

Dear Commissioner,

I previously corresponded with your office on 3 May 2023 regarding inaccuracies in the evidence given by Kerry Leaver, Chief Executive/Registrar of Education Standards Board during *Session 5 - 3:45pm: The role of the Education Standards Board in early childhood education* of the Royal Commission into Early Childhood Education and Care hearing on Friday 14 April.

I am now making a formal submission to the Royal Commission as a mechanism for ensuring that the record is corrected and that any recommendations made as an outcome of the Royal Commission, such as policy and resourcing decisions, in relation to quality, compliance and regulation matters pertaining to the early childhood education and care and school aged care sectors in South Australia (SA), do not reflect inaccurate or incorrect evidence.

I make this submission as a private citizen and any statements herein should not be in any way associated with my paid or voluntary employment or associations.

By way of background, I was employed for four and a half years as Senior Manager, Early Childhood Services Regulatory Operations, where I reported to the (now retired) Chief Executive Mrs Christine Chatburn. In this role, I was responsible for overseeing the regulation and continuous quality improvement of the more than 1200 education and care and school aged care services in SA in the scope of the Education and Early Childhood Services (Registration and Standards) Act 2011 and the Education and Care Services National Regulations (2011). Working with a team of highly skilled and experienced authorised officers, this work included the assessment of applications such as new service approvals and waivers and the Assessment and Rating and quality and compliance monitoring of these services. I also hold a Bachelor of Social Work and a Diploma of Children's Services, and have worked in the early childhood education and care and related sectors for my entire career which spans more than thirty years.

Upon viewing the verbal evidence provided by Ms Leaver, and reading the transcript and the Education Standards Board's written submission, I noticed some incorrect information, as well as some information that requires additional context.

The most significant inaccuracy in Ms Leaver's evidence was her contention (page 69/70 of the evidence transcript) that *no services in SA were rated as Working Towards (WT) the National Quality Standard (NQS) prior to 2018*. I have attached National Quality Framework (NQF) Snapshots, which provide analysis and information on the profile of the sector, and the quality ratings of services, for quarter one each year from 2013 to 2020. These Snapshots can also be found on the Australian Education and Care Quality Authority (ACECQA) website at [NQF Snapshots | ACECQA](#).

These Snapshots clearly demonstrate that from the commencement of Assessment and Rating (A&R) against the 2012 NQS in 2013 in the context of the NQF, some services in SA were rated as WT. From this inaccurate evidence, it was inferred that there had been a significant decrease in quality since 2018. What I believe Ms Leaver was trying to convey was that all services rated as WT NQS against the 2012 NQS have all now been *re-assessed* and *re-rated* against the 2018 NQS. It should be noted however, that a large number of these services have remained at WT NQS over a number of re-assessment and re-ratings, some upwards of four times. Though it is possible that there has been a deterioration in the quality of education and care services and school aged care services in SA since 2018, and this is

difficult to establish based on the data provided by Ms Leaver to the Royal Commission, it is *not* the case that the state went from having no services rated as WT NQS prior to 2018 to the current percentage of services rates as WT NQS, which from Ms Leaver's evidence I understand currently sits at 14 per cent.

It is also important to consider other factors which may have contributed to a decrease in quality, if this is in fact the case. These may include the implementation of the 2018 NQS with the changes not being well-understood by the sector both at a state level and nationally, inconsistency in regard to A&R approaches as a result of the recent, high turnover of authorised officers in the state, with many of the current team of authorised officers employed at Education Standards Board being quite inexperienced, in addition to the need to 'unpack' the service types where a WT NQS rating is more likely to be given such as Family Day Care and OSHC and the overall numbers of these services in SA. However, the changes to the NQS are more likely to result in a service moving from Exceeding NQS to Meeting NQS, than from Meeting NQS to Working Towards NQS as has been seen in other jurisdictions. Again, this information can be found in the ACECQA Snapshots.

It is also important to note that a high number of the services rated as WT NQS against the 2018 NQS (fifty-two per cent according to the evidence) were previously rated as WT NQS against the 2012 NQS so this does not necessarily constitute the degree of deterioration of quality that has been outlined; Ms Leaver does refer to the data being skewed (page 71 of the transcript). Ms Leaver also noted (page 72 of the transcript) that there had been a reduction in services rated as WT NQS from twenty-one per cent to the current 14 per cent which does not support the contention that quality is decreasing. I suggest further unpacking of this data is required to understand the quality trend in SA over the past few years.

Also in relation to quality, it is important to note that although a high number of services have not been re-assessed and re-rated against the 2018 NQS, this is not to say that these services are left to their own devices as they are monitored and the national risk rating is adjusted ongoing based on notifications, complaints and other mechanisms.

Other examples of inaccuracies in Ms Leaver's verbal evidence include reference to ACECQA as "The National Regulator" (page 52 of the transcript). ACECQA is in fact the independent national authority that assists governments in administering the NQF, regulation is undertaken by state and territory governments with guidance and support from ACECQA.

Though Ms Leaver also stated that there has been no reduction in overall staffing (funded positions) at Education Standards Board, my understanding is that there has been a decrease in the number of Full Time Equivalent (FTE) Authorised Officers, a role requiring a high degree of technical knowledge and expertise, in addition to the high turnover of staff, which would have a bearing on the capacity of Education Standards Board to A&R and monitor services effectively and efficiently. I also understand that there has been a shift in focus from education, guidance and support and continuous quality improvement of the sector, to a more compliance and 'enforcement' focused approach. I am not suggesting current resourcing *is* or has ever been sufficient given the large number of services and their geographical placement across SA, especially giving consideration to authorised officer FTE in other jurisdiction, but I suggest it is one element only in regard to low numbers of A&R in SA, leading to years between A&R for some services, and should not be viewed in isolation of other factors impacting on A&R numbers and outcomes.

There are also additional elements of the evidence given by Ms Leaver which require additional information and/or context and therefore should not be considered in isolation.



For example, (page 61 of the transcript) Ms Leaver, speaks to the increase of *staffing waivers* in force. Further context is required to understand the large number of waivers currently in force, particularly in Outside School Hours Care (OSHC) services, and this data needs to be looked at, at an individual approved provider level not as a total number of waivers. For example, some approved providers, of all service types, have large numbers of waivers in place, and it forms part of their 'business model', even commencing operations with staffing waivers in place, whereas some approved providers seek to limit their waivers and work towards eliminating the need for them at the end of the approved period. The quality of the service and the number of waivers in place also bears a close relationship. The higher the number of waivers per approved provider (and service), then it follows that there is a reduction in quality and safety because of non-compliance associated with an unqualified, inexperienced and unstable workforce.

Quoting the large numbers of waivers in place alone does not speak to the individual differences and approaches at a provider or service level. This reference to staffing waivers also appears in Education Standards Board's written submission where it is stated on page seven that "On average there are 160 waivers in place for South Australia at any point in time. There is a high likelihood this will be further exacerbated by the expected increase in 3-year-old children attending an ECEC setting while workforce challenges in the sector persist." As aforementioned, this data needs to be looked at, at an individual approved provider level not as a total to properly understand how much of an issue staffing waivers are in SA and whether some approved providers could do more to attract and retain appropriately qualified staff rather than apply for waivers as a measure for meeting the staffing qualification requirements. Finally in regard to waivers, the assessment of waivers is *not* new work "certainly since 2019" as Ms Leaver contends in her evidence (page 59 of the transcript).

In regard to other inaccuracies in the written submission, on page 7 it is stated that "The ESB has also commenced a strategy to analyse and evaluate the current Working Towards services performance against each element of each Quality Area of the NQS, to provide further targeted guidance and support and use partial reassessments (where possible) to enable services to obtain a 'Meeting' rating". I note that this strategy is not new and has been in place since at least 2020 when I was employed at Education Standards Board.

Finally, on page 10 of the written submission, it is noted that the NQS is made up of the following elements: "The National Quality Framework (NQF) which means, the: • National Law: Education and Care Services National Law 2010 (National Law); • National Regulations: Education and Care Services National Regulations 2011 (National Regulations); • National Quality Standard (NQS) (set out in the National Regulations); and • prescribed rating system." This is incorrect, The NQF is made up of the National Law and Regulations, the National Quality Standard, the Assessment and Quality Rating Process and the Approved National Learning Frameworks as outlined on ACECQA's website: [What is the NQF? | ACECQA](#).

Please let me know if I can provide any additional information to support this submission.

Yours sincerely,

Mel Watson



Australian Children's  
Education & Care  
Quality Authority™

# ACECQA Snapshot

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

1 MAY 2013

## Introduction

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This *ACECQA Snapshot* is the first in what will be a regular quarterly update from ACECQA on the children's education and care sector in Australia.

This first 'snapshot' is released to coincide with the publication of registers of providers, services and holders of supervisor certificates. The register of services marks the start of reporting on the quality of the more than 12,800 children's education and care services that are regulated under the National Quality Framework for Early Childhood Education and Care.

The new National Quality Standard (NQS) has raised the bar on quality and continuous improvement in children's education and care services. As at the end of March 2013, some 1,620 or 13 per cent of education and care services had been quality rated, and of these services over 55 per cent are Meeting or Exceeding the National Quality Standard.

The services that have been quality rated to date are not a random sample or a representative cross-section of all services. A technical note at the end of this snapshot therefore cautions readers against making general conclusions or quality rating comparisons between different service types or jurisdictions at this early stage.

Information is also provided in the snapshot about results for each of the quality areas that make up the NQS. As the number of services that have been quality rated expands, future snapshots will include more detailed information about the quality rating results, and the geographic and socio-economic distribution of services.

More information about how the NQS applies to education and care services is on the ACECQA website [www.cecqa.gov.au](http://www.cecqa.gov.au).



## Snapshot

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The data presented in this snapshot is taken from the National Quality Agenda Information Technology System (NQA ITS) at 31 March 2013.

There were 6,653 approved providers under the *Education and Care Services National Law* (National Law) as at 31 March 2013 (Figure 1). The vast majority of providers manage only one education and care service.

Figure 1: The number of approved providers by size as at 31 March 2013

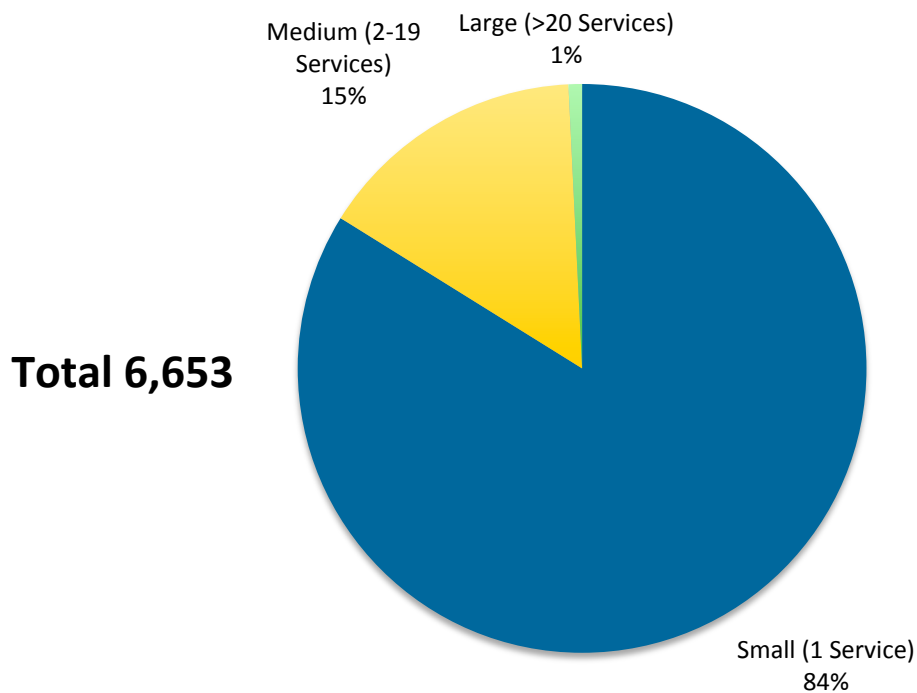


Table 1 shows the number of centre-based services and family day care services by jurisdiction. Nationally there are 12,414 centre-based services and 472 family day care services. Victoria has the most family day care services of any jurisdiction.

The three largest jurisdictions make up about 78 per cent of services nationally. NSW accounts for about 30 per cent (3,813 services) followed by Victoria with 29 per cent (3,728 services) and Queensland with 20 per cent of services (2,536).

*Table 1: The number of approved services, by jurisdiction and service type, as at 31 March 2013*

Jurisdiction	Centre-based care	Family day care	TOTAL
ACT	301	6	307
NSW	3,684	129	3,813
NT	196	1	197
QLD	2,436	100	2,536
SA	1,098	19	1,117
TAS	210	13	223
VIC	3,554	174	3,728
WA	935	30	965
<b>TOTAL</b>	<b>12,414</b>	<b>472</b>	<b>12,886</b>

*Note: The service type 'centre-based care' includes outside school hours care, preschool, kindergarten and/or long-day care, but does not include preschools in Western Australia or Tasmania.*

There were 52,038 approved holders of supervisor certificates recorded in the NQA ITS as at 31 March 2013. These are people who hold a national approval from a regulatory authority to hold the role of nominated supervisor in an education and care service or have responsibility for the day-to-day running of the service.



## Quality Rating

At 31 March 2013, 1,620 services had a current quality rating against the NQS. This is 13 per cent of all approved education and care services (see Table 2). This number has risen steadily since quality rating started around the middle of 2012.

Table 2 shows that the three largest jurisdictions as measured by number of services (NSW, Victoria and Queensland) together make up 85 per cent (1,375 services with a quality rating) of finalised ratings. These jurisdictions combined regulate about 78 per cent of education and care services in Australia.

Western Australia has completed the smallest proportion of quality ratings as this jurisdiction started the assessment and rating process later due to the commencement date of parallel legislation in Western Australia in August 2012.

Table 2: The number and proportion of approved services with a quality rating, by jurisdiction as at 31 March 2013

	Number of services with a quality rating	Number of services	Proportion of services with a quality rating
ACT	46	307	15%
NSW	490	3,813	13%
NT	48	197	24%
QLD	327	2,536	13%
SA	88	1,117	8%
TAS	26	223	12%
VIC	558	3,728	15%
WA	37	965	4%
<b>TOTAL</b>	<b>1,620</b>	<b>12,886</b>	<b>13%</b>

Note: The proportion of services with a quality rating in Western Australia is lower than other jurisdictions due to the later commencement of the NQF.

Table 3 illustrates that family day care services are currently more likely to have been quality rated than centre-based services.

Table 3: The number and proportion of approved services with a quality rating, by service type as at 31 March 2013

	Number of services with a quality rating	Number of services	Proportion of services with a quality rating
Family day care	96	472	20%
Centre-based care	1,524	12,414	12%
<b>TOTAL</b>	<b>1,620</b>	<b>12,886</b>	<b>13%</b>

## The profile of education and care services and their quality rating

Table 4 shows that nationally over 55 per cent of rated services are rated as either Meeting (33.1 per cent) or Exceeding the NQS (22.5 per cent). This is a positive indicator that the NQS is working as intended by being achievable and yet, still a stretch for many existing services.

Table 4: The number of approved services with a quality rating, by quality rating level and jurisdiction as at 31 March 2013

	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	TOTAL
ACT	-	33	7	6	46
NSW	4	282	118	86	490
NT	3	37	3	5	48
QLD	-	121	97	109	327
SA	1	27	25	35	88
TAS	-	17	3	6	26
VIC	1	165	279	113	558
WA	-	28	5	4	37
<b>TOTAL</b>	<b>9</b>	<b>710</b>	<b>537</b>	<b>364</b>	<b>1,620</b>
<b>% of Quality Ratings</b>	<b>0.6%</b>	<b>43.8%</b>	<b>33.1%</b>	<b>22.5%</b>	<b>100.0%</b>

Note: The proportion of services with a quality rating in Western Australia is lower than other jurisdictions due to the later commencement of the NQS.

There is a small difference between the spread of ratings and service type as shown in Table 5. Of services quality rated to date, centre-based education and care services are more likely to be Meeting or Exceeding NQS (56 per cent) than family day care services (48 per cent).

Table 5: The number of approved services with a quality rating, by quality rating level by service type, as at 31 March 2013

	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	TOTAL
Family day care	2	48	23	23	96
Centre-based care	7	662	514	341	1,524
<b>TOTAL</b>	<b>9</b>	<b>710</b>	<b>537</b>	<b>364</b>	<b>1,620</b>

## Quality Areas

Each education and care service receives a rating for the seven quality areas and an overall rating. The seven quality areas are:

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

Table 6 displays the quality ratings results for each of the seven quality areas. At a national level, services are more commonly Working Towards NQS in Quality Areas 1 and 3. Services are most likely to be Exceeding NQS in Quality Area 5 and Meeting NQS in Quality Area 4.

Table 6: The number of approved services with a finalised quality rating by quality area nationally as at 31 March 2013

	QA1	QA2	QA3	QA4	QA5	QA6	QA7
Exceeding NQS	358	349	349	426	587	496	426
Meeting NQS	687	877	773	1,013	761	830	755
Working Towards NQS	573	386	495	179	270	294	437
Significant improvement required	2	8	3	2	2	-	2
<b>TOTAL</b>	<b>1,620</b>	<b>1,620</b>	<b>1,620</b>	<b>1,620</b>	<b>1,620</b>	<b>1,620</b>	<b>1,620</b>

Table 7 and Table 8 show the spread of quality ratings in each quality area for family day care services and centre-based services.

There does not appear to be significant differences between the spread of the quality area ratings between service types among those services that have been rated to date. In both service types Quality Areas 1 and 3 have the largest number of services with a rating of Working Towards NQS. Centre-based services are also more likely to receive a rating of Exceeding NQS in Quality Areas 5 and 6. This mirrors the national picture (Table 6).

Table 7: The number of approved family day care services with a finalised quality rating, by quality area, as at 31 March 2013

	QA1	QA2	QA3	QA4	QA5	QA6	QA7
Exceeding NQS	14	17	20	30	33	35	43
Meeting NQS	38	54	38	57	48	42	32
Working Towards NQS	43	23	36	8	15	19	19
Significant improvement required	1	2	2	1	-	-	2
<b>TOTAL</b>	<b>96</b>	<b>96</b>	<b>96</b>	<b>96</b>	<b>96</b>	<b>96</b>	<b>96</b>

Table 8: The number of approved centre-based care services with a finalised quality rating, by quality area, as at 31 March 2013

	QA1	QA2	QA3	QA4	QA5	QA6	QA7
Exceeding NQS	344	332	329	396	554	461	383
Meeting NQS	649	823	735	956	713	788	723
Working Towards NQS	530	363	459	171	255	275	418
Significant improvement required	1	6	1	1	2	-	-
<b>TOTAL</b>	<b>1,524</b>	<b>1,524</b>	<b>1,524</b>	<b>1,524</b>	<b>1,524</b>	<b>1,524</b>	<b>1,524</b>

## Quality areas by jurisdiction

A comparison between ratings in quality areas across jurisdictions is presented in Figures 2 - 9 below. The figures show some initial differences between jurisdictions. However, caution should be taken when making comparisons between jurisdictions as some jurisdictions have rated only a small number of services and the services rated are not a random sample (Refer to technical note at end).

Figure 2: The proportion of approved services with a finalised quality rating by quality area as at 31 March 2013 (ACT)

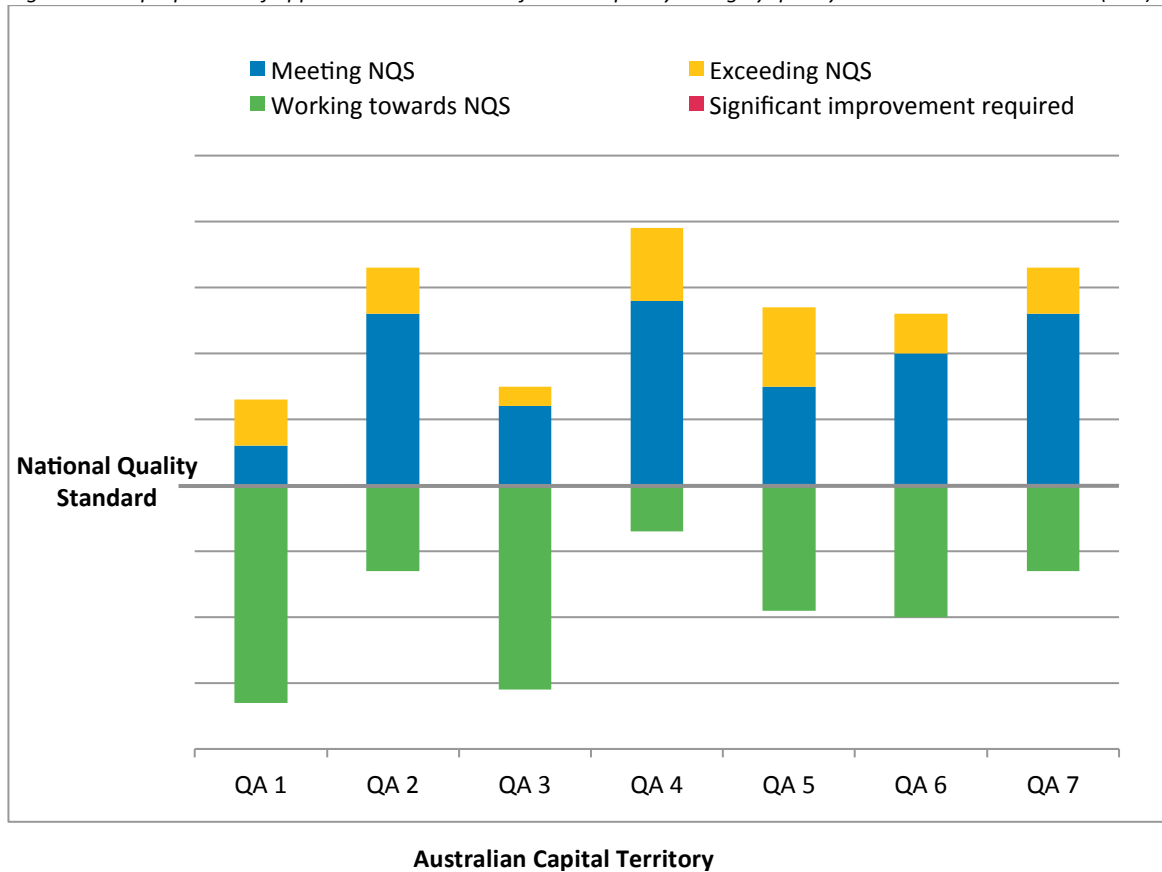




Figure 3: The proportion of approved services with a finalised quality rating by quality area as at 31 March 2013 (NSW)

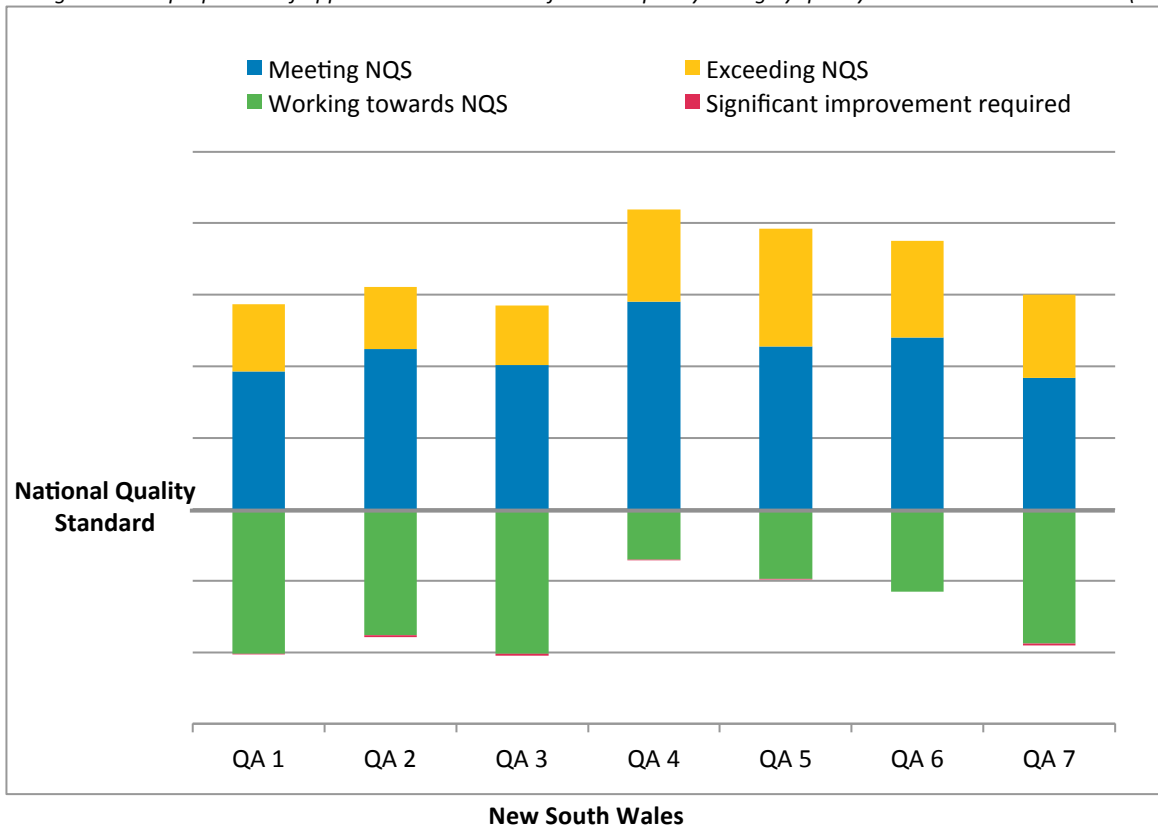


Figure 4: The proportion of approved services with a finalised quality rating by quality area as at 31 March 2013 (NT)

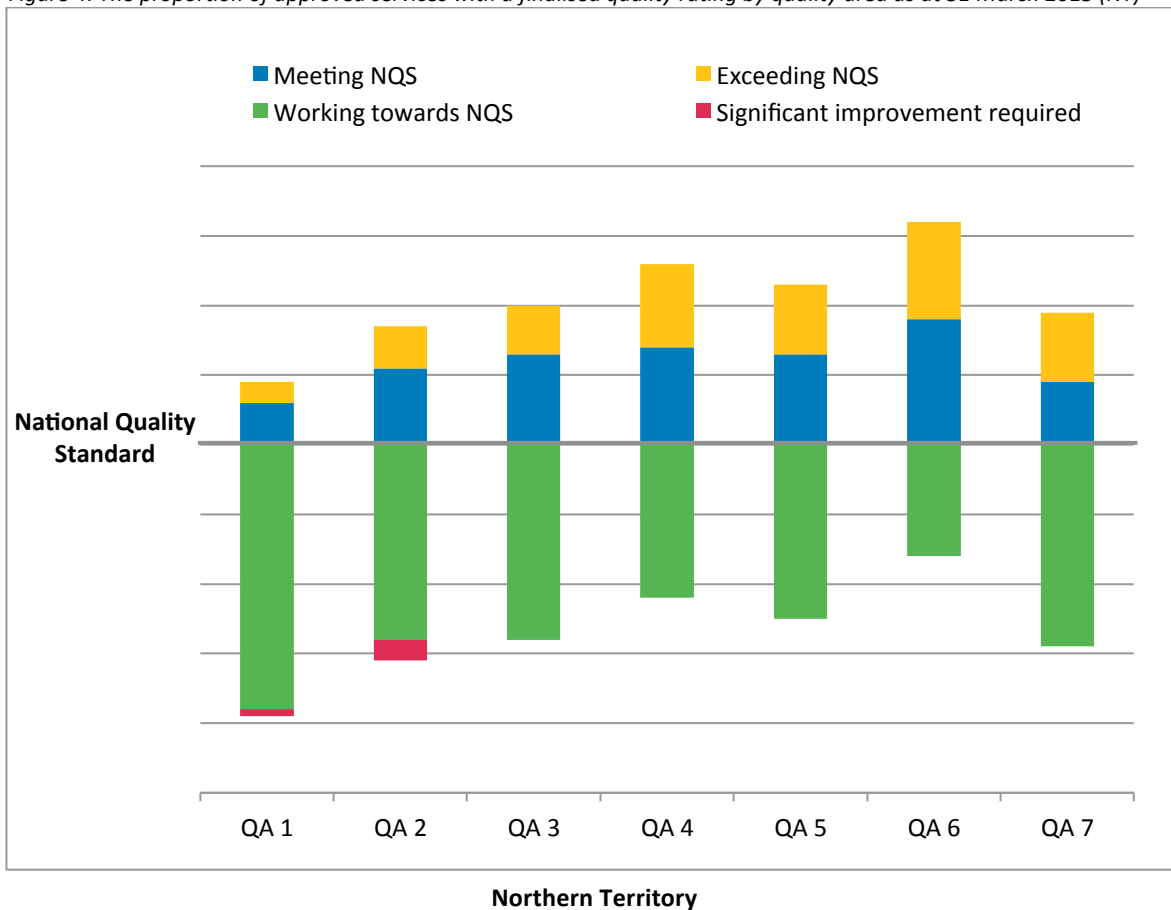


Figure 5: The proportion of approved services with a finalised quality rating by quality area as at 31 March 2013 (Qld)

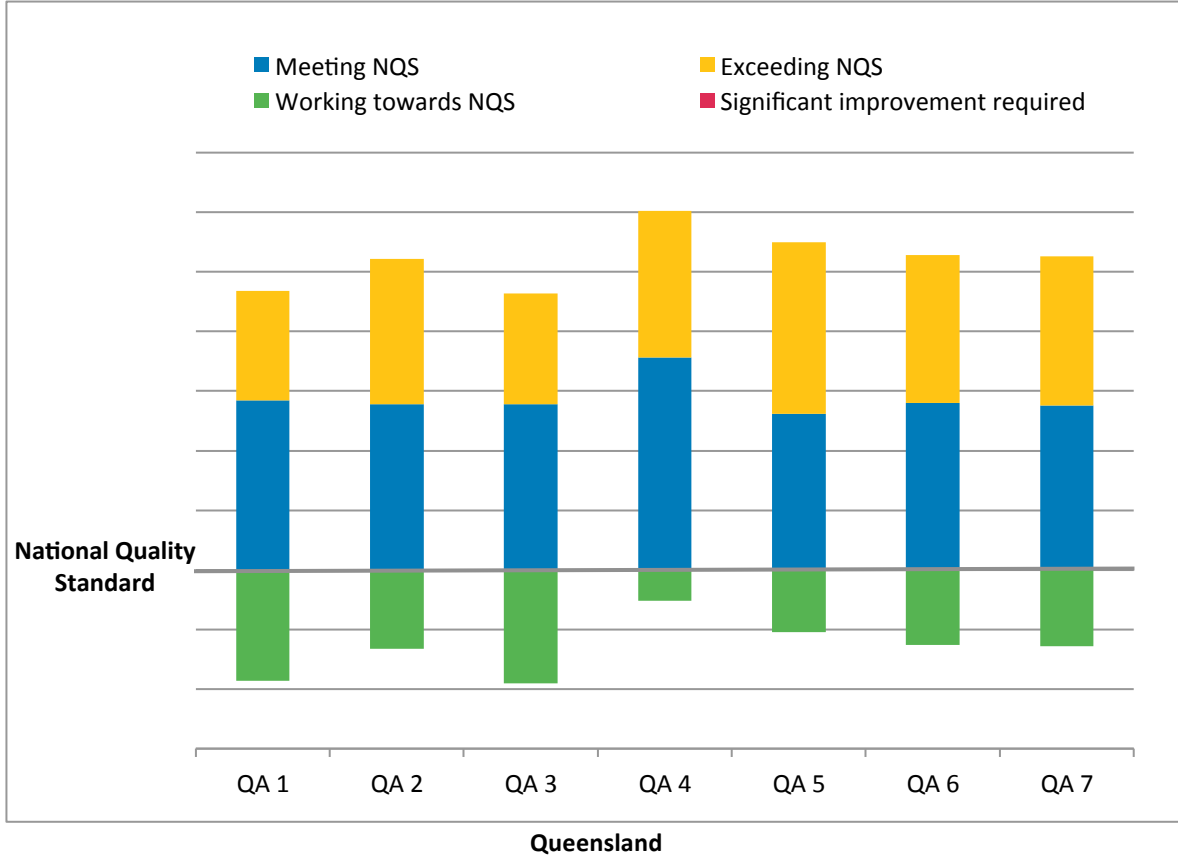


Figure 6: The proportion of approved services with a finalised quality rating by quality area as at 31 March 2013 (SA)

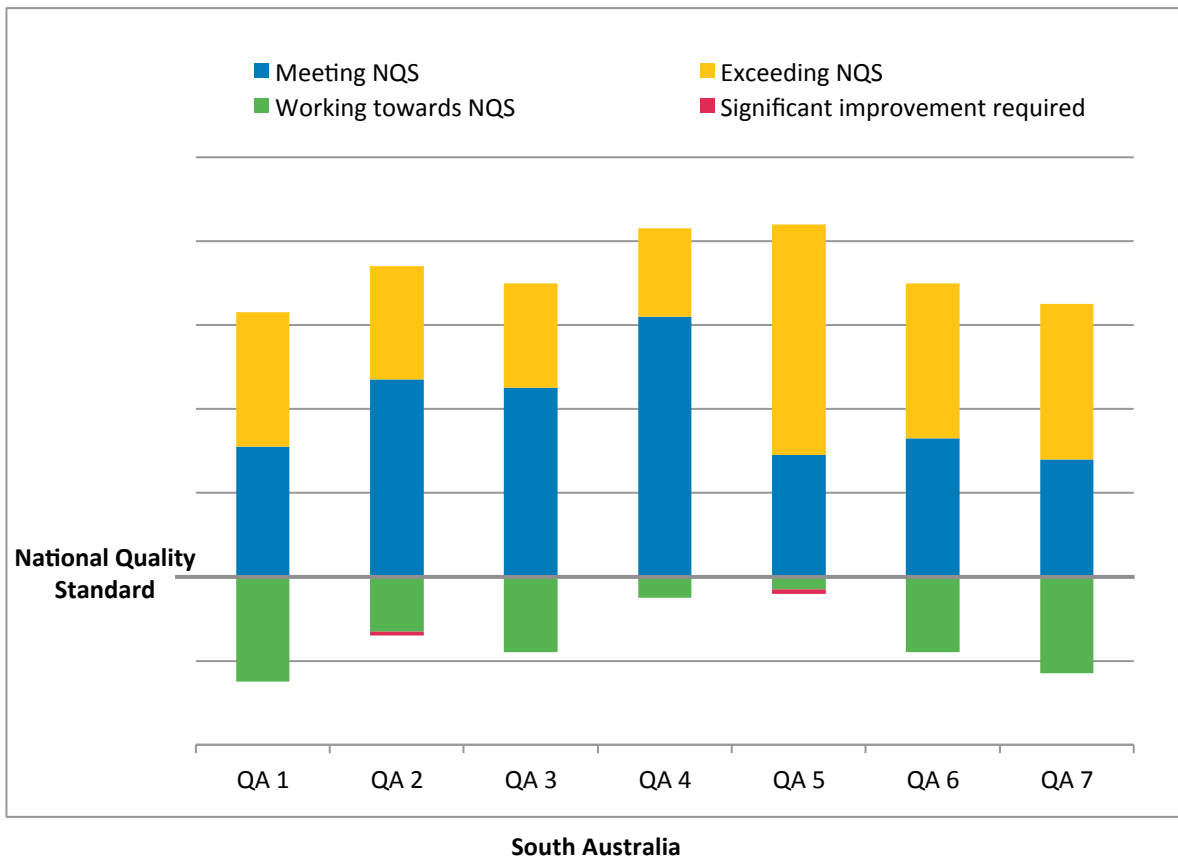


Figure 7: The proportion of approved services with a finalised quality rating by quality area as at 31 March 2013 (Tas)

