

Requesting an Extension



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Services may experience situations which affect their ability to meet the required timeframes for Step 2: Self-study and Continuing Improvement and Step 3: Validation.

NCAC's primary concern is that children receive quality child care at all times. Any request from a service to change the scheduled timeframes for Step 2 or Step 3 will be considered in light of outcomes for children and families using the service.

***Self-study Report* submission extension requests**

All requests for an extension of a *Self-study Report* due date must be received by NCAC in writing, by post or fax. For NCAC to consider the request services are required to:

- Complete a *Self-study Report Extension Request Form*, which can be downloaded from NCAC's website (www.ncac.gov.au).
- Outline the circumstances currently impacting on the service's ability to submit their *Self-study Report* on time in the box provided on the *Self-study Report Extension Request Form*. Additional pages can be attached if necessary.
- Provide supporting documentation to verify the service's situation. For example, staff resignation or appointment letters, medical certificates, letters or plans from builders.
- Ensure that the request has been signed by an appropriate service representative.

Each request is considered on an individual basis in the context of the service's circumstances. All decisions made by NCAC consider fairness and consistency for all services participating in the Child Care Quality Assurance systems. In cases where NCAC approves an extension, no further changes to the approved extension will be permitted.

Please note that any extension approved by NCAC will not affect the submission date for the service's subsequent *Self-study Report*.

Requests for changes to the scheduled Validation Visit days

When services submit their *Self-study Report*, they are required to complete a *Validation Visit Details Form* outlining the days and circumstances that may affect the scheduling of a Validation Visit. For example, service closures; service excursions; or the director or owner on leave for three weeks or less. NCAC takes this information into account when scheduling the Validation Visit.

If circumstances change between the submission of the *Self-study Report* and the scheduling of a Validation Visit, a service can download and complete another *Validation Visit Details Form* from NCAC's website and fax or post it to NCAC.

Please refer to the *Quality Companions* for Step 3 - Validation for information about preparing for a Validation Visit.

Circumstances that arise after the Validation Visit has been scheduled will not be considered unless they are an unplanned **critical event**. Examples of critical events include: a serious medical issue that may affect a key staff member, a child or a family; natural disaster such as flooding that affects the service operation; or closure of service.

Requests for changes to the scheduled Validation Visit days must be made in writing and include specific details of the issues the service is currently experiencing. Supporting documentation **must** also be included to verify the service's circumstances.

Advice on Self-study and the Validation Visit

NCAC's Child Care Advisers can provide advice to services regarding the self-study process, completing the *Self-study Report* and preparing for a Validation Visit. If your service is experiencing difficulties meeting the required timeframes, please telephone a Child Care Adviser on 1300 136 554 to discuss your circumstances.