



NCAC

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## State Based Quality Trends Report

*1 January 2009 – 30 June 2009*

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

*State Based Quality Trends Report:*

*1 January 2009 – 30 June 2009*

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 July 2009, 327 family day care schemes were registered with NCAC to participate in FDCQA and 85% of family day care schemes that have completed the 5 steps of Child Care Quality Assurance were Accredited. Of these schemes, 77% 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.

126 family day care schemes received Accreditation Decisions between 1 January 2009 and 30 June 2009. Of these, 102 were Accredited (81%), while 24 were Not Accredited (19%).

Family Day Care Quality Assurance: 1 January 2009 – 30 June 2009

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	78%	50%	89%		71%	70%	100%	73%	88%
1.4	Carers' personal and family arrangements provide a positive home environment that supports the provision of family day care	76%	50%	80%		81%	80%	100%	68%	75%
2.3	Facilities used by the coordination unit are welcoming and accessible	75%	0%	80%		74%	70%	100%	76%	75%
4.5	Children's needs for rest, sleep and comfort are supported	75%	0%	86%		81%	60%	100%	68%	75%
5.2	The scheme has a systematic process in place to monitor current practice and identify areas for continuing improvement	75%	0%	80%		71%	90%	100%	73%	63%
6.1	Management practices are ethical and operate within relevant legislation	83%	0%	89%		81%	90%	100%	84%	63%
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	75%	50%	89%		65%	90%	100%	68%	63%
<b>Total Accreditation Decisions for this period:</b>		<b>126</b>	<b>2</b>	<b>35</b>	<b>0</b>	<b>31</b>	<b>10</b>	<b>3</b>	<b>37</b>	<b>8</b>
<b>Total family day care schemes registered with NCAC as at 1 July 2009:</b>		<b>327</b>	<b>5</b>	<b>95</b>	<b>5</b>	<b>85</b>	<b>15</b>	<b>11</b>	<b>93</b>	<b>18</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 January 2009 – 30 June 2009

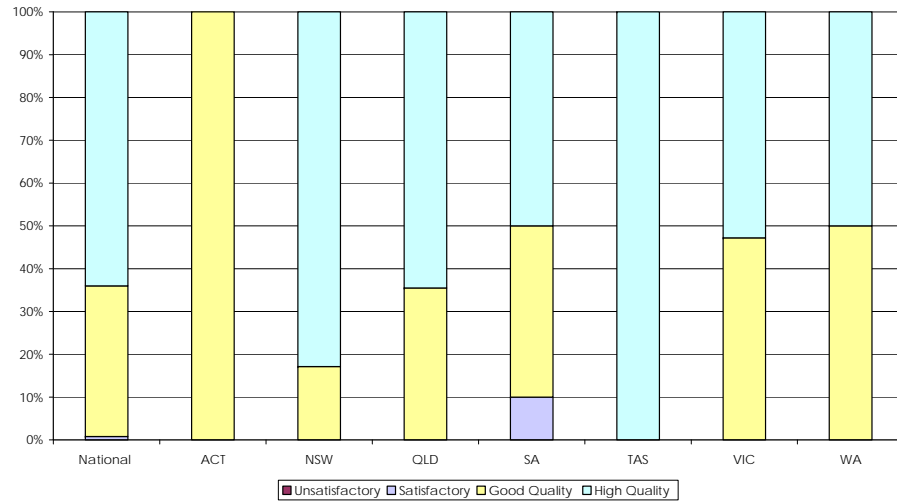
The Principles for which schemes most often did not meet the Satisfactory standard were:

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	12%	0%	9%		10%	10%	0%	22%	0%
2.2	All children have access to a variety of interesting materials and equipment	10%	100%	14%		10%	10%	0%	5%	0%
3.1	Carers respond to the interests and abilities of all children in ways that support learning in a home environment	18%	0%	23%		26%	0%	0%	16%	13%
3.3	Carers and coordination unit staff guide children's behaviour in positive ways	11%	0%	14%		3%	10%	0%	16%	13%
4.1	The environments provided for children are safe	48%	100%	40%		55%	50%	67%	49%	38%
4.2	Food and drink are nutritious and culturally appropriate	18%	0%	23%		13%	30%	33%	14%	25%
4.3	The health and safety of all children are protected	44%	50%	51%		29%	50%	33%	49%	50%
4.4	Nappy changing, toileting and bathing are positive experiences for children	32%	50%	34%		19%	50%	33%	32%	38%
4.5	Children's needs for rest, sleep and comfort are supported	10%	0%	3%		6%	20%	0%	16%	25%
4.6	Current State or Territory legislation relating to child protection and wellbeing is implemented consistently	18%	0%	11%		29%	30%	0%	14%	13%
<b>Total Accreditation Decisions for this period:</b>		<b>126</b>	<b>2</b>	<b>35</b>	<b>0</b>	<b>31</b>	<b>10</b>	<b>3</b>	<b>37</b>	<b>8</b>
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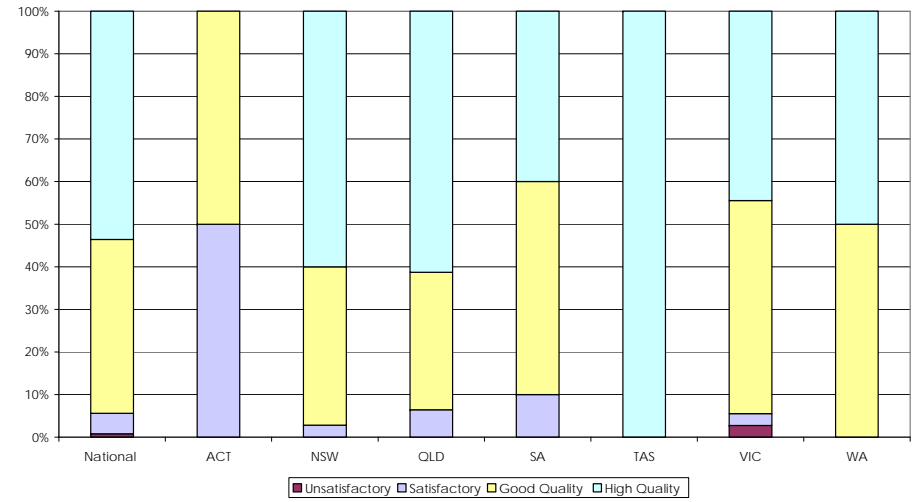
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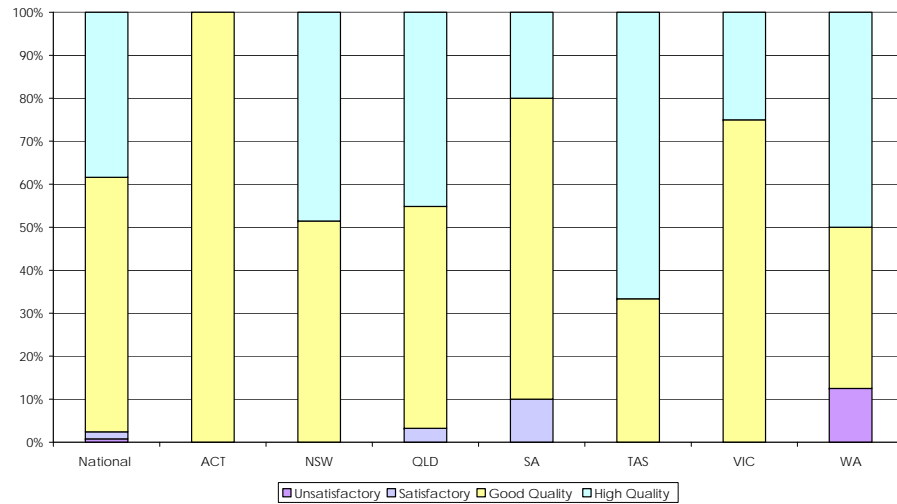
Quality Area 1 - Interactions



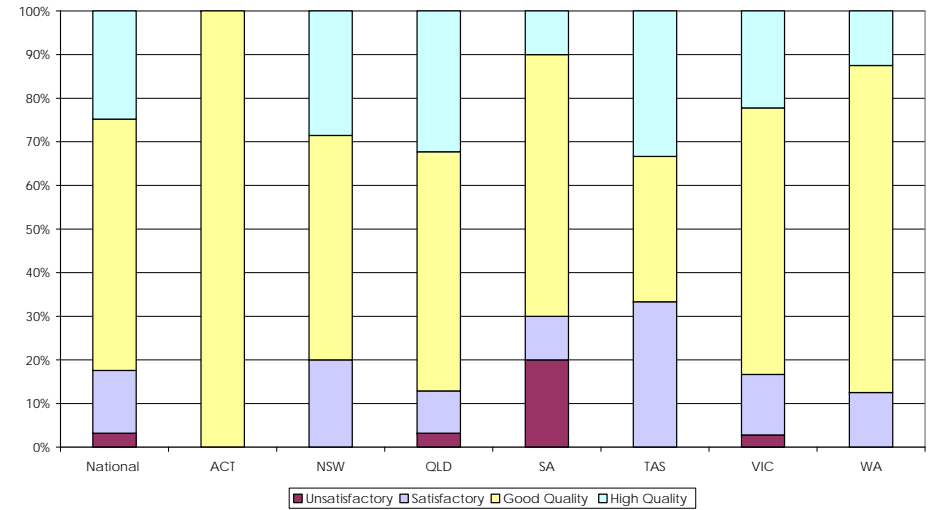
Quality Area 2 - Physical Environment



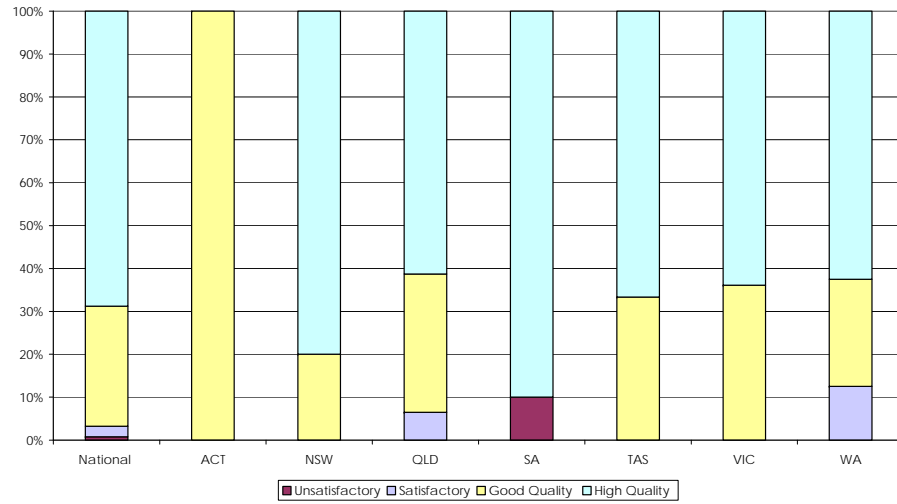
Quality Area 3 - Children's Experiences, Learning and Development



