



Australian Children's
Education & Care
Quality Authority

NQF Snapshot Q3 2013

A quarterly report from the Australian Children's Education and Care Quality Authority

November 2013

Table of contents



Introduction	3
Snapshot highlights	4
The state of the sector	6
Progress of assessment and rating	9
Overall quality ratings of services	11
Quality area ratings of services	17
Socio-Economic Index for Areas (SEIFA)	20
Accessibility/Remoteness Index of Australia (ARIA+)	23
Waivers	26
National summary	28
Jurisdiction summaries	29
Glossary of terms	37
Technical notes	41

Introduction

The implementation of the National Quality Framework (NQF) is now well and truly underway. Introduced on 1 January 2012 the new system is raising the bar on what quality looks like across all children's education and care services.

The assessment and rating process is designed so parents, educators and the public understand what is quality education and care.

Our *NQF Snapshot Q3 2013* (Snapshot) is the third national report providing analysis on children's education and care services assessed and rated against the National Quality Standard (NQS) in Australia.

The data included in this *Snapshot* has been drawn from the National Quality Agenda IT System (NQA ITS) as at 30 September 2013.

When reviewing the quality rating information in the *Snapshot*, caution should be taken when making comparisons between jurisdictions or making predictions about services yet to be rated. Some jurisdictions have rated only a small number of services and the services rated are not representative of all services.

The figures in this *Snapshot* largely mirror the spread of quality ratings shown in our two previous reports published in May and August 2013.

As at 30 September 2013 there are 13 676 children's education and care services across Australia. Of these, 3441 or 25% have received a quality rating – an increase of 874 services or 34% on the previous quarter. The number of services with a quality rating has been steadily increasing and it is anticipated that this upward trend will continue into the next quarter.

Of the 3441 services that have received a quality rating more than half are rated as Meeting or Exceeding NQS (58%).

The number of approved providers operating services across Australia continues to grow steadily and has increased from 6833 to 6993 over the past quarter. Of these, 83% operate just one service.

In the three months to 30 September 2013, ACECQA reached another important milestone awarding the first Excellent ratings to four services. The Excellent rating is the highest rating a service can achieve and can only be awarded by ACECQA to services that demonstrate outstanding commitment to improving quality outcomes for children. This is the first time that information about the number of Excellent rated services has been included in the *Snapshot* (page 12).

In another first, this *Snapshot* also includes information about how many services with an overall rating of Working Towards NQS were very close to being rated as Meeting or Exceeding NQS. Receiving a rating of Working Towards NQS is not a 'failure'. More than one in five services rated overall as Working Towards NQS were rated as Meeting or Exceeding NQS in all but one or two of the 18 standards in the NQS. About one-third were Meeting or Exceeding NQS in at least five of the seven quality areas.

This data shows that many services rated Working Towards NQS are doing very well in all but a few areas and are close to achieving Meeting or Exceeding NQS overall. It also suggests that the NQS has set a higher benchmark for services and it encourages services to work to continuously improve.

The *Snapshot* shows:

- 25% of services in Australia have been rated
- 58% of services rated are Meeting NQS (34%) or Exceeding NQS (24%)
- 6993 approved providers operating services across Australia
- 68 757 certified supervisor certificates have been issued

Five jurisdictions – Australian Capital Territory, New South Wales, Northern Territory, Queensland, Tasmania and Victoria – close to or above the national average of 25% of services rated. While South Australia and Western Australia remain below the national average, the number of services rated is steadily increasing.

The individual results for the 3441 children's education and care services already quality rated are available online at <http://www.acecqa.gov.au/educators-and-providers1/national-registers>

For further information on this report please email enquiries@acecqa.gov.au or telephone 1300 4 ACECQA (1300 422 327). The next quarterly update will be available in February 2014.

Snapshot highlights

The data presented in this *Snapshot* was taken from the National Quality Agenda IT System (NQA ITS) on 1 October 2013 for the period ending 30 September 2013.



Number of children's education and care services across Australia

Rated
EXCELLENT
by ACECQA



4

Number of Australian services so far rated Excellent



Number of approved providers operating services



83%

Proportion of operating providers that manage only one education and care service

874



Number of services that have received a rating since 30 June 2013



Percentage increase in family day care services from 1 July - 30 September 2013

Snapshot highlights

68 757 

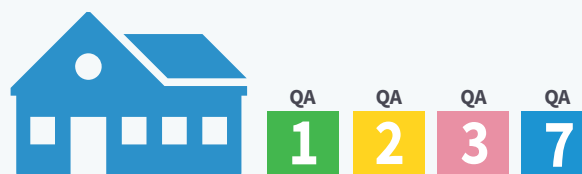
Number of supervisor certificates have been issued under the NQF

58% 

Proportion of assessed services that are Meeting or Exceeding the National Quality Standard



Services are more likely to achieve Exceeding or Meeting NQS in Quality Area 4 - Staffing arrangements, Quality Area 5 - Relationships with children and Quality Area 6 - Partnerships with families and communities



Services are less likely to achieve Exceeding or Meeting NQS in Quality Area 1 - Educational program and practice, Quality Area 2 - Children's health and safety and practice, Quality Area 3 - Physical environment and Quality Area 7 - Leadership and service management

 4.8%

Proportion of approved services with a waiver

 25%

Proportion of services that have received a quality rating

State of the sector

Figure 1: The number of approved services by jurisdiction and service type on 30 September 2013

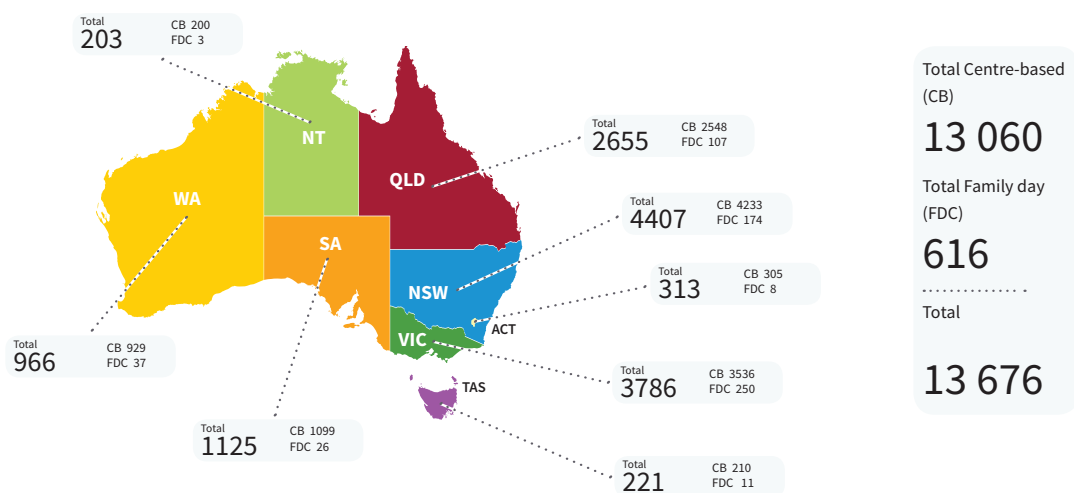


Figure 1 shows the number of centre-based services¹ and family day care services² by jurisdiction. Nationally there are 13 060 centre-based services and 616 family day care services. Centre-based services make up 95% of all services operating under the NQF. There was strong growth in centre-based services in New South Wales, with the number of services growing by 7% compared to 2% nationally. This growth is largely due to moving outside school hours care services into the regulatory environment rather than natural growth in the sector.

The number of family day care services increased nationally by 13% between 1 July 2013 and 30 September 2013, up from 544 to 616. The largest increases occurred in Victoria (up 21%), South Australia (up 18%), Western Australia (up 16%) and New South Wales (up 14%). This increase is mainly due to natural growth in the sector and is not a result of data cleansing or changes in counting. Between them, New South Wales and Victoria have 69% of all family day care services.

Table 1: The proportion of approved services by jurisdiction on 30 September 2013

Jurisdiction	TOTAL PROPORTION
ACT	2.3%
NSW	32.2%
NT	1.5%
QLD	19.4%
SA	8.2%
TAS	1.6%
VIC	27.7%
WA	7.1%
TOTAL	100%

¹A centre-based service is an education and care service other than a family day care service. This includes most long day care, preschool and outside school hours care services that are delivered at a centre. It does not include preschools in Tasmania or Western Australia.

