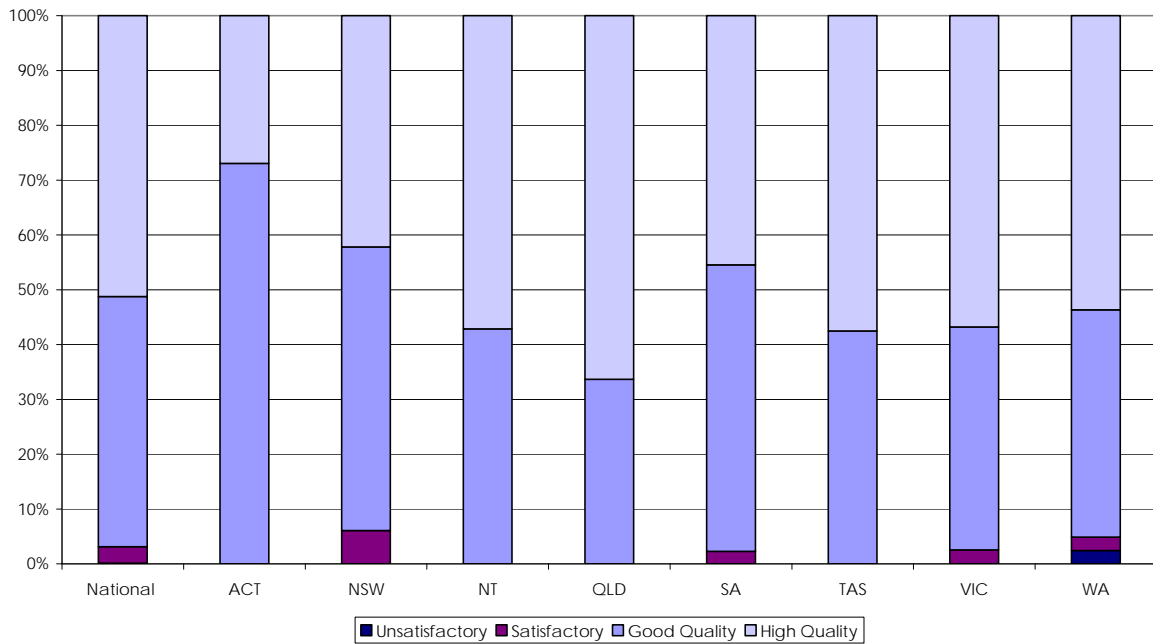
### Quality Area 2 - Staff Interactions and Relationships with Children



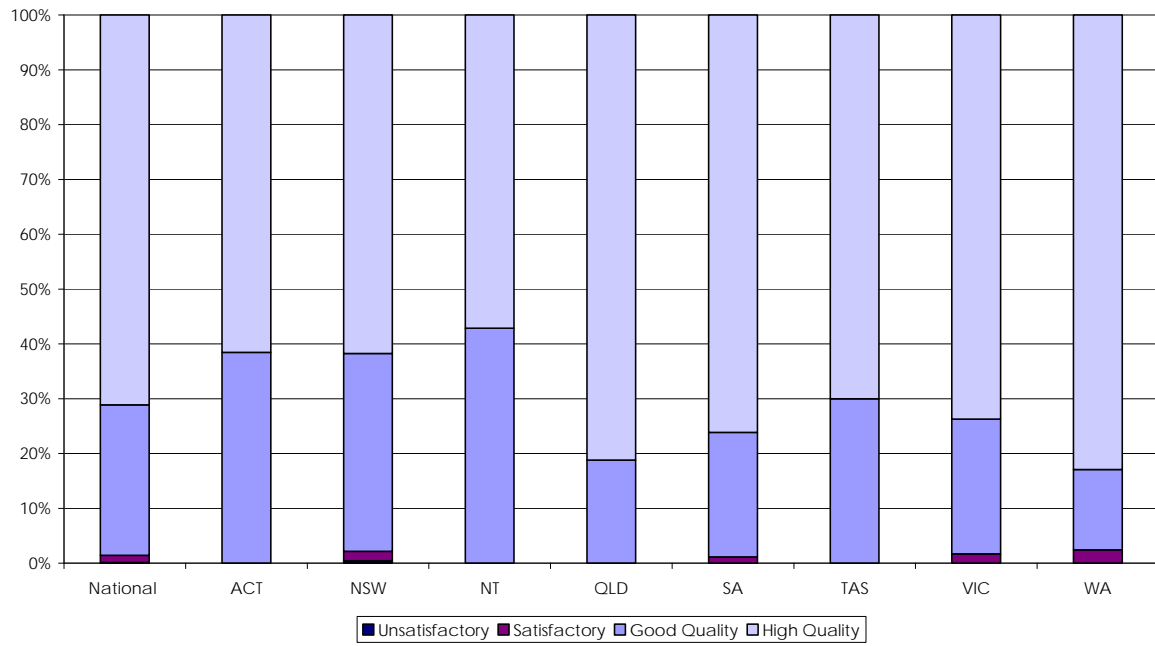
### Quality Area 3 - Partnerships with Families and Community Links