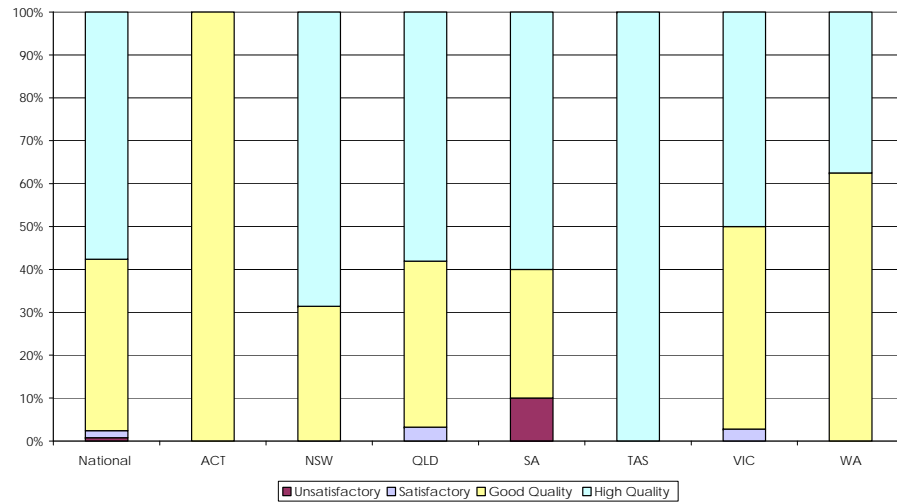
Quality Area 4 - Health, Hygiene, Nutrition, Safety and Well-being



Quality Area 5 - Carers and Coordination Unit Staff



Quality Area 6 - Management and Administration



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

*State Based Quality Trends Report:*

*1 January 2009 – 30 June 2009*

As at 1 July 2009, 3,478 outside school hours care services were registered with NCAC to participate in OSHCQA. 95% of outside school hours care services that have completed the 5 steps of Child Care Quality Assurance are Accredited. Of these services, 74% 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.

856 outside school hours care services received Accreditation Decisions between 1 January 2009 and 30 June 2009. Of these, 790 were Accredited (92%), while 66 were Not Accredited (8%).

## Outside School Hours Care Quality Assurance: 1 January 2009 – 30 June 2009

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	81%	94%	76%	67%	86%	83%	86%	80%	87%
1.3	Children are treated equitably	76%	88%	72%	56%	82%	80%	62%	73%	83%
2.1	Staff communicate effectively with each other and display professionalism, teamwork and mutual respect	81%	88%	74%	78%	84%	87%	76%	81%	88%
2.2	Staff create a responsive and inclusive atmosphere and relate to children in a warm and friendly manner	84%	88%	80%	89%	88%	86%	86%	81%	85%
2.3	Staff guide children's behaviour in a positive way	80%	82%	76%	56%	86%	83%	72%	78%	94%
5.1	Programs encourage children to initiate and participate in play and recreational experiences	79%	71%	78%	78%	86%	80%	69%	75%	81%
5.2	Programs support physical development	82%	88%	79%	67%	87%	79%	83%	81%	85%
5.3	Programs support the development of life skills	78%	71%	74%	78%	81%	79%	83%	78%	87%
6.4	The service plans to meet the individual health requirements of children	75%	76%	70%	56%	81%	79%	79%	74%	77%
<b>Total Accreditation Decisions for this period:</b>		<b>856</b>	<b>17</b>	<b>229</b>	<b>9</b>	<b>195</b>	<b>92</b>	<b>29</b>	<b>233</b>	<b>52</b>
<b>Total services registered with NCAC as at 1 July 2009:</b>		<b>3,478</b>	<b>91</b>	<b>954</b>	<b>51</b>	<b>640</b>	<b>333</b>	<b>122</b>	<b>1073</b>	<b>214</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.



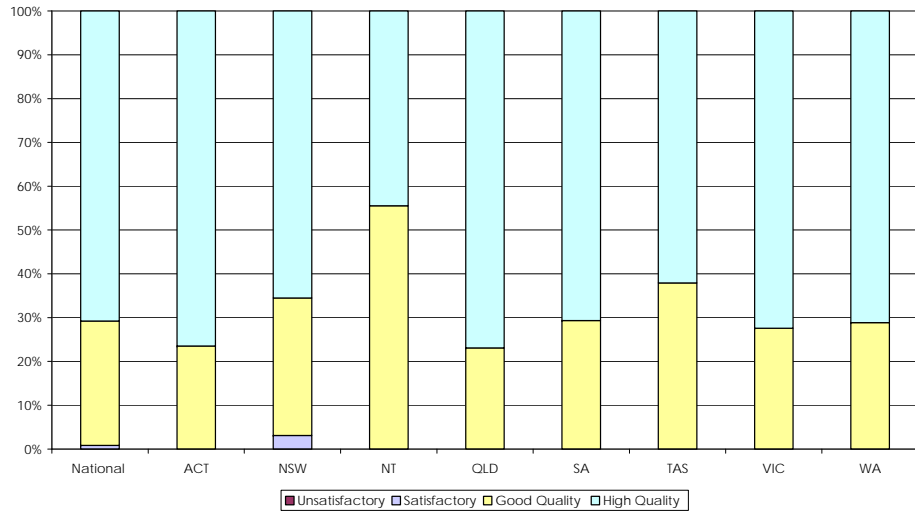
Outside School Hours Care Quality Assurance: 1 January 2009 – 30 June 2009

