

# Child Care Quality Assurance Compliance Requirements (3<sup>rd</sup> Edition, 2009)



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](mailto:qualitycare@ncac.gov.au)  
Web: [www.ncac.gov.au](http://www.ncac.gov.au)  
ABN: 82 270 247 664  
ARBN: 110 877 524

Child care services must comply with a number of conditions in order to remain approved for Child Care Benefit (CCB) purposes, including those specified in the *Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000* (the Determination), made under the *A New Tax System (Family Assistance) (Administration) Act 1999*.

Child Care Quality Assurance (CCQA), administered by the National Childcare Accreditation Council (NCAC), comprises of three systems:

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

The CCQA documents published<sup>1</sup> by NCAC may be amended from time to time and are specified in the Determination. The Determination may also be amended from time to time.

A key element of each CCQA system is the five step process and services' demonstrated commitment to maintaining a satisfactory level of quality child care. The five step process is detailed in the NCAC *Handbook* for each CCQA system.

This document provides particulars about the main requirements applicable to services participating in CCQA. Non-compliance with the requirements will result in NCAC reporting the service. The NCAC will report the service to the Australian Government department responsible for the approval of services for CCB purposes. This department is

---

<sup>1</sup> As at 4 October 2006, the Determination specifies the following publications:

#### QIAS

- *QIAS Quality Practices Guide* (1<sup>st</sup> Edition, 2005)
- *QIAS Handbook* (4<sup>th</sup> Edition, 2006)
- *QIAS Self-study Report* (3<sup>rd</sup> Edition, 2005).

#### FDCQA

- *FDCQA Quality Practices Guide* (2<sup>nd</sup> Edition, 2004)
- *FDCQA Handbook* (3<sup>rd</sup> Edition, 2006)
- *FDCQA Self-study Report* (2<sup>nd</sup> Edition, 2004).

#### OSHCQA

- *OSHCQA Quality Practices Guide* (1<sup>st</sup> Edition, 2003)
- *OSHCQA Handbook* (2<sup>nd</sup> Edition, 2006)
- *OSHCQA Self-study Report* (1<sup>st</sup> Edition, 2003).

currently the Department of Education, Employment and Workplace Relations (DEEWR). The Secretary of the department may impose sanctions on a service that has failed to comply with CCQA requirements.

Sanctions may include suspension or cancellation of a service's CCB approval for CCB purposes.

For further detail, and additional NCAC requirements, please refer to the NCAC publications.

**NCAC will report a service to DEEWR as non-compliant if it fails to comply with the following requirements:**

### **Payment of Registration Fees**

It is a requirement that:

- A service pays the Annual Registration Fee, during the period 1 July to 30 September each year, as specified on the *Annual Registration Tax Invoice*.
- Where an existing service changes registration, the service completes a *Change of Registration Form* and pays the required Change of Registration Fee.

### **Submission of the *Self-study Report***

It is a requirement that:

- A new service undertakes self-study and submits a complete *Self-study Report* to NCAC within the required timeframe as specified on the service's *Certificate of Registration*.
- An Accredited service undertakes self-study and submits a *Self-study Report* to NCAC within the required timeframe as specified on the service's *Certificate of Accreditation*.
- Where a service is Not Accredited for the first time, the service must undertake self-study and submit a *Self-study Report* to NCAC within six months of the date of the initial Accreditation Decision for the service.
- Where a service is Not Accredited for the second or subsequent time the service must undertake self-study and submit a *Self-study Report* to NCAC within three months of the date of the Accreditation Decision for the service.

### **Participation in Validation Visits**

It is a requirement that:

- A service must undergo a Validation Visit.
- A service must allow the Validation Visit to occur:
  - on the day(s) the service regularly operates; and
  - in the timeframe as specified in correspondence from NCAC.

- A service must allow the NCAC Validator access to the service whenever the Validator arrives to conduct the Validation Visit.
- A service must not hinder the process or completion of the Validation Visit.
- A service must:
  - treat NCAC officers and Validators with respect;
  - provide NCAC Validators with complete, accurate and current information; and
  - cooperate with and assist Validators in relation to any queries or questions they may have.
- A service must not cause the Validation Visit to be terminated due to the harassment or mistreatment of NCAC Validators.

### **Participation in Spot Check Visits**

It is a requirement that:

- A service must allow the NCAC spot check Validator access to the service whenever the NCAC spot check Validator arrives, on the day(s) on which the service regularly operates, to conduct the spot check visit.
- A service must not hinder the process or completion of the Spot Check Visit.

A service must:

- Treat NCAC spot check Validators with respect;
- Provide NCAC spot check Validators with complete, accurate and current information as requested by the NCAC spot check Validator.
- Cooperate with and assist NCAC spot check Validators in relation to any queries or questions they may have.
- Provide NCAC Spot Check Validators with access to all areas within the service.
- Not cause the Spot Check Visit to be terminated due to the harassment or mistreatment of NCAC spot check Validators.
- Provide further information, evidence or documentation requested by NCAC following the Spot Check Visit.
- Take action specified in the written report provided by the spot check Validator within the specified timeframes.

### **Satisfactory progress**

It is a requirement that:

- Services meet the standard required for Accreditation.
- Services make improvements to the quality of care provided.
- Services that are Not Accredited, have met the standards required for the majority of Quality Areas.
- Services that are Not Accredited, meet the standard for Accreditation on next subsequent occasion.

## State/territory child care regulations and child protection legislation for compliance with the CCQA system for CCB purposes

It is a requirement that:

- Services comply with child care regulations and child protection legislation<sup>2</sup>
- NCAC will report a service to the Department where the relevant state/territory child care regulatory authority has advised NCAC that the service has:
  - Serious breaches of child care regulations; or
  - Ongoing unresolved breaches of child care regulations; or
  - Child protection concerns
- When NCAC receives advice from the state/territory child care regulatory authority that the licensing or child protection issues are resolved, NCAC will advise the Department that the service is compliant with CCQA requirements.

---

<sup>2</sup> State and territory governments are responsible for legislation under which child care services are licensed. Contact details for state/territory licensing authorities can be found on the NCAC website ([www.ncac.gov.au](http://www.ncac.gov.au)).