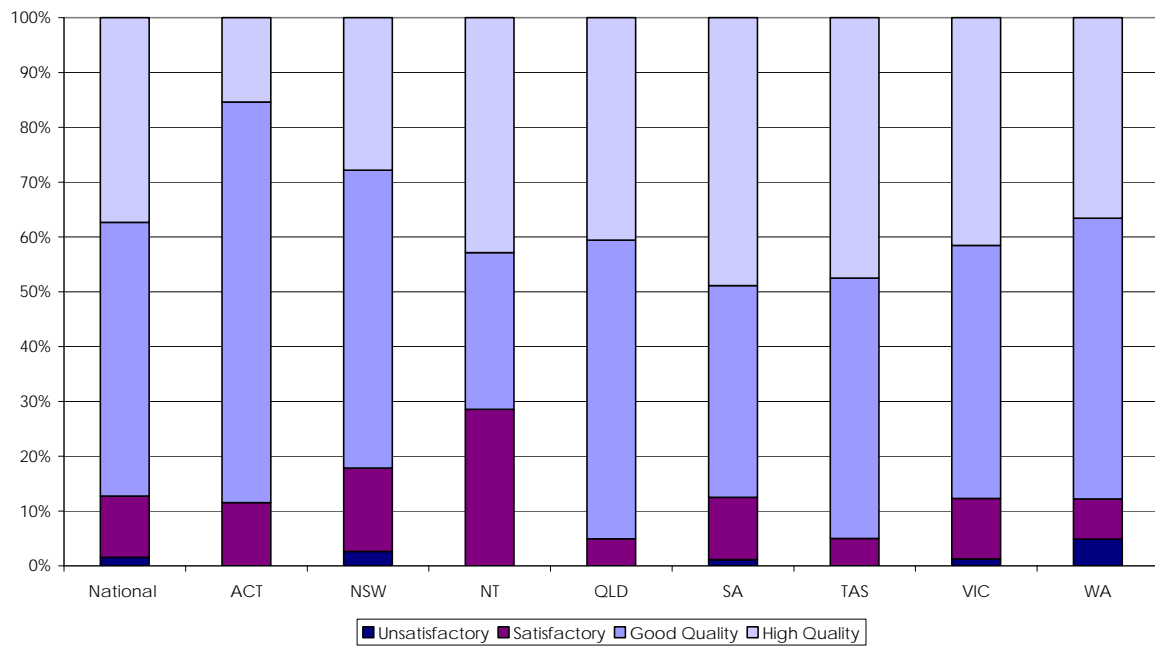
### Quality Area 4 - Programming and Evaluation