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

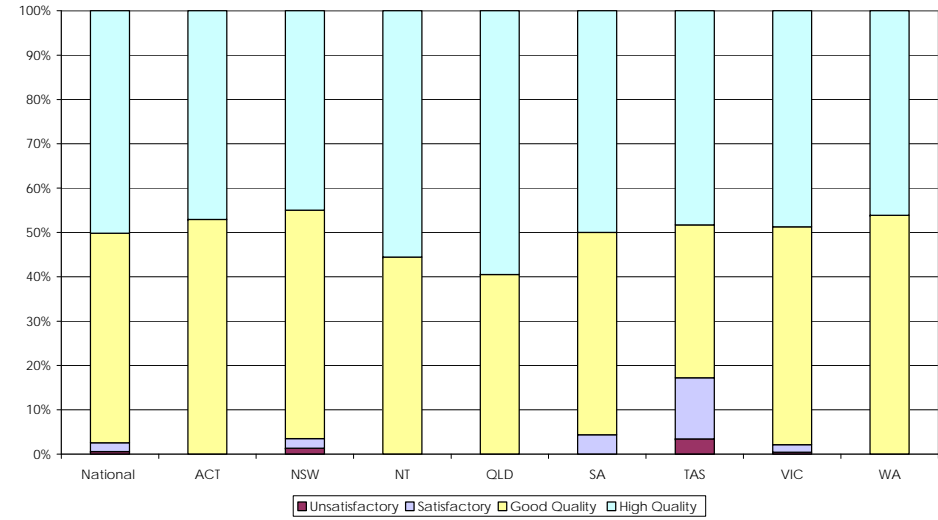
Principle		National	ACT	NSW	NT	QLD	SA	Tas	Vic	WA
6.2	Staff implement effective and current food handling and hygiene practices	20%	6%	20%	56%	25%	20%	28%	15%	19%
7.1	The service has effective policies and procedures on protective care	14%	18%	21%	33%	7%	12%	17%	13%	8%
7.2	The service promotes a safe environment for both children and staff	21%	12%	24%	33%	15%	18%	24%	22%	25%
8.4	Management has effective recruitment, orientation and induction processes for staff	11%	0%	8%	11%	5%	15%	21%	18%	2%
8.6	Management ensures that grievance and complaints procedures are adhered to	12%	0%	14%	44%	7%	17%	28%	9%	13%
<b>Total Accreditation Decisions for this period:</b>		<b>856</b>	<b>17</b>	<b>229</b>	<b>9</b>	<b>195</b>	<b>92</b>	<b>29</b>	<b>233</b>	<b>52</b>
<b>Total services registered with NCAC as at 1 July 2009:</b>		<b>3,478</b>	<b>91</b>	<b>954</b>	<b>51</b>	<b>640</b>	<b>333</b>	<b>122</b>	<b>1073</b>	<b>214</b>

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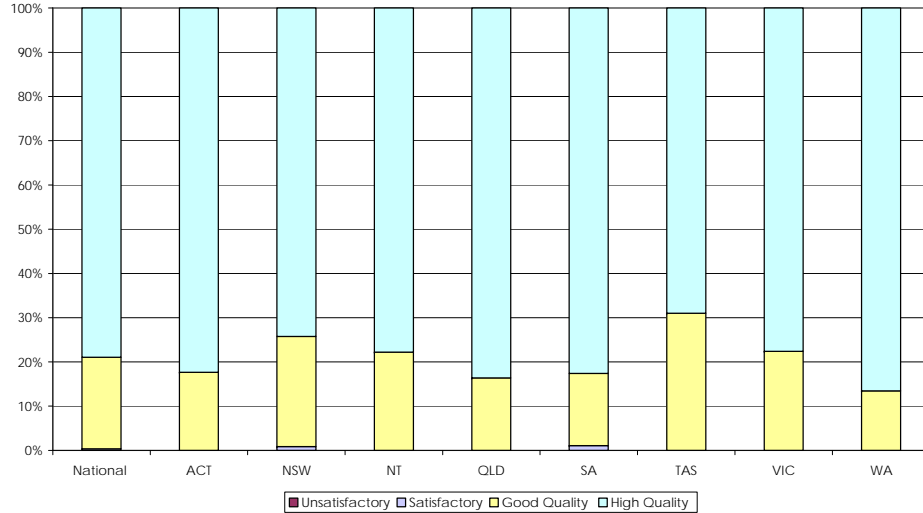
Quality Area 1 - Respect for Children



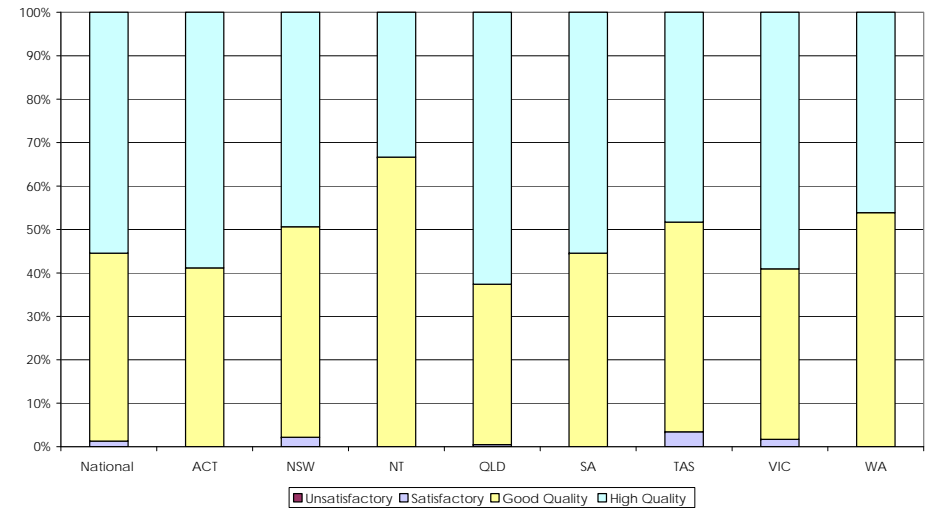
Quality Area 3 - Partnerships with Families and Community Links