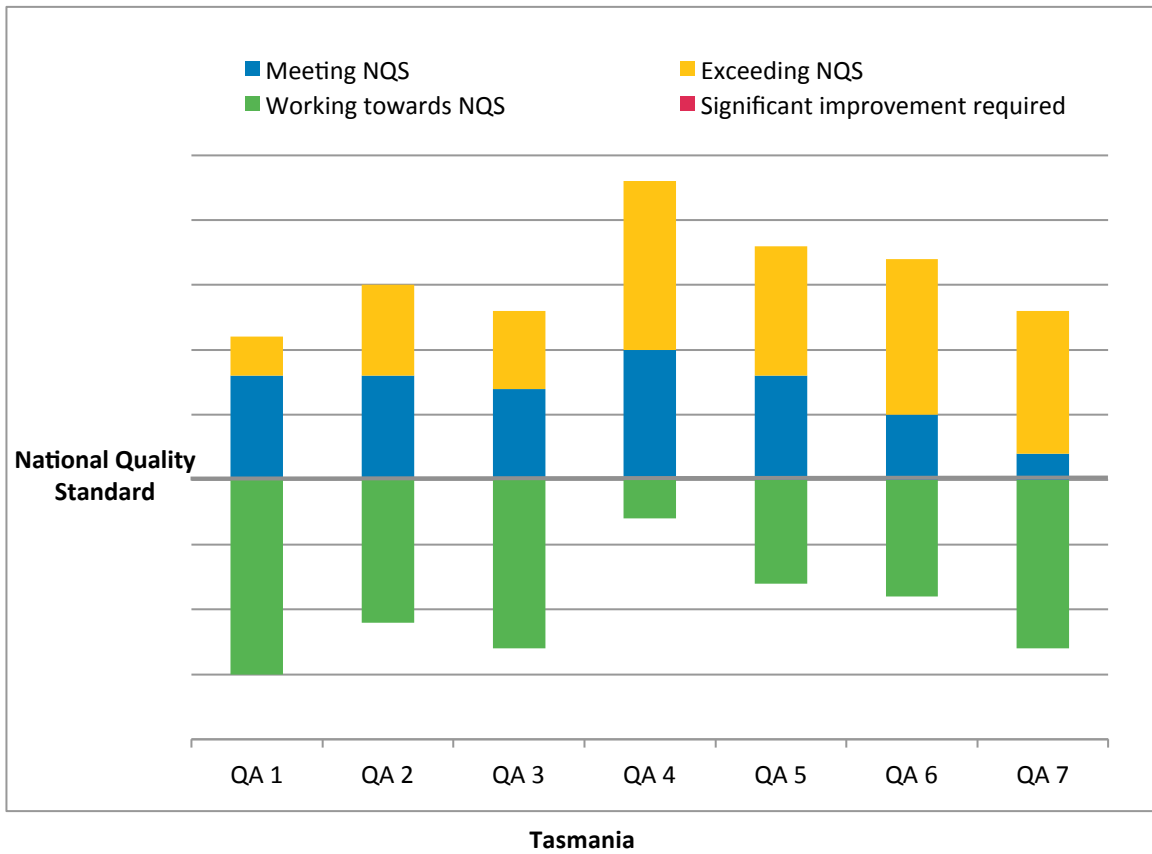


Figure 8: The proportion of approved services with a finalised quality rating by quality area as at 31 March 2013 (Vic)

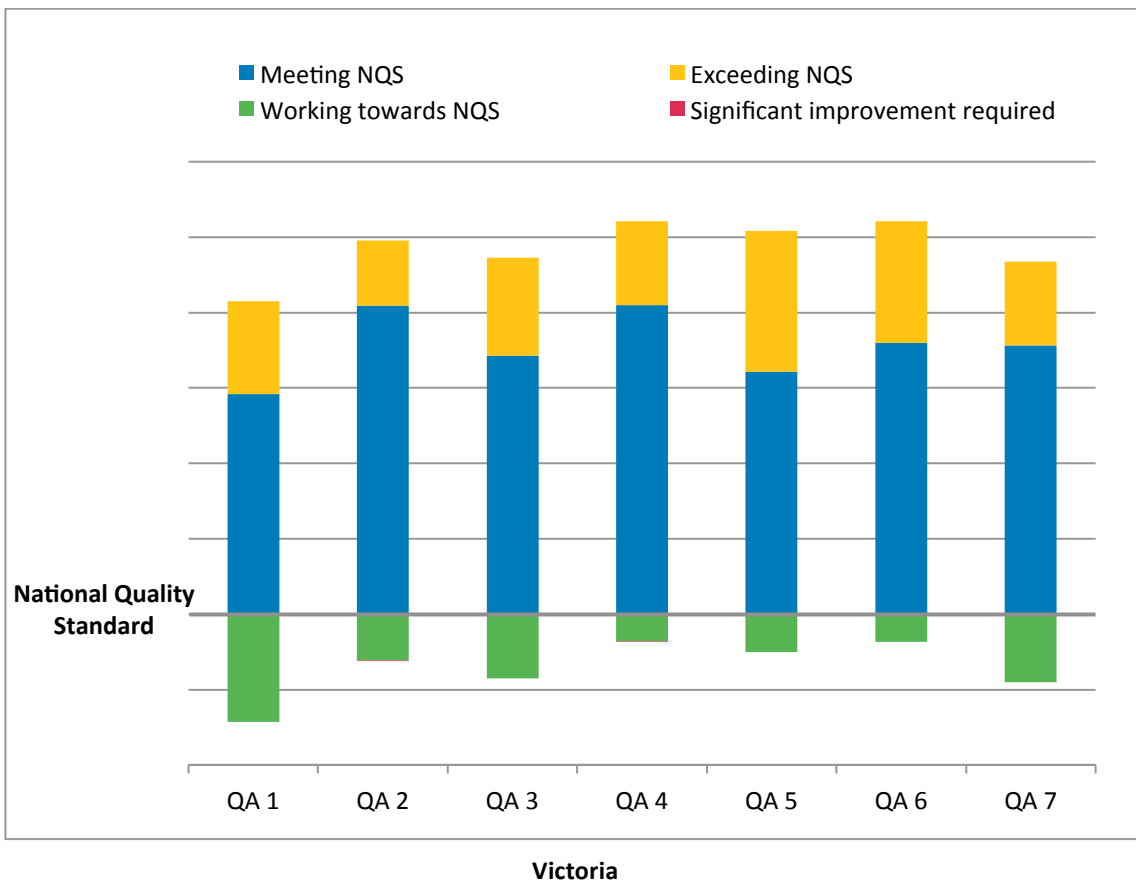
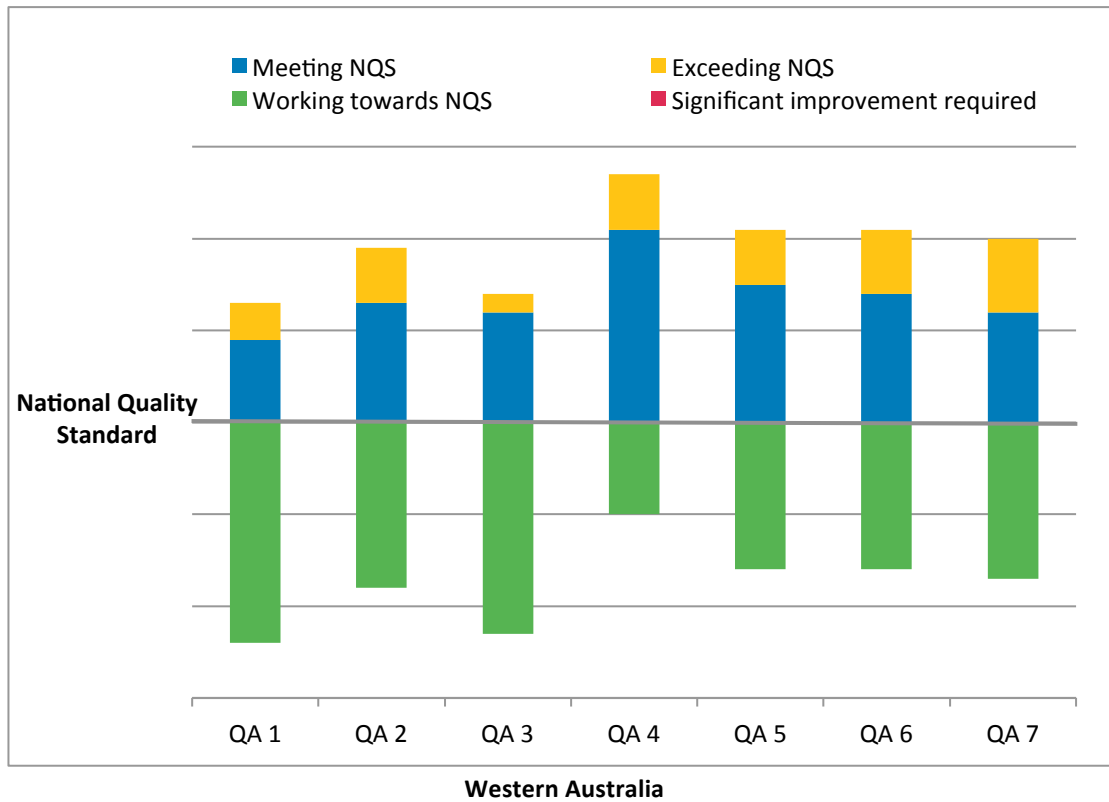


Figure 9: The proportion of approved services with a finalised quality rating by quality area as at 31 March 2013 (WA)



## Technical note

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The children's education and care services in this report that have been quality rated by regulatory authorities up to the end of March 2013 are not a randomly selected sample or necessarily a representative cross-section of all services.

Decisions to include a service in the first group to be assessed were made for a variety of reasons, including each service's last accreditation date (where relevant) and its last licence renewal or visit date, as well as the workforce capacity of regulatory authorities.

Further, a range of decisions have been taken by governments which have influenced the cross-section of services that have been quality rated. For example, to date, Outside School Hours Care (OSHC) services are not yet being assessed and rated in New South Wales and only Long Day Care (LDC) services are being assessed and rated in the Northern Territory. In Western Australia the first services to be quality rated volunteered to be involved, and this was due to the later passage of the NQF legislation in that jurisdiction. Also, preschool services in Tasmania and Western Australia are not covered by the NQF legislation and so are not included among the rated services.

Regulatory authorities did attempt to ensure that each jurisdiction had a number of each service type and that the services were located across all regions of the jurisdiction to inform the November 2012 evaluation report from the Australian Council for Educational Research on the assessment and rating process.

The implication for readers of the May 2013 *ACECQA Snapshot* is that differences in the pattern of quality ratings, across jurisdictions, or between service types that may be identified are not based on a representative cross-section of services, making it difficult to draw conclusions about any underlying causes for the differences. As the number of services that are quality rated increases and is more representative of the total population, then more conclusive analysis of patterns and trends in quality rating will become possible.

This report uses data drawn from the NQA ITS. It should be noted that ACECQA is not responsible for updating data in the NQA ITS. Regulatory authorities in each state and territory and services update information in the NQA ITS.





Australian Children's  
Education & Care  
Quality Authority

# NQF Snapshot Q1 2014

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

May 2014



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# Introduction



NQF Snapshot Q1 2014 (*Snapshot*) is ACECQA's fifth national report on children's education and care services.

It provides analysis and information on the state of the sector, progress of assessment and rating, quality ratings of services and waivers held by services.

The data included in this *Snapshot*, is drawn from the National Quality Agenda IT System (NQA ITS) as at 31 March 2014.

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 a smaller number of services and the services rated are not representative of all services.

There has been minimal change in the spread of ratings over the past 12 months. However, the number of services has grown by 11%, with the strongest growth across family day care services.

As at 31 March 2014:

- 14 358 children's education and care services operate across Australia
- 5085 or 35% of services have received a quality rating
- 61% of all rated services are Exceeding or Meeting National Quality Standard (NQS)
- 78 649 supervisor certificates have been issued
- 6.1% of services across Australia are operating with waivers.

The individual results for the 5085 children's education and care services already quality rated are available online at <http://www.acecqa.gov.au/national-registers>.



# Snapshot highlights

The data presented in this *Snapshot* was taken from the National Quality Agenda IT System (NQA ITS) on 31 March 2014 for the quarter ending 31 March 2014.



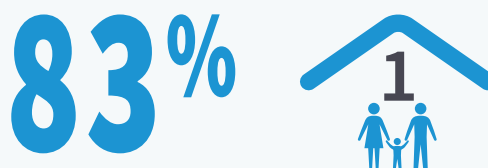
Number of children's education and care services operating across Australia



Proportion of assessed services that are Meeting or Exceeding the NQS



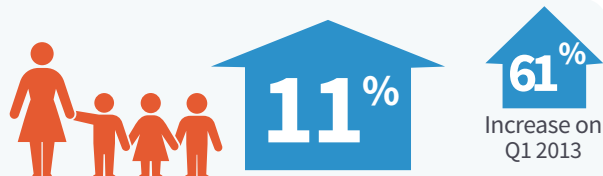
Number of approved providers operating services



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



Proportion of services rated Working Towards NQS overall that were rated Meeting or Exceeding NQS in at least five of the seven quality areas.



Percentage increase in family day care services over past quarter

# Snapshot highlights

**78 649** 

Number of supervisor certificates recorded under the NQF



**6.1%**

Proportion of approved services with a waiver



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, Quality Area 3 - Physical environment and Quality Area 7 - Leadership and service management

Rated **EXCELLENT** by ACECQA



**11**

Number of Australian services so far rated Excellent



**35%**

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 31 March 2014

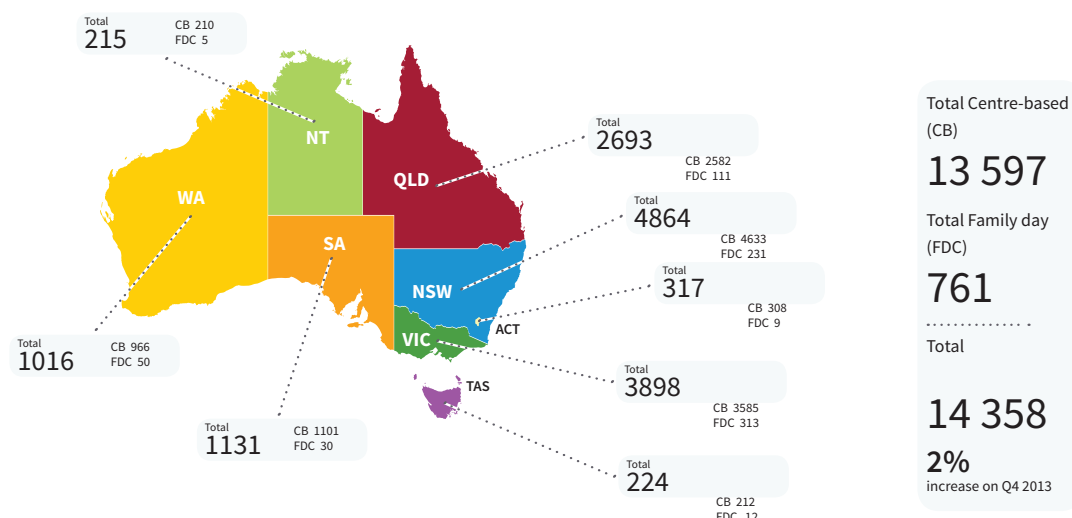


Figure 1 shows the number of centre-based services<sup>1</sup> and family day care services<sup>2</sup> by jurisdiction. There are 14 358 approved services operating nationally, comprising 13 597 centre-based services and 761 family day care services. Centre-based services make up 95% of all services operating under the NQF.

The three largest jurisdictions make up 80% of services nationally. New South Wales accounts for 34%, followed by Victoria with 27% and Queensland with 19% of services.

In Q1 2014 the number of family day care services nationwide continued to grow, with the number of services increasing by 11% on the past quarter, up from 683 to 761.

Since Q1 2013 the sector has expanded, with the number of approved services increasing by 11%, up from 12 886 to 14 358. The family day care sector has seen the strongest growth in services with the number increasing by 61%, up from 472 to 761. The number of centre-based services has increased by 10%, up from 12 414 to 13 597. Some of this growth may be attributed to the delay in regulatory authorities entering information into the NQA ITS.

Table 1: The proportion of approved services by jurisdiction on 31 March 2014

Jurisdiction	TOTAL PROPORTION
ACT	2%
NSW	34%
NT	1%
QLD	19%
SA	8%
TAS	2%
VIC	27%
WA	7%
<b>TOTAL</b>	<b>100%</b>

<sup>1</sup>A 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.

<sup>2</sup>A 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 78 649 supervisor certificates recorded in the NQA ITS on 31 March 2014, an increase of 5% from the previous quarter. Regulatory authorities issue these certificates to people who are eligible to be placed in day-to-day charge of an approved education and care service.

Over the past 12 months there has been significant growth in the number of supervisor certificates recorded, with the number increasing by 51%, up from 52 038 to 78 649.



**78 649**  
5% increase on Q4 2013



**51%** Increase  
from Q1 2013

Number of supervisor certificates recorded in the NQA ITS on 31 March 2014

Proportion of supervisor certificates recorded

**Table 2:** The number of supervisor certificates by jurisdiction and certification type on 31 March 2014

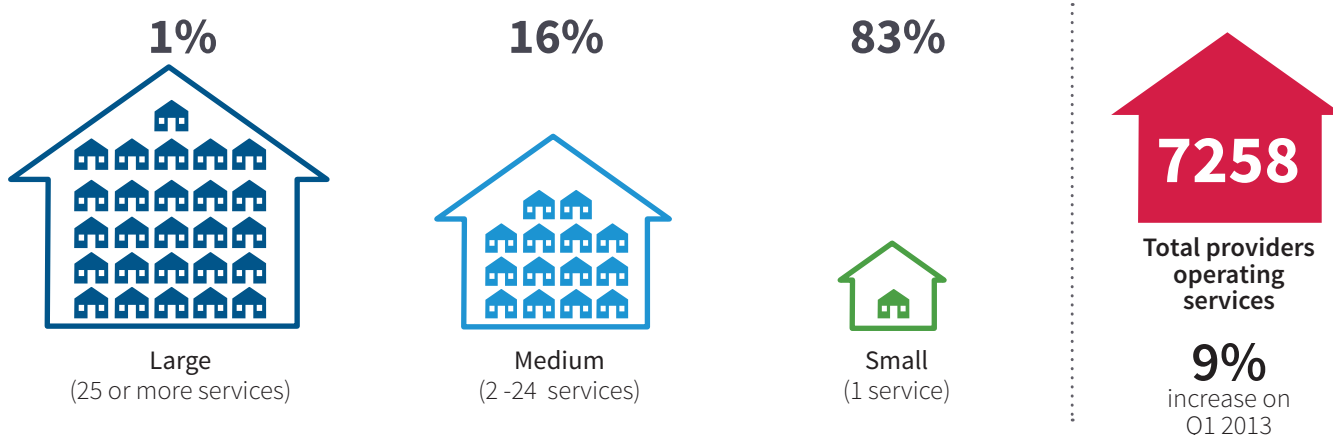
Jurisdiction	Individual	Prescribed Class	TOTAL
ACT	1325	95	<b>1420</b>
NSW	22 424	67	<b>22 491</b>
NT	669	106	<b>775</b>
QLD	20 414	105	<b>20 519</b>
SA	6 902	643	<b>7 545</b>
TAS	1272	7	<b>1279</b>
VIC	19 478	55	<b>19 533</b>
WA	5083	4	<b>5087</b>
<b>TOTAL</b>	<b>77 567</b>	<b>1082</b>	<b>78 649</b>

# State of the sector

There were 8886 approved providers under the Education and Care Services National Law (National Law) on 31 March 2014, of which 7258 were operating services. The number of approved providers has increased by 9% since Q1 2013.

The majority of providers (83%) manage only one education and care service, however, a significant proportion of services (29%) are managed by a small number of large providers (providers with 25 or more services). See Tables 3 and 4.

**Figure 2: The proportion of approved providers with services by size on 31 March 2014**



**Table 3: The number and proportion of approved providers with services by size of provider on 31 March 2014**

Provider size	Number of approved providers with services	% of approved providers
Small	6038	83%
Medium	1172	16%
Large	48	1%
<b>TOTAL</b>	<b>7258</b>	<b>100%</b>

**Table 4: The number and proportion of approved services by size of approved provider on 31 March 2014**

Provider size	Number of approved services	% of services provided
Small	6037	42%
Medium	4196	29%
Large	4125	29%
<b>TOTAL</b>	<b>14 358</b>	<b>100%</b>

# 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. Services are assessed and quality rated against the NQS by regulatory authorities in each state and territory. Services receive a rating for each of the seven quality areas in the NQS as well as an overall quality rating.

Authorised officers from regulatory authorities in each state and 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 31 March 2014, 5085 services had received a quality rating, making up 35% of all approved children's education and care services. Since Q1 2013, the number of services with a quality rating has increased from 1620 to 5085 or by 214%. Over the same period, the number of services under the NQF increased by 11%. Over the past quarter the number of services grew by 2% up from 14 116 to 14 358.

Over the past quarter Queensland, New South Wales, South Australia and Western Australia each increased the number of services with a quality rating by 14%. These increases were closely followed by Victoria (12%) and Tasmania (11%).

South Australia and Western Australia have completed the smallest proportion of quality ratings. This can be attributed to the delay in the commencement of the National Law in Western Australia (August 2012) and the establishment of a new regulatory authority in South Australia to conduct the assessment and rating.

An analysis of service visit data from the NQA ITS as at 31 March 2014 shows that around a third of all authorised officer visits to children's education and care services across Australia were for quality assessment and rating. The remaining two thirds of visits were for other activities such as compliance monitoring, responding to notifications and applications for approvals.

The data shows that while 35% of all services have been quality rated since the assessment and rating process commenced in mid-2012, many more services have contact with authorised officers carrying out complementary functions.

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.

**Table 5: The number and proportion of approved services with a quality rating by jurisdiction on 31 March 2014**

	Number of services with a quality rating	Number of services	Proportion of services with a quality rating
ACT	125	317	39%
NSW	2035	4864	42%
NT	107	215	50%
QLD	890	2693	33%
SA	216	1131	19%
TAS	79	224	35%
VIC	1479	3898	38%
WA	154	1016	15%
<b>TOTAL</b>	<b>5085</b>	<b>14 358</b>	<b>35%</b>

# Progress of assessment and rating

Table 6 illustrates that the proportion of centre-based services that have been quality rated is slightly higher than the proportion of family day care services.

There has been a 13% increase in the number of centre-based services with a finalised quality rating and a 7% increase in the number of family day care services with a quality rating from Q4 2013.

Since Q1 2013 the number of centre-based services with a quality rating has increased by 220% or from 1524 to 4882. The number of family day care services with a quality rating has increased by 111% or from 96 to 203.

The slower growth rate in the number of family day care services with a quality rating maybe attributed to the significant growth in the number of services over the past 12 months.

**Table 6:** The number and proportion of approved services with a quality rating by service type on 31 March 2014

	Number of services with a quality rating	Number of services	Proportion of services with a quality rating
Centre-based care	4882	13 597	36%
Family day care	203	761	27%
<b>TOTAL</b>	<b>5085</b>	<b>14 358</b>	<b>35%</b>



Centre-based services

**220%** 

increase in completed ratings over Q1 2013



Family day care services

**111%** 

increase in completed ratings over Q1 2013

# 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.

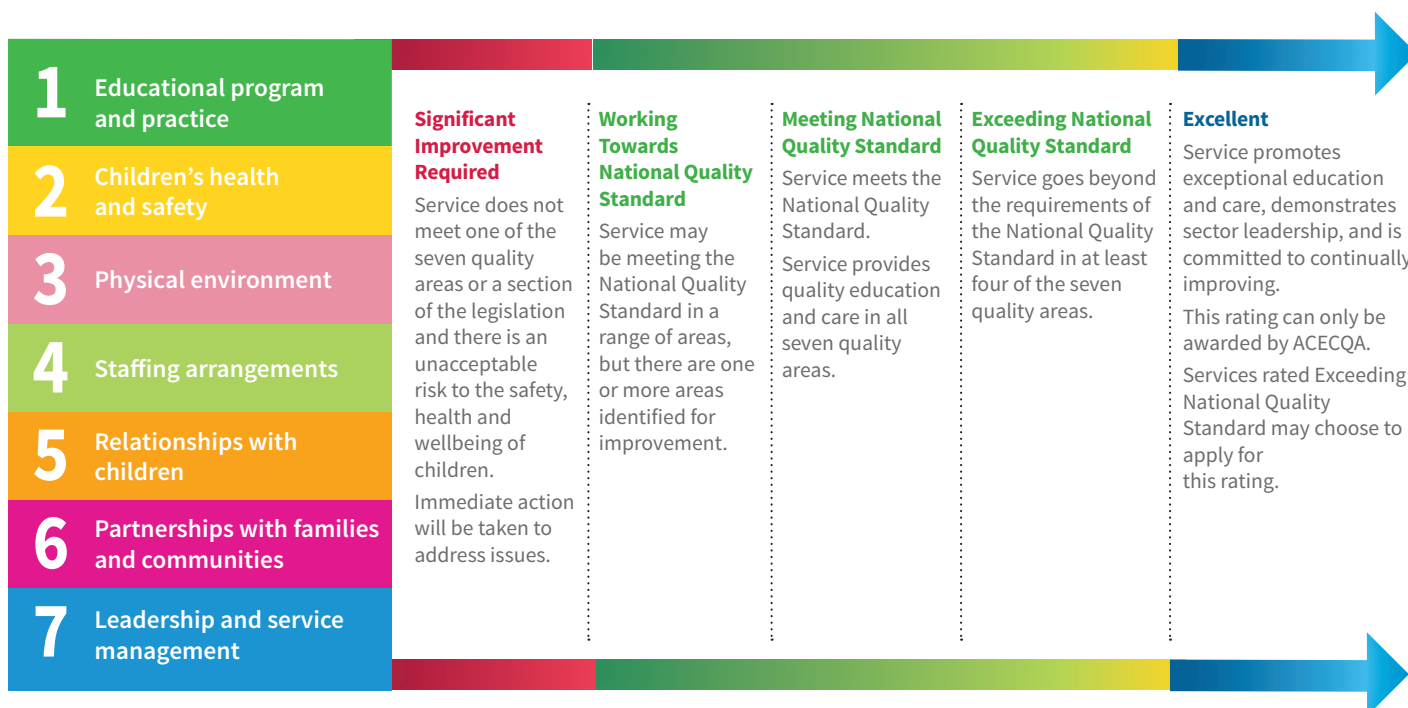
Each quality area is then rated by calculating the rating of all of the standards within the quality area. If a quality area or regulation is not met and poses an unacceptable risk to the health, wellbeing or safety of children, the service will be given a rating of Significant Improvement Required for 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 11 services have been rated Excellent as at 31 March 2014.

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

Table 7 and 8 show that nationally, 61% of assessed and rated services are Meeting (35%) or Exceeding (26%) the NQS, up from 59% in Q4 2013. This suggests that 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. The number of services with a rating of Significant Improvement Required has decreased from 12 to eight. This demonstrates a rise in quality and while only small is an indication that the NQF is working.

Based on data as at 31 March 2014, a greater proportion of services in the Australian Capital Territory, New South Wales, Northern Territory, Tasmania and Western Australia have received an overall rating of Working Towards NQS. A higher proportion of services in Victoria received a rating of Meeting NQS, while a higher proportion of services in South Australia and Queensland had services rated as Exceeding NQS.

To some degree these differences between jurisdictions 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 31 March 2014**

	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent rated	TOTAL
ACT	0	78	23	24	0	125
NSW	2	992	672	367	2	2035
NT	0	89	7	11	0	107
QLD	1	274	274	336	5	890
SA	1	76	48	87	4	216
TAS	0	51	13	15	0	79
VIC	1	349	703	426	0	1479
WA	3	83	34	34	0	154
<b>TOTAL</b>	<b>8</b>	<b>1992</b>	<b>1774</b>	<b>1300</b>	<b>11</b>	<b>5085</b>
<b>% of Quality Ratings</b>	<b>0%</b>	<b>39%</b>	<b>35%</b>	<b>26%</b>	<b>0%</b>	<b>100%</b>

**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 31 March 2014

Jurisdiction	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent rated
ACT	0%	62%	18%	19%	0%
NSW	0%	49%	33%	18%	0%
NT	0%	83%	7%	10%	0%
QLD	0%	31%	31%	38%	1%
SA	0%	35%	22%	40%	2%
TAS	0%	65%	16%	19%	0%
VIC	0%	24%	48%	29%	0%
WA	2%	54%	22%	22%	0%
<hr/>					
<b>National Total</b>	<b>0%</b>	<b>39%</b>	<b>35%</b>	<b>26%</b>	<b>0%</b>

*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

Figures 3 and 4 show that 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 will receive an overall rating of Working Towards NQS if any of the seven quality areas are rated as Working Towards NQS. A quality area can be rated as Working Towards NQS if just one of the standards within that quality area is rated as Working Towards NQS.

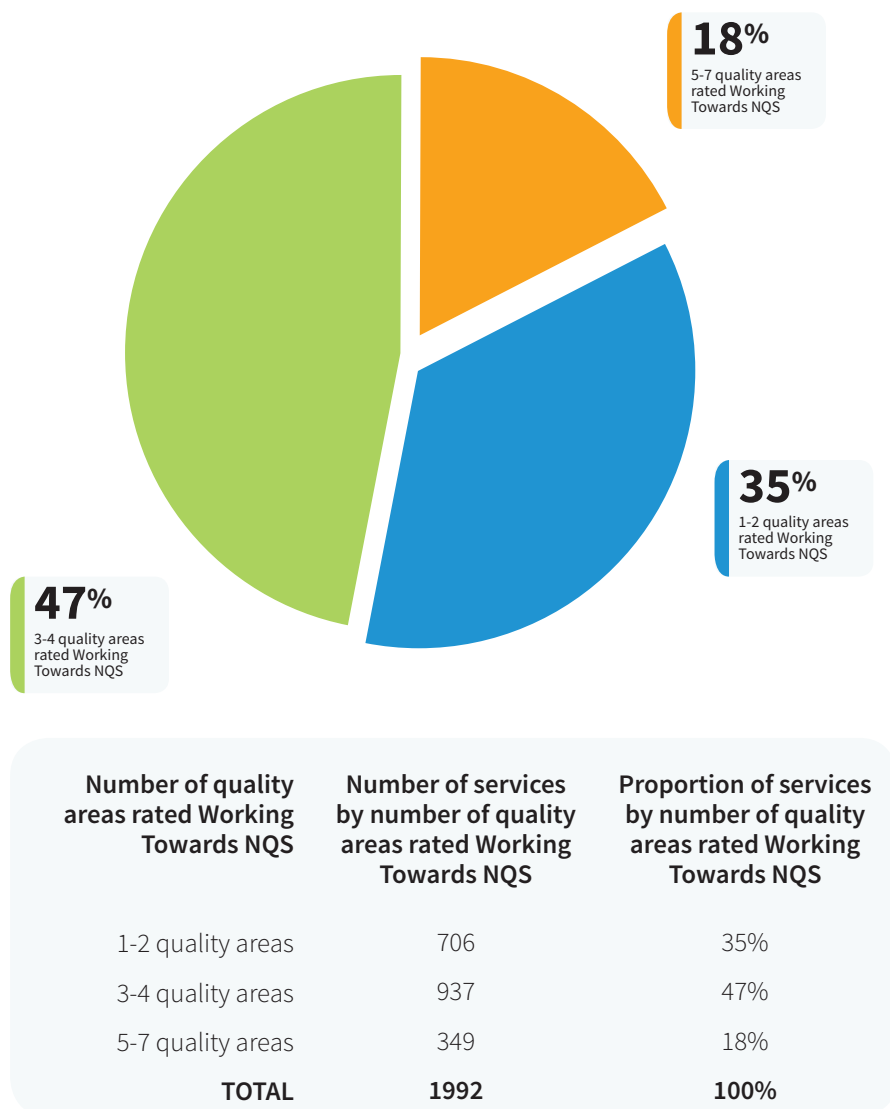
This means that a service can receive an overall rating of Working Towards NQS even though they are Meeting or Exceeding NQS in most standards or quality areas.

For example, Figure 3 shows about 35% of all services rated Working Towards NQS are Meeting or Exceeding NQS in at least five of the seven quality areas. This is consistent with the data from Q4 2013.

Similarly, Figure 4 shows about 81% of services rated Working Towards NQS overall met or exceeded more than half of the 18 standards in the NQS.