²A family day care service is an education and care service delivered through the use of two or more educators to provide education and care for children in residences, whether or not the service also provides education and care to children at a place other than a residence. They are sometimes known as family day care schemes and they are administered and supported by central coordination units.

State of the sector

There were 68 757 supervisor certificates recorded in the NQA ITS on 30 September 2013. Regulatory authorities issue these certificates to people who are then eligible to be placed in day-to-day charge of an approved education and care service. The number of supervisor certificates has increased by 14% in the three months to 30 September 2013.

Certificates are issued to individuals or to people occupying a position that belongs to a 'prescribed class of persons', such as a principal of a school that provides an education and care service at a school site. Table 2 shows that most (98.5%) supervisor certificates have been issued to individuals.



68 757



98.5%

Number of supervisor certificates recorded in the NQA ITS on 30 September 2013

Proportion of supervisor certificates issued to individuals

Table 2: The number of supervisor certificates by jurisdiction and certification type on 30 September 2013

Jurisdiction	Individual	Prescribed Class	TOTAL
ACT	1196	92	1288
NSW	17 563	52	17 615
NT	591	103	694
QLD	18 943	97	19 040
SA	6299	631	6930
TAS	1175	7	1182
VIC	17 358	39	17 397
WA	4608	3	4611
TOTAL	67 733	1024	68 757

State of the sector

There were 8379 approved providers under the Education and Care Services National Law (National Law) on 30 September 2013, of which 6993 were operating services. The number of approved providers operating services has increased by 160 since 30 June 2013.

The majority of providers (83%) manage only one education and care service, however, a significant proportion of services (28%) are managed by a small number of large providers (providers with 25 or more services). See Tables 3 and 4.

Figure 2: The number of approved providers with services by size on 30 September 2013

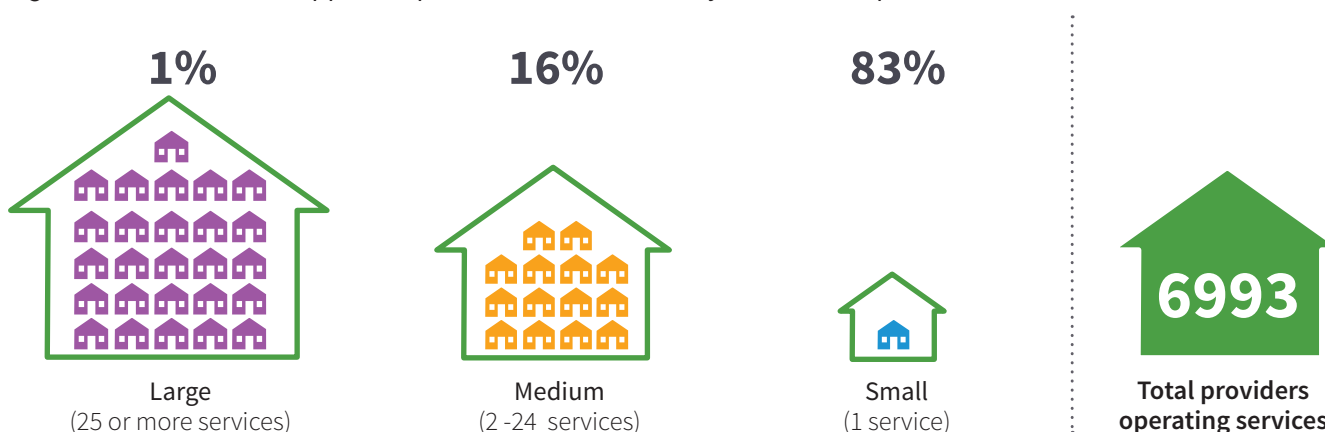


Table 3: The number and proportion of approved providers with services by size of provider on 30 September 2013

	Number of approved providers with services	% of approved providers
Small	5840	83%
Medium	1109	16%
Large	44	1%
TOTAL	6993	100%

Table 4: The number and proportion of approved services by size of approved provider on 30 September 2013

	Number of approved services	% of services provided
Small	5840	43%
Medium	4001	29%
Large	3835	28%
TOTAL	13 676	100%

Progress of assessment and rating

All children's education and care services approved under the NQF are working to meet the standards in the NQS. The NQS sets a higher benchmark for all children's education and care services across Australia. Services are assessed and quality rated against the NQS by regulatory authorities in each state or territory. Services receive an overall quality rating, as well as a rating for each of the seven quality areas in the NQS.

Authorised officers from regulatory authorities in each state or territory visit services to assess and rate their performance against the NQS. Quality rating began in mid 2012 and over time all services will be assessed and rated.

On 30 September 2013, 3441 services were quality rated against the NQS, making up 25% of all approved education and care services (see Table 5).

The number of services with a quality rating has increased at a faster rate more recently. For example, there has been a 34% rise in the number of services with a quality rating since the last *Snapshot* was published, which equates to a 32% increase when the corresponding increase in the number of services is taken into account. This increase was most noticeable in Western Australia where there was a 48% increase (standardised against growth in services) in quality ratings in the three months to 30 September 2013. Similarly, the number of services rated in South Australia increased by 30%.

Some change in the count of quality ratings from one *Snapshot* to the next may be attributed to the time elapsed between a service rating being determined and the rating being completed in the NQA ITS.

Western Australia has completed the smallest proportion of quality ratings. The assessment and rating process started later there because the law only came into effect in Western Australia in August 2012. South Australia also has a relatively lower proportion of quality rated services than other jurisdictions. South Australia has set up a new independent regulatory authority to look after children's education and care services, while other regulatory authorities mainly operate within existing state and territory government departments. The authority started with transition arrangements from 1 January 2012 and has added resources over time as agreed to by the governing Board. It is expected the rate of assessment will increase over time.

Table 5: The number and proportion of approved services with a quality rating by jurisdiction on 30 September 2013

	Number of services with a quality rating	Number of services	Proportion of services with a quality rating
ACT	91	313	29%
NSW	1290	4407	29%
NT	85	203	42%
QLD	666	2655	25%
SA	139	1125	12%
TAS	54	221	24%
VIC	1030	3786	27%
WA	86	966	9%
TOTAL	3441	13 676	25%

Progress of assessment and rating

Table 6 illustrates that the proportion of family day care services³ and centre-based services⁴ that have been quality rated is now even. In the last *Snapshot*, family day care services were more likely to be quality rated than centre-based services, with 24% of family day care services and 19% of centre-based services rated at 30 June 2013. There was a 32% standardised increase in the number of centre-based services with a quality rating since the last *Snapshot*, compared to a 3% standardised increase in the number of quality rated family day care services.

Table 6: The number and proportion of approved services with a quality rating by service type on 30 September 2013

	Number of services with a quality rating	Number of services	Proportion of services with a quality rating
Centre-based care	3289	13 060	25%
Family day care	152	616	25%
TOTAL	3441	13 676	25%



Centre-based services

35% 

increase in completed ratings over Q2 2013



Family day care services

19% 

increase in completed ratings over Q2 2013

³A family day care service is an education and care service delivered through the use of two or more educators to provide education and care for children in residences, whether or not the service also provides education and care to children at a place other than a residence. They are sometimes known as family day care schemes and they are administered and supported by central coordination units.

⁴A centre-based service is an education and care service other than a family day care service. This includes most long day care, preschool and outside school hours care services that are delivered at a centre. It does not include preschools in Tasmania or Western Australia.

Overall quality ratings of services

The NQS raises the bar on quality for children’s education and care services. Authorised officers from regulatory authorities assess and rate services using the seven quality areas, 18 standards and 58 elements that make up the NQS.

To determine a service’s rating, firstly all 58 elements are assessed as being ‘met’ or ‘not met’. The 18 standards are then rated. If all elements in a standard are met, the standard will be rated as Meeting NQS or Exceeding NQS. If one or more elements in the standard are not met, then the standard will be rated as Working Towards NQS.