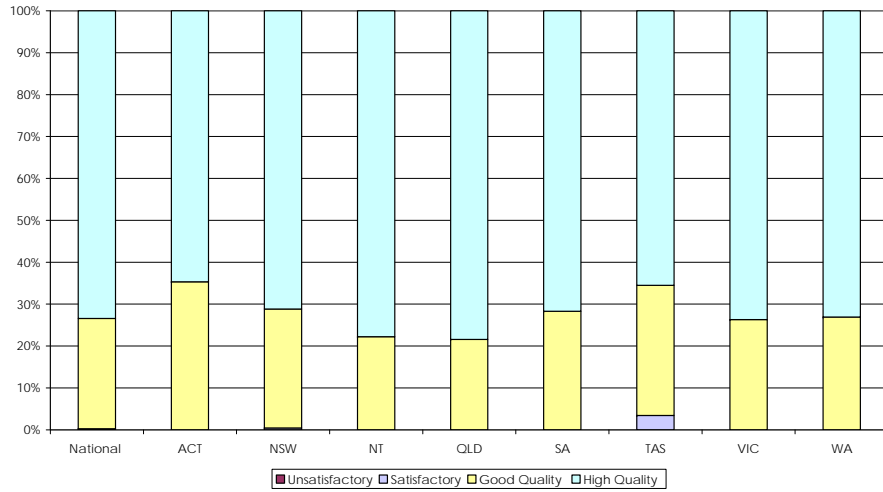
Quality Area 2 - Staff Interactions and Relationships with Children



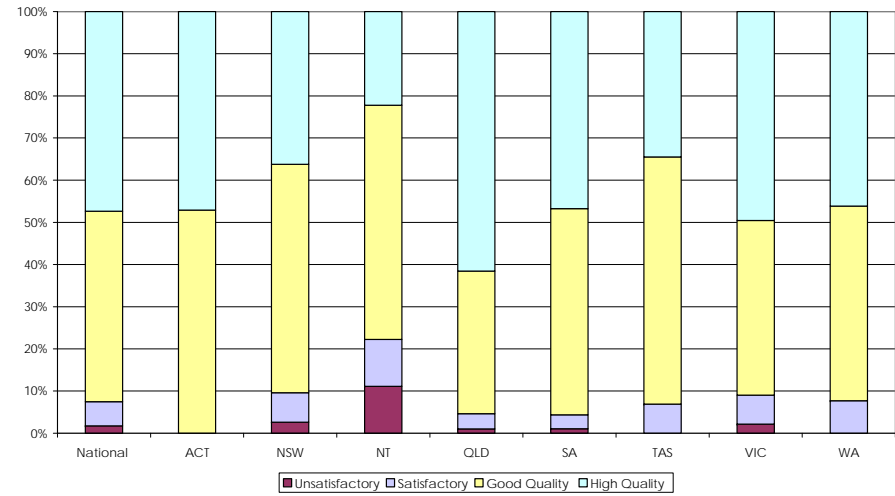
Quality Area 4 - Programming and Evaluation