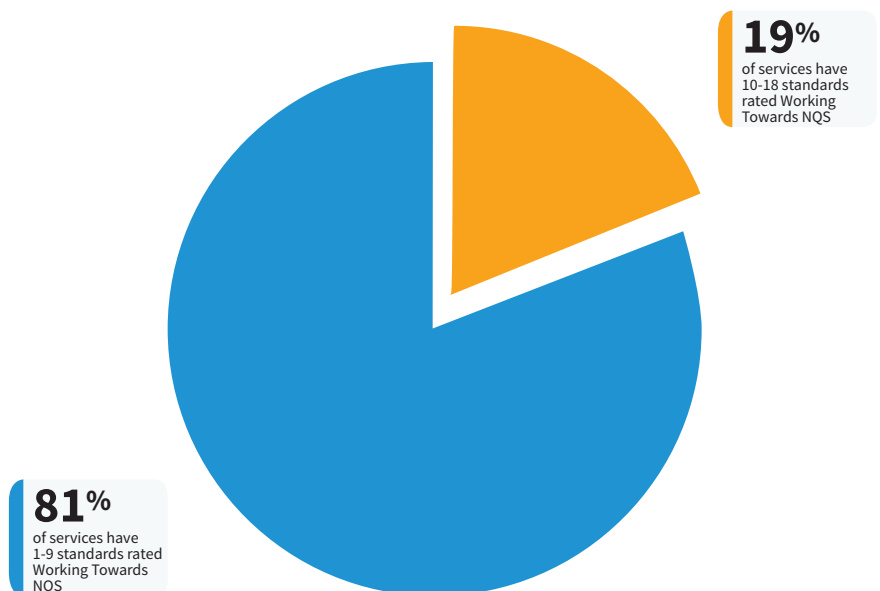
This demonstrates that a significant proportion of services rated Working Towards NQS are close to achieving Meeting or Exceeding NQS. It also shows that the NQS has set a higher benchmark for services and it encourages services to work to continuously improve.

**Figure 3: The proportion of approved services with a finalised quality rating of Working Towards NQS by number of quality areas rated Working Towards on 31 March 2014**



# Overall quality ratings of services

**Figure 4:** The proportion of approved services with a finalised quality rating of Working Towards NQS by number of standards rated Working Towards on 31 March 2014

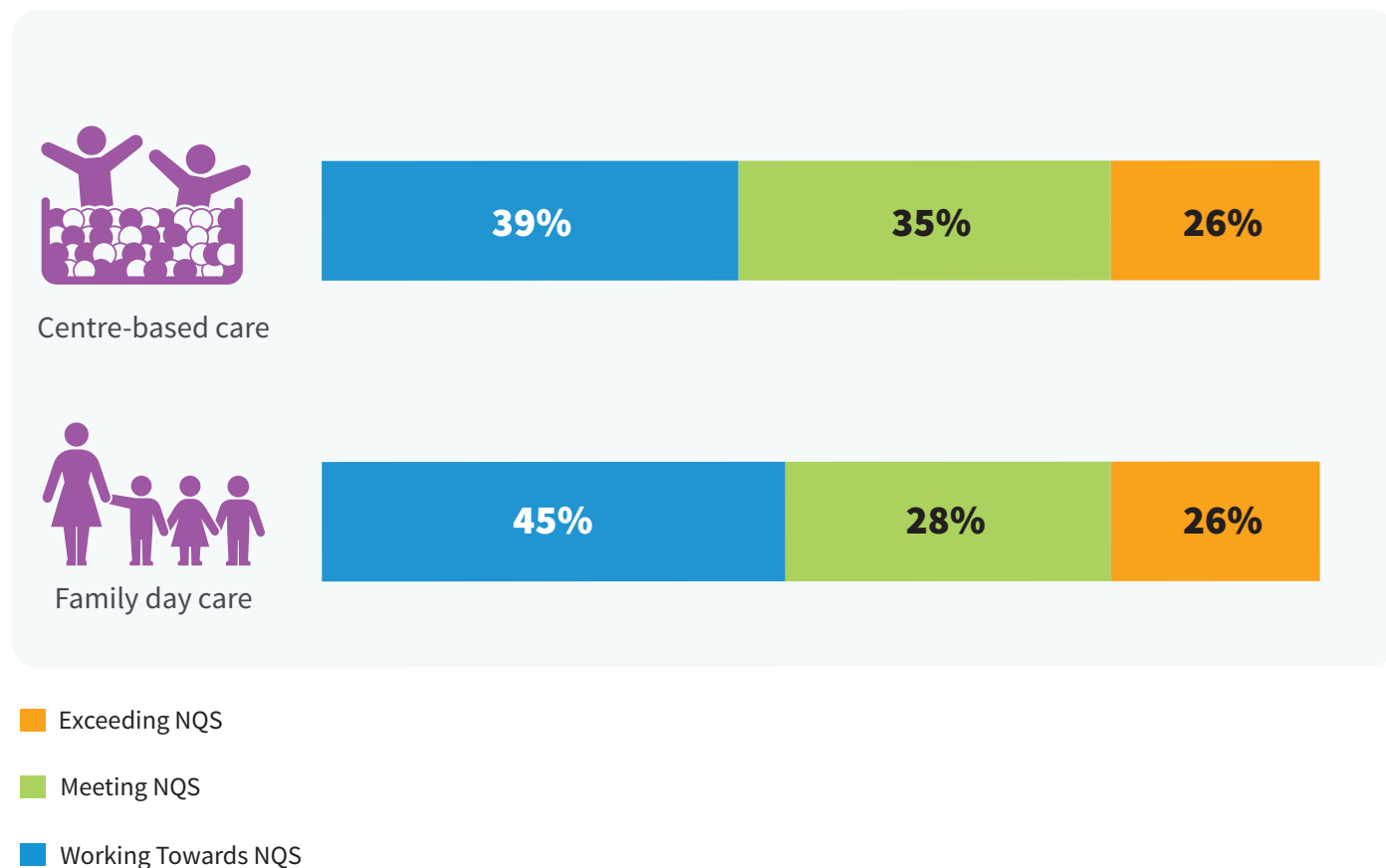


Number of standards rated Working Towards NQS	Number of services by number of standards rated Working Towards NQS	Proportion of services by number of standards rated Working Towards NQS
1-9 standards	1612	81%
10-18 standards	380	19%
<b>TOTAL</b>	<b>1992</b>	<b>100%</b>

# Overall quality ratings of services

There is a small difference between the spread of ratings and service types. Of services quality rated, centre-based services are more likely to be rated Meeting NQS (35%) than family day care services (28%). However, both centre-based services and family day care services are equally likely to be rated Exceeding NQS.

**Figure 5: Proportion of approved services with a quality rating by quality rating level and service type on 31 March 2014**



**Table 9: The number of approved services with a quality rating by quality rating level and service type on 31 March 2014**

	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent rated	TOTAL
Centre-based care	7	1900	1717	1248	10	<b>4882</b>
Family day care	1	92	57	52	1	<b>203</b>
<b>TOTAL</b>	<b>8</b>	<b>1992</b>	<b>1774</b>	<b>1300</b>	<b>11</b>	<b>5085</b>

# 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>

Table 10 and Figure 6 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 (89%), 5 (87%) and 6 (86%) than Quality Areas 1 (70%), 2 (77%), 3 (75%) and 7 (77%)
- be rated as Working Towards NQS or Significant Improvement Required in Quality Areas 1 (30%), 2 (23%), 3 (25%) and 7 (23%) than Quality Areas 4 (11%), 5 (13%) and 6 (14%).

**Table 10:** The number of approved services with a finalised quality rating by quality area nationally on 31 March 2014

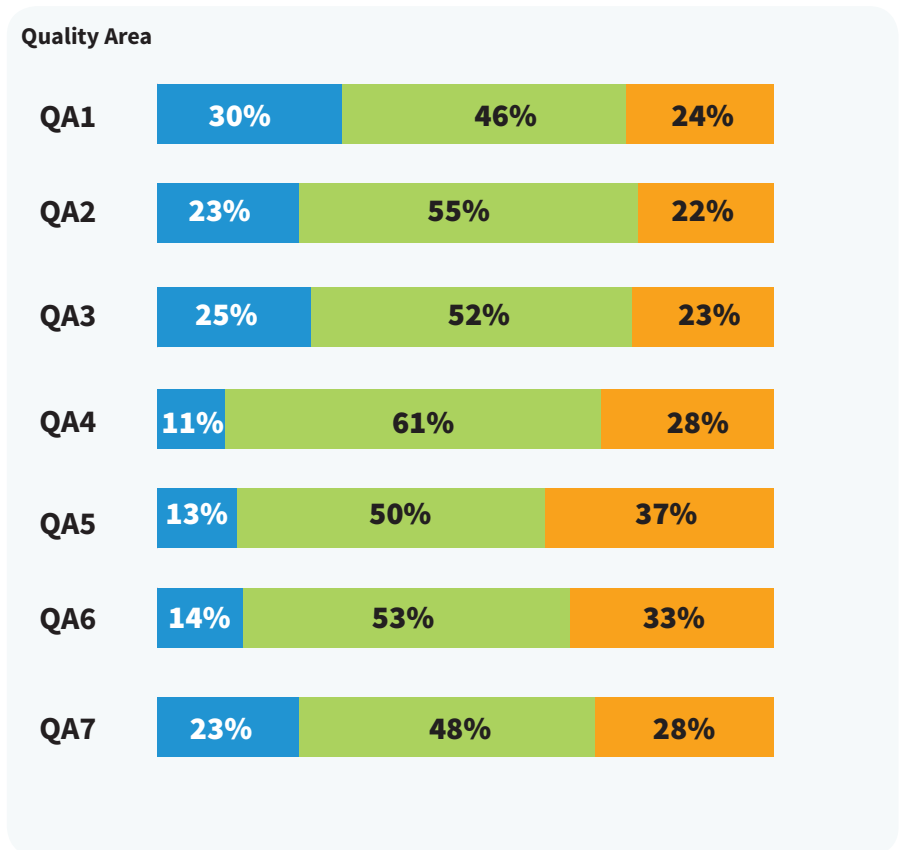
Rating outcome	QA1	QA2	QA3	QA4	QA5	QA6	QA7
Exceeding NQS	1204	1094	1172	1420	1883	1673	1441
Meeting NQS	2349	2819	2625	3122	2553	2688	2452
Working Towards NQS	1530	1164	1284	540	647	724	1189
Significant improvement required	2	8	4	3	2	0	3
<b>TOTAL</b>	<b>5085</b>	<b>5085</b>	<b>5085</b>	<b>5085</b>	<b>5085</b>	<b>5085</b>	<b>5085</b>

# Quality area ratings of services

Figure 6: The proportion of approved services with a finalised quality rating by quality area nationally on 31 March 2014

## Rating outcome

- Exceeding NQS
- Meeting NQS
- Working Towards NQS



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

# Quality area ratings of services

Tables 11 and 12 show the spread of quality ratings in each quality area for family day care services and centre-based services respectively.

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 9. 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 Meeting or Exceeding NQS in Quality Areas 4, 5 and 6, but less likely to achieve Meeting or Exceeding NQS in Quality Area 1.

**Table 11:** The number of approved family day care services with a finalised quality rating by quality area on 31 March 2014

	QA1	QA2	QA3	QA4	QA5	QA6	QA7
Exceeding NQS	27	42	37	68	72	79	85
Meeting NQS	96	110	102	119	108	94	76
Working Towards NQS	79	50	63	15	23	30	41
Significant improvement required	1	1	1	1	0	0	1
<b>TOTAL</b>	<b>203</b>	<b>203</b>	<b>203</b>	<b>203</b>	<b>203</b>	<b>203</b>	<b>203</b>

**Table 12:** The number of approved centre-based care services with a finalised quality rating by quality area on 31 March 2014

	QA1	QA2	QA3	QA4	QA5	QA6	QA7
Exceeding NQS	1177	1052	1135	1352	1811	1594	1356
Meeting NQS	2253	2709	2523	3003	2445	2594	2376
Working Towards NQS	1451	1114	1221	525	624	694	1148
Significant improvement required	1	7	3	2	2	0	2
<b>TOTAL</b>	<b>4882</b>	<b>4882</b>	<b>4882</b>	<b>4882</b>	<b>4882</b>	<b>4882</b>	<b>4882</b>

# 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 31 March 2014 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 13 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 13:** The number and proportion of approved services with a finalised quality rating by SEIFA Index of Relative Disadvantage on 31 March 2014

	Number of centre-based services with a quality rating	Number of centre-based services	Proportion of centre-based services with a quality rating
<b>10</b> (Least disadvantaged)	372	1241	30%
<b>9</b>	355	1285	28%
<b>8</b>	393	1267	31%
<b>7</b>	459	1273	36%
<b>6</b>	463	1316	35%
<b>5</b>	438	1303	34%
<b>4</b>	561	1415	40%
<b>3</b>	565	1351	42%
<b>2</b>	632	1522	42%
<b>1</b> (Most disadvantaged)	600	1538	39%
.....			
<b>N/A</b> (inc. FDC)	247	847	29%
.....			
<b>TOTAL</b>	<b>5085</b>	<b>14 358</b>	<b>35%</b>

**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 14 and 15 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.

**Table 14:** The number of approved services by quality rating and SEIFA Index of Relative Disadvantage on 31 March 2014

	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent rated	TOTAL
<b>10</b> (Least disadvantaged)	0	143	113	114	2	<b>372</b>
<b>9</b>	1	128	126	100	0	<b>355</b>
<b>8</b>	0	128	162	103	0	<b>393</b>
<b>7</b>	1	191	138	129	0	<b>459</b>
<b>6</b>	0	172	173	117	1	<b>463</b>
<b>5</b>	1	175	142	119	1	<b>438</b>
<b>4</b>	0	217	214	130	0	<b>561</b>
<b>3</b>	0	240	181	143	1	<b>565</b>
<b>2</b>	2	250	246	132	2	<b>632</b>
<b>1</b> (Most disadvantaged)	2	234	211	150	3	<b>600</b>
N/A (inc FDC)	1	114	68	63	1	<b>247</b>
<b>TOTAL</b>	<b>8</b>	<b>1992</b>	<b>1774</b>	<b>1300</b>	<b>11</b>	<b>5085</b>

**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)

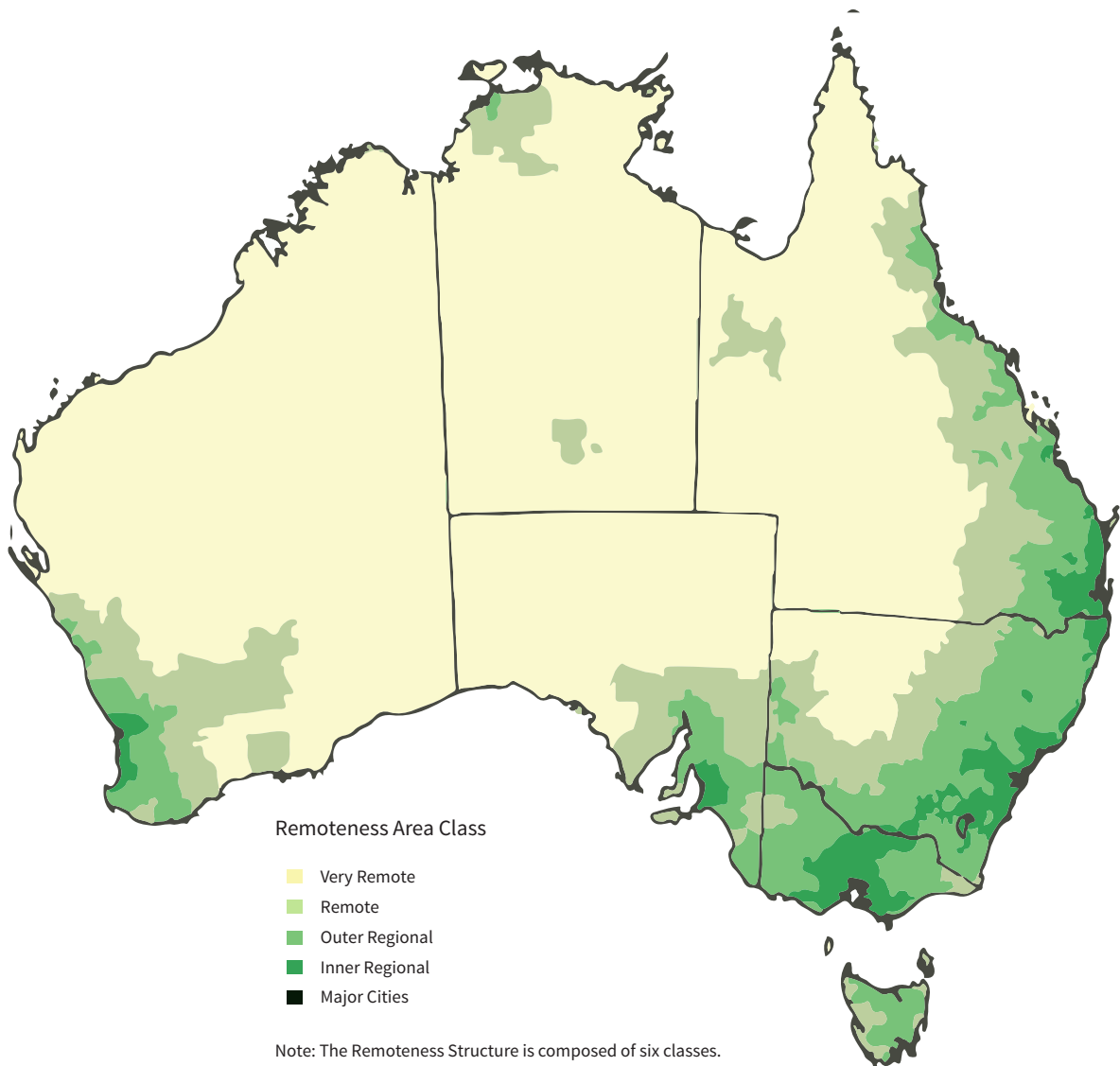
**Table 15:** The proportion of approved services by quality rating and SEIFA Index of Relative Disadvantage on 31 March 2014

	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent rated	TOTAL
<b>10</b> (Least disadvantaged)	0%	38%	30%	31%	1%	<b>100%</b>
<b>9</b>	0%	36%	35%	28%	0%	<b>100%</b>
<b>8</b>	0%	33%	41%	26%	0%	<b>100%</b>
<b>7</b>	0%	42%	30%	28%	0%	<b>100%</b>
<b>6</b>	0%	37%	37%	25%	0%	<b>100%</b>
<b>5</b>	0%	40%	32%	27%	0%	<b>100%</b>
<b>4</b>	0%	39%	38%	23%	0%	<b>100%</b>
<b>3</b>	0%	42%	32%	25%	0%	<b>100%</b>
<b>2</b>	0%	40%	39%	21%	0%	<b>100%</b>
<b>1</b> (Most disadvantaged)	0%	39%	35%	25%	1%	<b>100%</b>
<b>N/A</b> (inc. FDC)	0%	46%	28%	26%	0%	<b>100%</b>

**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 31 March 2014 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 16 shows the distribution of approved services with a quality rating by remoteness classification (ARIA+). Almost two-thirds of all quality rated centre-based services are in major cities. The number of very remote centre-based services to be rated has increased by 21% on the previous quarter (when standardised against actual growth in the number of services).

**Table 16:** The number and proportion of approved services with a finalised quality rating by remoteness classification (ARIA+) on 31 March 2014

	Number of services with a quality rating	Number of services	Proportion of services with a quality rating
Major cities of Australia	3143	9554	33%
Inner regional Australia	1078	2401	45%
Outer regional Australia	532	1230	43%
Remote Australia	62	208	30%
Very remote Australia	41	162	25%
N/A (inc. FDC)	229	803	29%
<b>TOTAL</b>	<b>5085</b>	<b>14 358</b>	<b>35%</b>

# 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 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 17:** The number of approved services by quality rating by remoteness classification (ARIA+) on 31 March 2014

	Major Cities of Australia	Inner Regional Australia	Outer Regional Australia	Remote Australia	Very Remote Australia	N/A (inc. FDC)
Significant improvement required	6	0	1	0	0	1
Working Towards NQS	1248	379	204	35	21	105
Meeting NQS	1080	423	177	16	15	63
Exceeding NQS	801	274	150	11	5	59
Excellent rated	8	2	0	0	0	1
<b>TOTAL</b>	<b>3143</b>	<b>1078</b>	<b>532</b>	<b>62</b>	<b>41</b>	<b>229</b>

**Table 18:** The proportion of approved services by quality rating by remoteness classification (ARIA+) on 31 March 2014

	Major Cities of Australia	Inner Regional Australia	Outer Regional Australia	Remote Australia	Very Remote Australia	N/A (inc. FDC)
Significant improvement required	0%	0%	0%	0%	0%	0%
Working Towards NQS	40%	35%	38%	56%	51%	46%
Meeting NQS	34%	39%	33%	26%	37%	28%
Exceeding NQS	25%	25%	28%	18%	12%	26%
Excellent rated	0%	0%	0%	0%	0%	0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**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 31 March 2014, 6.1% (883) of approved education and care services across Australia were operating with waivers. Of these, 70% are temporary waivers. In the previous quarter, 4.9% of services were operating with a waiver.

Table 19 shows of the 618 services with temporary waivers, 96.3% are for staff. For services operating with a service waiver, 82.3% 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. Despite best efforts, some services across Australia who were not able to meet the 1 January 2014 qualification requirements may have had to apply for a waiver. In contrast, physical environment standards may involve an ongoing issue that cannot be rectified but can be met by other means.

Tables 19 and 20 illustrate the spread of waiver types between jurisdictions. Overall, and in keeping with its share of services New South Wales has the most waivers, followed by Queensland, Western Australia and Victoria.

Western Australia has the highest proportion of services with a waiver followed by Tasmania, Australian Capital Territory and the Northern Territory. Although New South Wales and Queensland have issued the highest numbers of waivers, proportionally their jurisdictions, alongside Victoria and South Australia, have the least amount of waivers in place.

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

**Table 19: The number of services with waivers by waiver category and waiver type on 31 March 2014**

	Service	Temporary	Both	TOTAL
Physical	214	23	0	<b>237</b>
Staff	46	595	0	<b>641</b>
Both	0	0	5	<b>5</b>
<b>TOTAL</b>	<b>260</b>	<b>618</b>	<b>5</b>	<b>883</b>

# Waivers

Table 20: The number of approved services with any waiver by jurisdiction and waiver type on 31 March 2014

	Service	Temporary	Both	TOTAL
ACT	3	26	0	29
NSW	122	167	1	290
NT	0	19	0	19
QLD	62	112	4	178
SA	2	63	0	65
TAS	6	18	0	24
VIC	60	49	0	109
WA	5	164	0	169
<b>TOTAL</b>	<b>260</b>	<b>618</b>	<b>5</b>	<b>883</b>

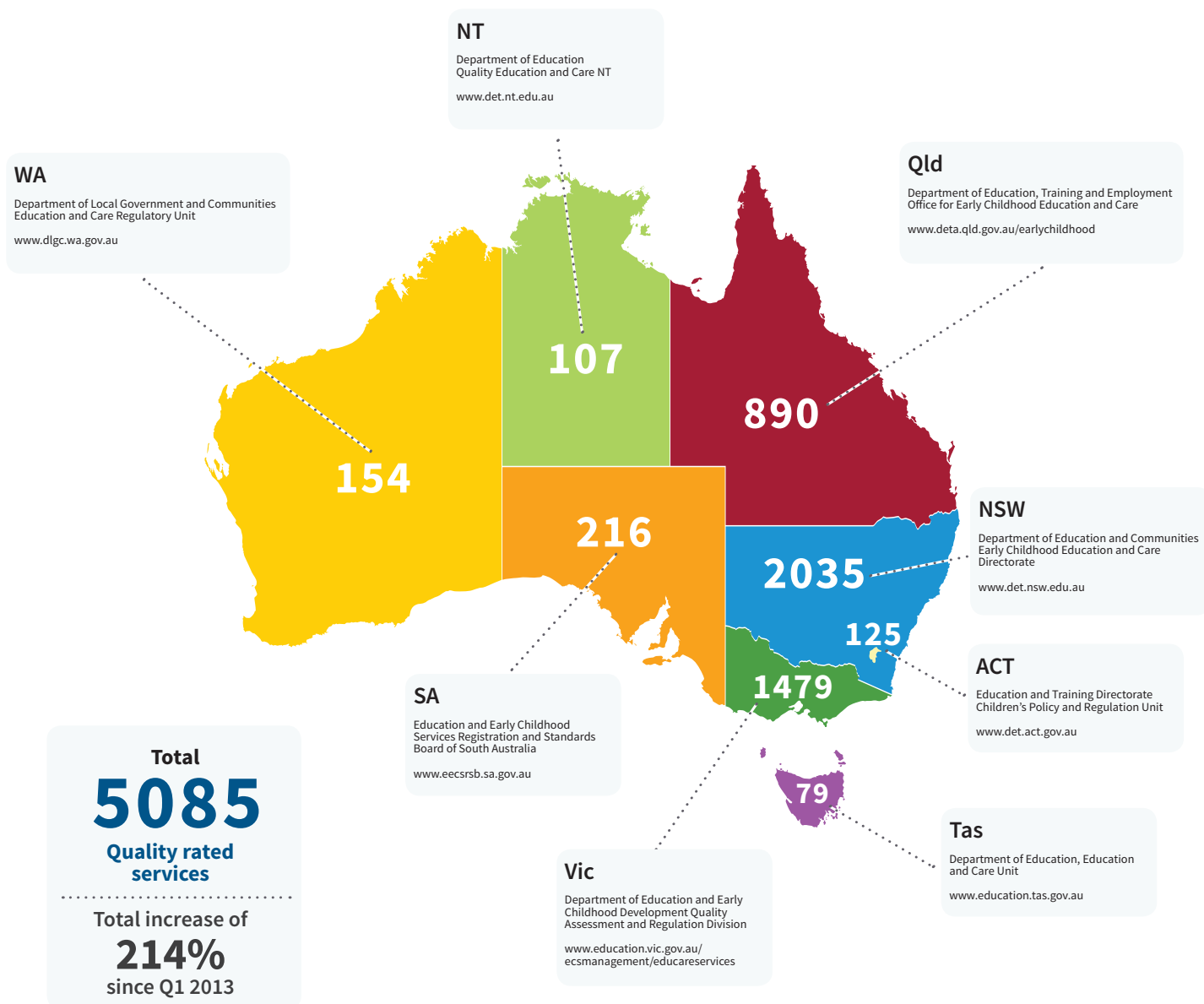
Table 21: The number and proportion of approved services with any waiver by jurisdiction and waiver category on 31 March 2014

	Physical	Staff	Both	TOTAL	Total number of services	Proportion of services with a waiver
ACT	3	26	0	29	317	9.1%
NSW	125	164	1	290	4864	6.0%
NT	0	19	0	19	215	8.8%
QLD	70	104	4	178	2693	6.6%
SA	3	62	0	65	1131	5.7%
TAS	8	16	0	24	224	10.7%
VIC	21	88	0	109	3898	2.8%
WA	7	162	0	169	1016	16.6%
<b>TOTAL</b>	<b>237</b>	<b>641</b>	<b>5</b>	<b>883</b>	<b>14 358</b>	<b>6.1%</b>

# National summary

A comparison between ratings in quality areas across jurisdictions is presented in Tables 22-29. The figures show some differences between jurisdictions, however, caution should be taken when making any comparisons. Some regulatory authorities have rated fewer services and the services rated are not a representative sample of the total population in each jurisdiction or nationally. Refer to the technical note at the end of the report for further information.

**Figure 6: The number of approved services with a finalised quality rating by quality area on 31 March 2014 (Nationally)**



# Australian Capital Territory summary

On 31 March 2014 the Australian Capital Territory had:

- 317 approved services, comprising 308 centre-based care services and nine family day care services
- 1420 supervisor certificates issued
- 125 approved services with a quality rating including:
  - 78 approved services with a quality rating of Working Towards NQS
  - 23 approved services with a quality rating of Meeting NQS
  - 24 approved services with a quality rating of Exceeding NQS
- 29 approved services with a waiver

**Table 22:** The number of ACT approved services with a finalised quality rating by quality area on 31 March 2014

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



An increase of  
**2%**  
on Q4 2013

Quality Area	0	Working Towards NQS	Meeting NQS	Exceeding NQS	Total
QA1	0	74	34	17	125
QA2	0	37	65	23	125
QA3	0	65	42	18	125
QA4	0	15	72	38	125
QA5	0	33	48	44	125
QA6	0	51	47	27	125
QA7	0	37	55	33	125



# New South Wales summary

On 31 March 2014 New South Wales had:

- 4864 approved services, comprising 4633 centre-based care services and 231 family day care services
- 22 491 supervisor certificates issued
- 2035 approved services with a quality rating including:
  - 2 approved services with a quality rating of Significant Improvement Required
  - 992 approved services with a quality rating of Working Towards NQS
  - 672 approved services with a quality rating of Meeting NQS
  - 367 approved services with a quality rating of Exceeding NQS
  - 2 approved services with an Excellent rating
- 290 approved services with a waiver

**Table 23:** The number of NSW approved services with a finalised quality rating by quality area on 31 March 2014

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



An increase of  
**14%**  
on Q4 2013

Quality Area		Quality Area			Total
QA1	1	724	949	361	2035
QA2	2	621	1104	308	2035
QA3	1	644	1040	350	2035
QA4	2	280	1288	465	2035
QA5	0	302	1179	554	2035
QA6	0	341	1142	552	2035
QA7	1	609	1000	425	2035

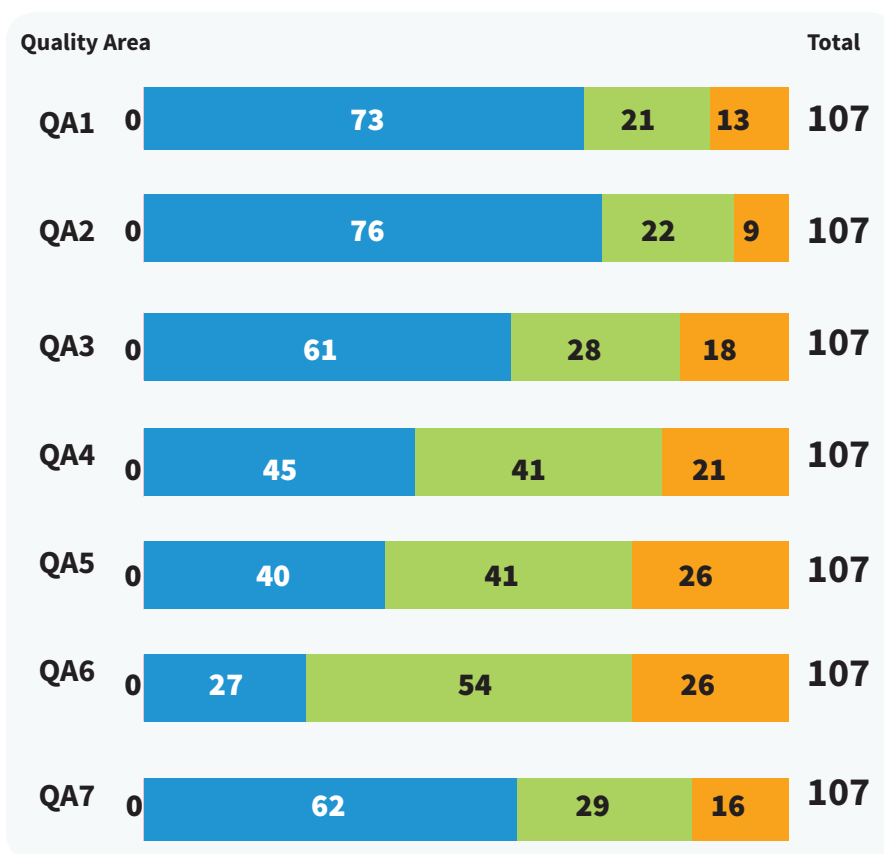
# Northern Territory summary

On 31 March 2014 the Northern Territory had:

- 215 approved services, comprising 210 centre-based care services and five family day care services
- 775 supervisor certificates issued
- 107 approved services with a quality rating including:
  - 89 approved services with a quality rating of Working Towards NQS
  - 7 approved services with a quality rating of Meeting NQS
  - 11 approved services with a quality rating of Exceeding NQS
- 19 approved services with a waiver

**Table 24:** The number of NT approved services with a finalised quality rating by quality area on 31 March 2014

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



# Queensland summary

On 31 March 2014 Queensland had:

- 2693 approved services, comprising 2582 centre-based care services and 111 family day care services
- 20 519 supervisor certificates issued
- 890 approved services with a quality rating including:
  - 1 approved service with a quality rating of Significant Improvement Required
  - 274 approved services with a quality rating of Working Towards NQS
  - 274 approved services with a quality rating of Meeting NQS
  - 336 approved services with a quality rating of Exceeding NQS
  - 5 approved services with an Excellent rating
- 178 approved services with a waiver

**Table 25: The number of Qld approved services with a finalised quality rating by quality area on 31 March 2014**

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



An increase of **14%** on Q4 2013

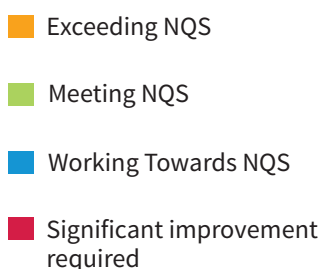
Quality Area	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Total
QA1	0	224	407	259	890
QA2	1	160	368	361	890
QA3	0	195	428	267	890
QA4	0	65	431	394	890
QA5	0	121	327	442	890
QA6	0	145	378	367	890
QA7	0	162	341	387	890

# South Australia summary

On 31 March 2014 South Australia had:

- 1131 approved services, comprising 1101 centre-based care services and 30 family day care services
- 7545 supervisor certificates issued
- 216 approved services with a quality rating including:
  - 1 approved service with a quality rating of Significant Improvement Required
  - 76 approved services with a quality rating of Working Towards NQS
  - 48 approved services with a quality rating of Meeting NQS
  - 87 approved services with a quality rating of Exceeding NQS
  - 4 approved services with an Excellent rating
- 65 approved services with a waiver

**Table 26:** The number of SA approved services with a finalised quality rating by quality area on 31 March 2014



Quality Area	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Total
QA1	0	66	66	84	216
QA2	1	33	129	53	216
QA3	0	54	93	69	216
QA4	0	11	138	67	216
QA5	1	16	73	126	216
QA6	0	37	88	91	216
QA7	0	48	85	83	216

# Tasmania summary

On 31 March 2014 Tasmania had:

- 224 approved services, comprising 212 centre-based care services and 12 family day care services
- 1279 supervisor certificates issued
- 79 approved services with a quality rating including:
  - 51 approved services with a quality rating of Working Towards NQS
  - 13 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 27:** The number of approved Tas services with a finalised quality rating by quality area on 31 March 2014

Exceeding NQS

Meeting NQS

Working Towards NQS

Significant improvement required



An increase of  
**11%**  
on Q4 2013

Quality Area	0	Working Towards NQS	Meeting NQS	Exceeding NQS	Total
QA1	0	37	33	9	79
QA2	0	35	27	17	79
QA3	0	39	29	11	79
QA4	0	14	41	24	79
QA5	0	20	40	19	79
QA6	0	24	30	25	79
QA7	0	36	19	24	79

# Victoria summary

On 31 March 2014 Victoria had:

- 3898 approved services, comprising 3585 centre-based care services and 313 family day care services
- 19 533 supervisor certificates issued
- 1479 approved services with a quality rating including:
  - 1 approved service with a quality rating of Significant Improvement Required
  - 349 approved services with a quality rating of Working Towards NQS
  - 703 approved services with a quality rating of Meeting NQS
  - 426 approved services with a quality rating of Exceeding NQS
- 109 approved services with a waiver

**Table 28:** The number of approved Vic services with a finalised quality rating by quality area on 31 March 2014

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



An increase of  
**12%**  
on Q4 2013

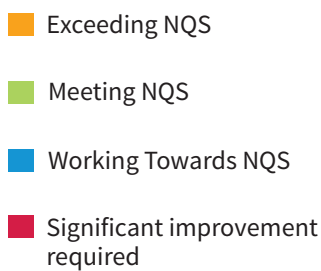
Quality Area	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Total
QA1	0	259	790	430	1479
QA2	1	146	1043	289	1479
QA3	1	163	899	416	1479
QA4	1	89	1020	369	1479
QA5	0	91	766	622	1479
QA6	0	62	875	542	1479
QA7	0	197	854	428	1479

# Western Australia summary

On 31 March 2014 Western Australia had:

- 1016 approved services, comprising 966 centre-based care services and 50 family day care services
- 5087 supervisor certificates issued
- 154 approved services with a quality rating including:
  - 3 approved services with a quality rating of Significant Improvement Required
  - 83 approved services with a quality rating of Working Towards NQS
  - 34 approved services with a quality rating of Meeting NQS
  - 34 approved services with a quality rating of Exceeding NQS
- 169 approved services with a waiver

**Table 29:** The number of WA approved services with a finalised quality rating by quality area on 31 March 2014



An increase of  
**14%**  
on Q4 2013

Quality Area	Significant improvement required	Working Towards NQS	Meeting NQS	Exceeding NQS	Total
QA1	1	73	49	31	154
QA2	3	56	61	34	154
QA3	2	63	66	23	154
QA4	0	21	91	42	154
QA5	1	24	79	50	154
QA6	0	37	74	43	154
QA7	2	38	69	45	154



# 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. 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.
2. 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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# NQF Snapshot Q1 2015

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

May 2015



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# Introduction

NQF Snapshot Q1 2015 is ACECQA's ninth national report on children's education and care services.