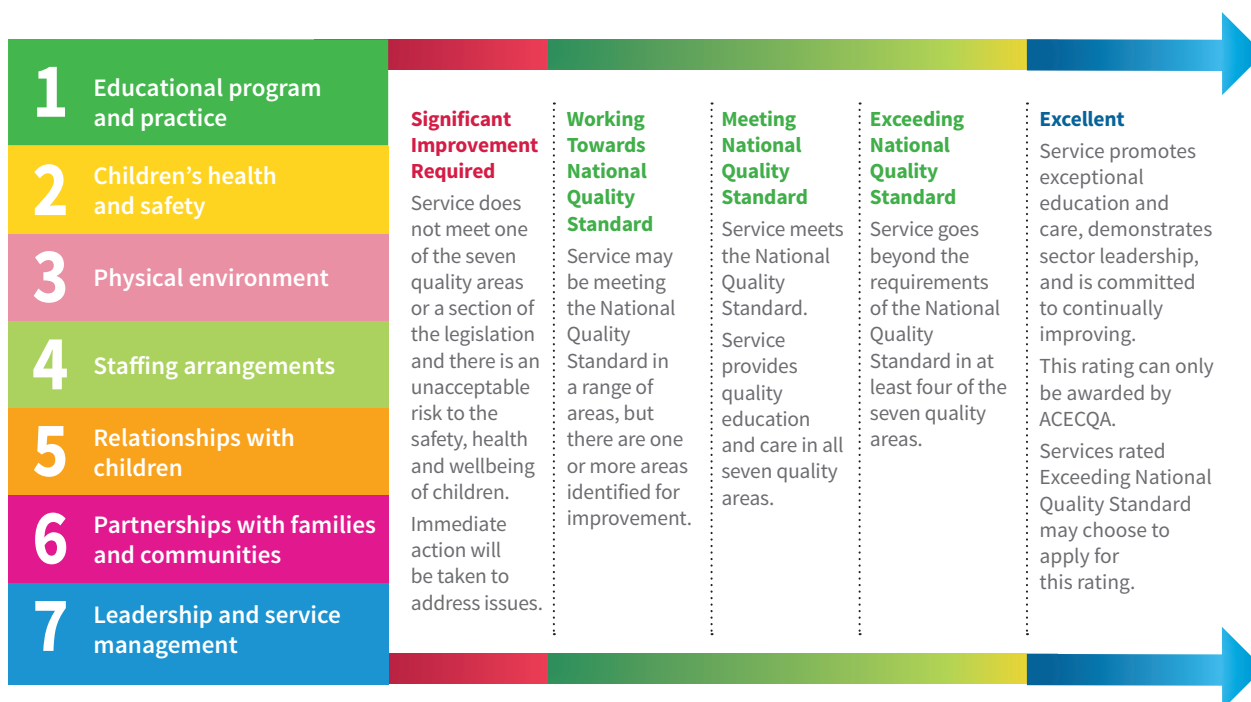
Each quality area is then rated by calculating the rating of all of the standards within the quality area. If a quality area or regulation is not met and poses an unacceptable risk to the health, wellbeing or safety of children, the service will be given a rating of Significant Improvement Required for the quality area and the overall rating. This will usually mean that urgent action is needed to fix the problem.

If one or more standards are rated Working Towards NQS, the service will be given this rating for that quality area and the overall rating. This means that a service could meet all but one of the 58 elements in the NQS and receive an overall rating of Working Towards. This makes it significantly more challenging for services to be rated as Meeting or Exceeding NQS.

If all standards are met, the quality area will be rated as Meeting NQS. If at least two of the standards are rated Exceeding NQS and all other standards are met, the quality area will be rated Exceeding NQS.

Services that receive an overall rating of Meeting NQS can be rated as Meeting in all seven quality areas or have a mix of quality areas rated Meeting and Exceeding. Services receive an overall rating of Exceeding NQS if four or more quality areas are rated as Exceeding, including two of the four following quality areas: Quality Area 1, Quality Area 5, Quality Area 6 and Quality Area 7.

Most services will receive one of the three middle ratings below.



The Excellent rating can only be awarded by ACECQA. Providers with a service that has received an overall rating of Exceeding can apply for this rating. Applications for the Excellent rating opened on 1 May 2013 and four services have been rated Excellent at 30 September 2013. These are the first four services to receive the Excellent rating, with three from South Australia and one from Queensland.

The services rated are not a representative sample of the total population in each jurisdiction or nationally, so caution should be used when making comparisons between states and territories or drawing conclusions about services yet to be rated. Refer to the technical note at the end of this report for further information.

Overall quality ratings of services

Tables 7 and 8 show that nationally, 58% of assessed and rated services are Meeting (34%) or Exceeding (24%) the NQS. The distribution of overall quality rating results nationally has changed little since the first *Snapshot*. The distribution of ratings suggests the NQS is working as intended for those services that have been quality rated to date, by being achievable and yet still posing a challenge for many providers.

Based on completed quality ratings so far, a greater proportion of services in Australian Capital Territory (ACT), New South Wales (NSW), Northern Territory (NT), Tasmania (Tas) and Western Australia (WA) have received an overall rating of Working Towards NQS. A higher proportion of services in Victoria (Vic) received a rating of Meeting NQS, while higher proportions of services in Queensland (Qld) and South Australia (SA) had more services rated Exceeding NQS and are the only states with services that have been rated as Excellent by ACECQA.

To some degree these differences between jurisdictions will reflect the different approaches that regulatory authorities have taken to scheduling quality rating and the cross-section of services rated. Please see the technical note at the end of this document for further explanation.

Table 7: The number of approved services with a quality rating, by quality rating level and jurisdiction on 30 September 2013

	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent rated	TOTAL
ACT	0	60	16	15	0	91
NSW	4	724	375	187	0	1290
NT	0	70	5	10	0	85
QLD	1	228	186	250	1	666
SA	0	47	36	53	3	139
TAS	0	38	6	10	0	54
VIC	2	243	521	264	0	1030
WA	5	48	15	18	0	86
TOTAL	12	1458	1160	807	4	3441
% of Quality Ratings	0%	42%	34%	24%	0%	100%

Note: Due to rounding, individual values may not add to 100% in all cases, and very small numbers will not be represented in percentages.

Overall quality ratings of services

Table 8: The proportion of approved services with a quality rating by quality rating level and jurisdiction on 30 September 2013

Jurisdiction	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent rated
ACT	0%	66%	18%	16%	0%
NSW	0%	56%	29%	14%	0%
NT	0%	82%	6%	12%	0%
QLD	0%	34%	28%	38%	0%
SA	0%	35%	26%	39%	2%
TAS	0%	70%	11%	19%	0%
VIC	0%	24%	51%	26%	0%
WA	6%	56%	17%	21%	0%
<hr/>					
National Total	0%	42%	34%	24%	0%

Note: Due to rounding, individual values may not add to 100% in all cases, and very small numbers will not be represented in percentages.

Overall quality ratings of services

A significant number of services with a Working Towards NQS rating have only narrowly missed out on being rated as Meeting or Exceeding NQS. A service that is rated as Working Towards NQS in just one of the 18 standards in the NQS will receive an overall rating of Working Towards NQS. It will receive a rating of Working Towards NQS for the quality area that the standard is in and an overall rating of Working Towards NQS.

Table 9 shows the number and proportion of approved services that received an overall rating of Working Towards NQS and the number of quality areas rated as Working Towards NQS. It shows that more than half of services rated as Working Towards NQS received the rating of Working Towards NQS in less than half of the quality areas. Significantly, about one-third of services rated Working Towards NQS are Meeting or Exceeding the NQS in five or more quality areas.

Table 10 shows the number and proportion of approved services with an overall rating of Working Towards NQS and the number of standards they had rated as Working Towards NQS. It shows that 82% of services that received an overall rating of Working Towards NQS met or exceeded almost half of all of the standards. In fact, almost half (44%) of the services only missed out on being rated Meeting or Exceeding NQS by one to four standards. More than one in five services rated overall as Working Towards NQS were rated as Meeting or Exceeding NQS in all but one or two of the 18 comprehensive standards.

This demonstrates that a significant proportion of services rated Working Towards NQS are operating at a high level and are very close to achieving Meeting or Exceeding NQS. It also suggests that the NQS has set a higher benchmark for services and it encourages services to work to continuously improve.