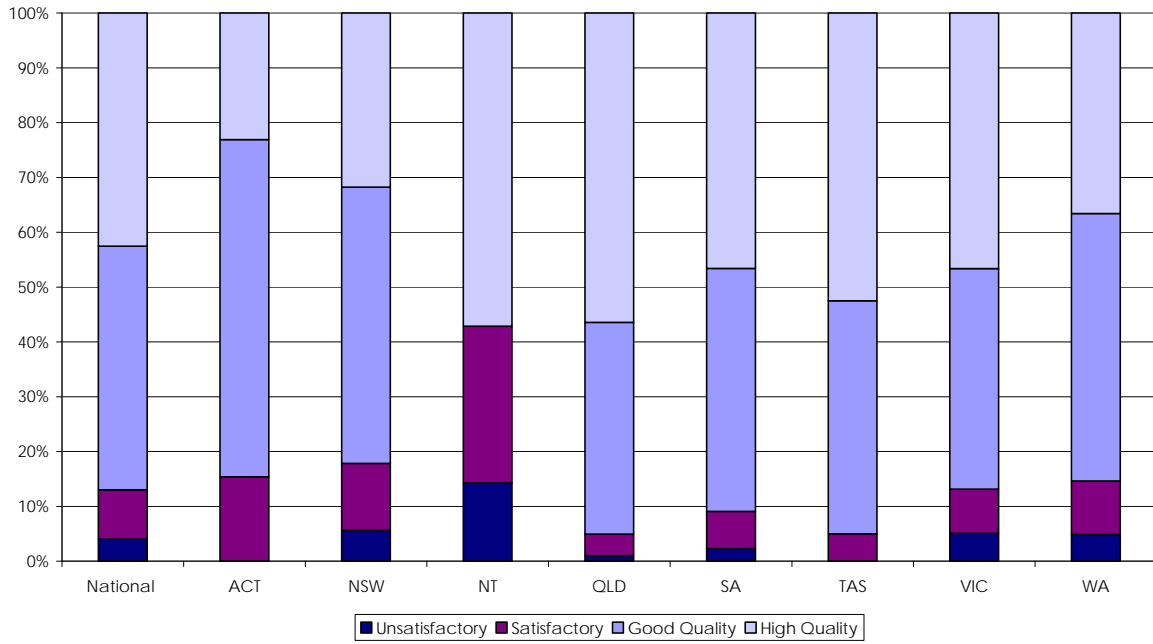
### Quality Area 5 - Play and Development



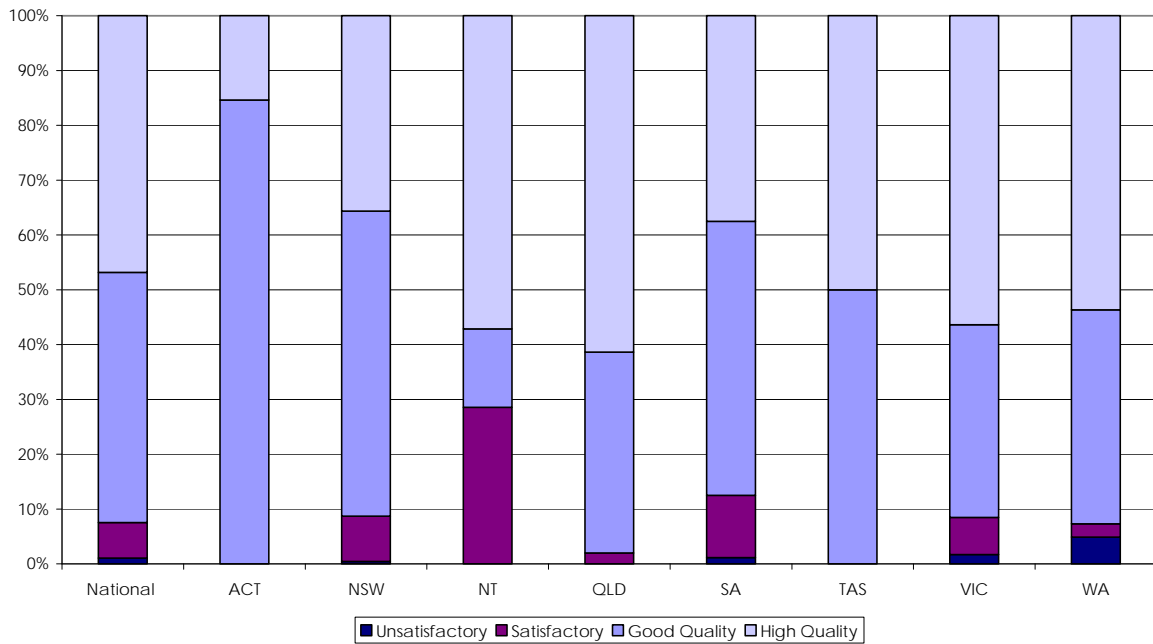
### Quality Area 6 - Health, Nutrition and Well-being



### Quality Area 7 - Protective Care and Safety



### Quality Area 8 - Managing to support quality



## Quality Improvement and Accreditation System (QIAS)

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This report demonstrates the progress of long day care centres participating in the QIAS against each Quality Area in the *QIAS Quality Practices Guide (2005)* for the period 1 July 2008 – 31 December 2008.