It provides analysis and information on the state of the sector, progress of assessment and rating, quality rating of services and waivers held by services.

The data presented in this Snapshot was taken from the National Quality Agenda IT System (NQA ITS) on 1 April 2015 for the quarter ending 31 March 2015. To demonstrate change over time, the data is compared with data from NQF Snapshot Q1 2014, including the number of approved children's education and care services and the progress in the number of services with a quality rating. When reviewing the quality rating information in the Snapshot, caution should still be taken when making comparisons between jurisdictions or making predictions about services yet to be rated.

As at 31 March 2015, 8287 or 56% of services have received a quality rating. The number of services with a quality rating has increased by 63% or from 35% to 56% over the past 12 months. The proportion of assessed services Meeting or Exceeding the National Quality Standard has also risen, from 61% to 66% over the same period.

The results for the 8287 children's education and care services already quality rated are available online at [www.acecqa.gov.au/national-registers](http://www.acecqa.gov.au/national-registers)

## Snapshot highlights



Number of children's education and care services operating across Australia



Number of services that have received a quality rating



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



Proportion of approved services with a waiver

# Snapshot highlights



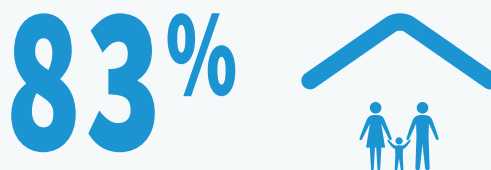
Services are more likely to achieve Exceeding or Meeting NQS in Quality Area 4 - Staffing arrangements, Quality Area 5 - Relationships with children and Quality Area 6 - Partnerships with families and communities



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, Quality Area 3 - Physical environment and Quality Area 7 - Leadership and service management



Number of approved providers operating services



Proportion of approved providers operating only one children's education and care service



Number of approved family day care services



Number of approved centre-based services

# State of the sector

Figure 1: The number of approved services by jurisdiction and service type on 31 March 2015

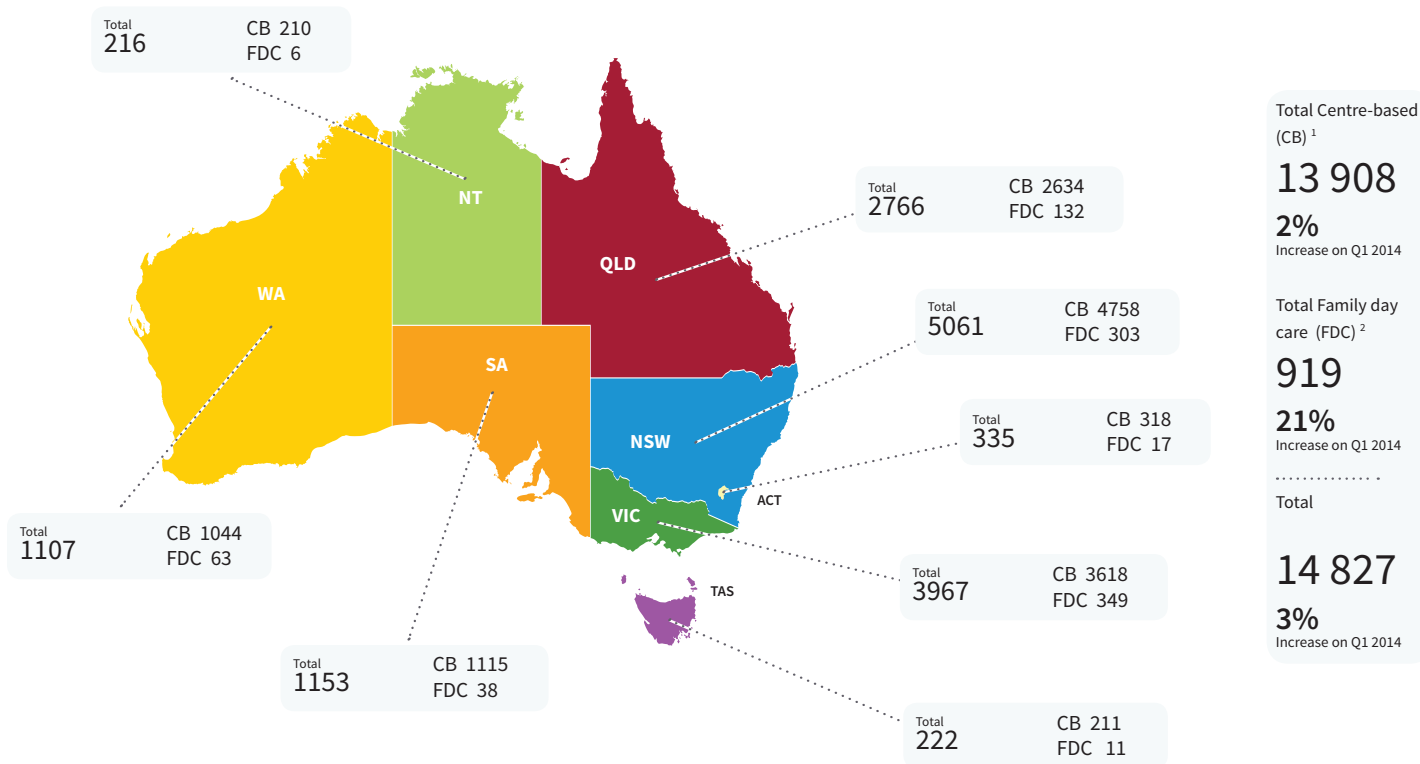


Table 1: The proportion of approved services by jurisdiction on 31 March 2015

Jurisdiction	Proportion
ACT	2%
NSW	34%
NT	1%
QLD	19%
SA	8%
TAS	1%
VIC	27%
WA	7%

<sup>1</sup>A 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.

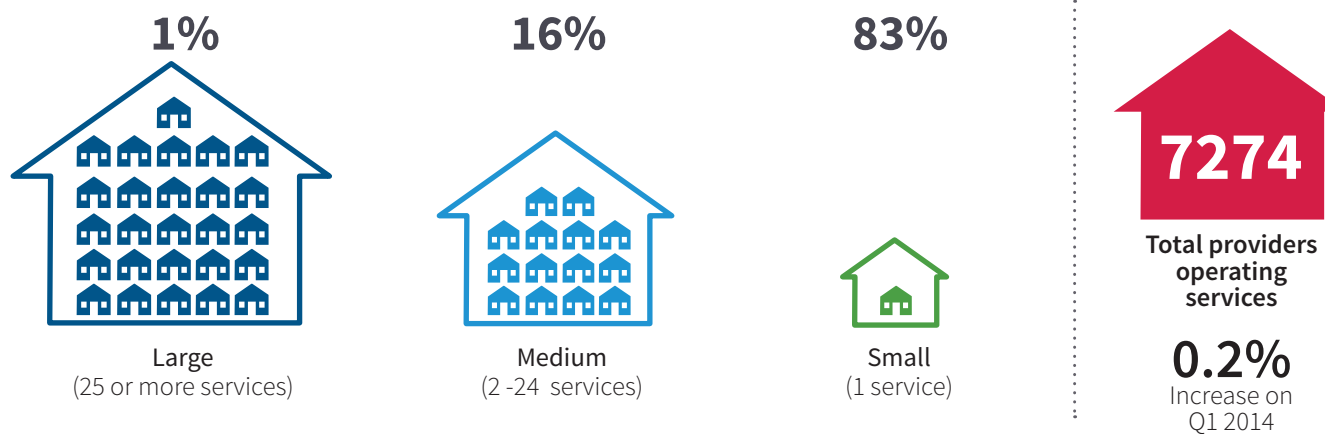
<sup>2</sup>A family day care service is an education and care service delivered through the use of two or more educators to provide education and care for children in residences, whether or not the service also provides education and care to children at a place other than a residence. They are sometimes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



# State of the sector



Figure 2: The proportion of approved providers with services by size on 31 March 2015



# Progress of assessment and rating

As at 31 March 2015, there were 14 827 approved education and care services, comprising 13 908 centre-based services and 919 family day care services.

Centre-based services account for 94% of all approved education and care services across Australia, with family day care services accounting for the remaining 6%.

As at 31 March 2015, 8287 services or 56% of approved education and care services have received a quality rating. The number of services with a quality rating has increased by 63% or from 35% to 56% over the past 12 months.

Tasmania has the highest proportion (71%) of services with a quality rating. The Northern Territory (69%), Victoria (65%), New South Wales (61%) and the Australian Capital Territory (57%) have rated a higher proportion of services than the national average.

Variability in the proportion of services with a quality rating is attributable to contextual factors specific to each jurisdictional operating environment, e.g. a delay in the commencement of the National Law in Western Australia (August 2012) and the establishment of a new regulatory authority in South Australia to conduct assessment and rating. Authorised officers have ongoing contact with the sector outside of the assessment and rating process to monitor and support services and ensure the health, safety and wellbeing of children.

**Table 2: The number and proportion of approved services with a quality rating by jurisdiction on 31 March 2015**

	Number of services	Number of services with a quality rating	Proportion of services with a quality rating
ACT	335	192	57%
NSW	5061	3094	61%
NT	216	148	69%
QLD	2766	1474	53%
SA	1153	341	30%
TAS	222	158	71%
VIC	3967	2569	65%
WA	1107	311	28%
<b>TOTAL</b>	<b>14 827</b>	<b>8287</b>	<b>56%</b>

**Table 3: The number and proportion of approved services with a quality rating by service type on 31 March 2015**

	Number of services	Number of services with a quality rating	Proportion of services with a quality rating
<b>Centre-based care</b>	13 908	7988	57%
<b>Family day care</b>	919	299	33%
<b>TOTAL</b>	<b>14 827</b>	<b>8287</b>	<b>56%</b>

# Overall quality ratings of services

Authorised officers from regulatory authorities assess and rate services using the seven quality areas, 18 standards and 58 elements that make up the National Quality Standard. Services are given a rating for each of the seven quality areas and an overall rating.

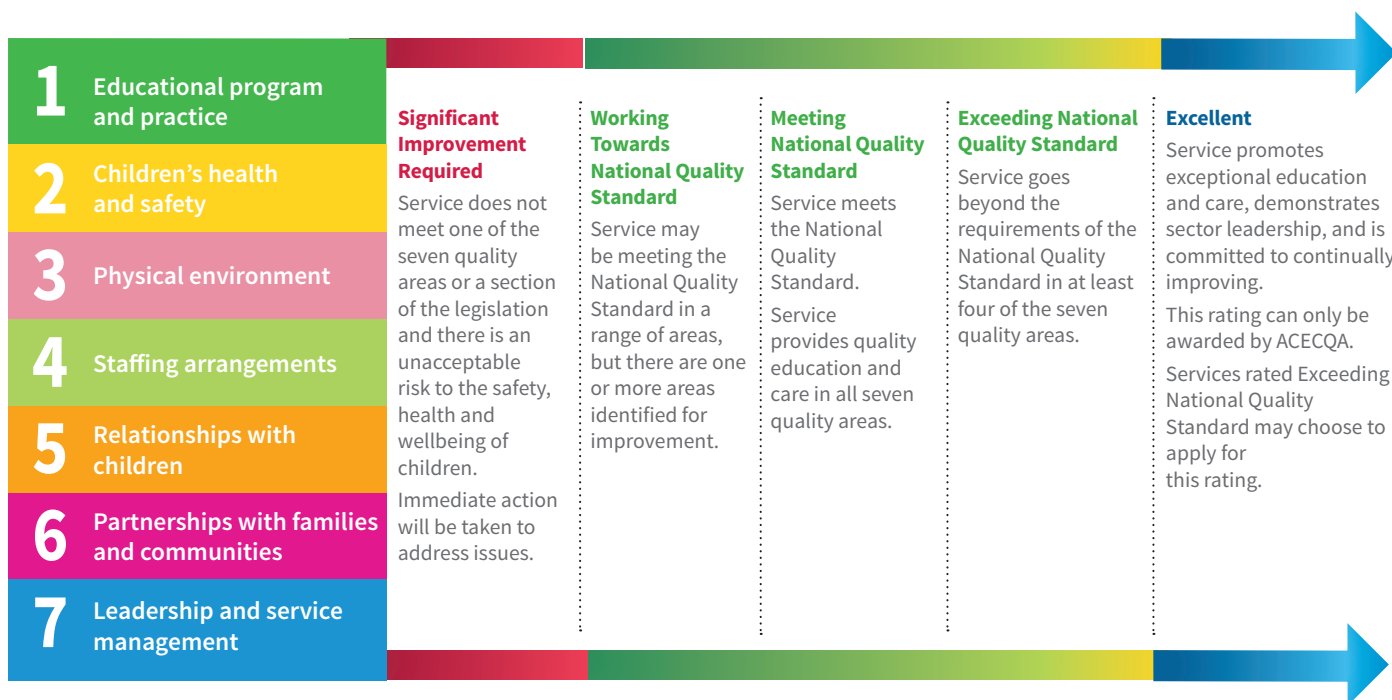


Table 4 shows that nationally, 66% of assessed and rated services are Meeting (38%) or Exceeding (28%) the NQS, up from 61% in Q1 2014.

**Table 4:** The number and proportion of approved services with a quality rating by quality rating level and jurisdiction on 31 March 2015

	Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent rated	TOTAL
ACT	0	108 (56%)	36 (19%)	44 (23%)	4	192
NSW	5	1334 (43%)	1110 (36%)	637 (21%)	8	3094
NT	1	118 (80%)	16 (11%)	12 (8%)	1	148
QLD	0	406 (28%)	540 (37%)	520 (35%)	8	1474
SA	0	96 (28%)	97 (28%)	142 (42%)	6	341
TAS	0	68 (43%)	51 (32%)	39 (25%)	0	158
VIC	1	561 (22%)	1174 (46%)	829 (32%)	4	2569
WA	0	139 (45%)	87 (28%)	83 (27%)	2	311
<b>TOTAL</b>	<b>7</b>	<b>2830 (34%)</b>	<b>3111 (38%)</b>	<b>2306 (28%)</b>	<b>33</b>	<b>8287</b>

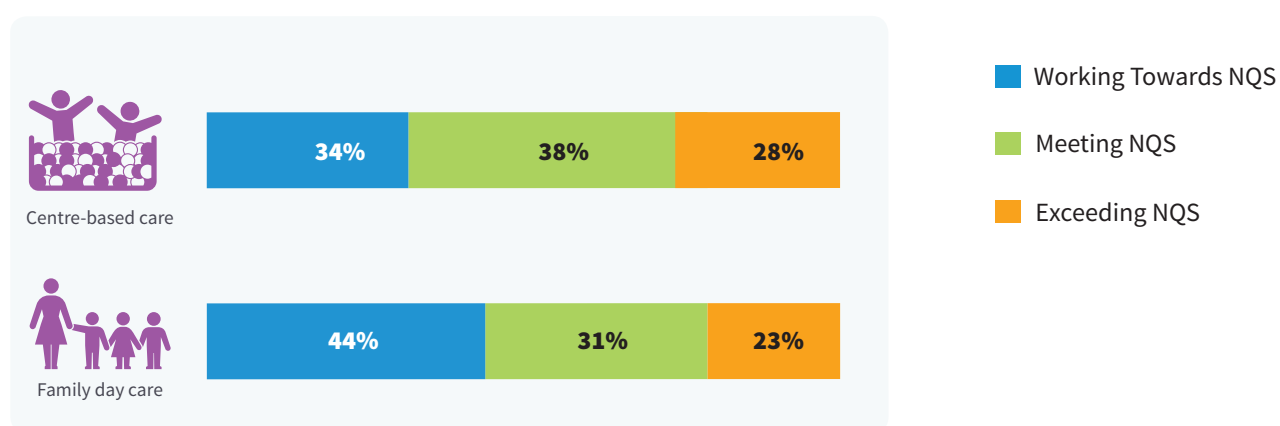
Note: Due to rounding, individual values may not add to 100% in all cases.



# Overall quality ratings of services

Variation in the spread of quality ratings across service type was also evident with 66% of centre-based services rated either Meeting or Exceeding the NQS compared to 54% of family day care services. Over the past 12 months centre-based services rated either Meeting or Exceeding the NQS has increased from 61% to 66% while family day care has remained at 54%.

**Figure 3: Proportion of approved services with a quality rating by quality rating level and service type on 31 March 2015**



**Table 5: Number of approved services with a quality rating by quality rating level and service type on 31 March 2015**

	Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent rated	Total
Centre-based care	3	2697	3019	2238	31	7988
Family day care	4	133	92	68	2	299
<b>Total</b>	<b>7</b>	<b>2830</b>	<b>3111</b>	<b>2306</b>	<b>33</b>	<b>8287</b>

# Overall quality ratings of services – SEIFA

Table 6 shows the proportion of quality rated centre-based services by quality rating and Socio-Economic Indexes for Areas (SEIFA Index of Relative Disadvantage). SEIFA is a product that ranks areas according to socio-economic advantage and disadvantage based on census data. Variables used cover a number of areas including household income, education, employment, occupation, housing and other indicators of advantage and disadvantage.

Services in less disadvantaged areas are slightly more likely to be rated Meeting or Exceeding the NQS (68%)<sup>1</sup> than services in more disadvantaged areas (64%)<sup>2</sup>.

**Table 6:** The proportion of approved services by quality rating and SEIFA Index of Relative Disadvantage on 31 March 2015

SEIFA Decile	Working Towards NQS	Meeting NQS	Exceeding NQS
<b>10</b> (Least disadvantaged)	33%	33%	33%
<b>9</b>	32%	34%	34%
<b>8</b>	29%	41%	29%
<b>7</b>	33%	38%	29%
<b>6</b>	31%	39%	30%
<b>5</b>	34%	37%	29%
<b>4</b>	36%	38%	25%
<b>3</b>	37%	37%	26%
<b>2</b>	35%	40%	24%
<b>1</b> (Most disadvantaged)	34%	38%	27%
<b>N/A</b> (inc. FDC)	39%	33%	26%

**Note:** The Not Applicable row includes all family day care services as each service does not have a single location, plus a small number of centre-based services without an exact location in the NQA ITS. Due to rounding, individual values may not add to 100% in all cases.

<sup>1</sup>Least disadvantaged - average of percentage for SEIFA 8 to 10.

<sup>2</sup>Most disadvantaged - average of percentage for SEIFA 1 to 3.

# Overall quality ratings of services – Remoteness Structure

Services classified Remote and Very Remote under the Australian Bureau of Statistics Remoteness Structure are less likely to have been rated Meeting or Exceeding the NQS than services in areas classified Inner Regional or Major Cities.

**Table 7: Proportion of approved services by quality rating by remoteness classification (ARIA+) on 31 March 2015**

	Major Cities of Australia	Inner Regional Australia	Outer Regional Australia	Remote Australia	Very Remote Australia	N/A (inc. FDC)
<b>Working Towards NQS</b>	34%	31%	37%	50%	38%	42%
<b>Meeting NQS</b>	37%	42%	36%	30%	41%	30%
<b>Exceeding NQS</b>	29%	27%	28%	21%	21%	26%

**Note:** The Not Applicable row includes all family day care services as each service does not have a single location, plus a small number of centre-based services without an exact location in the NQA ITS. Due to rounding, individual values may not add to 100% in all cases.

# Services rated Working Towards NQS

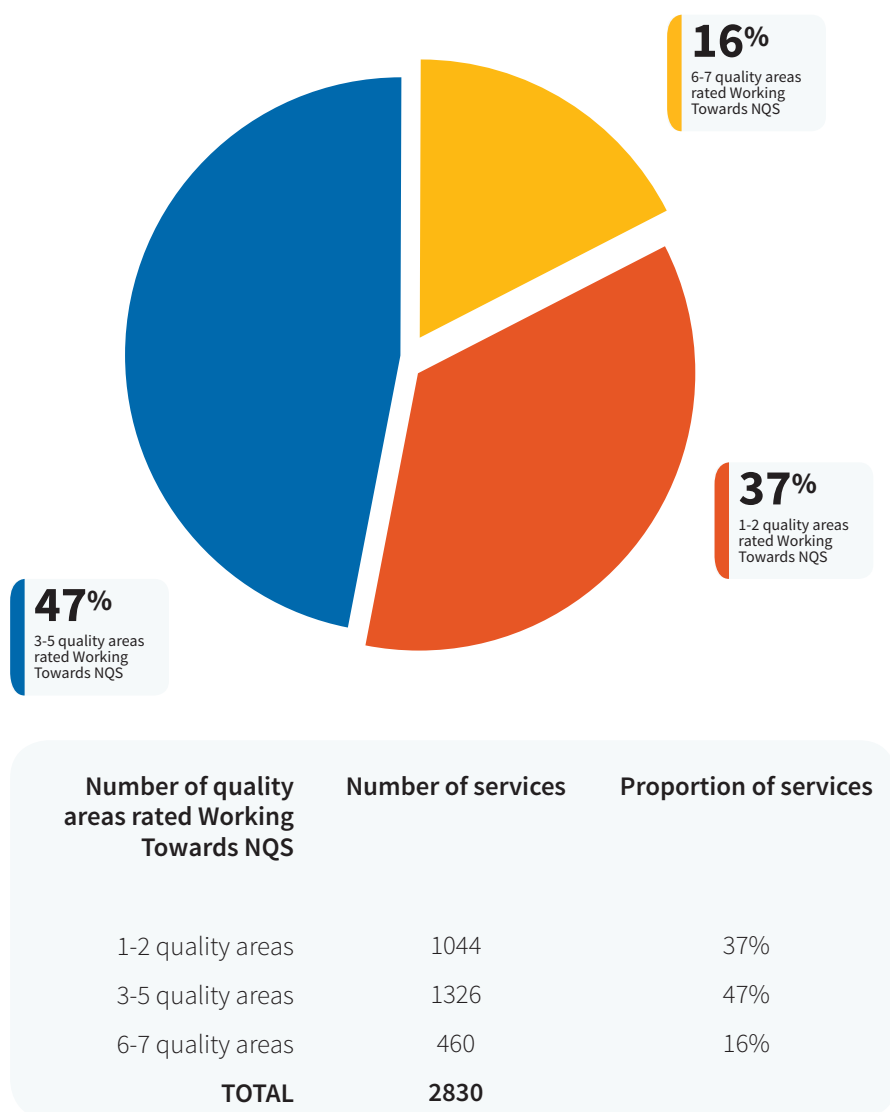
Figures 4 and 5 shows that a considerable number of services with an overall Working Towards NQS rating have narrowly missed out on a higher rating. A service will receive an overall rating of Working Towards NQS if any of the quality areas are rated as Working Towards NQS. A quality area will be rated as Working Towards NQS if one of the standards within that quality area is rated as Working Towards NQS.

This means that a service can receive an overall rating of Working Towards NQS even though they are Meeting or Exceeding NQS in most standards or quality areas.

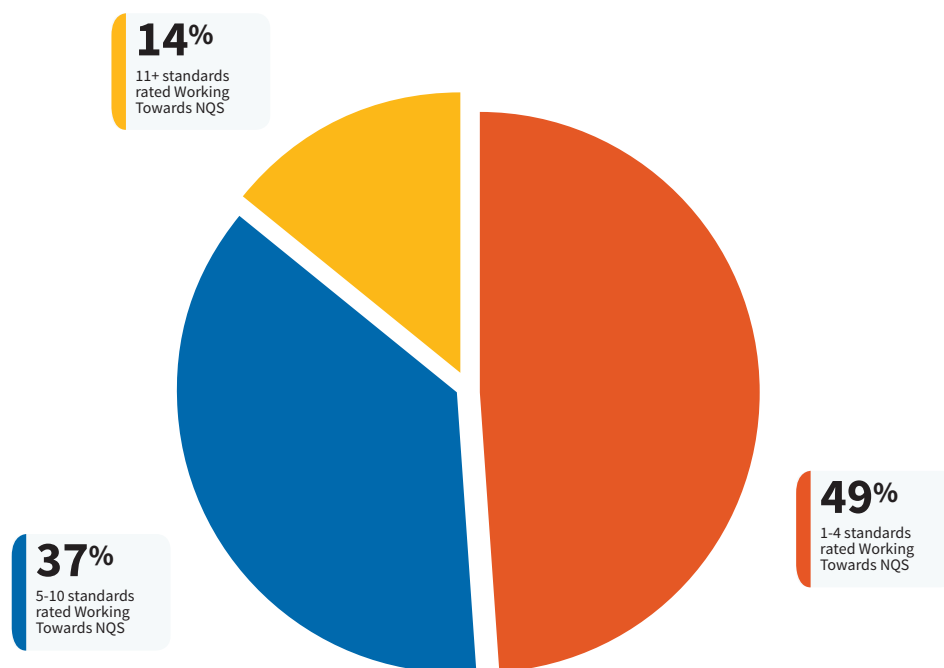
For example, Figure 4 shows 37% of all services rated Working Towards NQS are Meeting or Exceeding NQS in at least five of the seven quality areas. Figure 5 shows that 49% of the services rated Working Towards NQS were Meeting or Exceeding NQS in all but four of the 18 standards.

This demonstrates that a substantial proportion of services rated Working Towards NQS are close to achieving a higher rating. It also shows how the NQS can encourage providers to improve on the quality of their services to gain a higher rating.

**Figure 4:** The proportion of approved services rated Working Towards NQS by number of quality areas rated Working Towards on 31 March 2015



**Figure 5:** The number and proportion of approved services with a quality rating of Working Towards by number of standards rated Working Towards on 31 March 2015



Number of standards rated Working Towards	Number of services	Proportion of services
1-4 standards	1393	49%
5-10 standards	1042	37%
11+ standards	395	14%
<b>TOTAL</b>	<b>2830</b>	

# Quality area ratings of services

Table 8 and Figure 6 display the quality ratings results for each of the seven quality areas at a national level.

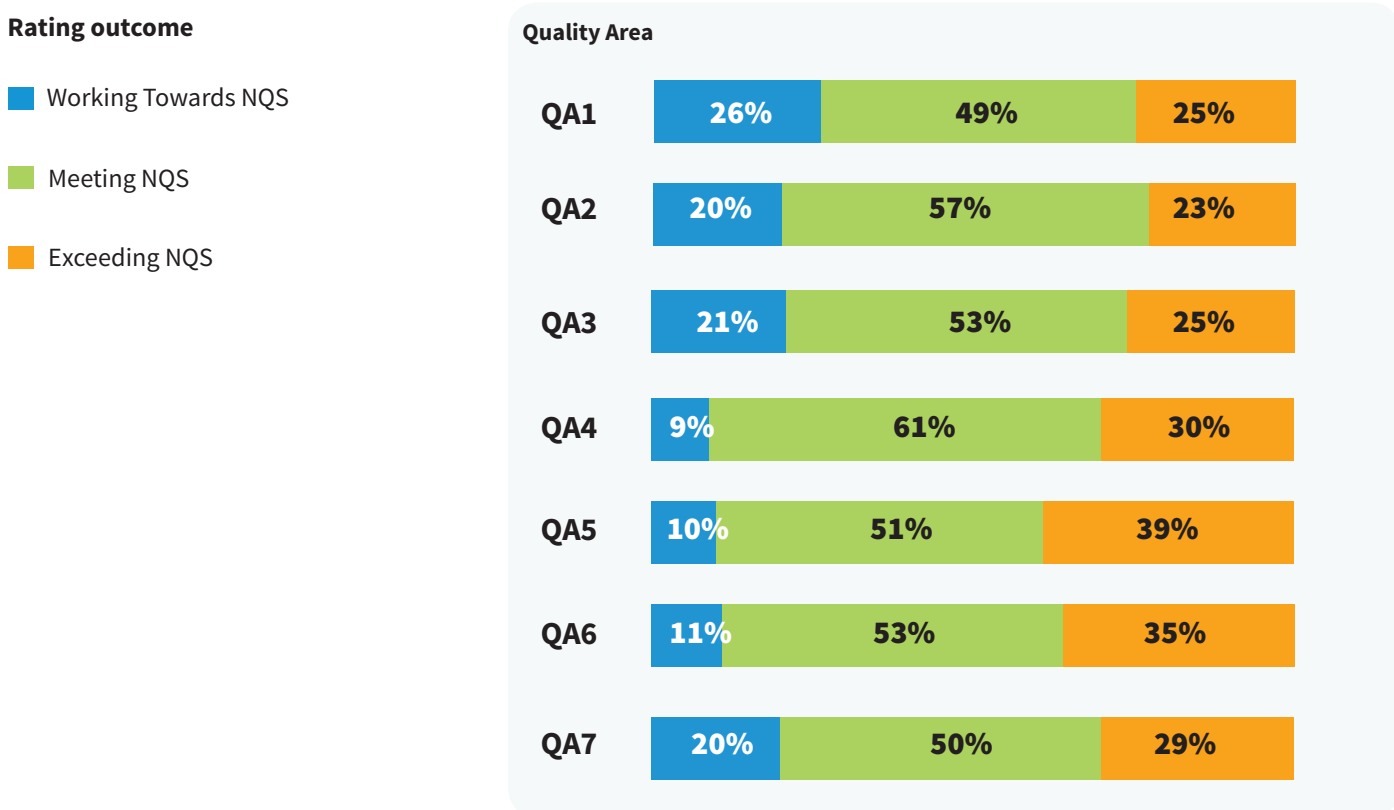
Nationally, services are most likely to be:

- rated Meeting or Exceeding the NQS in QA4 – Staffing Arrangements (91%), QA5 - Relationships with Children (90%) and QA6 – Collaborative partnerships with Families and Communities (89%)
- rated Working Towards the NQS in QA1 - Educational Program and Practice (26%), QA3 - Physical Environment (21%), QA2 - Children’s Health & Safety (20%) and QA7 - Leadership and Service Management (20%).

**Table 8:** The number of approved services with a finalised quality rating by quality area nationally on 31 March 2015

Rating outcome	QA1	QA2	QA3	QA4	QA5	QA6	QA7
Exceeding NQS	2100	1871	2090	2454	3224	2936	2428
Meeting NQS	4063	4737	4431	5074	4227	4417	4176
Working Towards NQS	2124	1673	1762	756	835	934	1681
Significant Improvement Required	0	6	4	3	1	0	2

**Figure 6:** The proportion of approved services with a finalised quality rating by quality area nationally on 31 March 2015



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

# Waivers



Under the *Education and Care Services National Law*, an approved provider may apply for a service or temporary waiver from a certain requirement of the Education and Care Services National Regulations, or for a prescribed element or elements of the National Quality Standard. Waivers are classified under two broad categories and exemptions may be granted for certain staffing requirements or physical environment requirements, or both. A provider can apply for a service waiver, which does not have a specific expiry date, or a temporary waiver, which is granted for up to 12 months.

As at 31 March 2015, there are 746 or 5% of education and care services operating with at least one waiver. This has decreased by 16% since Q1 2014, led by a decrease in the number of temporary waivers, down from 618 to 446. Most waivers are temporary and are for staffing.