Table 9: The number of approved services with a finalised quality rating of Working Towards NQS by number of quality areas rated Working Towards on 30 September 2013

Number of quality areas Working Towards NQS	Number of services with rating of Working Towards NQS	Proportion of services with rating of Working Towards NQS
1	180	12%
2	305	21%
3	272	19%
4	224	15%
5	186	13%
6	145	10%
7	146	10%
TOTAL	1458	100%

Overall quality ratings of services

Table 10: The number of approved services with a finalised quality rating of Working Towards NQS by number of standards rated Working Towards on 30 September 2013

Number of standards rated Working Towards	Number of services with rating of Working Towards NQS	Proportion of services with rating of Working Towards NQS
1-2	307	21%
3-4	337	23%
5-6	255	18%
7-8	177	12%
9-10	127	9%
More than 10	255	18%
<hr/>		
TOTAL	1458	100%

Overall quality ratings of services

There is a high level of consistency between the distribution of ratings results for centre-based⁵ and family day care⁶ services, as shown in Table 11.



Working Towards NQS

42%

Meeting NQS

34%

Exceeding NQS

23%

Centre-based care



Working Towards NQS

44%

Meeting NQS

31%

Exceeding NQS

24%

Family day care

Table 11: The number of approved services with a quality rating by quality rating level and service type on 30 September 2013

	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent rated	TOTAL
Centre-based care	10	1391	1113	771	4	3289
Family day care	2	67	47	36	0	152
TOTAL	12	1458	1160	807	4	3441

⁵A centre-based service is an education and care service other than a family day care service. This includes most long day care, preschool and outside school hours care services that are delivered at a centre. It does not include preschools in Tasmania or Western Australia.

⁶A family day care service is an education and care service delivered through the use of two or more educators to provide education and care for children in residences, whether or not the service also provides education and care to children at a place other than a residence. They are sometimes known as family day care schemes and they are administered and supported by central coordination units.

Quality area ratings of services

Each education and care service receives an overall rating and a rating for each of the seven quality areas in the National Quality Standard. The seven quality areas are:

- 1** Quality Area 1 - Educational program and practice
- 2** Quality Area 2 - Children's health and safety
- 3** Quality Area 3 - Physical environment
- 4** Quality Area 4 - Staffing arrangements
- 5** Quality Area 5 - Relationships with children
- 6** Quality Area 6 - Partnerships with families and communities
- 7** Quality Area 7 - Leadership and service management

Details about each of the seven quality areas can be found on the ACECQA website:

<http://www.acecqa.gov.au/Quality-Areas>

Tables 12 and 13 display the quality ratings results for each of the seven quality areas at a national level. Nationally, services are more likely to:

- be rated as Meeting or Exceeding NQS in Quality Areas 4 (88%), 5 (85%) and 6 (83%) than Quality Areas 1 (67%), 2 (75%), 3(71%) and 7 (74%)
- be rated as Working Towards NQS in Quality Areas 1 (33%), 2 (25%), 3 (29%) and 7 (26%) than Quality Areas 4 (12%), 5 (15%) and 6 (17%).

Table 12: The number of approved services with a finalised quality rating by quality area nationally on 30 September 2013

Rating outcome	QA1	QA2	QA3	QA4	QA5	QA6	QA7
Exceeding NQS	773	708	731	918	1215	1067	953
Meeting NQS	1526	1868	1708	2120	1712	1781	1603
Working Towards NQS	1138	854	996	398	511	592	880
Significant improvement required	4	11	6	5	3	1	5
TOTAL	3441	3441	3441	3441	3441	3441	3441

Quality area ratings of services

Table 13: The proportion of approved services with a finalised quality rating by quality area nationally on 30 September 2013.

Rating outcome	QA1	QA2	QA3	QA4	QA5	QA6	QA7
Exceeding NQS	22%	21%	21%	27%	35%	31%	28%
Meeting NQS	44%	54%	50%	62%	50%	52%	47%
Working Towards NQS	33%	25%	29%	12%	15%	17%	26%
Significant improvement required	0%	0%	0%	0%	0%	0%	0%

Note: Due to rounding, individual values may not add to 100% in all cases.

Quality area ratings of services

Tables 14 and 15 show the spread of quality ratings in each quality area for family day care⁷ services and centre-based services⁸.

As centre-based services make up the majority of all services, there is little difference between the spread of the quality area ratings for centre-based services specifically and the overall results in Table 11. However, when the spread of the quality area ratings for family day care services are compared to centre-based services, it appears that family day care services are more likely to achieve Exceeding NQS in Quality Areas 6 and 7, but less likely to achieve Exceeding NQS in Quality Area 1.

Table 14: The number of approved family day care services with a finalised quality rating by quality area on 30 September 2013

	QA1	QA2	QA3	QA4	QA5	QA6	QA7
Exceeding NQS	21	31	28	51	52	62	67
Meeting NQS	69	86	73	88	82	64	54
Working Towards NQS	61	33	49	12	18	26	29
Significant improvement required	1	2	2	1	0	0	2
TOTAL	152	152	152	152	152	152	152

Table 15: The number of approved centre-based care services with a finalised quality rating by quality area on 30 September 2013

	QA1	QA2	QA3	QA4	QA5	QA6	QA7
Exceeding NQS	752	677	703	867	1163	1005	886
Meeting NQS	1457	1782	1635	2032	1630	1717	1549
Working Towards NQS	1077	821	947	386	493	566	851
Significant improvement required	3	9	4	4	3	1	3
TOTAL	3289	3289	3289	3289	3289	3289	3289

⁷A family day care service is an education and care service delivered through the use of two or more educators to provide education and care for children in residences, whether or not the service also provides education and care to children at a place other than a residence. They are sometimes known as family day care schemes and they are administered and supported by central coordination units.

⁸A centre-based service is an education and care service other than a family day care service. This includes most long day care, preschool and outside school hours care services that are delivered at a centre. It does not include preschools in Tasmania or Western Australia.

Socio-Economic Index for Areas (SEIFA)

SEIFA is a product developed by the Australian Bureau of Statistics (ABS) to rank areas according to socio-economic advantage and disadvantage based on census data. ACECQA has applied the SEIFA tool to the NQA ITS data on 30 September 2013 to provide insights and analysis on the socio-economic distribution of centre-based services under the NQF. This index has only been applied to centre-based services.

The Index of Relative Disadvantage element of the SEIFA tool has been applied to data, identifying areas with lower educational attainment, people in low-skilled occupations, low employment and other indicators of disadvantage.

The scale of this index runs from one (representing the most disadvantaged areas) to 10 (the least disadvantaged areas).

The number of approved centre-based services that have been quality rated are fairly evenly distributed across socio-economic disadvantage. Table 16 shows that services in more disadvantaged areas are slightly more likely to be quality rated, with quality rated services in the three most disadvantaged areas on the scale making up 35% of all quality rated centre-based services.

Table 16: The number and proportion of approved services with a finalised quality rating by SEIFA Index of Relative Disadvantage on 30 September 2013

	Number of centre-based services with a quality rating	Number of centre-based services	Proportion of centre-based services with a quality rating
10 (Least disadvantaged)	256	1168	22%
9	235	1183	20%
8	255	1204	21%
7	316	1238	26%
6	301	1268	24%
5	294	1246	24%
4	373	1375	27%
3	382	1312	29%
2	433	1493	29%
1 (Most disadvantaged)	406	1486	27%
N/A (inc. FDC)	190	703	27%
TOTAL	3441	13 676	25%

Note: The Not Applicable row includes all family day care services, as their educators do not have a single location, plus a small number of centre-based services without an exact location in the NQA ITS.

Socio-Economic Index for Areas (SEIFA)

Tables 17 and 18 show the number and proportion of quality rated centre-based services by quality rating and SEIFA index of relative disadvantage. For services rated to date, socio-economic advantage and disadvantage has minimal effect on the spread of quality ratings. When viewed by overall quality level, there is no clear pattern emerging between socio-economic advantage and quality. For example, services in the second most advantaged and disadvantaged categories are equally likely to be Meeting NQS. However, of services rated to date, the proportion of services in the three most disadvantaged SEIFA categories are a little more likely to be rated Working Towards NQS (44%) than in the three most advantaged SEIFA categories (39%).