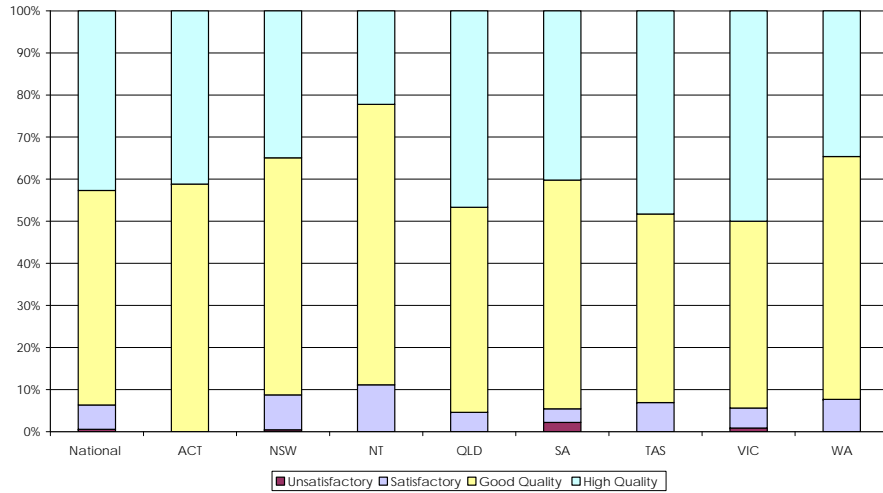
Quality Area 5 - Play and Development



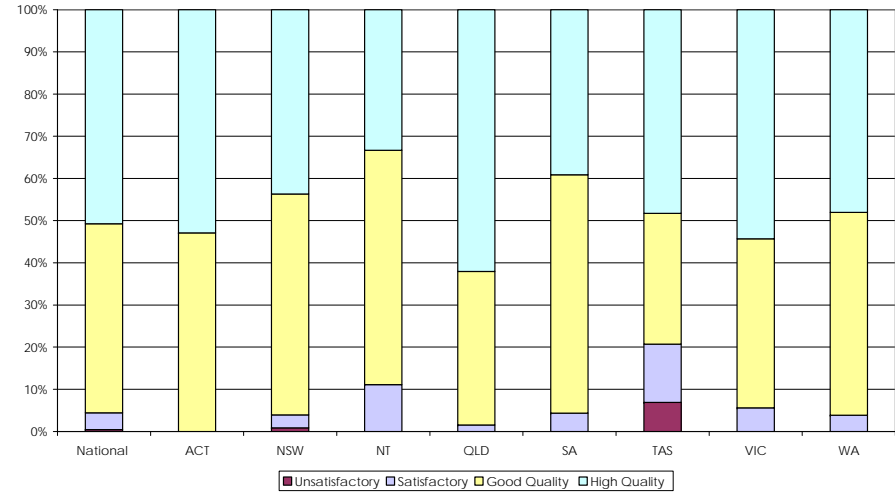
Quality Area 7 - Protective Care and Safety



Quality Area 6 - Health, Nutrition and Well-being



Quality Area 8 - Managing to Support Quality



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

*State Based Quality Trends Report:*

*1 January 2009 – 30 June 2009*

As at 1 January 2009, 5,735 long day care centres were registered with NCAC to participate in the QIAS and 93% of centres that have completed the 5 steps of Child Care Quality Assurance are Accredited. Of these, 98% 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.

1,539 long day care centres received Accreditation Decisions between 1 January 2009 and 30 June 2009. Of these, 1,365 were Accredited (89%), while 174 were Not Accredited (11%).

## Quality Improvement and Accreditation System: 1 January 2009 – 30 June 2009

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	90%	75%	93%	69%	91%	91%	89%	93%	77%
1.2	Staff guide each child's behaviour in a positive way	88%	68%	91%	44%	91%	82%	89%	88%	72%
1.3	Staff initiate and maintain respectful communication with each child	87%	68%	90%	50%	89%	84%	95%	87%	73%
1.4	Staff respect each child's background and abilities	90%	79%	91%	69%	94%	88%	89%	91%	80%
1.5	Staff treat all children equitably	76%	50%	81%	31%	78%	70%	74%	73%	66%
1.6	Staff communicate effectively to promote respect and professional teamwork	90%	82%	93%	63%	91%	88%	89%	88%	81%
2.1	Staff and families communicate effectively to exchange information about each child and the centre	87%	86%	88%	63%	86%	84%	84%	89%	86%
2.2	Staff encourage family participation and involvement in the centre	81%	71%	84%	50%	83%	68%	89%	83%	70%
2.3	The centre has orientation processes for children and families	93%	82%	93%	81%	96%	90%	95%	93%	90%
3.1	The program reflects a clear statement of centre philosophy	79%	54%	81%	44%	86%	75%	84%	73%	69%
3.3	The program assists each child to be a successful learner	75%	46%	80%	38%	72%	75%	79%	83%	57%
4.1	Staff encourage each child to make choices and participate in play	89%	61%	91%	75%	94%	86%	84%	89%	77%
4.2	Staff promote each child's ability to develop and maintain relationships	90%	71%	92%	63%	93%	90%	89%	91%	79%
4.3	Staff promote each child's language and literacy abilities	87%	64%	91%	38%	89%	82%	79%	90%	75%
4.4	Staff promote each child's problem solving and mathematical abilities	84%	68%	87%	44%	89%	78%	74%	84%	70%
4.5	Staff promote each child's enjoyment of and participation in the expressive arts	85%	64%	86%	69%	88%	81%	84%	87%	70%
4.6	Staff promote each child's physical abilities	77%	64%	78%	44%	83%	82%	79%	77%	61%
5.1	Staff act to protect each child	83%	79%	85%	69%	90%	83%	68%	77%	70%
5.2	Staff supervise children at all times	81%	54%	83%	50%	84%	78%	79%	82%	72%
5.5	The centre promotes occupational health and safety	76%	64%	77%	38%	80%	75%	74%	77%	68%

Principle		National	ACT	NSW	NT	Qld	SA	Tas	Vic	WA
6.1	Staff promote healthy eating habits	82%	68%	85%	56%	85%	78%	68%	82%	77%
7.1	Written information about the centre's management is readily available to families	85%	86%	84%	69%	89%	79%	89%	86%	78%
7.2	Written information about the centre's management is readily available to staff	85%	79%	83%	81%	90%	81%	89%	85%	78%
7.3	Staffing policies and practices facilitate continuity of care for each child	92%	82%	93%	69%	95%	90%	100%	93%	86%
7.4	Management provides professional development opportunities for staff	81%	68%	82%	56%	83%	79%	89%	80%	72%
<b>Total Accreditation Decisions for this period:</b>		<b>1,539</b>	<b>28</b>	<b>632</b>	<b>16</b>	<b>408</b>	<b>77</b>	<b>19</b>	<b>244</b>	<b>115</b>
<b>Total long day care centres registered with NCAC as at 1 July 2009:</b>		<b>5,735</b>	<b>105</b>	<b>2338</b>	<b>67</b>	<b>1292</b>	<b>299</b>	<b>107</b>	<b>1074</b>	<b>453</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.