# Waivers

**Table 9: The number of approved services with any waiver by jurisdiction and waiver type on 31 March 2015**

	Total number of services	Service	Temporary	Both	TOTAL	Proportion of services with a waiver
ACT	335	2	17	1	20	6.0%
NSW	5061	136	168	6	310	6.1%
NT	216	0	31	0	31	14.4%
QLD	2766	61	63	6	130	4.7%
SA	1153	0	40	0	40	3.5%
TAS	222	11	16	0	27	12.2%
VIC	3967	65	34	1	100	2.5%
WA	1107	11	77	0	88	7.9%
<b>TOTAL</b>	<b>14 827</b>	<b>286</b>	<b>446</b>	<b>14</b>	<b>746</b>	<b>5.0%</b>

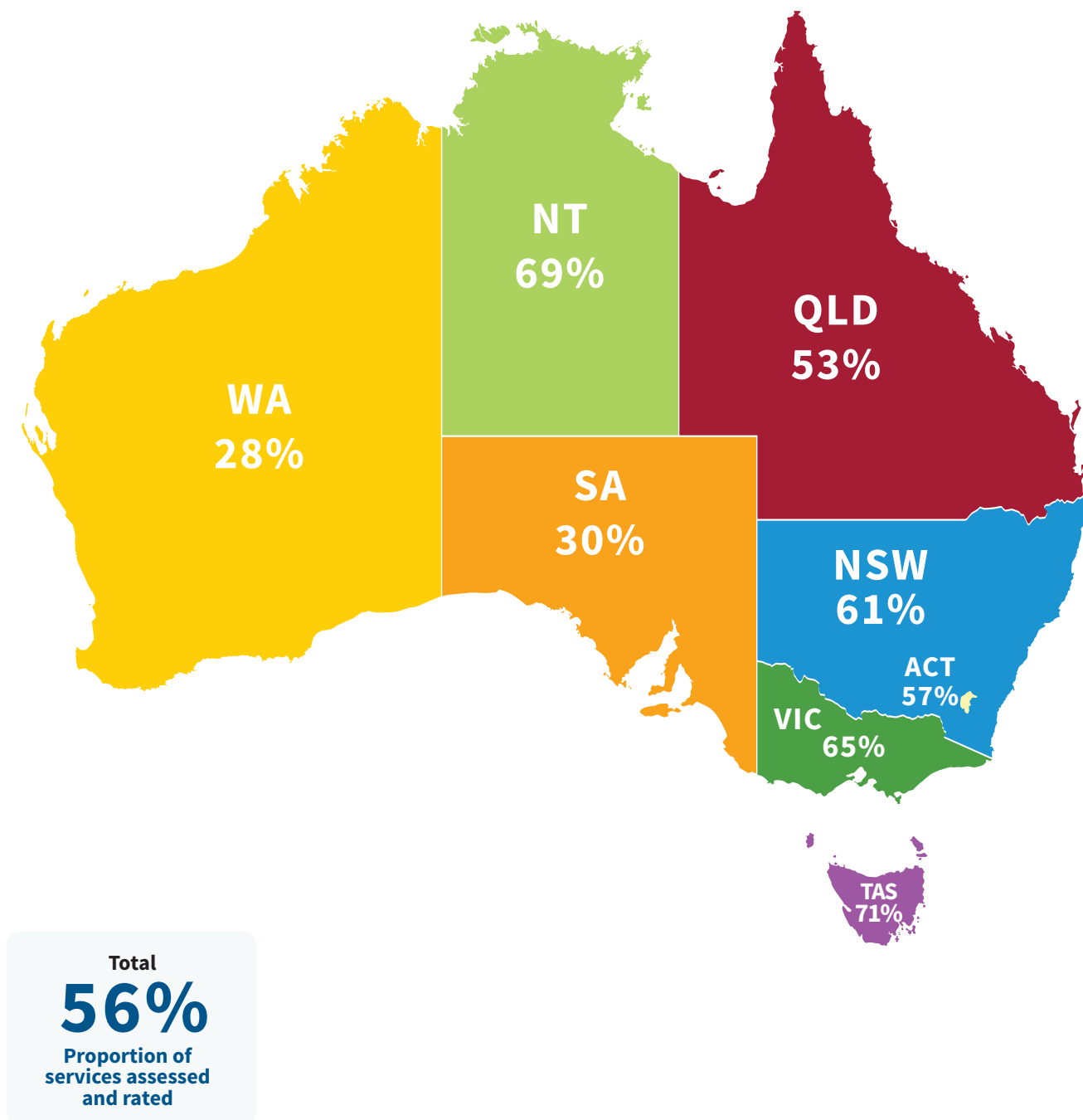
**Table 10: The number and proportion of approved services with any waiver by jurisdiction and waiver category on 31 March 2015**

	Total number of services	Physical	Staff	Both	TOTAL	Proportion of services with a waiver
ACT	335	2	17	1	20	6.0%
NSW	5061	137	166	7	310	6.1%
NT	216	0	31	0	31	14.4%
QLD	2766	82	43	5	130	4.7%
SA	1153	1	39	0	40	3.5%
TAS	222	10	17	0	27	12.2%
VIC	3967	19	81	0	100	2.5%
WA	1107	12	76	0	88	7.9%
<b>TOTAL</b>	<b>14 827</b>	<b>263</b>	<b>470</b>	<b>13</b>	<b>746</b>	<b>5.0%</b>



# National summary

Figure 7: The proportion of approved services with a finalised quality rating on 31 March 2015

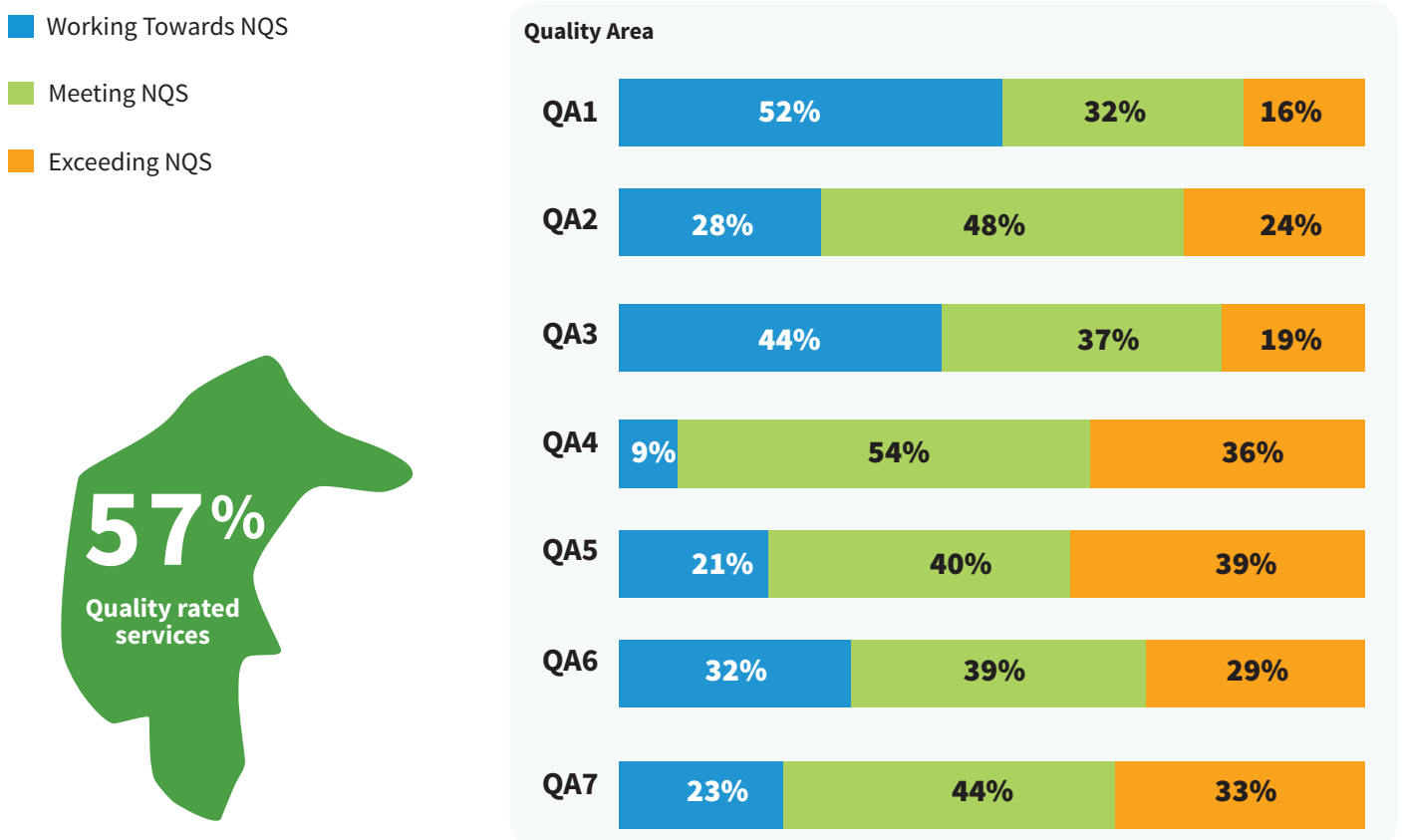


# Australian Capital Territory summary

On 31 March 2015 the Australian Capital Territory had:

- 335 approved services, comprising 318 centre-based care services and 17 family day care services
- 192 approved services with a quality rating including:
  - 108 approved services with a quality rating of Working Towards NQS
  - 36 approved services with a quality rating of Meeting NQS
  - 44 approved services with a quality rating of Exceeding NQS
  - 4 approved services with an Excellent rating

Figure 8: Proportion of ACT approved services with a finalised quality rating by quality area on 31 March 2015



## Contact details

Education and Training Directorate

Children's Policy and Regulation Unit

[www.det.act.gov.au](http://www.det.act.gov.au)

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

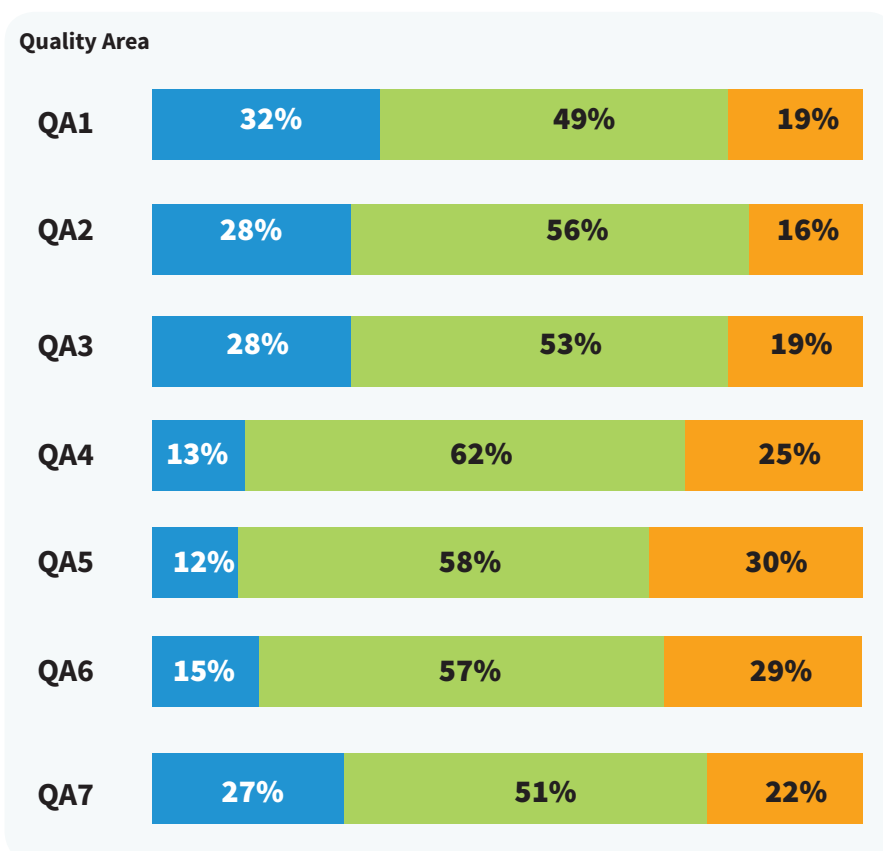
# New South Wales summary

On 31 March 2015 New South Wales had:

- 5061 approved services, comprising 4758 centre-based care services and 303 family day care services
- 3094 approved services with a quality rating including:
  - 5 approved services with a quality rating of Significant Improvement Required
  - 1334 approved services with a quality rating of Working Towards NQS
  - 1110 approved services with a quality rating of Meeting NQS
  - 637 approved services with a quality rating of Exceeding NQS
  - 8 approved services with an Excellent rating

Figure 9: Proportion of NSW approved services with a finalised quality rating by quality area on 31 March 2015

- Working Towards NQS
- Meeting NQS
- Exceeding NQS



## Contact details

Department of Education and Communities

Early Childhood Education and Care Directorate

[www.det.nsw.edu.au](http://www.det.nsw.edu.au)

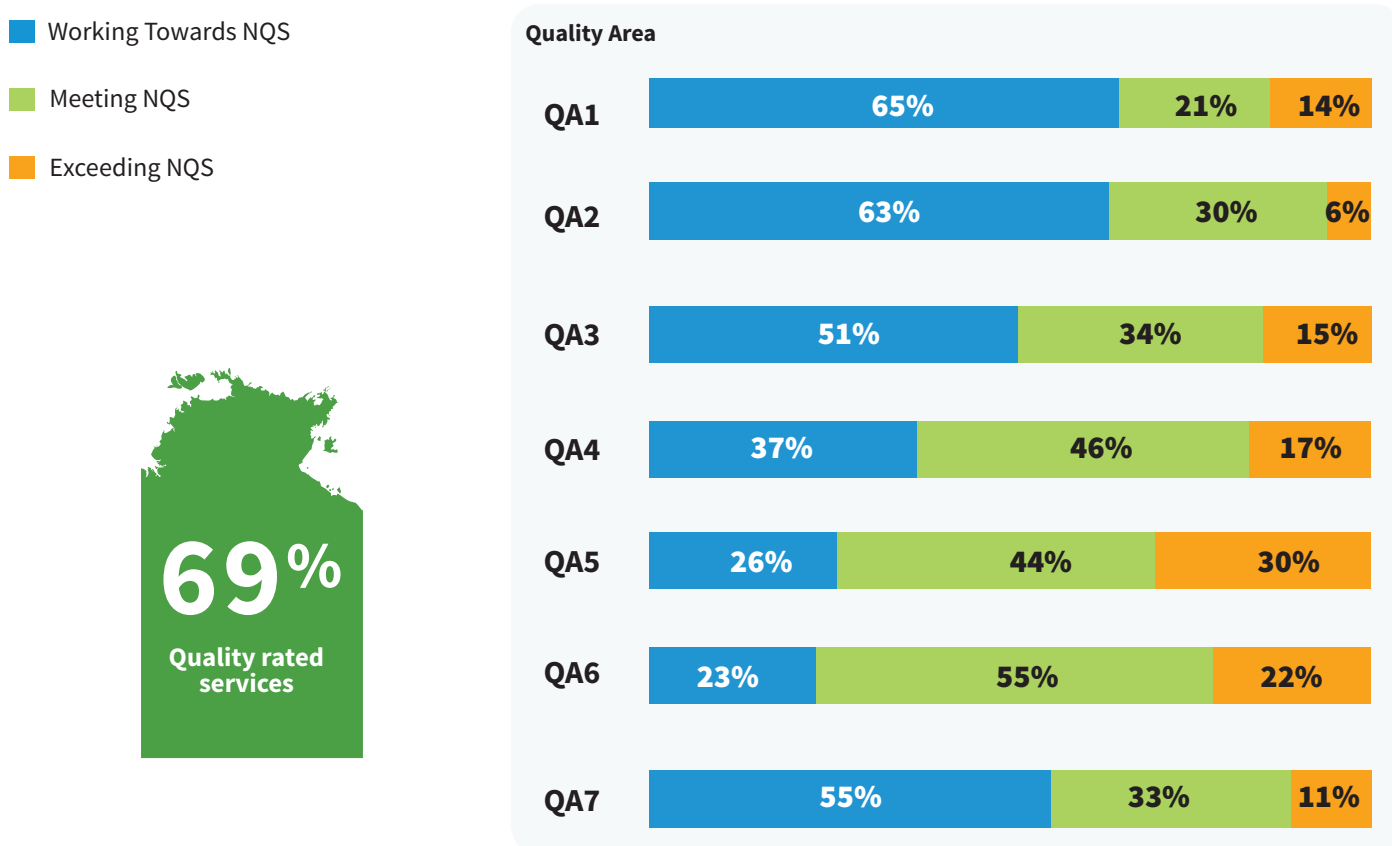
Note: Due to rounding, individual values may not add to 100% in all cases.

# Northern Territory summary

On 31 March 2015 the Northern Territory had:

- 216 approved services, comprising 210 centre-based care services and six family day care services
- 148 approved services with a quality rating including:
  - 1 approved service with a quality rating of Significant Improvement Required
  - 118 approved services with a quality rating of Working Towards NQS
  - 16 approved services with a quality rating of Meeting NQS
  - 12 approved services with a quality rating of Exceeding NQS
  - 1 approved service with an Excellent rating

Figure 10: Proportion of NT approved services with a finalised quality rating by quality area on 31 March 2015



## Contact details

Department of Education

Quality Education and Care NT

[www.det.nt.edu.au](http://www.det.nt.edu.au)

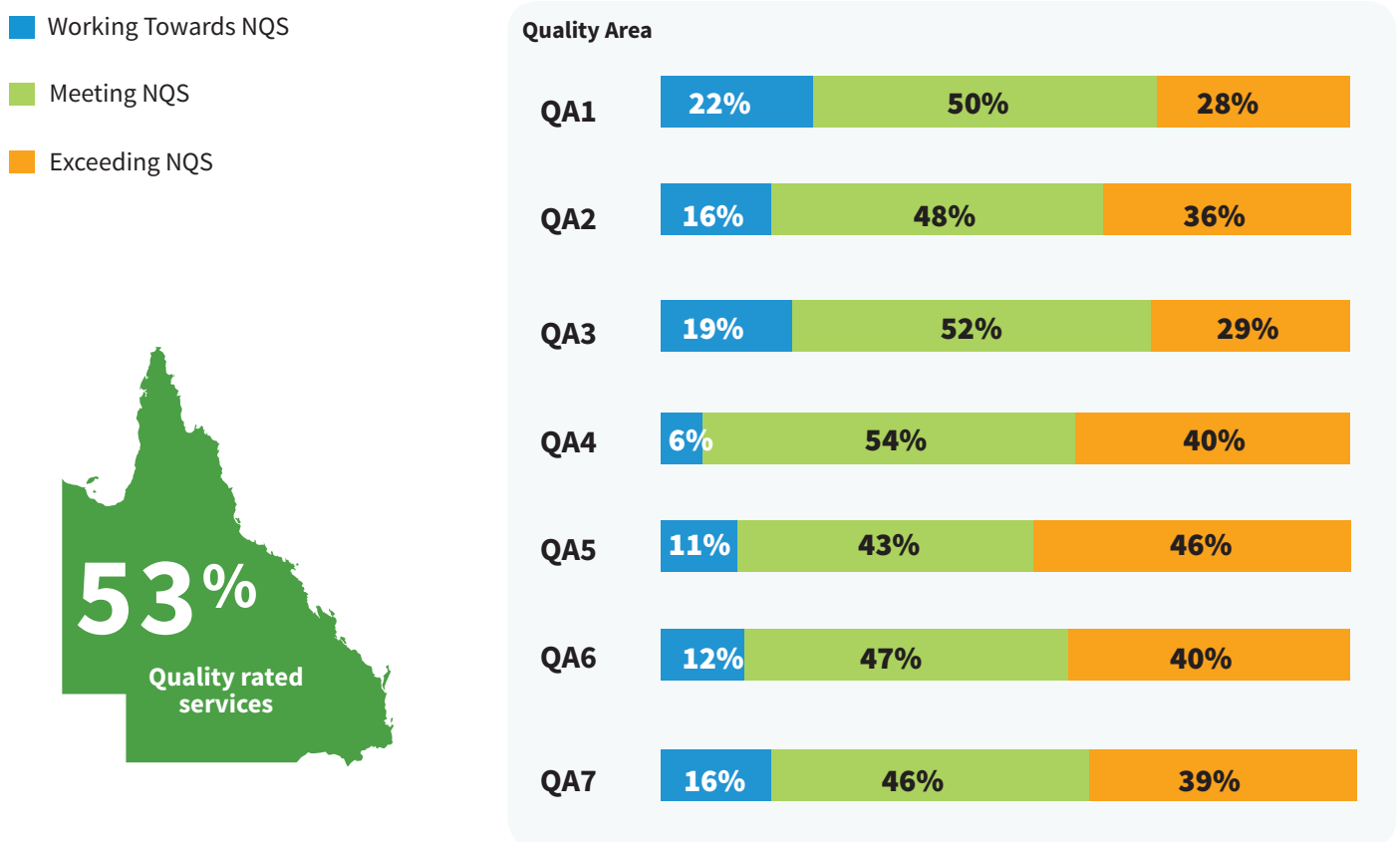
Note: Due to rounding, individual values may not add to 100% in all cases.

# Queensland summary

On 31 March 2015 Queensland had:

- 2766 approved services, comprising 2634 centre-based care services and 132 family day care services
- 1474 approved services with a quality rating including:
  - 406 approved services with a quality rating of Working Towards NQS
  - 540 approved services with a quality rating of Meeting NQS
  - 520 approved services with a quality rating of Exceeding NQS
  - 8 approved services with an Excellent rating

Figure 11: Proportion of Qld approved services with a finalised quality rating by quality area on 31 March 2015



## Contact details

Department of Education and Training

Office for Early Childhood Education and Care

[www.dete.qld.gov.au/earlychildhood](http://www.dete.qld.gov.au/earlychildhood)

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

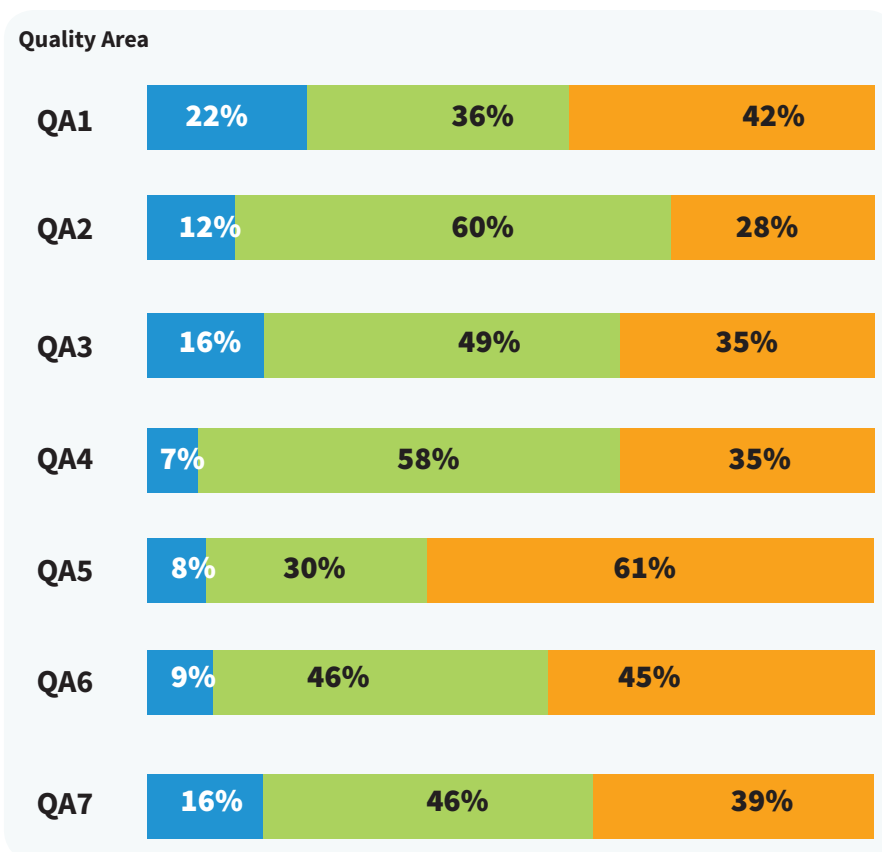
# South Australia summary

On 31 March 2015 South Australia had:

- 1153 approved services, comprising 1115 centre-based care services and 38 family day care services
- 341 approved services with a quality rating including:
  - 96 approved services with a quality rating of Working Towards NQS
  - 97 approved services with a quality rating of Meeting NQS
  - 142 approved services with a quality rating of Exceeding NQS
  - 6 approved services with an Excellent rating

Figure 12: Proportion of SA approved services with a finalised quality rating by quality area on 31 March 2015

- Working Towards NQS
- Meeting NQS
- Exceeding NQS



## Contact details

Education and Early Childhood Services

Registration and Standards Board of South Australia

[www.eecrsb.sa.gov.au](http://www.eecrsb.sa.gov.au)

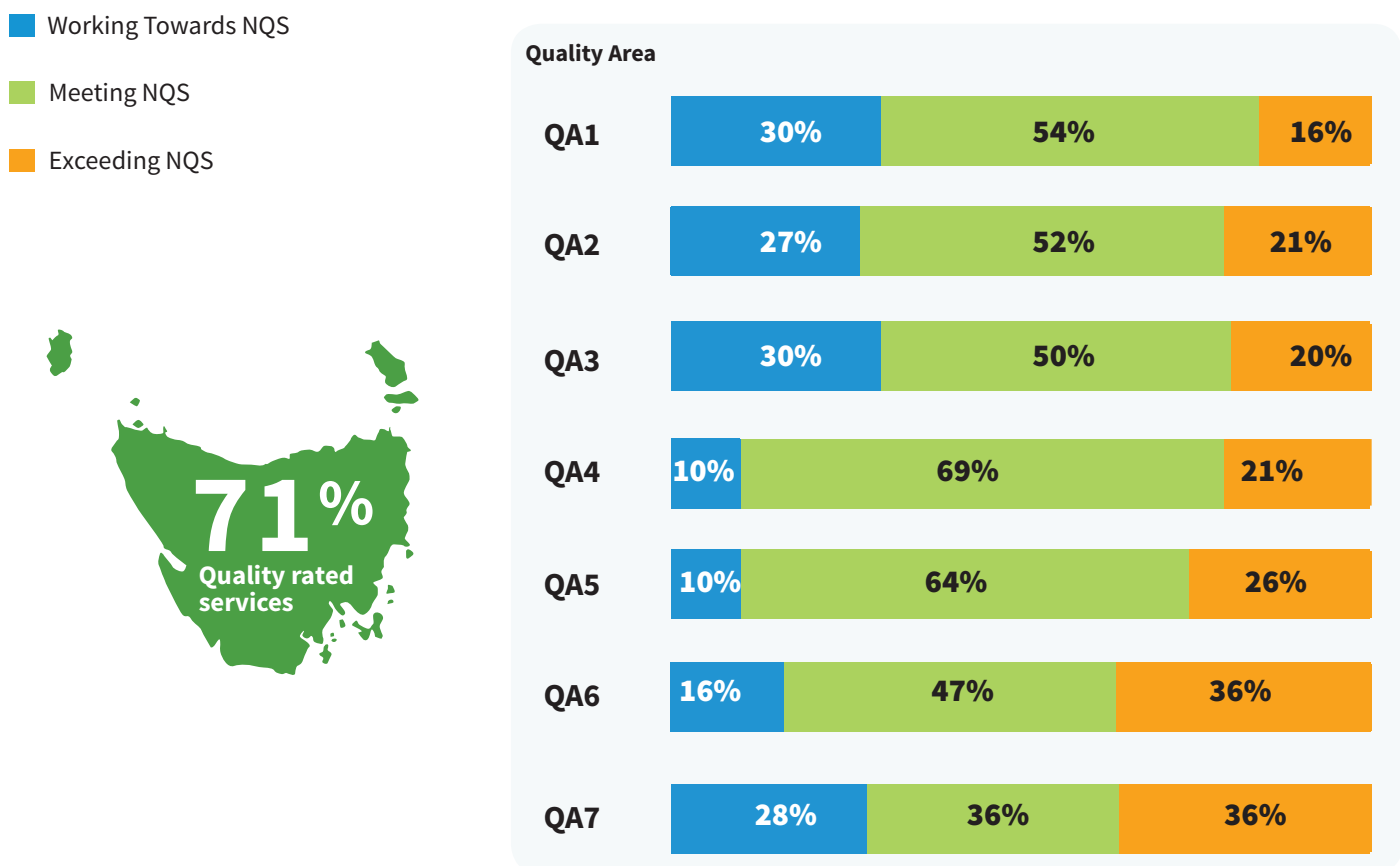
Note: Due to rounding, individual values may not add to 100% in all cases.

# Tasmania summary

On 31 March 2015 Tasmania had:

- 222 approved services, comprising 211 centre-based care services and 11 family day care services
- 158 approved services with a quality rating including:
  - 68 approved services with a quality rating of Working Towards NQS
  - 51 approved services with a quality rating of Meeting NQS
  - 39 approved services with a quality rating of Exceeding NQS

Figure 13: Proportion of approved Tas services with a finalised quality rating by quality area on 31 March 2015



## Contact details

Department of Education, Education and Care Unit

[www.education.tas.gov.au](http://www.education.tas.gov.au)

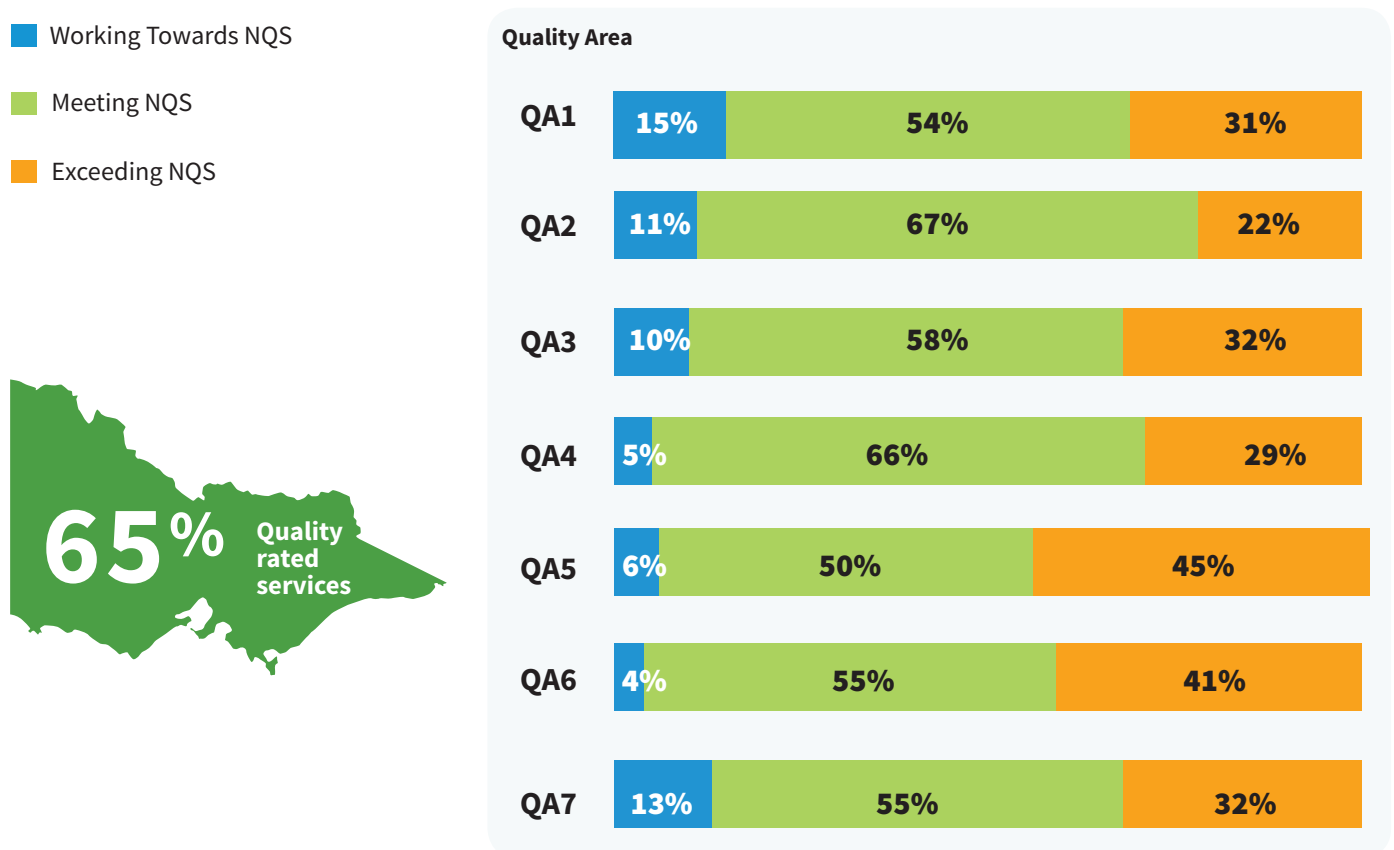
Note: Due to rounding, individual values may not add to 100% in all cases.

# Victoria summary

On 31 March 2015 Victoria had:

- 3967 approved services, comprising 3618 centre-based care services and 349 family day care services
- 2569 approved services with a quality rating including:
  - 1 approved service with a quality rating of Significant Improvement Required
  - 561 approved services with a quality rating of Working Towards NQS
  - 1174 approved services with a quality rating of Meeting NQS
  - 829 approved services with a quality rating of Exceeding NQS
  - 4 approved services with an Excellent rating

Figure 14: Proportion of approved Vic services with a finalised quality rating by quality area on 31 March 2015



## Contact details

Department of Education and Early Childhood Development  
Quality Assessment and Regulation Division

[www.education.vic.gov.au/ecsmangement/educareservices](http://www.education.vic.gov.au/ecsmangement/educareservices)

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



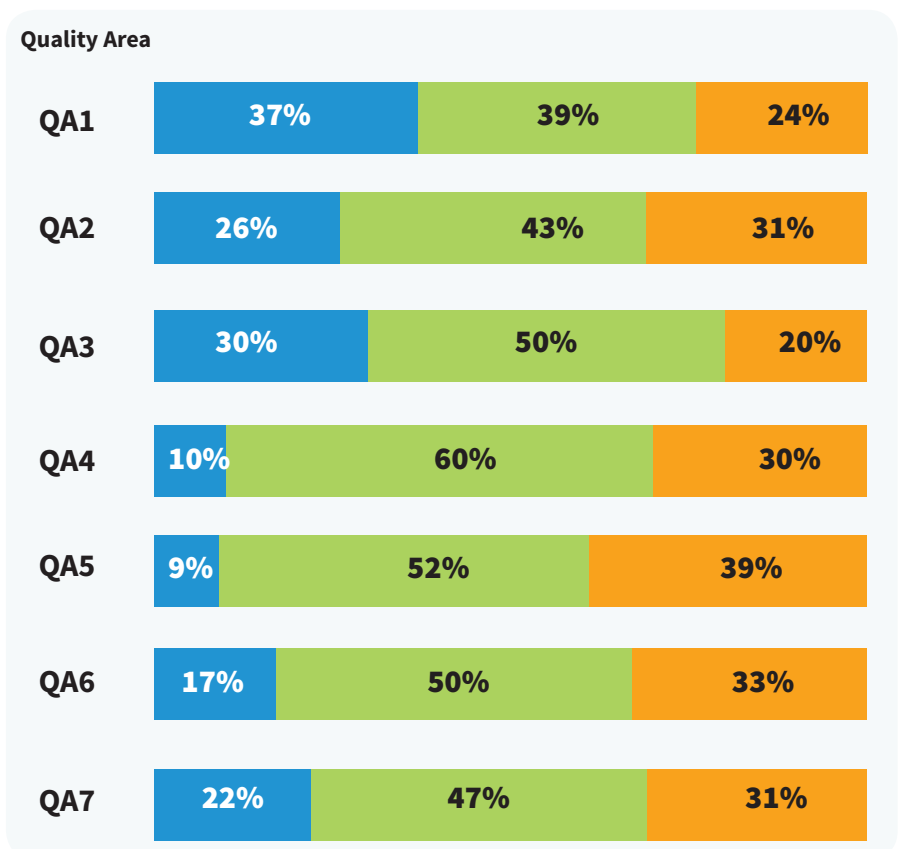
# Western Australia summary

On 31 March 2015 Western Australia had:

- 1107 approved services, comprising 1044 centre-based care services and 63 family day care services
- 311 approved services with a quality rating including:
  - 139 approved services with a quality rating of Working Towards NQS
  - 87 approved services with a quality rating of Meeting NQS
  - 83 approved services with a quality rating of Exceeding NQS
  - 2 approved services with an Excellent rating

Figure 15: Proportion of approved WA services with a finalised quality rating by quality area on 31 March 2015

- Working Towards NQS
- Meeting NQS
- Exceeding NQS



## Contact details

Department of Local Government and Communities  
Education and Care Regulatory Unit

[www.dlhc.wa.gov.au](http://www.dlhc.wa.gov.au)

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



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Australian Children's  
Education & Care  
Quality Authority





# NQF Snapshot

## Q1 2016



Australian Children's  
Education & Care  
Quality Authority™

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

May 2016



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# Overview

NQF Snapshot Q1 2016 is ACECQA's 13th national report on children's education and care services operating under the National Quality Framework.