Table 17: The number of approved services by quality rating and SEIFA Index of Relative Disadvantage on 30 September 2013

	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent rated	TOTAL
10 (Least disadvantaged)	0	103	77	76	0	256
9	2	90	85	58	0	235
8	1	97	107	50	0	255
7	1	136	88	91	0	316
6	0	129	107	64	1	301
5	1	118	92	82	1	294
4	0	156	143	74	0	373
3	1	174	114	93	0	382
2	2	192	159	79	1	433
1 (Most disadvantaged)	2	174	132	97	1	406
N/A (inc FDC)	2	89	56	43	0	190
TOTAL	12	1458	1160	807	4	3441

Note: The Not Applicable row includes all family day care services, as their educators do not have a single location, plus a small number of centre-based services without an exact location in the NQA ITS.

Socio-Economic Index for Areas (SEIFA)

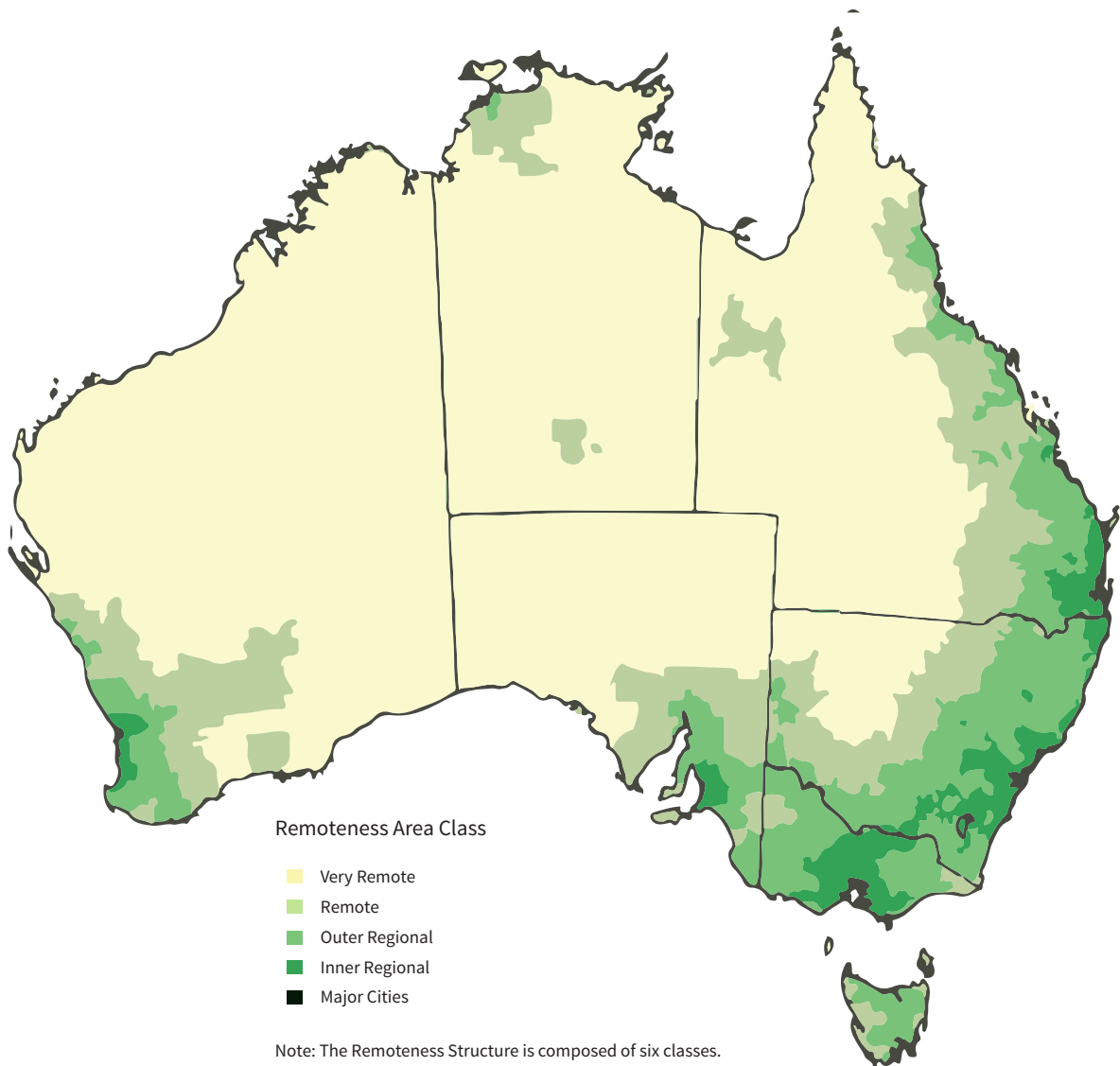
Table 18: The proportion of approved services by quality rating and SEIFA Index of Relative Disadvantage on 30 September 2013

	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent rated	TOTAL
10 (Least disadvantaged)	0%	40%	30%	30%	0%	100%
9	1%	38%	36%	25%	0%	100%
8	0%	38%	42%	20%	0%	100%
7	0%	43%	28%	29%	0%	100%
6	0%	43%	36%	21%	0%	100%
5	0%	40%	31%	28%	0%	100%
4	0%	42%	38%	20%	0%	100%
3	0%	46%	30%	24%	0%	100%
2	0%	44%	37%	18%	0%	100%
1 (Most disadvantaged)	0%	43%	33%	24%	0%	100%
N/A (inc. FDC)	1%	42%	29%	23%	0%	100%

Note: Due to rounding, individual values may not add to 100% in all cases, and very small numbers will not be represented in percentages. The Not Applicable row includes all family day care services, as their educators do not have a single location, plus a small number of centre-based services without an exact location in the NQA ITS.

Accessibility/Remoteness Index of Australia (ARIA+)

The ARIA+ index is a geographical approach to defining remoteness in Australia. The index has been applied to NQA ITS data on 30 September 2013 to show the distribution of approved centre-based services with a quality rating by remoteness classification. This index has only been applied to centre-based services.



Accessibility/Remoteness Index of Australia (ARIA+)

Table 19 shows the distribution of approved services with a quality rating by remoteness classification (ARIA+). A higher proportion of services in inner and outer regional areas have received a quality rating than those in major cities, remote and very remote areas.

This correlates with the advice from some regulatory authorities that there has been a focus in some regional areas on assessment and rating due to the region being very engaged in the NQF. If authorised officers have travelled to a region, they are likely to assess several services in the one visit to the region.

Services in very remote areas are less likely to have a quality rating, however, these services make up a very small proportion (1%) of all approved services.

Table 19: The number and proportion of approved services with a finalised quality rating by remoteness classification (ARIA+) on 30 September 2013

	Number of services with a quality rating	Number of services	Proportion of services with a quality rating
Major cities of Australia	2104	9144	23%
Inner regional Australia	731	2302	32%
Outer regional Australia	366	1216	30%
Remote Australia	43	201	21%
Very remote Australia	21	149	14%
N/A (inc. FDC)	176	664	27%
TOTAL	3441	13 676	25%

Accessibility/Remoteness Index of Australia (ARIA+)

Analysis of the number and proportion of approved services with a quality rating using the measure of remoteness (ARIA+) finds that that remoteness may have minimal effect on the spread of quality ratings. With only a small number of services in remote and very remote areas quality rated, it is too early to make comparisons about the spread of ratings between services in remote/very remote locations, major cities and inner and outer regional areas.

Table 20: The number of approved services by quality rating by remoteness classification (ARIA+) on 30 September 2013

	Major Cities of Australia	Inner Regional Australia	Outer Regional Australia	Remote Australia	Very Remote Australia	N/A (inc. FDC)
Significant improvement required	7	1	2	0	0	2
Working Towards NQS	904	283	156	24	10	81
Meeting NQS	696	280	113	12	8	51
Exceeding NQS	493	167	95	7	3	42
Excellent rated	4	0	0	0	0	0
TOTAL	2104	731	366	43	21	176

Table 21: The proportion of approved services by quality rating by remoteness classification (ARIA+) on 30 September 2013

	Major Cities of Australia	Inner Regional Australia	Outer Regional Australia	Remote Australia	Very Remote Australia	N/A (inc. FDC)
Significant improvement required	0%	0%	1%	0%	0%	1%
Working Towards NQS	43%	39%	43%	56%	48%	46%
Meeting NQS	33%	38%	31%	28%	38%	29%
Exceeding NQS	23%	23%	26%	16%	14%	24%
Excellent rated	0%	0%	0%	0%	0%	0%
TOTAL	100%	100%	100%	100%	100%	100%

Note: Due to rounding, total values may not add to 100% in all cases, and very small numbers will not be represented in percentages.