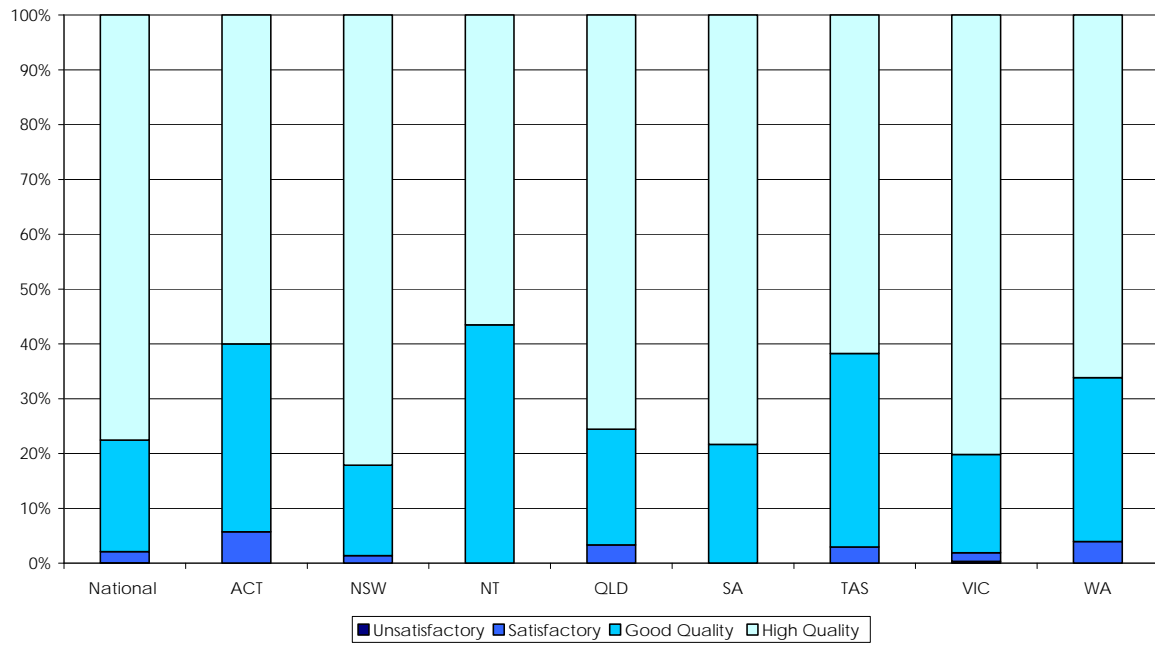
The following graphs demonstrate the percentage of services in each state/territory that received Satisfactory or higher ratings, and those that received Unsatisfactory ratings, by Quality Area.

1,486 long day care centres received Accreditation Decisions for this period as follows:

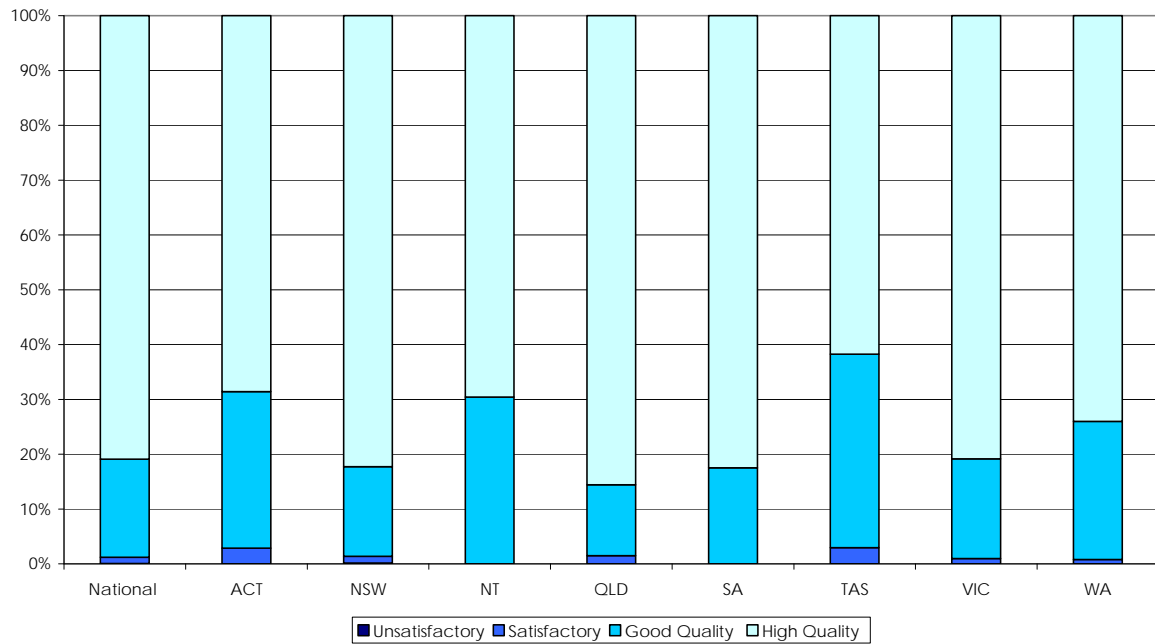
QIAS Accreditation Decisions 1 January 2008 – 30 June 2008								
ACT	NSW	NT	Qld	SA	Tas	Vic	WA	Total
35	587	23	270	97	34	313	127	1,486
Total Long Day Care Centres Registered to Participate in the QIAS as at 1 July 2008								
ACT	NSW	NT	Qld	SA	Tas	Vic	WA	Total
97	2284	67	1262	295	102	1075	447	5,629

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

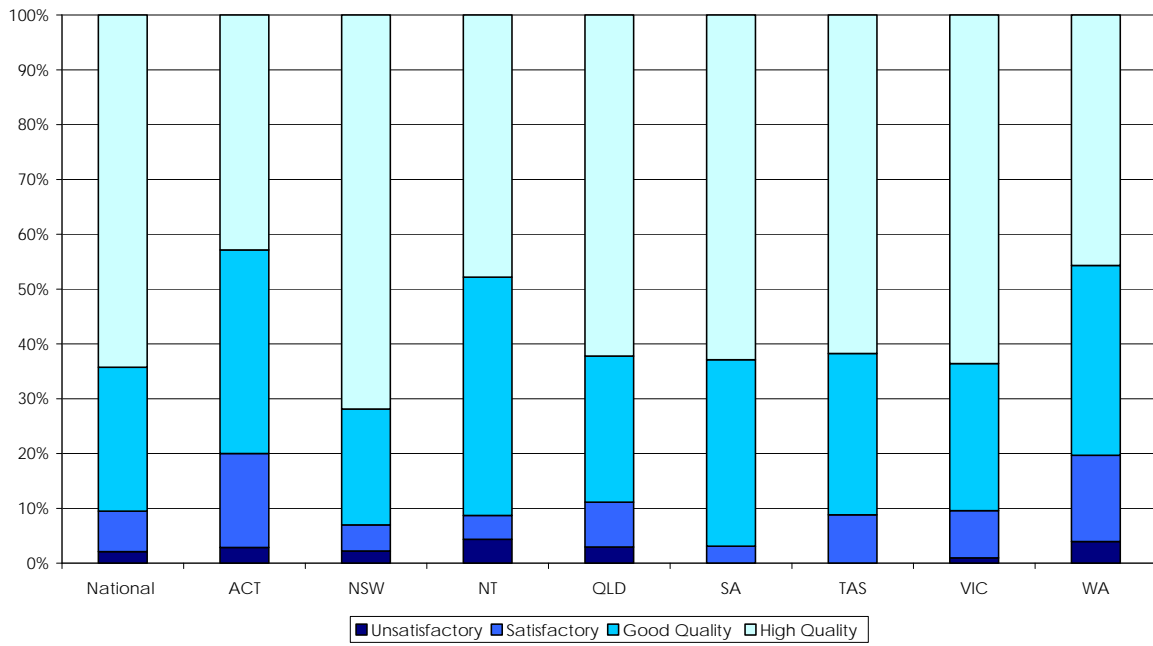
### Quality Area 1 - Staff Relationships with Children and Peers