It provides analysis and information on the state of the sector, progress of assessment and rating, quality rating of services and waivers held by services. Also included is a profile of the sector, information on quality ratings by provider management type and service sub-types within centre-based services. For the first time reassessment data has been included in the Snapshot. An interactive online version of the Snapshot is now available on the ACECQA [website](#).

The data presented in this Snapshot was taken from the National Quality Agenda IT System (NQA ITS) on 1 April 2016 for the period ending 31 March 2016.

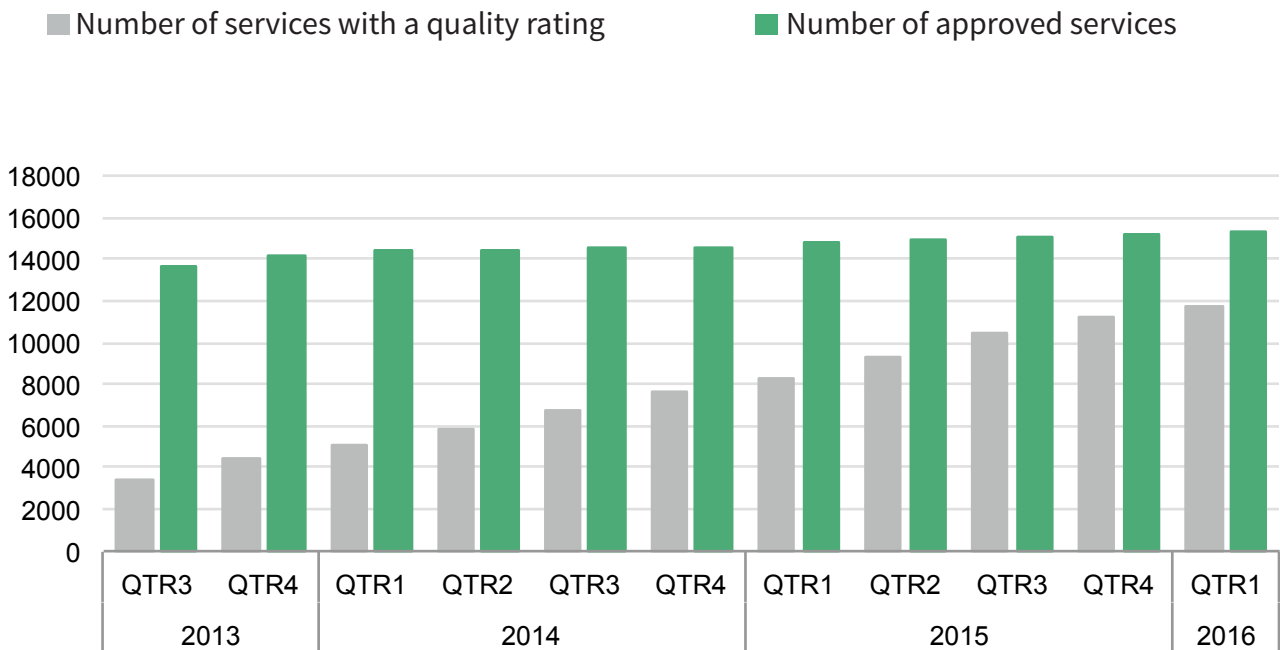




# Snapshot highlights

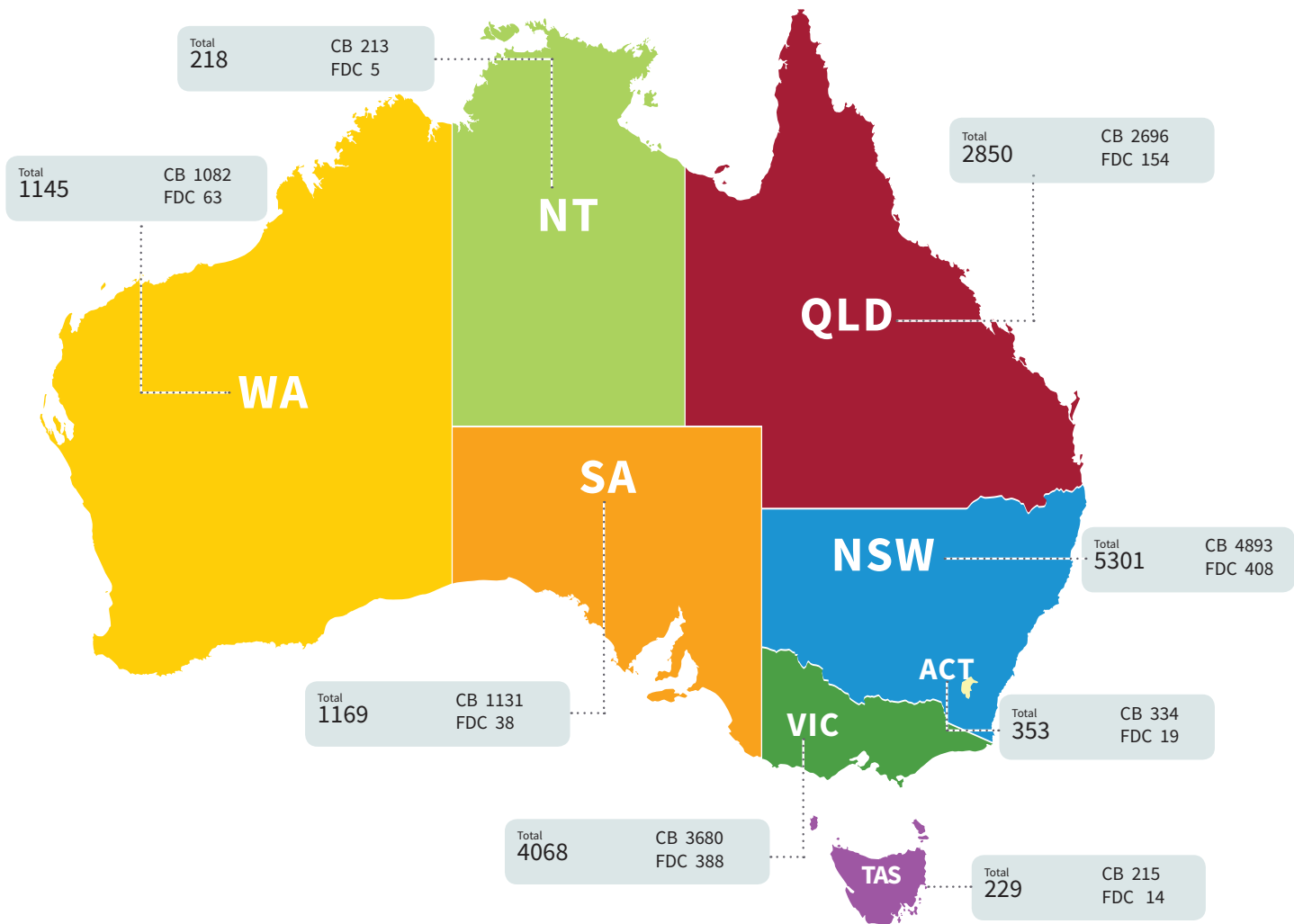
<b>15 333</b>	children's education and care services operating across Australia
<b>11 727 (76%)</b>	services with a quality rating
<b>8119 (69%)</b>	services are Meeting or Exceeding the National Quality Standard
<b>7467</b>	approved providers operating services
<b>6221 (83%)</b>	approved providers operating <b>only one</b> children's education and care service
<b>45</b>	services rated <b>Excellent</b> by ACECQA

Figure 1: Number of approved services and number of services with a quality rating by quarter on 31 March 2016



# State of the sector

Figure 2: Number of approved services by jurisdiction and service type on 31 March 2016



<p>Total Centre-based (CB) <sup>1</sup></p> <p><b>14 244</b></p> <p>2% Increase on Q1 2015</p>	<p>Total Family day care (FDC) <sup>2</sup></p> <p><b>1089</b></p> <p>18% Increase on Q1 2015</p>	<p>Total</p> <p><b>15 333</b></p> <p>3% Increase on Q1 2015</p>
--	---	---

<sup>1</sup> A 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 out of scope of the NQF.

<sup>2</sup> A family day care service (FDC) 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.



Figure 3: Proportion of services by service sub-type and jurisdiction on 31 March 2016<sup>1,2,3,4,5</sup>

■ Long day care ■ Preschool/Kindergarten ■ Outside school hours care ■ Family day care

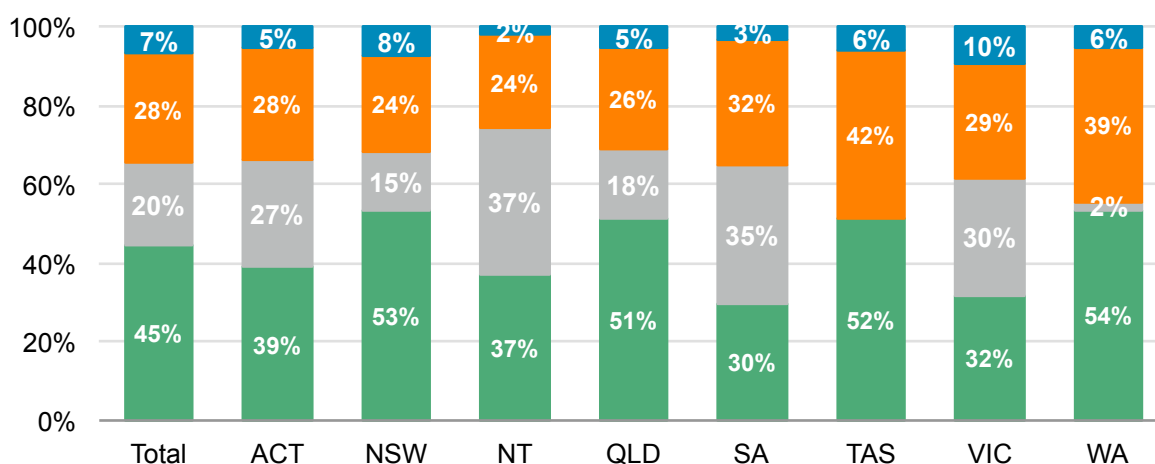


Table 1: Number of services by service sub-type and jurisdiction on 31 March 2016

	Family day care	Long day care	Preschool/Kindergarten	Outside school hours care	Other	Total
ACT	19	137	97	100	0	353
NSW	408	2816	808	1269	0	5301
NT	5	80	80	51	2	218
QLD	154	1454	504	735	3	2850
SA	38	349	407	375	0	1169
TAS	14	118	0	97	0	229
VIC	388	1293	1205	1181	1	4068
WA	63	612	23	444	3	1145
<b>TOTAL</b>	<b>1089</b>	<b>6859</b>	<b>3124</b>	<b>4252</b>	<b>9</b>	<b>15 333</b>

**Note:** Due to rounding, individual values may not add to 100%.

<sup>1</sup> NQA ITS data collected on service sub-type is self-reported by providers when applying for service approval, and providers may choose multiple service sub-types. For example, a service providing both long day care and outside school hours care, or one providing both long day care and preschool/kindergarten would tick both boxes.

<sup>2</sup> Providers are not required to notify changes to this information, and therefore this NQA ITS information may not be current.

<sup>3</sup> Centre-based services offering more than one type of service are classified as follows: services which provide long day care in addition to any other service type are classified as long day care services; services which provide preschool/kindergarten services as well as outside school hours care services are classified as preschool/kindergarten services; services which provide outside school hours care services only are classified as outside school hours care services.

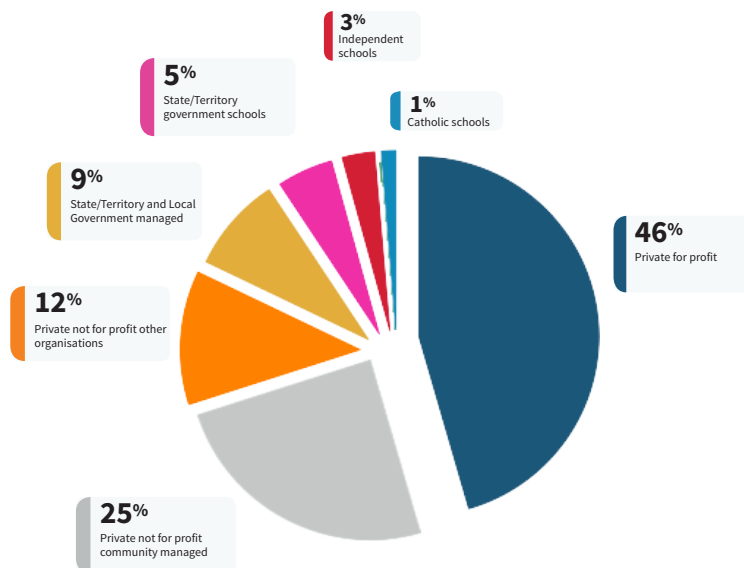
<sup>4</sup> Excludes preschool/kindergarten operating in Tasmania and Western Australia that are out of scope of the NQF.

<sup>5</sup> 'Nature of Care Other' excluded for graphical purposes.

# Profile of the sector

The following information has been categorised using the Australian Bureau of Statistics (ABS) provider management type classifications of the early childhood sector<sup>1,2,3</sup>.

**Figure 4: Proportion of approved services by provider management type on 31 March 2016<sup>1,2,3</sup>**



**Table 2: Number and proportion of approved services by provider management type on 31 March 2016**

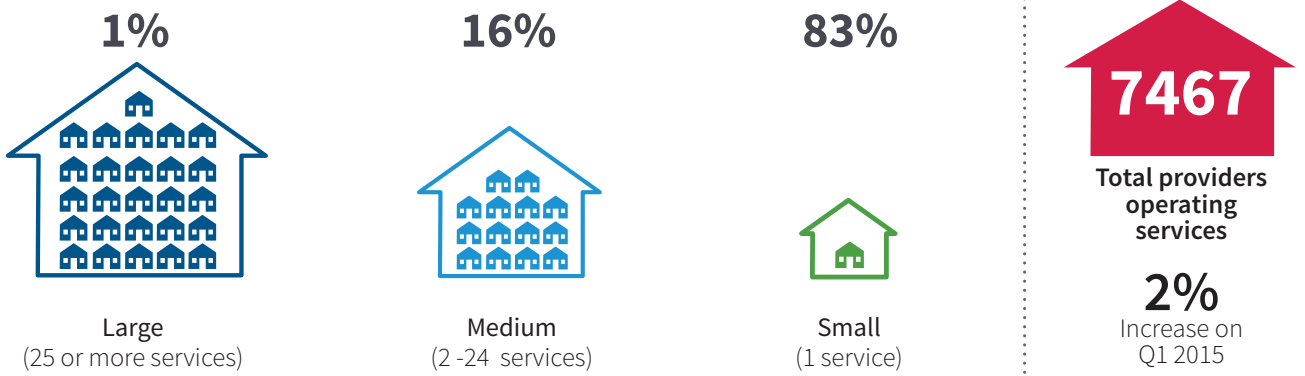
Provider management type	Number of services	Proportion of services
Private for profit	6980	46%
Private not for profit community managed	3762	25%
Private not for profit other organisations	1850	12%
State/Territory and Local Government managed	1315	9%
State/Territory government schools	771	5%
Independent schools	447	3%
Catholic schools	197	1%
Not stated/Other	11	0%
<b>TOTAL</b>	<b>15 333</b>	<b>100%</b>

<sup>1</sup> National Quality Agenda IT System (NQAITS) data collected on provider management type is self-reported by providers when applying for service approval. Reporting on provider management type is not mandatory and therefore, may not be current.

<sup>2</sup> Australian Bureau of Statistics (ABS) provider management type classifications have been applied for the purposes of Snapshot reporting. The type of services in these categories can vary significantly. In the case of 'State/Territory and local government' managed services, for example, providers include local councils, health departments, the vocational training arms of government, and other government controlled agencies that are not government schools. Provider service sub-type profile also varies significantly across and within jurisdictions. For example, 'Private for Profit' services are predominantly comprised of Long Day Care, while 'State/Territory and local government' managed services are predominantly comprised of Preschool/Kindergarten. More detailed definitions of these classifications can be found at Australian Bureau of Statistics (2014) National Early Childhood Education and Care Collection: Data Collection Guide, 2013, Cat. No. 4240.0.55.002, ABS, Canberra, <http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/EDCFD2FC57CD225CA257C93000D13A7?opendocument>

<sup>3</sup> Not Stated/Other has been removed for graphical purposes.

Figure 5: Proportion of approved providers with services by size on 31 March 2016



# Progress of assessment and rating

Table 3: Quality ratings by jurisdiction on 31 March 2016

	Number of services	Proportion of all services	Number of services with a quality rating	Proportion of services with a quality rating
ACT	353	2%	305	86%
NSW	5301	35%	3917	74%
NT	218	1%	191	88%
QLD	2850	19%	2371	83%
SA	1169	8%	592	51%
TAS	229	1%	212	93%
VIC	4068	27%	3529	87%
WA	1145	7%	610	53%
<b>TOTAL</b>	<b>15 333</b>	<b>100%</b>	<b>11 727</b>	<b>76%</b>

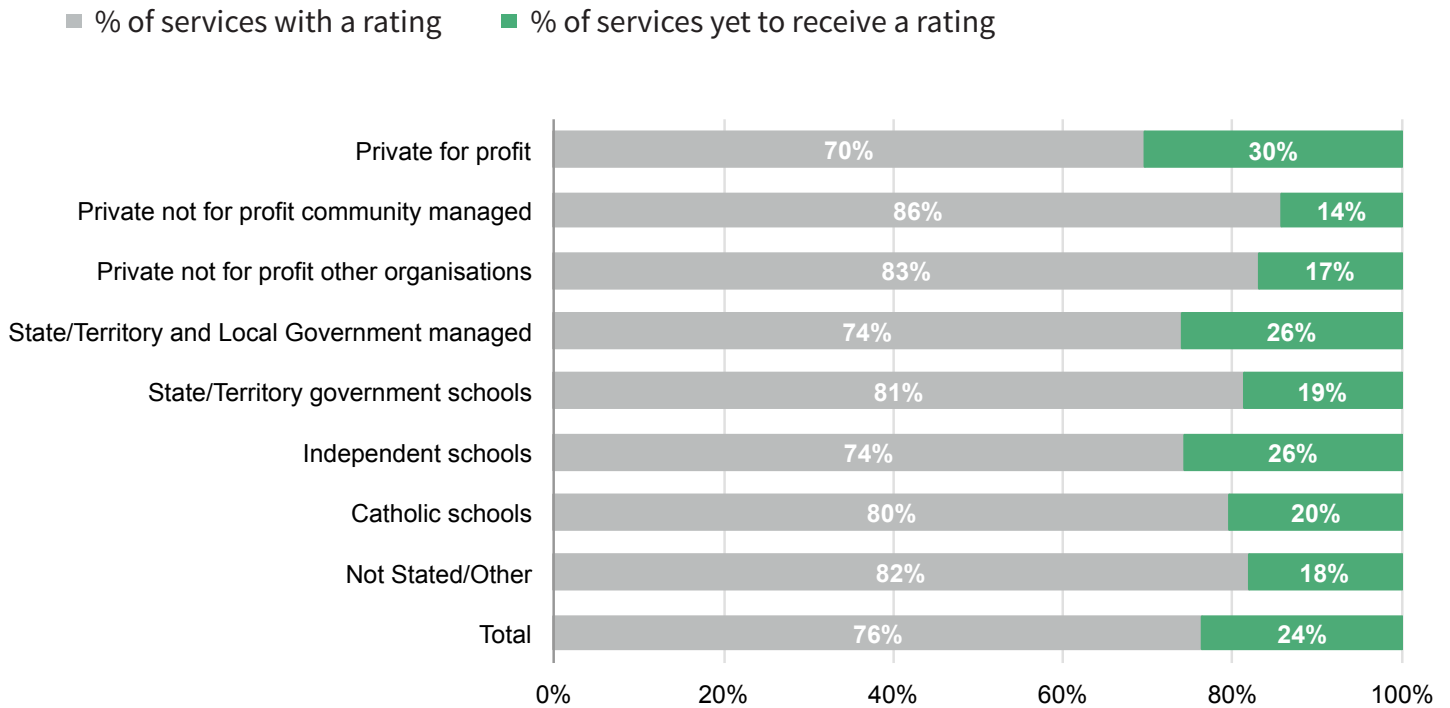
Table 4: Quality ratings by service type on 31 March 2016

	Number of services	Proportion of all services	Number of services with a quality rating	Proportion of services with a quality rating
Centre-based care	14 244	93%	11 321	79%
Family day care	1089	7%	406	37%
<b>TOTAL</b>	<b>15 333</b>	<b>100%</b>	<b>11 727</b>	<b>76%</b>

*Note: Due to rounding, individual values may not add to 100%.*



**Figure 6: Proportion of approved services with a quality rating by provider management type on 31 March 2016<sup>1</sup>**



**Figure 7: Proportion of approved services with a quality rating by service sub-type and jurisdiction on 31 March 2016**



1. Not Stated/Other has been removed for graphical purposes.

**Table 5: Number of services with a quality rating by service sub-type and jurisdiction on 31 March 2016**

	Family day care	Long day care	Preschool/ Kindergarten	Outside school hours care	Other	Total
ACT	6	114	95	90	0	305
NSW	107	2388	694	728	0	3917
NT	4	71	67	47	2	191
QLD	76	1206	477	611	1	2371
SA	4	204	177	207	0	592
TAS	11	112	0	89	0	212
VIC	179	1197	1158	995	0	3529
WA	19	420	8	162	1	610
<b>TOTAL</b>	<b>406</b>	<b>5712</b>	<b>2676</b>	<b>2929</b>	<b>4</b>	<b>11 727</b>

# Quality improvement

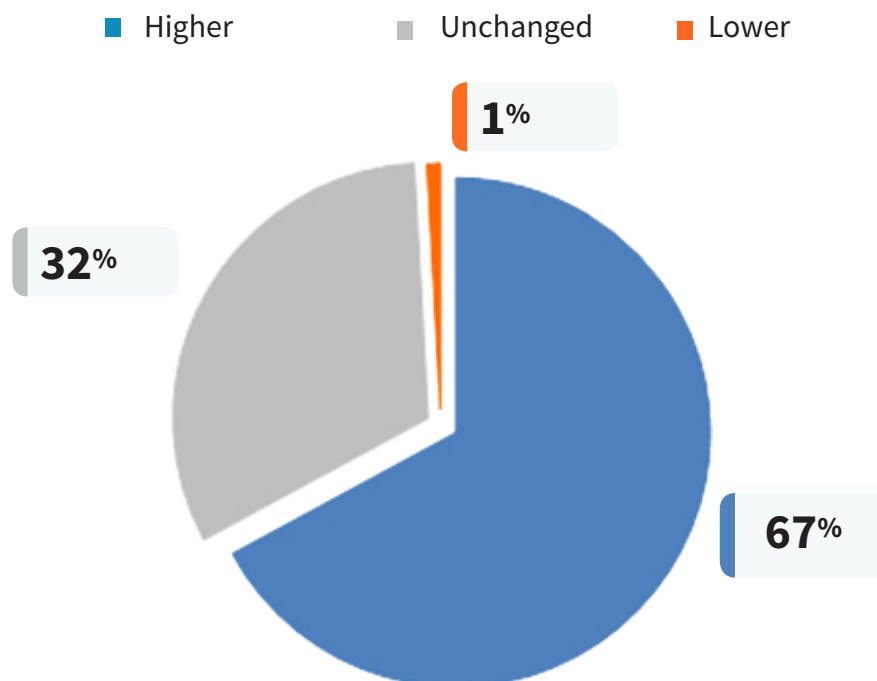
This is the first time that reassessment data has been reported as part of the NQF Snapshot. Over time this data will be useful for determining whether quality improvement is occurring as envisaged under the NQF.

Of the 684 reassessments undertaken, 67% resulted in an improved overall quality rating. Of the 32% of reassessments that did not result in an improved overall quality rating, almost two-thirds (64%) did result in improved performance against the elements of the NQS.

**Table 6: Overall quality rating changes for services that have been reassessed on 31 March 2016<sup>1</sup>**

Rating level change	Number of reassessments	Proportion of reassessments
Higher	459	67%
Unchanged	219	32%
Lower	6	1%
<hr/>		
TOTAL	684	100%

**Figure 8: Proportion of overall quality rating changes for services that have been reassessed on 31 March 2016**



<sup>1</sup>Reassessments include the following processes described in the National Law: i. Next assessment; ii. Partial reassessment and re-rating requested by provider; iii. Partial reassessment and re-rating instigated by the regulatory authority; iv. Full reassessment and re-rating requested by provider; v. Full reassessment and re-rating instigated by the regulatory authority.

# Overall quality ratings of services

Authorised officers from state and territory regulatory authorities assess and rate services using the seven quality areas, 18 standards and 58 elements that make up the National Quality Standard (NQS). Services are given a rating for each of the seven quality areas and an overall rating.

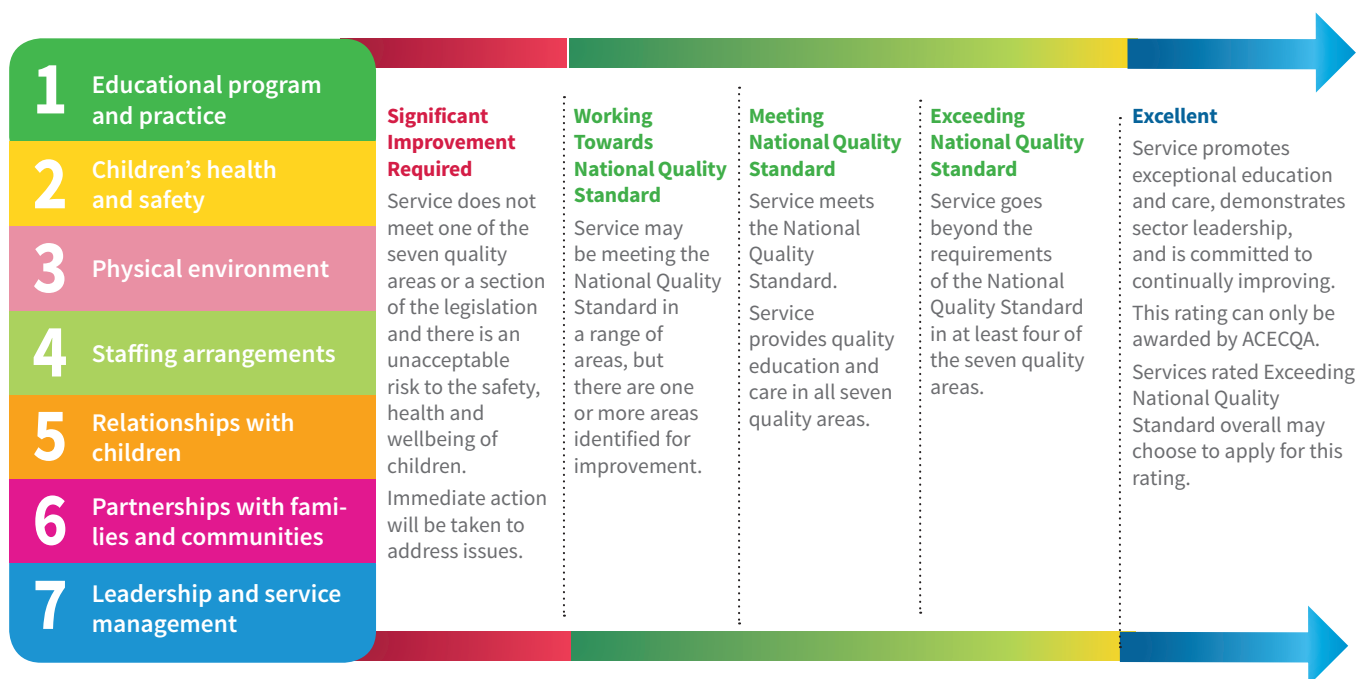


Table 7: Overall quality rating results by jurisdiction on 31 March 2016

	Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent rated	TOTAL
ACT	0	143 (47%)	60 (20%)	97 (32%)	5	305
NSW	6	1499 (38%)	1497 (38%)	905 (23%)	10	3917
NT	0	136 (71%)	38 (20%)	15 (8%)	2	191
QLD	0	610 (26%)	1014 (43%)	736 (31%)	11	2371
SA	0	188 (32%)	149 (25%)	248 (42%)	7	592
TAS	0	65 (31%)	82 (39%)	65 (31%)	0	212
VIC	1	683 (19%)	1665 (47%)	1172 (33%)	8	3529
WA	0	232 (38%)	230 (38%)	146 (24%)	2	610
<b>TOTAL</b>	<b>7</b>	<b>3556 (30%)</b>	<b>4735 (40%)</b>	<b>3384 (29%)</b>	<b>45</b>	<b>11 727</b>

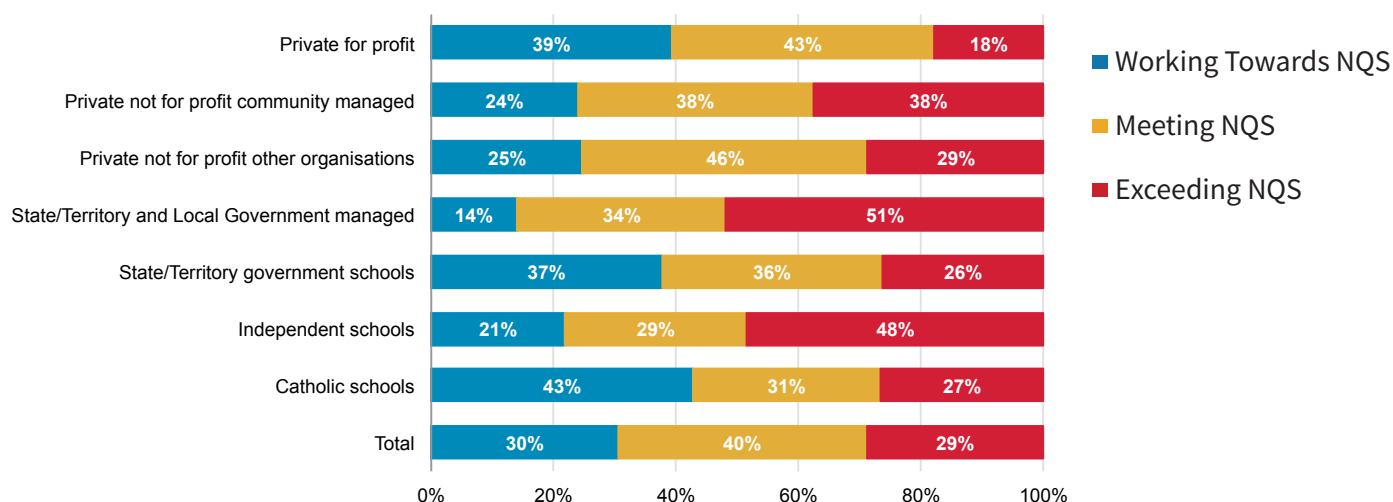


# Overall quality ratings by provider management type

Figure 9 shows the variation in spread of quality ratings by overall quality rating level between provider and management type. For example, 85% of ‘State/Territory and Local Government managed’ services have been rated as either Meeting or Exceeding, compared to 61% of ‘Private for profit’ services.

These differences can reflect a range of contextual factors, such as the service profile of these provider types, and historical levels of government investment in different types of provision. For example, half of all ‘State/Territory and Local Government managed’ services are preschools/kindergartens, with preschools/kindergartens performing better against the NQS than other service types (see Figure 11). In contrast, preschools/kindergartens make up only 1% of ‘Private for profit’ services.