Waivers

Waivers play an important role in helping providers maintain their level of service to families while adjusting to the NQF or dealing with unexpected events.

There may be situations where, despite the best intentions, providers are unable to meet certain requirements in relation to physical environment or staffing arrangements either on a permanent or temporary basis. Under the National Law education and care providers are able to apply for two types of waivers. Providers apply to the regulatory authority in their state or territory for consideration of a waiver.

Service waivers – service waivers have no specified expiry date. Where a service waiver is in force the education and care service is taken to comply with the element(s) of the NQS and National Regulations specified in the service waiver. A service waiver does not affect a service’s assessment and rating against the NQS and can be revoked by the regulatory authority either at its discretion or on receipt of an application from an approved provider.

Temporary waivers – temporary waivers apply for no more than 12 months. Where a temporary waiver is in force the education and care service is not required to comply with the element(s) of the NQS and National Regulations specified in the temporary waiver. Temporary waivers must specify the period for which the waiver applies and providers may apply to the regulatory authority to extend the period of a temporary waiver by periods of not more than 12 months. A temporary waiver does not affect a service’s assessment and rating against the NQS.

On 30 September 2013, 4.8% (662) of approved education and care services across Australia were operating with waivers.

Table 22 shows of the 431 services with temporary waivers, 91% are for staff. For services with a service waiver, 81% are for physical environment.

The high percentage of temporary waivers for staffing is indicative of the nature of recruitment as a service may apply for a temporary waiver while they are recruiting to fill a position. In contrast, physical environment standards may involve an ongoing issue that cannot be rectified but can be met by other means.

Tables 23 and 24 illustrate the spread of waiver types between jurisdictions. Overall New South Wales has the most waivers, followed by Queensland, Victoria, Tasmania and Western Australia. With the exception of Tasmania, the smaller jurisdictions have the least number of waivers. This is proportionate to the smaller number of services in these jurisdictions.

Tasmania has the highest proportion of services with a waiver followed by Northern Territory, Australian Capital Territory and Western Australia. Larger jurisdictions such as New South Wales, Queensland and Victoria have lower proportions of services with a waiver. Almost 89% of Tasmania’s waivers are due to a transitional regulation (regulation 347 of the National Regulations) that requires more qualified educators than the National Law. It is anticipated that the number of waivers in Tasmania will align more closely with other jurisdictions by the end of 2013 as this will be superseded by new qualification requirements from 1 January 2014.

A waiver can only be issued if children’s safety, health and well-being is not compromised or at risk.

Table 22: The number of services with waivers by waiver category and waiver type on 30 September 2013

	Service	Temporary	Both	TOTAL
Physical	182	39	2	223
Staff	42	391	0	433
Both	0	1	5	6
TOTAL	224	431	7	662

Waivers

Table 23: The number of approved services with any waiver by jurisdiction and waiver type on 30 September 2013

	Service	Temporary	Both	TOTAL
ACT	4	20	0	24
NSW	87	162	4	253
NT	0	19	0	19
QLD	67	21	2	90
SA	0	42	0	42
TAS	4	73	1	78
VIC	57	28	0	85
WA	5	66	0	71
TOTAL	224	431	7	662

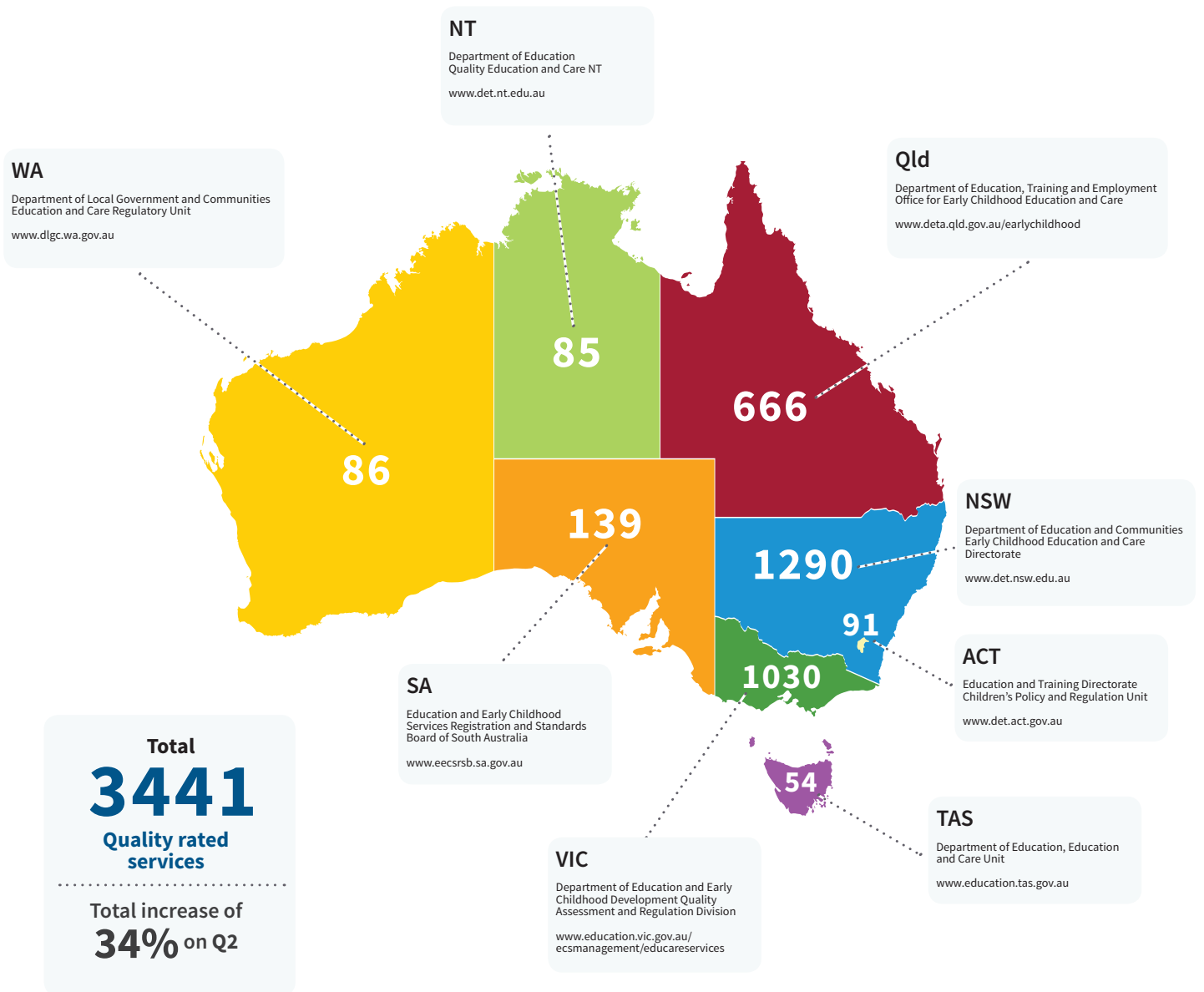
Table 24: The number and proportion of approved services with any waiver by jurisdiction and waiver category on 30 September 2013

	Physical	Staff	Both	TOTAL	Total number of services	Proportion of services with a waiver
ACT	7	17	0	24	313	7.7%
NSW	94	155	4	253	4407	5.7%
NT	0	19	0	19	203	9.4%
QLD	85	4	1	90	2655	3.4%
SA	3	39	0	42	1125	3.7%
TAS	4	73	1	78	221	35.3%
VIC	22	63	0	85	3786	2.2%
WA	8	63	0	71	966	7.3%
TOTAL	223	433	6	662	13 676	4.8%

National summary

A comparison between ratings in quality areas across jurisdictions is presented in Tables 25-32. The figures show some differences between jurisdictions, however, caution should be taken when making any comparisons. Some regulatory authorities have rated only a small number of services and the services rated are not a representative sample of the total population in each jurisdiction or nationally. The way that regulatory authorities have chosen services to assess and rate has also varied between jurisdictions. Refer to the technical note at the end of the report for further information.