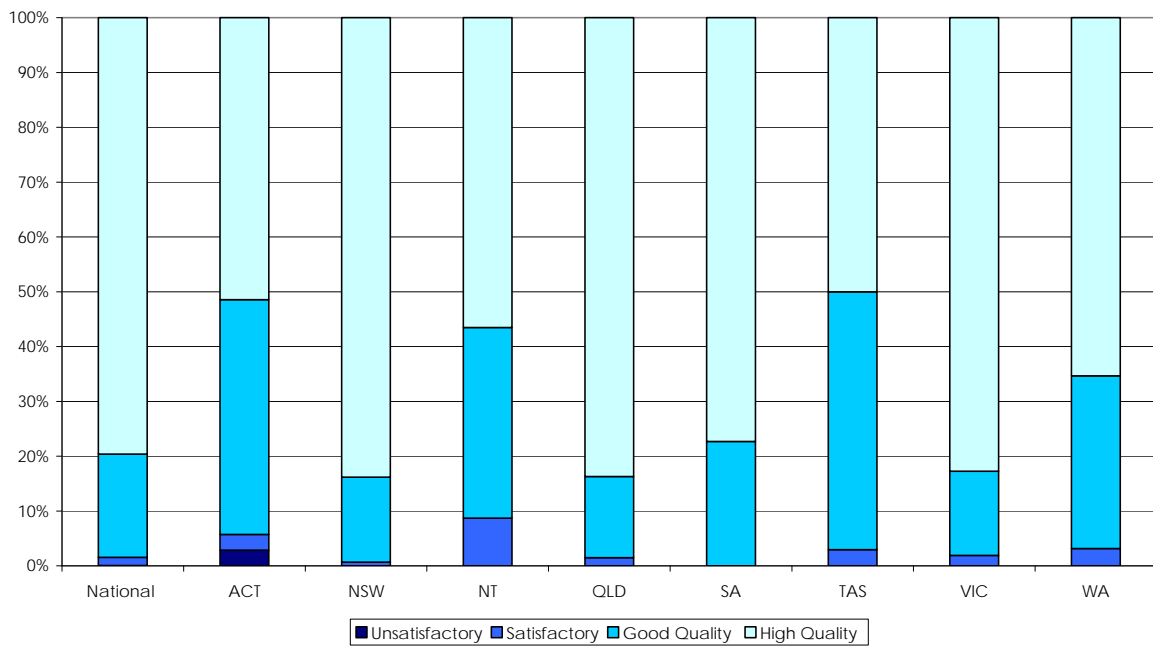
### Quality Area 2 - Partnerships with Families