**Figure 9: Proportion of approved services with a quality rating by provider management type and overall quality rating level on 31 March 2016<sup>1</sup>**



**Table 8: Number of approved services with a quality rating by provider management type and overall quality rating level on 31 March 2016**

	Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent	Total
Private for profit	7	1898	2083	866	7	4861
Private not for profit community managed	0	767	1232	1212	20	3231
Private not for profit other organisations	0	380	715	441	2	1538
State/Territory and Local Government managed	0	135	330	500	7	972
State/Territory government schools	0	235	225	165	2	627
Independent schools	0	71	97	158	6	332
Catholic schools	0	67	48	42	0	157
Not Stated/Other	0	3	5	0	1	9
<b>Total</b>	<b>7</b>	<b>3556</b>	<b>4735</b>	<b>3384</b>	<b>45</b>	<b>11 727</b>

1. Not Stated/Other has been removed for graphical purposes.

# Overall quality ratings by service and service sub-type

Figure 10: Quality ratings by quality rating level and service type on 31 March 2016

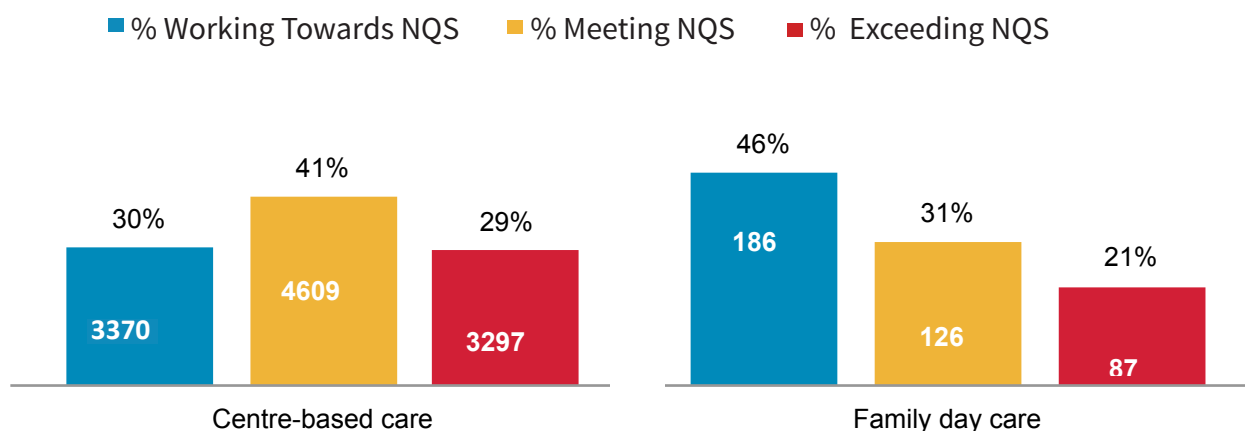
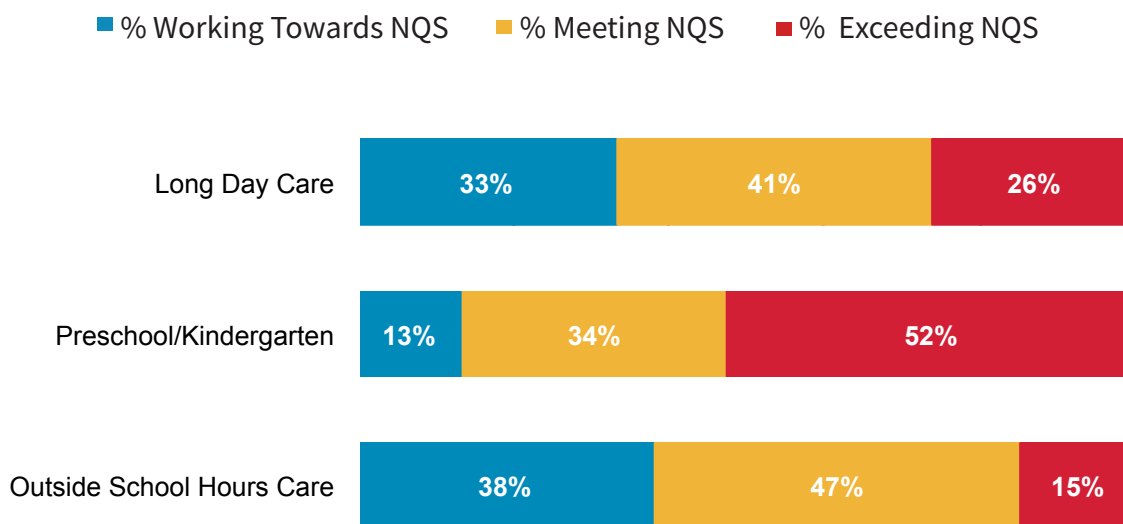
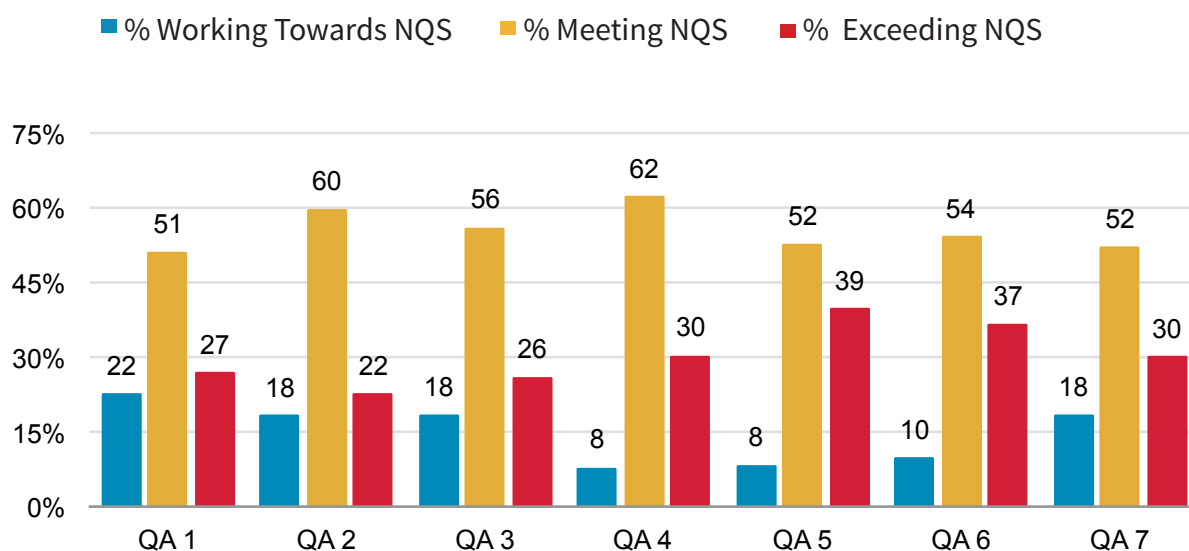


Figure 11: Quality ratings by centre-based service sub-type on 31 March 2016



# Quality area ratings

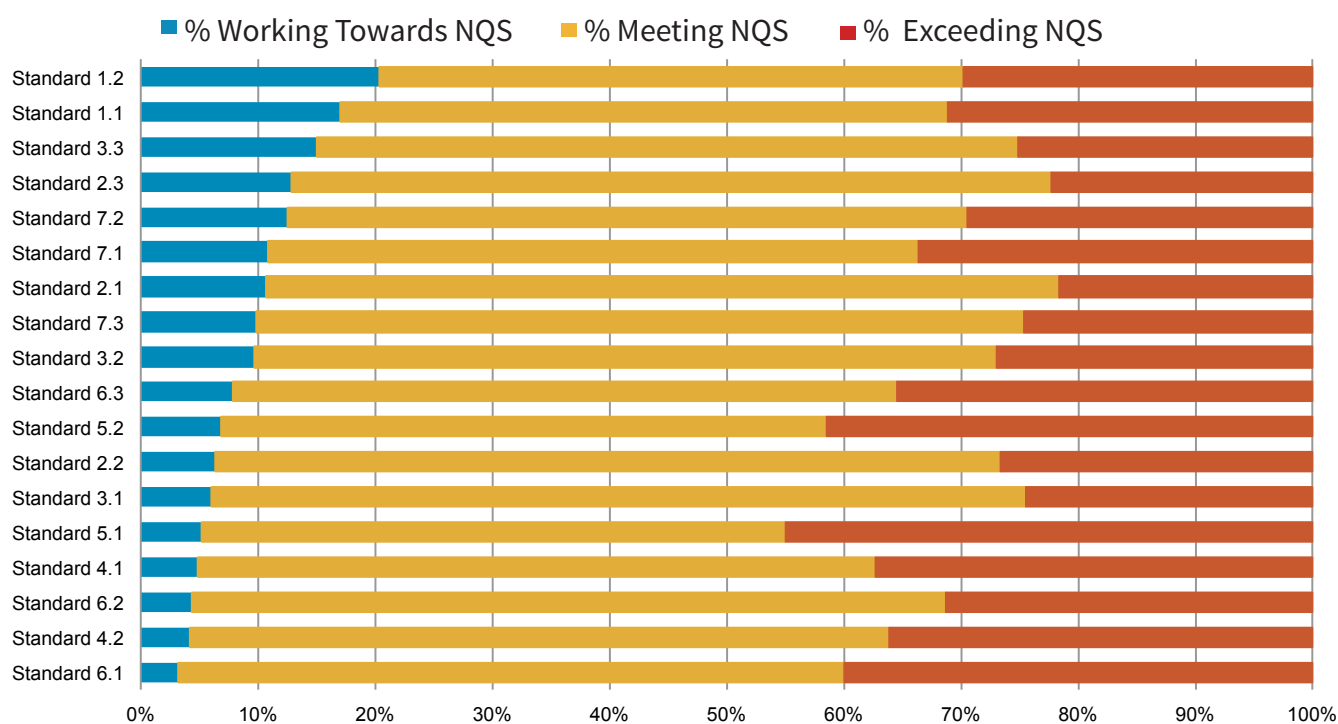
Figure 12: Quality ratings by quality area on 31 March 2016



# Standard level ratings

Figure 13 ranks the 18 standards of the NQS in descending order based on the proportion of services rated Working Towards NQS in each standard.

Figure 13: Standard level ratings on 31 March 2016



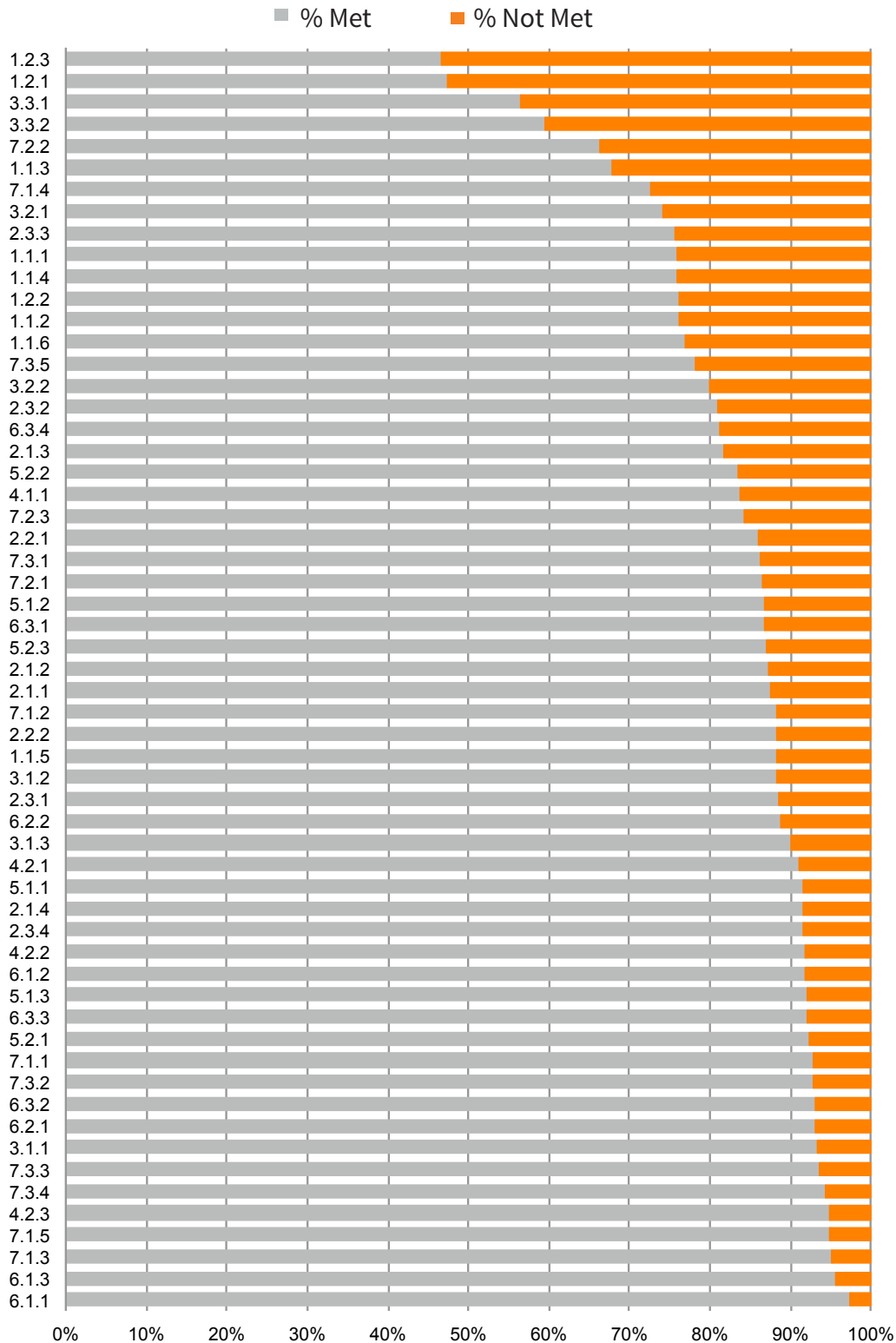
Note: Due to rounding, individual values may not add to 100%.

# Element level results

The 14 standards of the NQS are outcome statements. Under each standard sit elements that contribute to the standard being achieved. There are 58 elements in total.

Figure 14 looks at the element level results for the 3563 services with a quality rating of Significant Improvement Required or Working Towards NQS. The performance of these services against the 58 elements of the NQS has been ranked in descending order based on the proportion of services that do not meet each element.

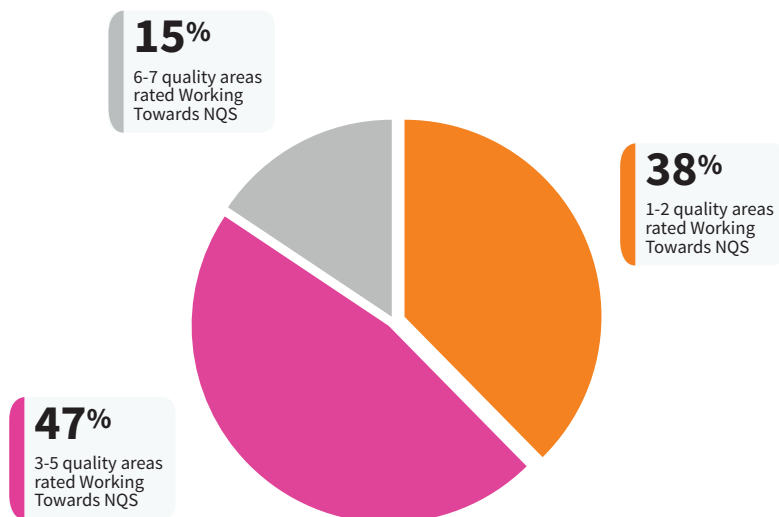
**Figure 14: Element level results for services rated Significant Improvement Required or Working Towards on 31 March 2016**



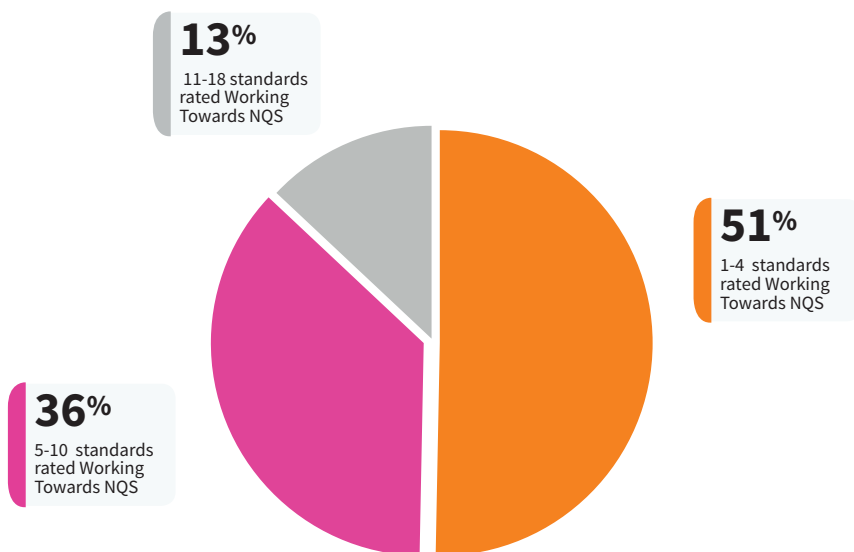
# Services rated Working Towards NQS

A service will receive an overall rating of Working Towards NQS if any of the seven quality areas are rated as Working Towards NQS. A quality area will be rated as Working Towards NQS if any of the standards within that quality area are rated Working Towards NQS.

**Figure 15: Proportion of services rated Working Towards NQS by number of quality areas rated Working Towards on 31 March 2016**



**Figure 16: Proportion of services rated Working Towards NQS by number of standards rated Working Towards on 31 March 2016**

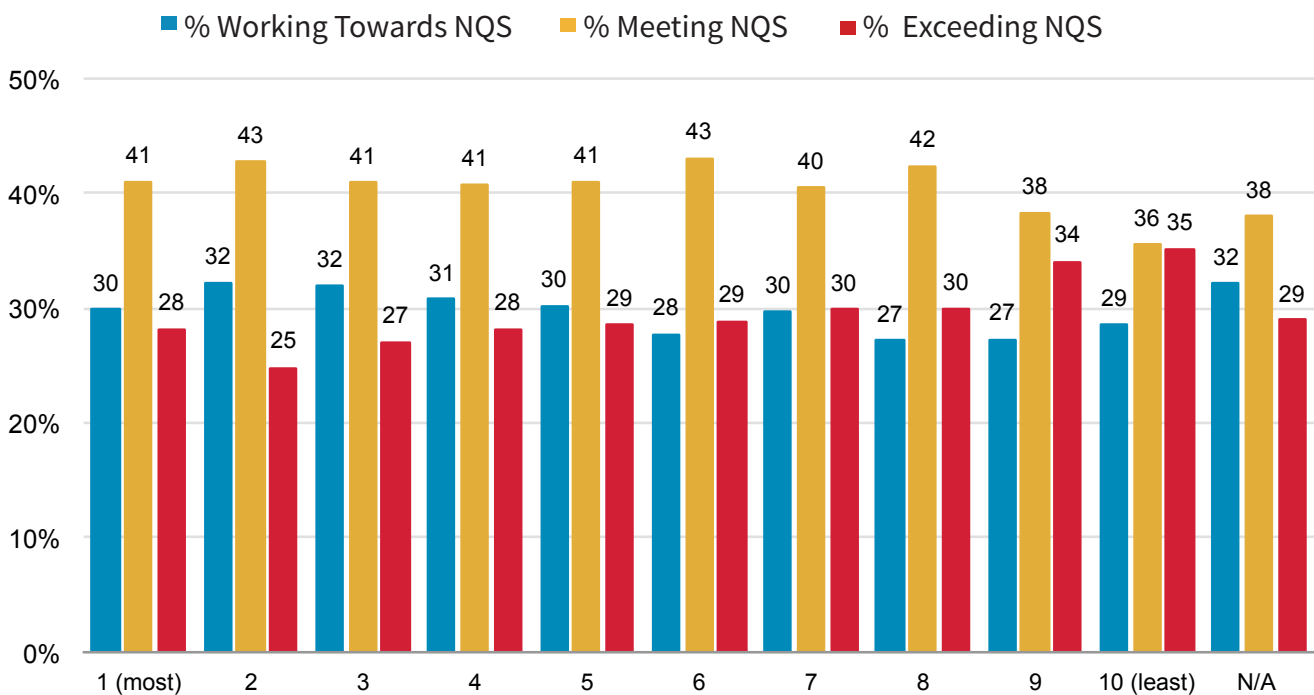


*Note: Due to rounding, individual values may not add to 100%.*

# Overall quality ratings of centre-based services by SEIFA<sup>1</sup>

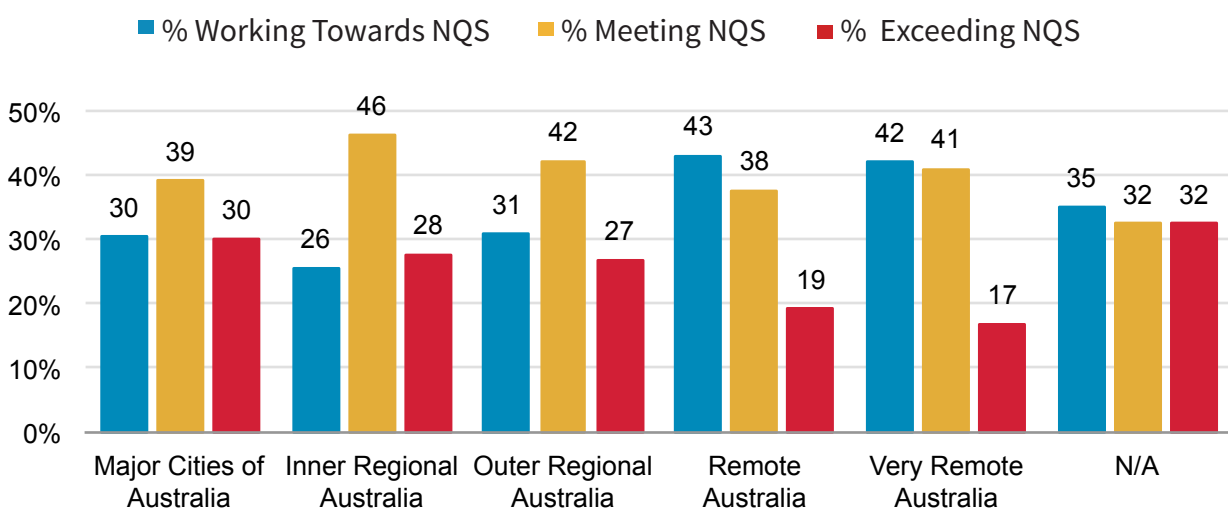
SEIFA is a product that ranks areas according to socio-economic advantage and disadvantage based on census data. Variables used cover a number of areas including household income, education, employment, occupation, housing and other indicators of advantage and disadvantage.

Figure 17: Quality ratings by SEIFA Index of Relative Disadvantage on 31 March 2016



# Overall quality ratings of centre-based services by remoteness classification<sup>2</sup>

Figure 18: Quality ratings by remoteness classification on 31 March 2016



<sup>1</sup> FDC services are excluded from SEIFA classification because their approval is not specific to one location. The N/A includes 377 centre-based services with an address that is unable to be tagged with a SEIFA classification.

<sup>2</sup> FDC services are excluded from remoteness classification because their approval is not specific to one location. The N/A includes 74 centre-based services with an address that is unable to be tagged with an ARIA classification.

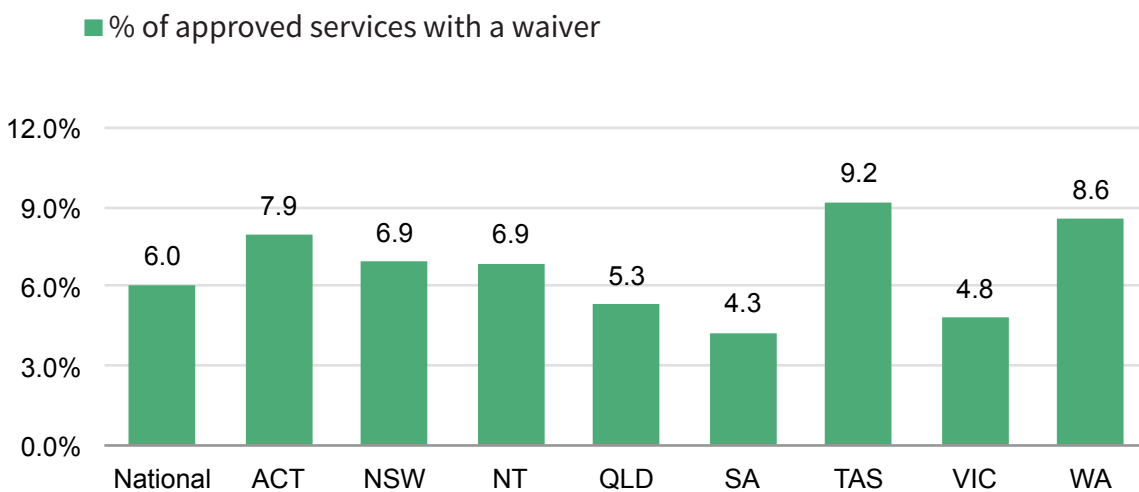
# Waivers

Under the *Education and Care Services National Law*, an approved provider may apply for a service or temporary waiver from a certain requirement of the Education and Care Services National Regulations, or for a prescribed element/s of the National Quality Standard. Waivers are classified under two broad categories and may be granted for certain staffing requirements or physical environment requirements, or both. A provider can apply for a service waiver, which does not have a specific expiry date, or a temporary waiver which is granted for up to 12 months.

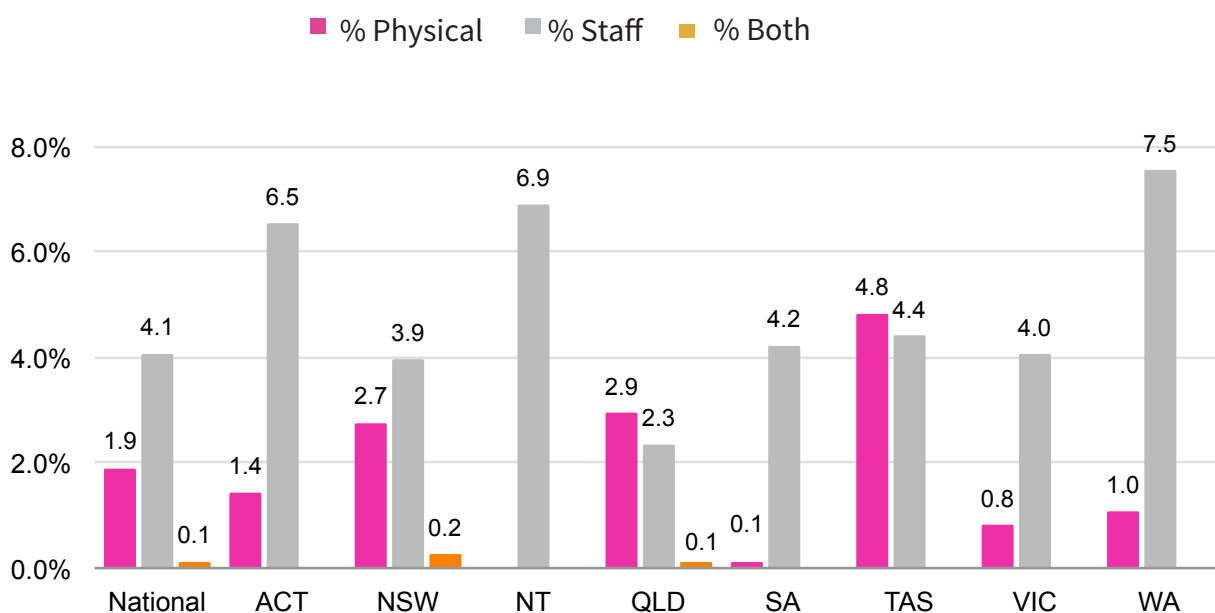
On 31 March 2016, 6% or 926 education and care services are operating with at least one waiver.

Due to the small number of services in some jurisdictions, small changes in the number of services with a waiver across quarters may translate into larger percentages.

**Figure 19: Proportion of approved services with a waiver by jurisdiction on 31 March 2016**



**Figure 20: Proportion of approved services with a waiver by jurisdiction and waiver category on 31 March 2016**

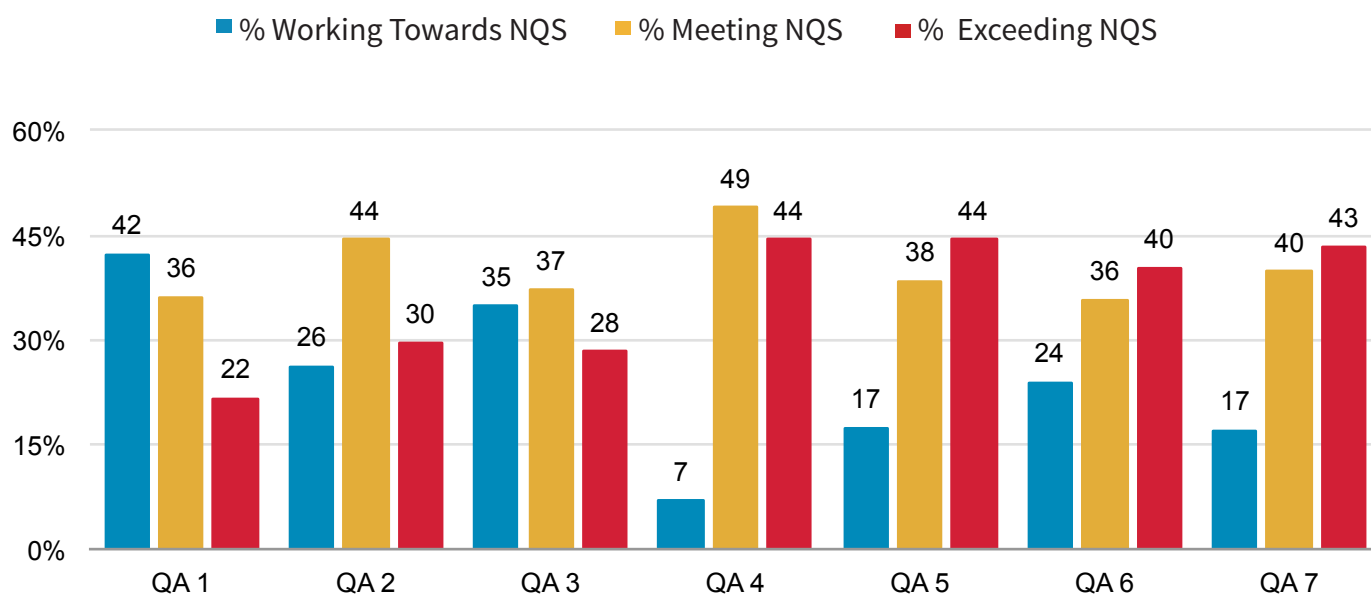


# Australian Capital Territory summary

On 31 March 2016 the Australian Capital Territory had:

<b>353</b>	services comprising <b>334</b> centre-based services and <b>19</b> family day care services
<b>305 (86%)</b>	services with a <b>quality rating</b>
<b>143</b>	services rated <b>Working Towards NQS</b>
<b>60</b>	services rated <b>Meeting NQS</b>
<b>97</b>	services rated <b>Exceeding NQS</b>
<b>5</b>	services rated <b>Excellent</b> by ACECQA

Figure 21: Australian Capital Territory services with a quality rating by quality area on 31 March 2016



## Contact details

Education and Training Directorate  
 Children's Governance and Assurance  
[www.det.act.gov.au](http://www.det.act.gov.au)

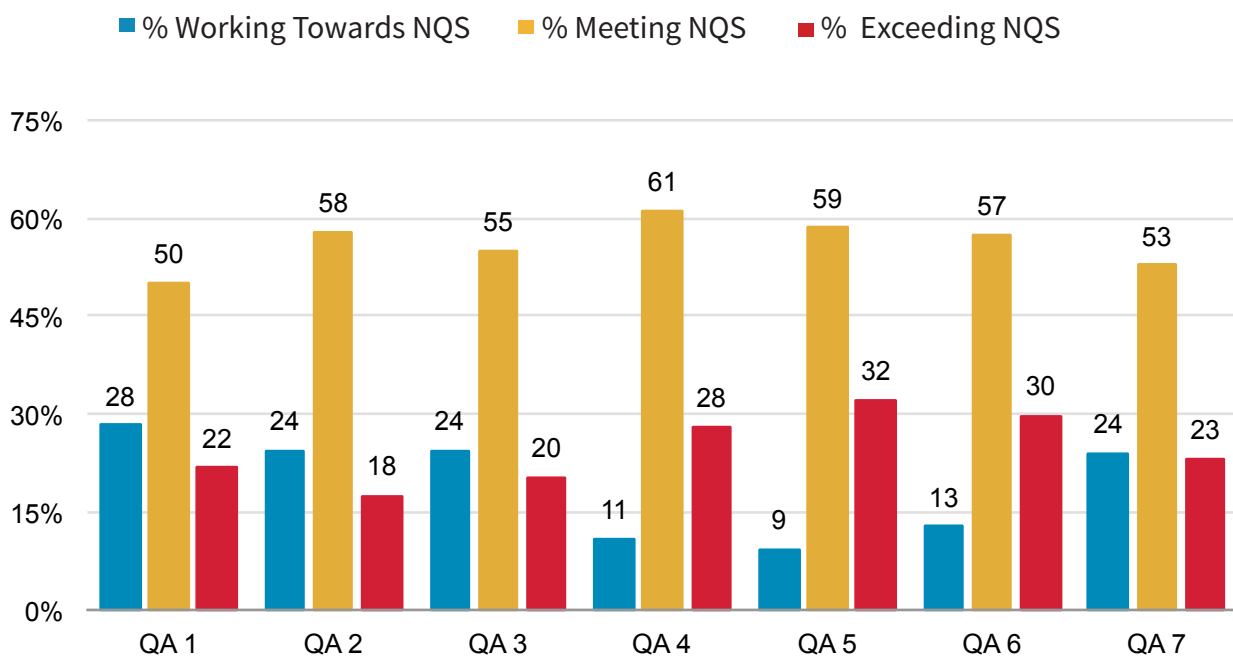


# New South Wales summary

On 31 March 2016 New South Wales had:

<b>5301</b>	services comprising <b>4893</b> centre-based services and <b>408</b> family day care services
<b>3917 (74%)</b>	services with a <b>quality rating</b>
<b>6</b>	services rated <b>Significant Improvement Required</b>
<b>1499</b>	services rated <b>Working Towards NQS</b>
<b>1497</b>	services rated <b>Meeting NQS</b>
<b>905</b>	services rated <b>Exceeding NQS</b>
<b>10</b>	services rated <b>Excellent</b> by ACECQA

Figure 22: New South Wales services with a quality rating by quality area on 31 March 2016



## Contact details

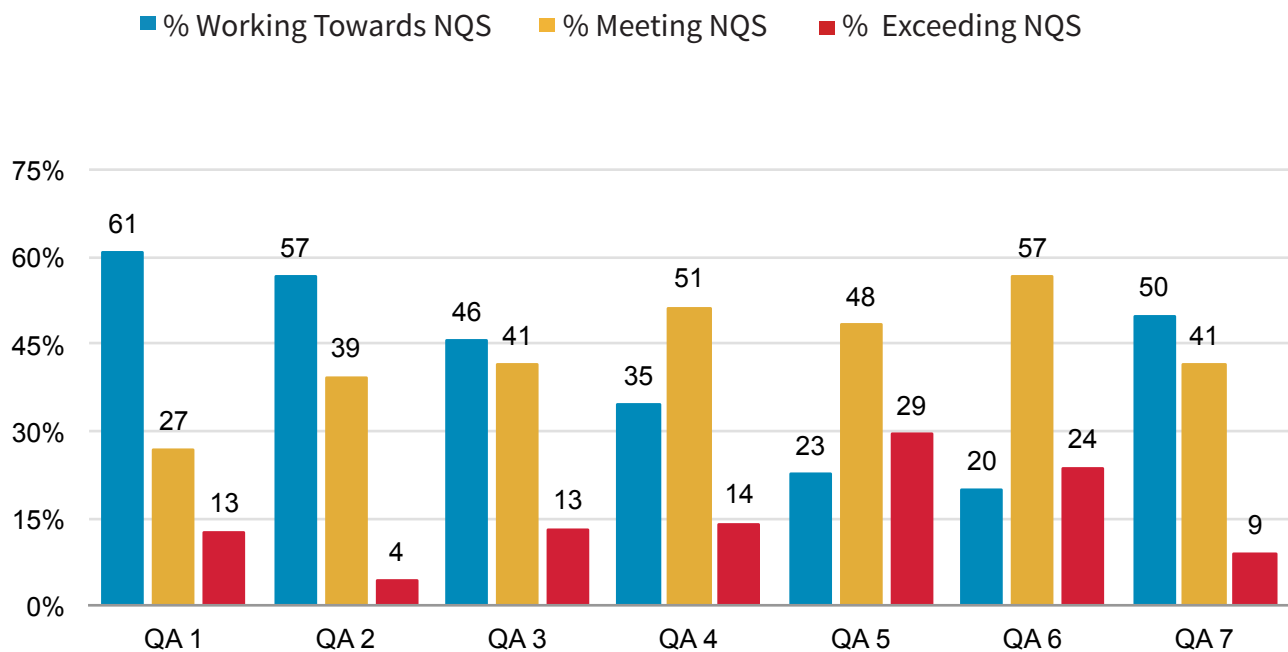
Department of Education  
 Early Childhood Education and Care Directorate  
[www.dec.nsw.gov.au/ecec](http://www.dec.nsw.gov.au/ecec)