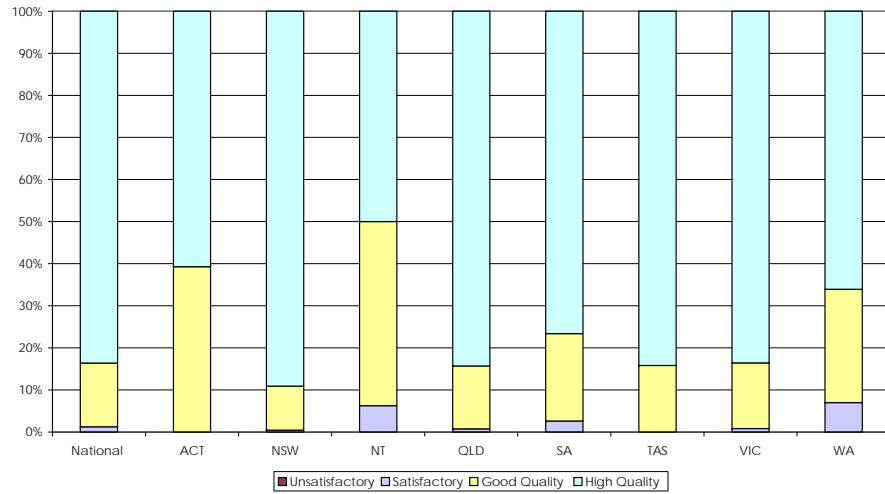
Quality Improvement and Accreditation System: 1 January 2009 – 30 June 2009

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

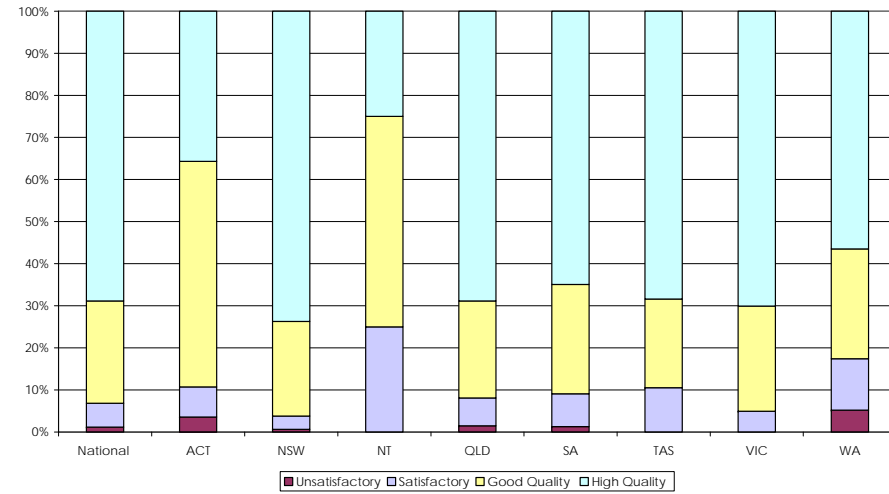
Principle		National	ACT	NSW	NT	QLD	SA	Tas	Vic	WA
1.5	Staff treat all children equitably	11%	11%	9%	31%	10%	13%	11%	14%	19%
3.2	Each child's learning is documented and is used in planning the program	14%	21%	11%	31%	15%	16%	16%	14%	24%
3.3	The program assists each child to be a successful learner	11%	21%	8%	25%	14%	16%	16%	8%	20%
5.3	Staff ensure that potentially dangerous products, plants and objects are inaccessible to children	26%	18%	23%	38%	20%	38%	5%	36%	34%
5.4	The centre ensures that buildings and equipment are safe	19%	32%	17%	38%	17%	29%	21%	18%	24%
5.5	The centre promotes occupational health and safety	10%	11%	9%	25%	6%	10%	11%	10%	19%
6.2	Staff implement effective and current food safety and hygiene practices	19%	32%	15%	38%	19%	35%	5%	21%	30%
6.3	Staff encourage children to follow simple rules of hygiene	17%	7%	13%	31%	18%	23%	5%	22%	21%
6.4	Staff ensure that toileting and nappy changing procedures are positive experiences	23%	7%	18%	44%	20%	48%	16%	30%	31%
6.5	Staff support each child's needs for rest, sleep and comfort	24%	21%	21%	56%	19%	31%	21%	35%	29%
6.6	The centre acts to control the spread of infectious diseases and maintains records of immunisations	15%	4%	13%	38%	11%	19%	21%	23%	24%
<b>Total Accreditation Decisions for this period:</b>		<b>1,539</b>	<b>28</b>	<b>632</b>	<b>16</b>	<b>408</b>	<b>77</b>	<b>19</b>	<b>244</b>	<b>115</b>
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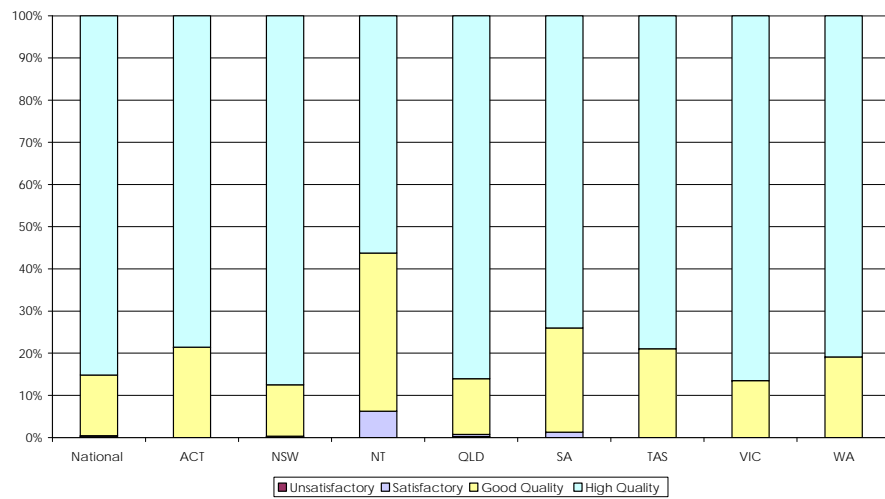
Quality Area 1 - Staff Relationships with Children and Peers



