

National Childcare Accreditation Council (NCAC)



National Childcare
Accreditation Council Inc.

Level 3, 418a Elizabeth Street
Surry Hills NSW 2010 Australia
Telephone: 61 2 8260 1900
Facsimile: 61 2 8260 1901
E-mail: qualitycare@ncac.gov.au
Web: www.ncac.gov.au
ABN: 82 270 247 664
ARBN: 110 877 524

Media Release

Significant Changes to the Accreditation Process

On 21 October 2009, at the National Childcare Accreditation Council (NCAC) Annual General Meeting, Board Chairperson June McLoughlin announced two significant changes to the Child Care Quality Assurance systems administered by NCAC.

From 1 November 2009:

- All Validation Visits will take place on a set date, scheduled in advance by NCAC, and
- Validation Surveys for families will no longer be distributed as part of the Accreditation process.

In making these changes, NCAC has considered feedback from the child care profession.

Ms McLoughlin stated that "NCAC is delighted to implement changes that recognise the need for professional dialogue between services and Validators, as well as being able to remove a substantial administrative burden for services."

These changes are supported by the Government because they are in line with the reforms being developed as part of the new quality agenda. They are also recommended in the Productivity Commission's *Annual Review of Regulatory Burdens on Business* released in September 2009.

Change to Validation Visits

Previously, Validation Visits were unannounced and services were advised of a six week timeframe but not the date(s) of the Validation Visit.

Ms McLoughlin said, "By providing the Validation Visit date, services can ensure that the director or other key staff members are present to meet with the Validator."

"Knowing the Validation Visit date will also help services when planning staff leave, professional development and other major events."

"Evidence from Spot Checks suggests that most services maintain the standard required for accreditation between Visits, indicating that there is no longer the need for two unannounced Visits to services" advised Ms McLoughlin.

Unannounced Spot Checks will continue to play a vital role in Child Care Quality Assurance. Accredited child care services are randomly selected to undergo unannounced Spot Checks which could occur at any time.

Removal of the Family Surveys

"Services have been responsible for copying, distributing and collecting surveys to families as part of the accreditation process." said Ms McLoughlin.

"Removing this administrative process for services will save time and resources that can be better spent communicating with families, planning for children and providing quality child care."

Families remain an important partner in the Child Care Quality Assurance systems and these changes will not restrict opportunities for families to provide feedback about the quality of care provided at their child care service.

A new online poll has been placed on the NCAC website to gather feedback from families searching for child care. This will be expanded upon to solicit more feedback in the future.

NCAC will be communicating these changes directly to all child care services. For more information visit www.ncac.gov.au.

21 October 2009

Background Information

NCAC administers three Child Care Quality Assurance (CCQA) systems:

- Quality Improvement and Accreditation System for long day care centres
- Family Day Care Quality Assurance for family day care schemes
- Outside School Hours Care Quality Assurance for outside school hours care services

NCAC Media contact: Elizabeth Robinson, 02 8260 1900