Figure 3: The number of approved services with a finalised quality rating by quality area on 30 September 2013 (Nationally)



Australian Capital Territory summary

On 30 September 2013 the Australian Capital Territory had:

- 313 approved services, comprising 305 centre-based care services and eight family day care services
- 1288 supervisor certificates issued
- 91 approved services with a quality rating including:
 - 60 approved services with a quality rating of Working Towards NQS
 - 16 approved services with a quality rating of Meeting NQS
 - 15 approved services with a quality rating of Exceeding NQS
- 24 approved services with a waiver

Table 25: The number of ACT approved services with a finalised quality rating by quality area on 30 September 2013

- Exceeding NQS
- Meeting NQS
- Working Towards NQS
- Significant improvement required



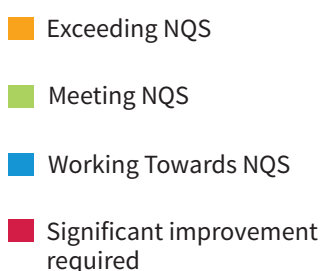
Quality Area	Working Towards NQS	Meeting NQS	Exceeding NQS	Total
QA1	57	21	13	91
QA2	28	48	15	91
QA3	53	28	10	91
QA4	13	53	25	91
QA5	29	32	30	91
QA6	39	35	17	91
QA7	28	45	18	91

New South Wales summary

On 30 September 2013 New South Wales had:

- 4407 approved services, comprising 4233 centre-based care services and 174 family day care services
- 17 615 supervisor certificates issued
- 1290 approved services with a quality rating including:
 - 4 approved services with a quality rating of Significant Improvement Required
 - 724 approved services with a quality rating of Working Towards NQS
 - 375 approved services with a quality rating of Meeting NQS
 - 187 approved services with a quality rating of Exceeding NQS
- 253 approved services with a waiver

Table 26: The number of NSW approved services with a finalised quality rating by quality area on 30 September 2013



An increase of
37% on Q2

Quality Area	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Total
QA1	1	521	563	205	1290
QA2	3	466	653	168	1290
QA3	2	502	605	181	1290
QA4	2	203	819	266	1290
QA5	1	242	722	325	1290
QA6	0	273	708	309	1290
QA7	2	447	582	259	1290

Northern Territory summary

On 30 September 2013 the Northern Territory had:

- 203 approved services, comprising 200 centre-based care services and three family day care services
- 694 supervisor certificates issued
- 85 approved services with a quality rating including:
 - 70 approved services with a quality rating of Working Towards NQS
 - 5 approved services with a quality rating of Meeting NQS
 - 10 approved services with a quality rating of Exceeding NQS
- 19 approved services with a waiver

Table 27: The number of NT approved services with a finalised quality rating by quality area on 30 September 2013

- Exceeding NQS
- Meeting NQS
- Working Towards NQS
- Significant improvement required



An increase of **33%** on Q2

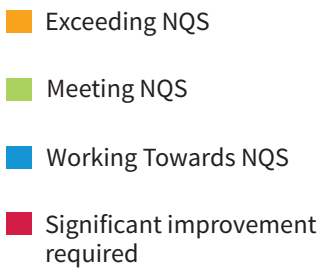
Quality Area	Quality Area			Total
QA1	67	10	8	85
QA2	61	17	7	85
QA3	52	22	11	85
QA4	37	31	17	85
QA5	41	26	18	85
QA6	27	40	18	85
QA7	47	23	15	85

Queensland summary

On 30 September 2013 Queensland had:

- 2655 approved services, comprising 2548 centre-based care services and 107 family day care services
- 19 040 supervisor certificates issued
- 666 approved services with a quality rating including:
 - 1 approved service with a quality rating of Significant Improvement Required
 - 228 approved services with a quality rating of Working Towards NQS
 - 186 approved services with a quality rating of Meeting NQS
 - 250 approved services with a quality rating of Exceeding NQS
 - 1 approved service with an Excellent rating
- 90 approved services with a waiver

Table 28: The number of Qld approved services with a finalised quality rating by quality area on 30 September 2013



An increase of **25%** on Q2

Quality Area	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Total
QA1	0	183	293	190	666
QA2	1	122	267	276	666
QA3	0	170	296	200	666
QA4	0	54	320	292	666
QA5	0	91	259	316	666
QA6	0	129	269	268	666
QA7	0	135	242	289	666

South Australia summary

On 30 September 2013 South Australia had:

- 1125 approved services, comprising 1099 centre-based care services and 26 family day care services
- 6930 supervisor certificates issued
- 139 approved services with a quality rating including:
 - 47 approved services with a quality rating of Working Towards NQS
 - 36 approved services with a quality rating of Meeting NQS
 - 53 approved services with a quality rating of Exceeding NQS
 - 3 approved services with an Excellent rating
- 42 approved services with a waiver

Table 29: The number of SA approved services with a finalised quality rating by quality area on 30 September 2013

- Exceeding NQS
- Meeting NQS
- Working Towards NQS
- Significant improvement required



Quality Area	Working Towards NQS	Meeting NQS	Exceeding NQS	Total
QA1	42	44	53	139
QA2	23	81	35	139
QA3	35	64	40	139
QA4	9	94	36	139
QA5	8	47	84	139
QA6	28	55	56	139
QA7	37	44	58	139

Tasmania summary

On 30 September 2013 Tasmania had:

- 221 approved services, comprising 210 centre-based care services and 11 family day care services
- 1182 supervisor certificates issued
- 54 approved services with a quality rating including:
 - 38 approved services with a quality rating of Working Towards NQS
 - 6 approved services with a quality rating of Meeting NQS
 - 10 approved services with a quality rating of Exceeding NQS
- 78 approved services with a waiver

Table 30: The number of approved TAS services with a finalised quality rating by quality area on 30 September 2013

- Exceeding NQS
- Meeting NQS
- Working Towards NQS
- Significant improvement required



An increase of
35% on Q2

Quality Area	Quality Area			Total
QA1	29	18	7	54
QA2	24	20	10	54
QA3	28	18	8	54
QA4	8	27	19	54
QA5	15	24	15	54
QA6	17	19	18	54
QA7	24	11	19	54

Victoria summary

On 30 September 2013 Victoria had:

- 3786 approved services, comprising 3536 centre-based care services and 250 family day care services
- 17 397 supervisor certificates issued
- 1030 approved services with a quality rating including:
 - 2 approved services with a quality rating of Significant Improvement Required
 - 243 approved services with a quality rating of Working Towards NQS
 - 521 approved services with a quality rating of Meeting NQS
 - 264 approved services with a quality rating of Exceeding NQS
- 85 approved services with a waiver

Table 31: The number of approved VIC services with a finalised quality rating by quality area on 30 September 2013

Exceeding NQS

Meeting NQS

Working Towards NQS

Significant improvement required



An increase of **35%** on Q2

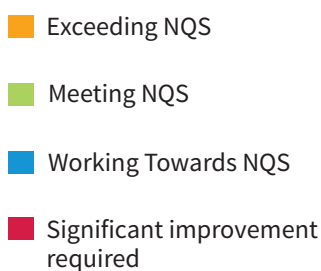
Quality Area	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Total
QA1	0	194	553	283	1030
QA2	2	96	750	182	1030
QA3	1	114	648	267	1030
QA4	2	59	728	241	1030
QA5	0	65	559	406	1030
QA6	0	50	621	359	1030
QA7	0	133	627	270	1030

Western Australia summary

On 30 September 2013 Western Australia had:

- 966 approved services, comprising 929 centre-based care services and 37 family day care services
- 4611 supervisor certificates issued
- 86 approved services with a quality rating including:
 - 5 approved services with a quality rating of Significant Improvement Required
 - 48 approved services with a quality rating of Working Towards NQS
 - 15 approved services with a quality rating of Meeting NQS
 - 18 approved services with a quality rating of Exceeding NQS
- 71 approved services with a waiver

Table 32: The number of WA approved services with a finalised quality rating by quality area on 30 September 2013



An increase of **48%** on Q2

Quality Area	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Total
QA1	3	45	24	14	86
QA2	5	34	32	15	86
QA3	3	42	27	14	86
QA4	1	15	48	22	86
QA5	2	20	43	21	86
QA6	1	29	34	22	86
QA7	3	29	29	25	86

Glossary of terms



Approved service

Under the National Quality Framework an approved provider must apply for and be granted a service approval for each education and care service it wants to operate. There are two types of approved services under the National Quality Framework:

- Centre-based service: which includes long day care, preschool or kindergarten and outside school hours care services
- Family day care service: where a number of educators formally linked to an education and care service provide education and care to children in residences or venues.