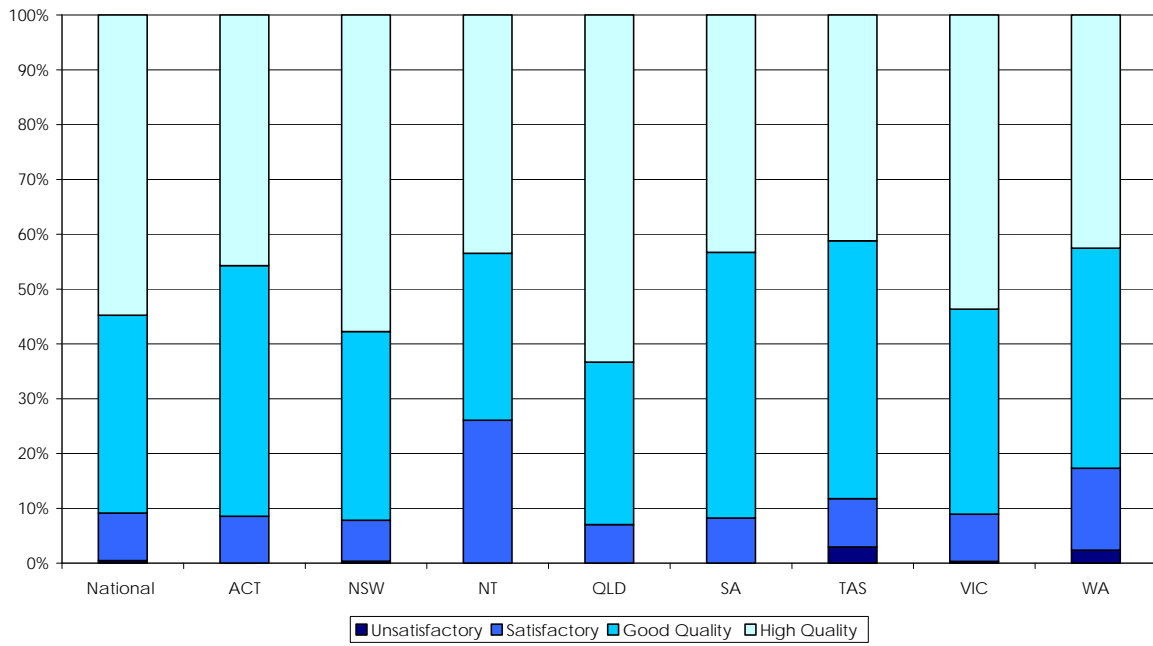
### Quality Area 3 - Programming and Evaluation



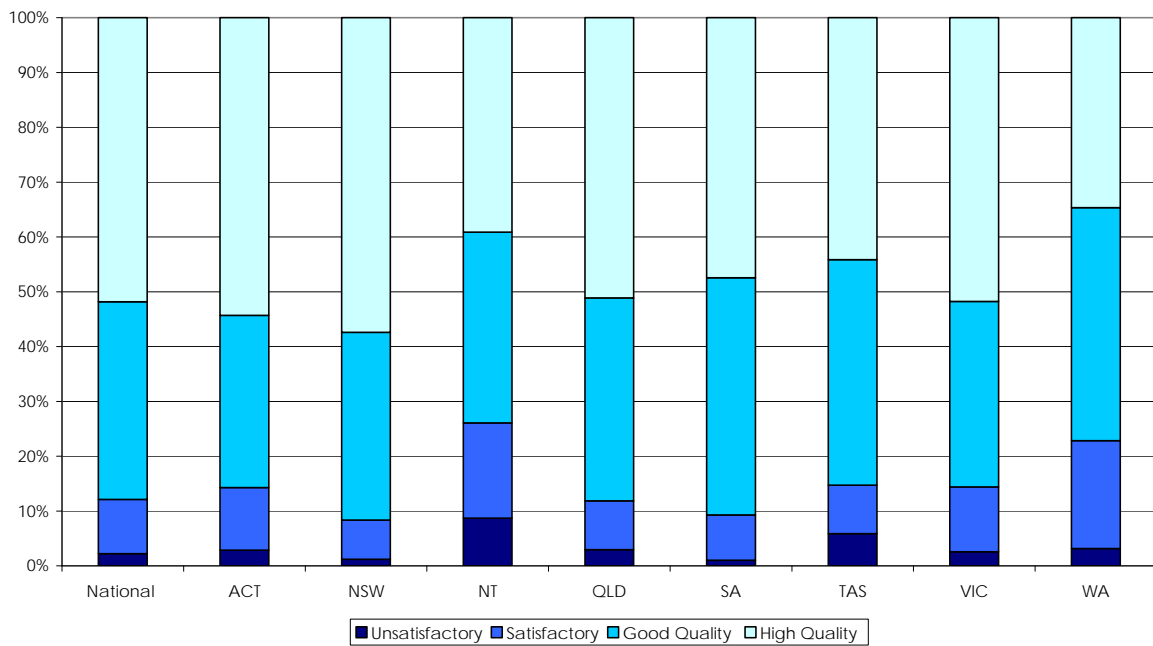
### Quality Area 4 - Children's Experiences and Learning



### Quality Area 5 - Protective Care and Safety



### Quality Area 6 - Health, Nutrition and Wellbeing





### Quality Area 7 - Managing to Support Quality

