



▶ Information for families using child care

Fact Sheet 15

How do I know if my child is attending a quality service?

You want the best possible care for children and so does the Australian Government. This is why the Australian Government has created a formal quality assurance system for child care. This system builds on and complements state and territory government licensing regulations, which generally provide a minimum standard of operation for child care services.

Role of the state and territory governments

State and territory government licensing regulations for child care services cover a range of factors including:

- having a license to operate
- adequate space and equipment
- suitable and qualified staff
- appropriate staff to child ratios.

Role of the Australian Government

The Australian Government is responsible for ensuring the quality of care in relation to:

- positive learning experiences for children in care
- relationships between children and their carers
- relationships between you and your carer
- the types and quality of programs offered
- safe and protective environment for children.

What is the child care quality assurance system?

This system aims to ensure your children have positive experiences and learn and grow while in care. It focuses on quality relationships between you, your children and your carer and child care that is innovative, flexible and meets your needs.

Child care services need to meet (and continue to meet) the quality assurance standards to be approved by the Australian Government.

What type of care does the Australian Government assess?

- Long Day Care Centres
- Family Day Care
- Outside School Hours Care

Do all services have to comply with the Australian Government's quality assurance system?

All Long Day Care, Family Day Care and Outside School Hours Care services approved for Child Care Benefit must comply. However, other child care services even if approved for Child Care Benefit or those providing registered care are not required at present to participate in the Quality Assurance System.

Changes to the quality assurance systems

The Australian Government has committed to improving quality in child care as part of its broader agenda for early childhood education and care. Stronger quality standards and a five category rating system are key components of the policy change. Work to develop the new system will involve broad consultation with the sector, families and experts. The government will also work with State and Territory Governments to build a more cohesive system.

How often does the Australian Government assess each child care service?

National Childcare Accreditation Council (NCAC) Officers visit each child care service every two and a half years. Spot visits are also undertaken periodically to assess whether services are meeting Australian Government quality standards on a continuing basis.

Who assesses each child care service for the Australian Government?

The NCAC administers the quality assurance system. The NCAC is an independent body, funded by the Australian Government, that reports to Government if a child care service is not meeting requirements.

How do I make sure I choose quality child care?

The NCAC publishes the accreditation status and history of all participating child care services.

How can I get more information?

For further information about the quality of your child care service please contact the National Childcare Accreditation Council:



visit www.ncac.gov.au



call 1300 136 554

If you need to, you can also call:



Teletypewriter (TTY) 13 16 77 (if you are deaf or have a hearing or speech impairment).

You need a TTY phone to use this service.



13 14 50 if you need information in a language other than English.

Useful resources:

Family Information kit - available at ncac.gov.au