Approved provider

An approved provider is a person who holds a provider approval. Obtaining a provider approval is a prerequisite to operating one or more approved education and care services and is valid in all jurisdictions.

Accessibility/Remoteness Index of Australia (ARIA+)

ARIA+ was jointly developed by the National Centre for the Social Applications of Geographical Information Systems (GISCA) and the Australian Department of Health and Ageing in 1999 as a geographical approach to defining remoteness. Socio-economic, urban/rural and population size factors are not considered for incorporation into the measure. The most widely used ARIA product is ARIA+ based on road distance measurements from over 12,000 populated localities to the nearest Services Centres in five size categories based on population size.

Centre-based service

A centre-based service is an education and care service other than a family day care service. This includes most long day care, preschool/kindergarten and outside school hours care services that are delivered at a centre.

Glossary of terms

Education and care service

An education and care service is any service providing or intended to provide education and care on a regular basis to children under 13 years of age other than a service that is excluded under the National Law or Regulations. Education and care services include most long day care, family day care, preschool or kindergarten and outside school hours care services across Australia.

Educator

An educator is an individual who provides education and care for children as part of an education and care service.

Family day care educator

A family day care educator is an educator engaged by or registered with a family day care service to provide education and care for children in a residence or at an approved family day care venue.

Family day care service

A family day care service is an education and care service delivered through two or more educators to provide education and care for children in residences, whether or not the service also provides education and care to children at a place other than a residence. They are sometimes known as family day care schemes and they are typically administered and supported by central coordination units.

Index of Relative Disadvantage

This statistics tool is used to identify areas with lower educational attainment, people in low-skilled occupations, low employment and other indicators of disadvantage. The scale of the index runs from one (most disadvantaged areas) to 10 (least disadvantaged areas).

Jurisdiction

A state or territory in Australia.

Long day care

A centre-based form of children's education and care, operating at least 48 weeks per year and typically at least 8 hours per day Monday to Friday. Most children will be aged 0-6 but some school age care is often provided.

National Law

The National Quality Framework operates under an applied law system, comprising the Education and Care Services National Law and the Education and Care Services National Regulations. The NQF applies to most long day care, family day care, outside school hours care and preschools/kindergartens in Australia.

National Quality Agenda IT System (NQA ITS)

The National Quality Agenda IT System (NQA ITS) is an online business tool that allows educators and providers to submit application and notification forms online. It is also the national business system that captures data about the National Quality Framework and children's education and care in Australia.

National Quality Framework (NQF)

The National Quality Framework (NQF) raises quality and drives continuous improvement and consistency in Australian education and care services. Established in 2012, the NQF applies to most long day care, family day care, preschool/ kindergarten and outside school hours care services. All Australian governments have agreed to implement the National Quality Framework for Early Childhood Education and Care.

National Quality Standard (NQS)

The National Quality Standard (NQS) is a key aspect of the NQF and sets a national benchmark for early childhood education and care, and outside school care services in Australia. As the NQF progresses, every service in the country will be assessed against the new quality standard.

Glossary of terms

National Regulations

The National Quality Framework and associated regulatory system is enacted through legislation establishing the national system. The Education and Care Services National Regulations support the legislation and provide detail on a range of operational requirements for an education and care service.

Outside School Hours Care (OSHC)

Education and care provided for school aged children before and/or after school during the school term. Vacation care may also be included in this category. Vacation care services operates for school children during the school holidays.

Preschool/Kindergarten

A centre based form of children's education and care service, typically operating during school terms and during school hours and attended by children either 1 or 2 years prior to school entry.

Quality areas

The National Quality Standard (NQS) is a key aspect of the National Quality Framework (NQF). The NQS consists of seven quality areas, each containing standards and elements that children's education and care services are assessed and rated against. The seven quality areas are:

- Educational program and practice
- Children's Health and Safety
- Physical Environment
- Staffing arrangements
- Relationships with children
- Collaborative partnerships with families and communities
- Leadership and service management.

Quality ratings

Ratings promote transparency and accountability and help parents assess the quality of education and care services available. Every service receives a rating for each quality area and an overall rating. These ratings must be displayed by each service and are published on the ACECQA website. There are five rating levels within the national quality rating and assessment process:

- Excellent rating, awarded by ACECQA
- Exceeding National Quality Standard
- Meeting National Quality Standard
- Working Towards National Quality Standard
- Significant Improvement Required

Region

Regions of Australia are classified according to the Australian Bureau of Statistics Australian Statistical Geography Standard (ASGS), July 2011. This classification divides each state and territory into several regions on the basis of their relative access to services.

Glossary of terms

Regulatory authority

Each state and territory in Australia has a regulatory authority that regulates and assesses children's education and care services. Regulatory authorities in each state and territory are responsible for carrying out the quality rating of services under the National Quality Standard.

Socio-Economic Indexes for Areas (SEIFA)

SEIFA is a product developed by the Australian Bureau of Statistics (ABS) to rank areas according to socio-economic advantage and disadvantage based on census data. The census variables are used to cover a number of areas including household income, education, employment, occupation, housing and other indicators of advantage and disadvantage. The scale of the Index of Relative Disadvantage runs from one (most disadvantaged areas) to 10 (least disadvantaged areas).

Supervisor certificate

A supervisor certificate is an approval issued to a person who is eligible to be placed in day-to-day charge of an approved service.

Waivers

Regulatory authorities may grant waivers to services on a temporary (temporary waiver) or ongoing basis (service waiver). Waivers enable services to gain exemption from certain physical environment and staffing requirements of the Education and Care Services National Regulations.

- Service waivers have no specified expiry date. Where a service waiver is in force, the education and care service is taken to comply with the element(s) of the NQS and National Regulations specified in the service waiver.
- Temporary waivers apply for no more than 12 months. While a temporary waiver is in force, the education and care service is not required to comply with the element(s) of the NQS and National Regulations specified in the temporary waiver.



1. Not all approved services which transitioned from former regulatory schemes into the NQF have approvals entered in the NQA ITS, and therefore the total number of approved services in this *Snapshot* is likely to be understated in some jurisdictions.
2. The children's education and care services that have been quality rated and included in this *Snapshot* were selected for quality rating by regulatory authorities based on one, or a combination of the following considerations specific to each jurisdiction:
 - Service type (Long Day Care, Preschool/Kindergarten, Out of School Hours Care, Family Day Care), so that in some jurisdictions some service types have been prioritised for quality assessment ahead of others
 - Last National Childcare Accreditation Council (NCAC) accreditation date of each service (where relevant)
 - Last license renewal or visit date (where relevant)
 - The resources available to regulatory authorities
 - Providers that have been most prepared and engaged with the quality rating process, for example, the first group of services rated in Western Australia volunteered to take part due to the later commencement of the legislation.
3. The implication of quality rating services based on these particular attributes is that quality rating data are not representative of all education and care services nation-wide. Therefore, it is inadvisable to draw conclusions about education and care services that are yet to be quality rated based on those that have been rated to date.



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Australian Children's
Education & Care
Quality Authority

ACECQA is an independent national authority, based in Sydney. It is led by CEO Karen Curtis and guided by a governing Board whose members were nominated by each state and territory and the Commonwealth. Board members serve three year terms.

As the name suggests, one of ACECQA's many roles is to educate and inform the wider community about the importance of improving outcomes in children's education and care. We also provide governments, the sector and families with access to the most current research to ensure NQF policy and service delivery is in line with best practice across the country.

ACECQA guides the implementation of the National Quality Framework for Early Childhood Education and Care nationally and ensures consistency in delivery.



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