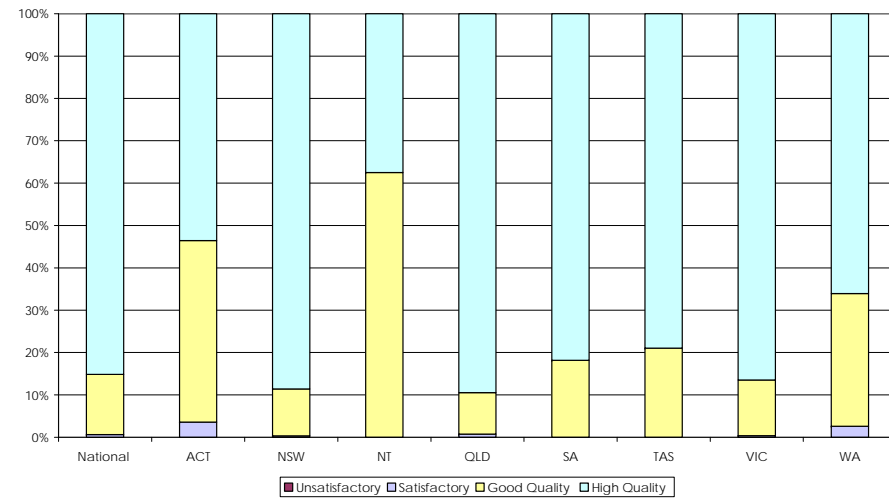
Quality Area 3 - Programming and Evaluation



Quality Area 2 - Partnerships with Families

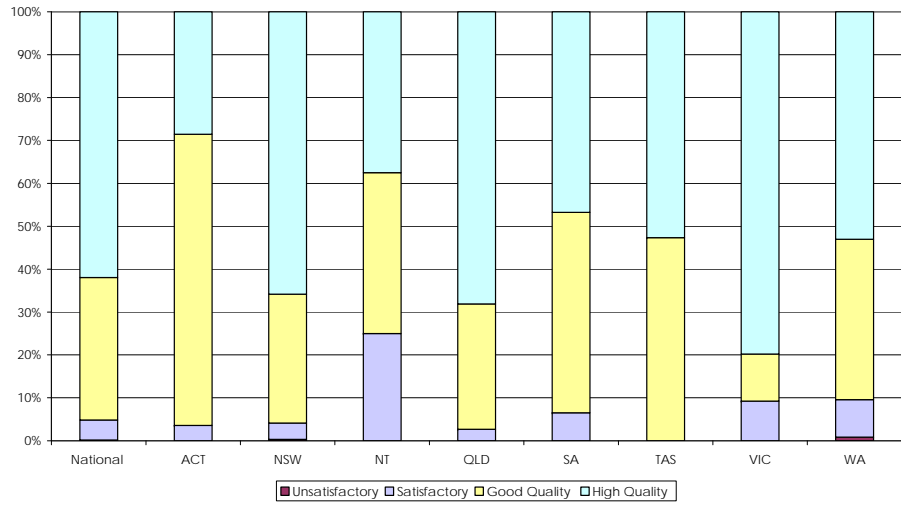


Quality Area 4 - Children's Experiences and Learning

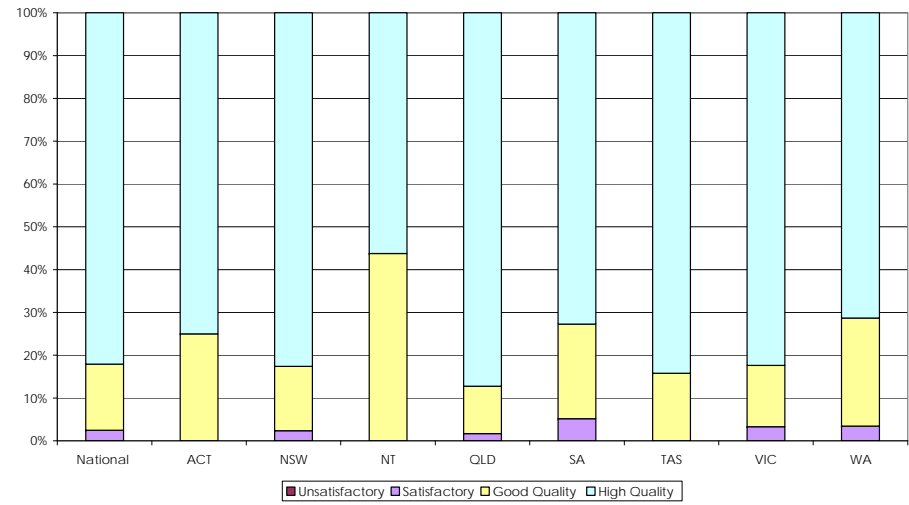




Quality Area 5 - Protective Care and Safety



Quality Area 7 - Managing to Support Quality



Quality Area 6 - Health, Nutrition and Wellbeing