# Northern Territory summary

On 31 March 2016 the Northern Territory had:

<b>218</b>	services comprising <b>213</b> centre-based services and <b>five</b> family day care services
<b>191 (88%)</b>	services with a <b>quality rating</b>
<b>136</b>	services rated <b>Working Towards NQS</b>
<b>38</b>	services rated <b>Meeting NQS</b>
<b>15</b>	services rated <b>Exceeding NQS</b>
<b>2</b>	services rated <b>Excellent</b> by ACECQA

Figure 23: Northern Territory services with a quality rating by quality area on 31 March 2016



## Contact details

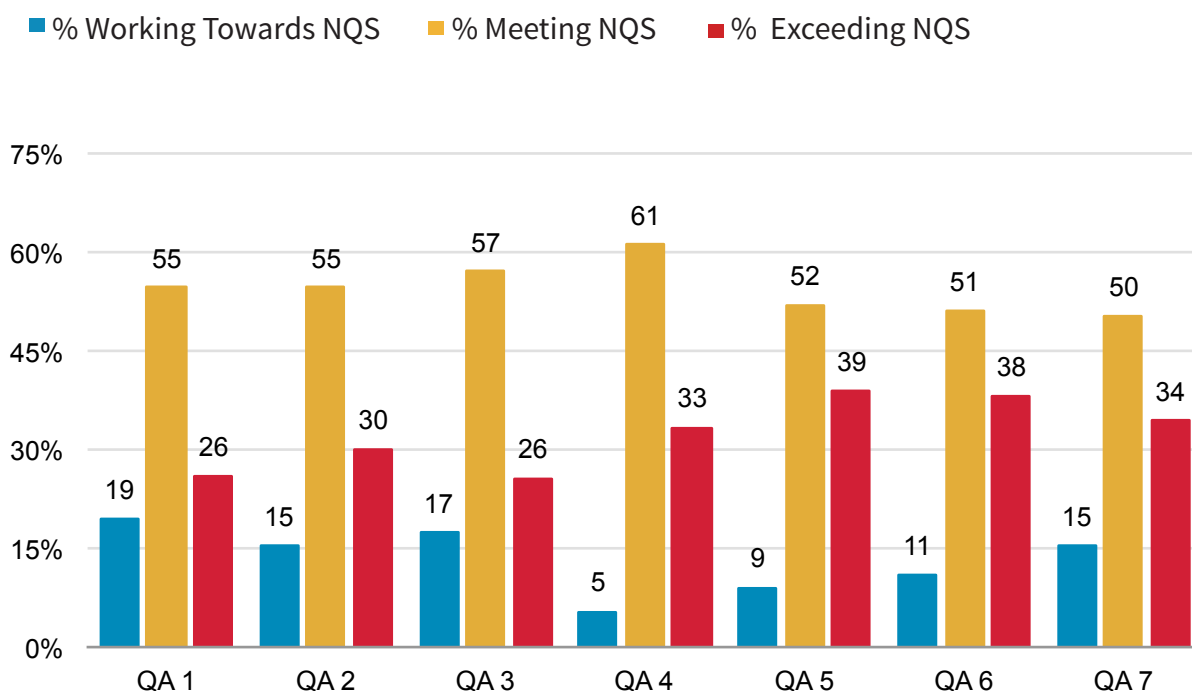
Department of Education  
Quality Education and Care NT  
[www.education.nt.gov.au](http://www.education.nt.gov.au)

# Queensland summary

On 31 March 2016 Queensland had:

<b>2850</b>	services comprising 2696 centre-based services and 154 family day care services
<b>2371 (83%)</b>	services with a quality rating
<b>610</b>	services rated Working Towards NQS
<b>1014</b>	services rated Meeting NQS
<b>736</b>	services rated Exceeding NQS
<b>11</b>	services rated Excellent by ACECQA

Figure 24: Queensland services with a quality rating by quality area on 31 March 2016



## Contact details

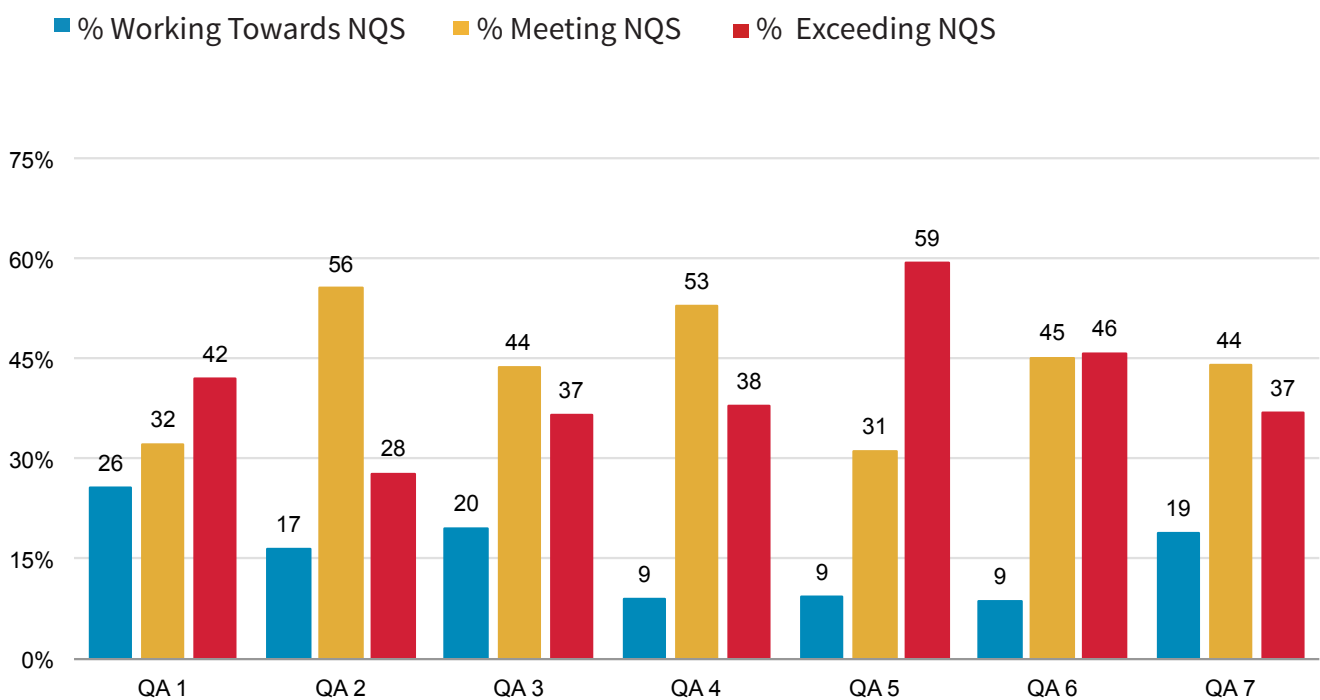
Department of Education and Training  
 Early Childhood Education and Care  
[www.dete.qld.gov.au/earlychildhood](http://www.dete.qld.gov.au/earlychildhood)

# South Australia summary

On 31 March 2016 South Australia had:

<b>1169</b>	services comprising <b>1131</b> centre-based services and <b>38</b> family day care services
<b>592 (51%)</b>	services with a <b>quality rating</b>
<b>188</b>	services rated <b>Working Towards NQS</b>
<b>149</b>	services rated <b>Meeting NQS</b>
<b>248</b>	services rated <b>Exceeding NQS</b>
<b>7</b>	services rated <b>Excellent</b> by ACECQA

Figure 25: South Australian services with a quality rating by quality area on 31 March 2016



## Contact details

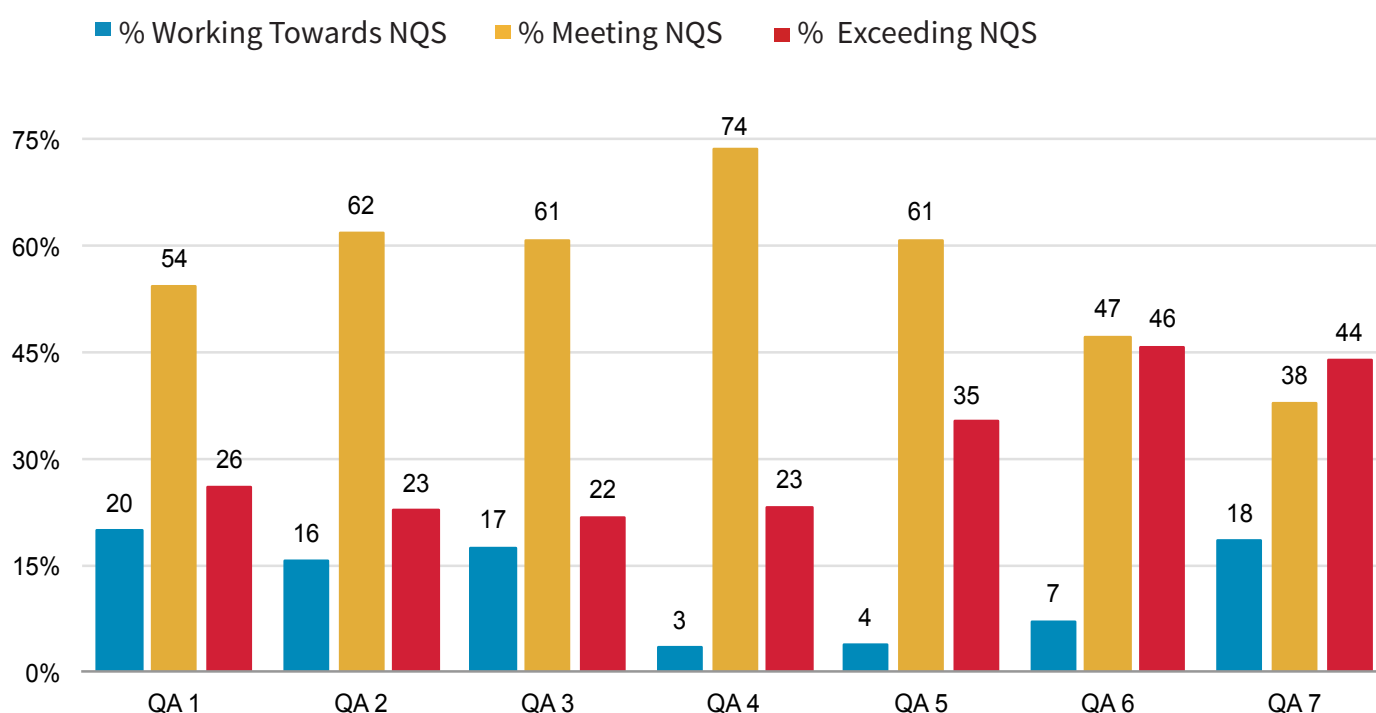
Education and Early Childhood Services Registration and Standards  
 Board of South Australia  
[www.eecrsb.sa.gov.au](http://www.eecrsb.sa.gov.au)

# Tasmania summary

On 31 March 2016 Tasmania had:

<b>229</b>	services comprising <b>215</b> centre-based services and <b>14</b> family day care services
<b>212 (93%)</b>	services with a <b>quality rating</b>
<b>65</b>	services rated <b>Working Towards NQS</b>
<b>82</b>	services rated <b>Meeting NQS</b>
<b>65</b>	services rated <b>Exceeding NQS</b>

Figure 26: Tasmanian services with a quality rating by quality area on 31 March 2016



## Contact details

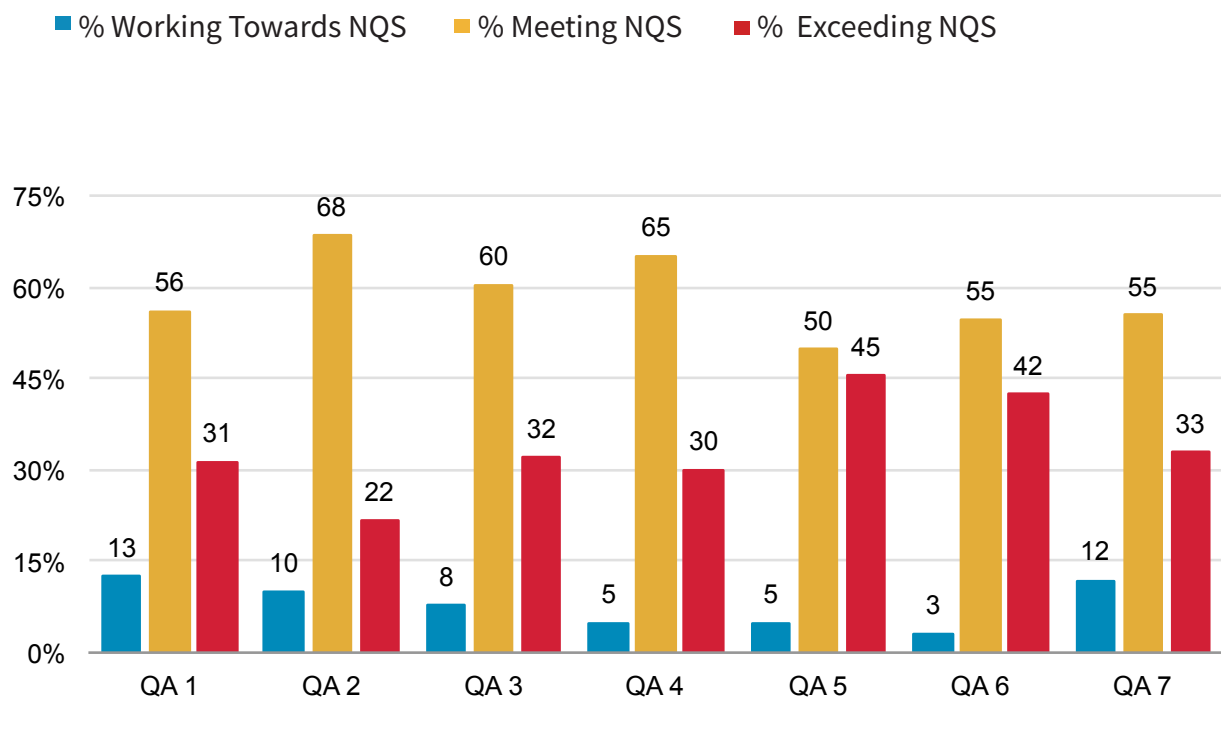
Department of Education  
Education and Care Unit  
[www.education.tas.gov.au](http://www.education.tas.gov.au)

# Victoria summary

On 31 March 2016 Victoria had:

<b>4068</b>	services comprising <b>3680</b> centre-based services and <b>388</b> family day care services
<b>3529 (87%)</b>	services with a <b>quality rating</b>
<b>1</b>	services rated <b>Significant Improvement Required</b>
<b>683</b>	services rated <b>Working Towards NQS</b>
<b>1665</b>	services rated <b>Meeting NQS</b>
<b>1172</b>	services rated <b>Exceeding NQS</b>
<b>8</b>	services rated <b>Excellent</b> by ACECQA

Figure 27: Victorian services with a quality rating by quality area on 31 March 2016



## Contact details

Department of Education and Training  
 Quality Assessment and Regulation Division  
[www.education.vic.gov.au/childhood/providers/regulation](http://www.education.vic.gov.au/childhood/providers/regulation)

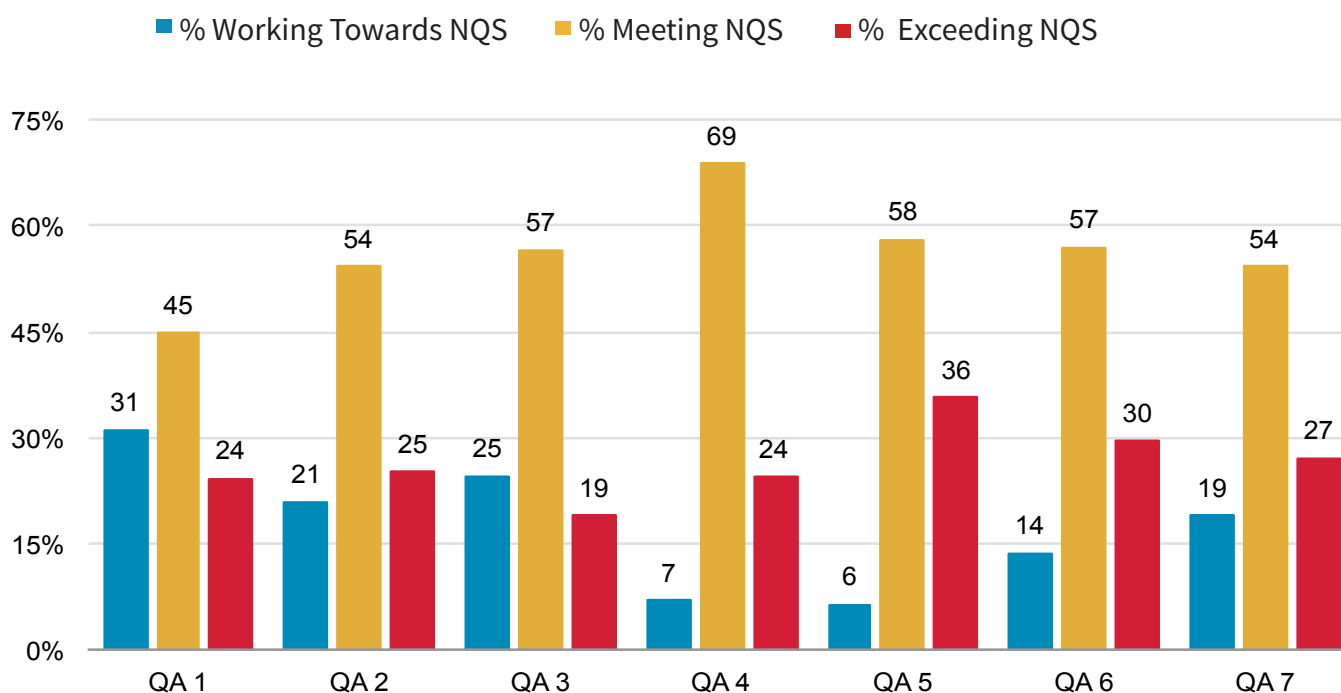


# Western Australia summary

On 31 March 2016 Western Australia had:

<b>1145</b>	services comprising <b>1082</b> centre-based services and <b>63</b> family day care services
<b>610 (53%)</b>	services with a <b>quality rating</b>
<b>232</b>	services rated <b>Working Towards NQS</b>
<b>230</b>	services rated <b>Meeting NQS</b>
<b>146</b>	services rated <b>Exceeding NQS</b>
<b>2</b>	services rated <b>Excellent</b> by ACECQA

Figure 28: Western Australian services with a quality rating by quality area on 31 March 2016



## Contact details

Department of Local Government and Communities  
 Education and Care Regulatory Unit  
[www.dlgc.wa.gov.au](http://www.dlgc.wa.gov.au)



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Australian Children's  
Education & Care  
Quality Authority





# NQF Snapshot

## Q1 2017



Australian Children's  
Education & Care  
Quality Authority™

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

May 2017

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# Overview

NQF Snapshot Q1 2017 is ACECQA's 17th national report on children's education and care services operating under the National Quality Framework.

It provides analysis and information on the profile of the sector, progress of assessment and rating and the quality rating of services including by provider management type and service sub-type.

An interactive online version of the Snapshot is available on the ACECQA website.

The data presented in this Snapshot was taken from the National Quality Agenda IT System (NQA ITS) on 1 April 2017 for the period ending 31 March 2017.

Due to rounding, individual percentages in the tables and figures may not add up to 100%.

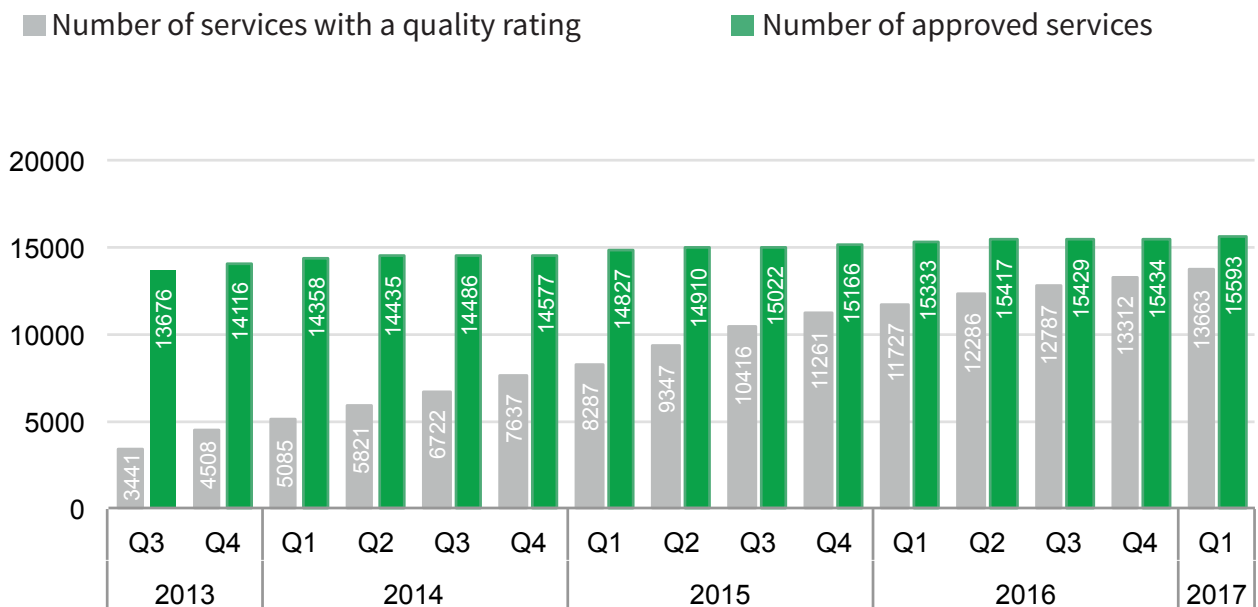




# Snapshot highlights

<b>15 593</b>	children's education and care services operating across Australia
<b>13 663 (88%)</b>	services with a <b>quality rating</b>
<b>9934 (73%)</b>	services with a <b>quality rating</b> are <b>Meeting or above</b> the National Quality Standard
<b>7469</b>	<b>approved providers</b> operating services
<b>6206 (83%)</b>	approved providers operating <b>only one</b> children's education and care service
<b>53</b>	services rated <b>Excellent</b> by ACECQA <sup>1</sup>
<b>1959</b>	<b>quality rating reassessments</b> completed
<b>61%</b>	reassessed services improved overall <b>quality rating</b>

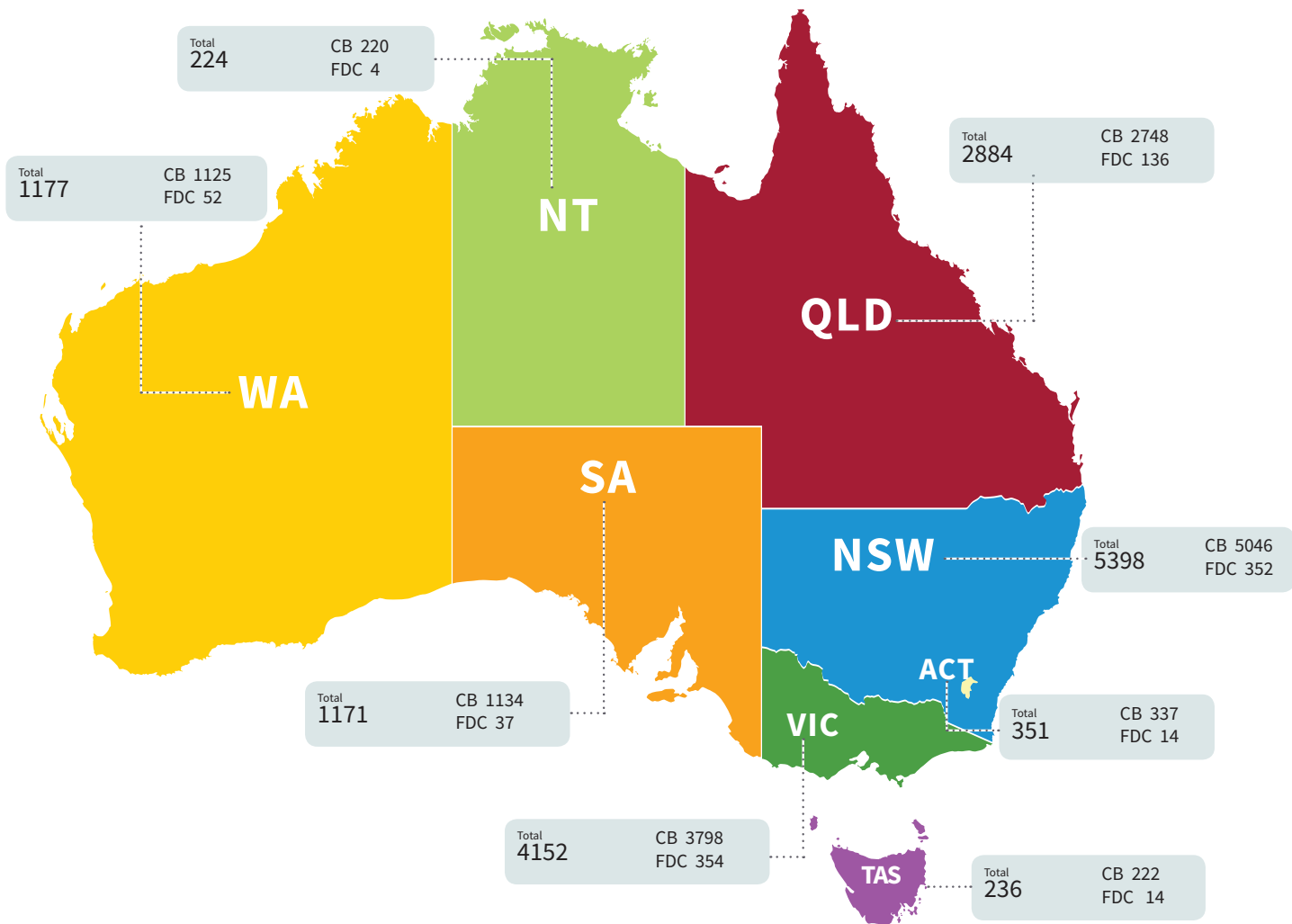
Figure 1: Number of approved services and number of services with a quality rating by quarter



<sup>1</sup> The Excellent rating is awarded for a period of three years. Unless a reapplication for the Excellent rating is received, a service's rating will revert back to Exceeding NQS after this three year period. The Snapshot includes the current number of Excellent rated services.

# Profile of the sector

Figure 2: Number of approved services by jurisdiction and service type



<p>Total Centre-based (CB) <sup>1</sup></p> <p><b>14 630 (94%)</b></p> <p>3% Increase on Q1 2016</p>	<p>Total Family day care (FDC) <sup>2</sup></p> <p><b>963 (6%)</b></p> <p>12% Decrease on Q1 2016</p>	<p>Total</p> <p><b>15 593</b></p> <p>2% Increase on Q1 2016</p>
--	---	---

<sup>1</sup> A 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 out of scope of the NQF, as well as other services that aren't regulated under the National Law.

<sup>2</sup> A family day care service (FDC) 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.

Figure 3: Proportion of services by service sub-type and jurisdiction <sup>1,2,3,4,5</sup>

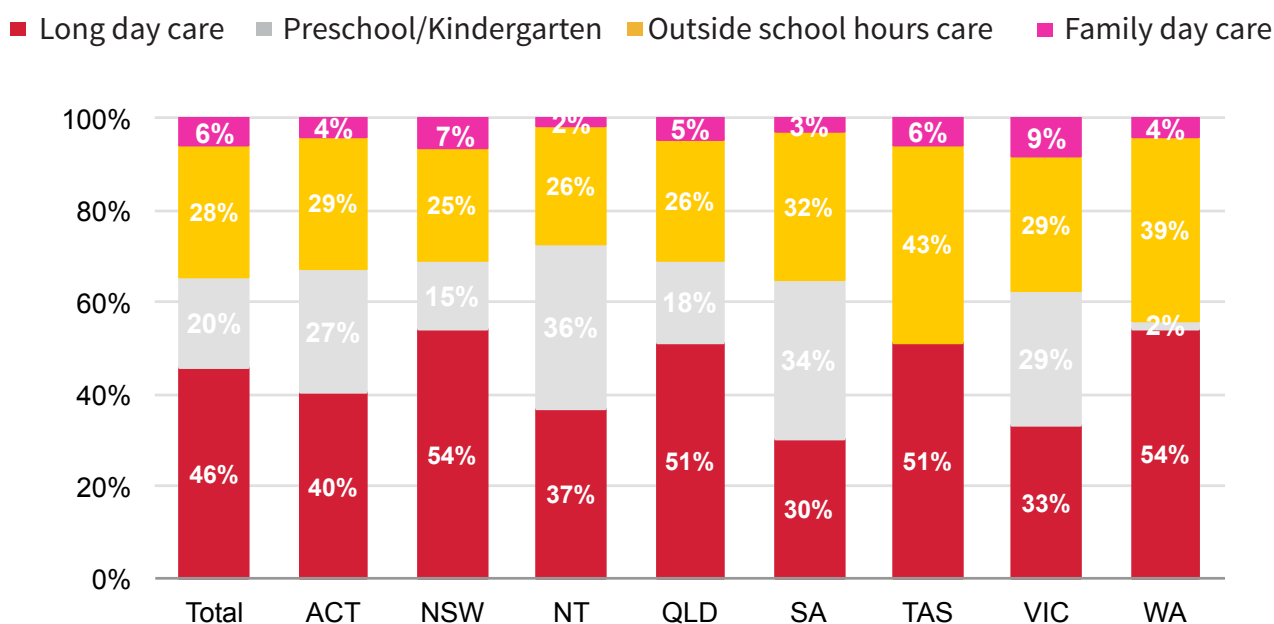


Table 1: Number of services by service sub-type and jurisdiction

	Family day care	Long day care	Preschool/Kindergarten	Outside school hours care	Other	Total
ACT	14	141	95	101	0	351
NSW	352	2918	803	1325	0	5398
NT	4	82	79	57	2	224
QLD	136	1479	510	757	2	2884
SA	37	356	402	376	0	1171
TAS	14	121	0	101	0	236
VIC	354	1377	1212	1209	0	4152
WA	52	637	22	463	3	1177
<b>TOTAL</b>	<b>963</b>	<b>7111</b>	<b>3123</b>	<b>4389</b>	<b>7</b>	<b>15 593</b>

<sup>1</sup> NQA ITS data collected on service sub-type is self-reported by providers when applying for service approval, and providers may choose multiple service sub-types. For example, a service providing both long day care and outside school hours care, or one providing both long day care and preschool/kindergarten would tick both boxes.

<sup>2</sup> Providers are not required to notify changes to this information, and therefore this NQA ITS information may not be current.

<sup>3</sup> Centre-based services offering more than one type of service are classified as follows: services which provide long day care in addition to any other service type are classified as long day care services; services which provide preschool/kindergarten services as well as outside school hours care services are classified as preschool/kindergarten services; services which provide outside school hours care services only are classified as outside school hours care services.

<sup>4</sup> Excludes preschool/kindergarten operating in Tasmania and Western Australia that are out of scope of the NQF, as well as other services that aren't regulated under the National Law.

<sup>5</sup> 'Nature of Care Other' excluded for graphical purposes.

Figure 4: Proportion of approved services by provider management type <sup>1,2,3</sup>

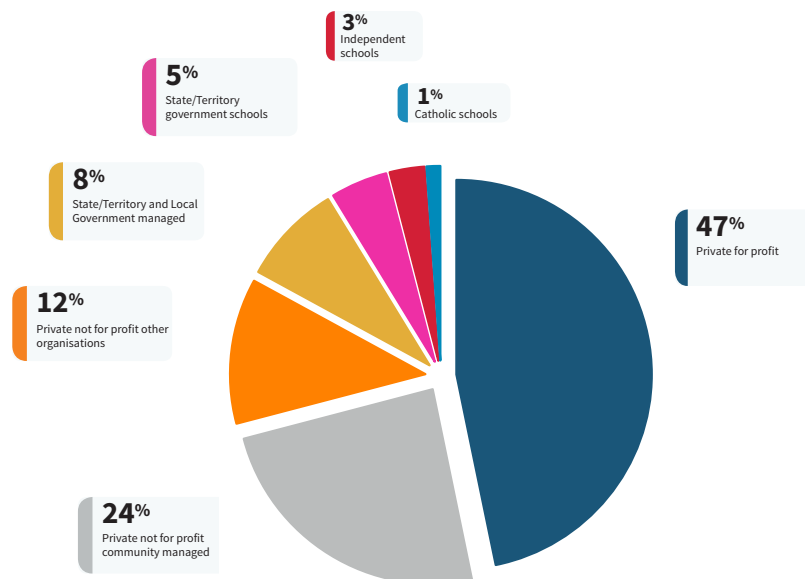


Table 2: Number and proportion of approved services by provider management type

Provider management type	Number of services	Proportion of services
Private for profit	7285	47%
Private not for profit community managed	3759	24%
Private not for profit other organisations	1879	12%
State/Territory and Local Government managed	1297	8%
State/Territory government schools	731	5%
Independent schools	449	3%
Catholic schools	176	1%
Not stated/Other	17	0%
<b>TOTAL</b>	<b>15 593</b>	<b>100%</b>

<sup>1</sup> NQA ITS data collected on provider management type is self-reported by providers when applying for service approval. Reporting on provider management type is not mandatory and therefore, may not be current.

<sup>2</sup> Australian Bureau of Statistics (ABS) provider management type classifications have been applied for the purposes of Snapshot reporting. The type of services in these categories can vary significantly. In the case of 'State/Territory and local government' managed services, for example, providers include local councils, health departments, the vocational training arms of government, and other government controlled agencies that are not government schools. Provider service sub-type profile also varies significantly across and within jurisdictions. For example, 'Private for Profit' services are predominantly comprised of Long Day Care, while 'State/Territory and local government' managed services are predominantly comprised of Preschool/Kindergarten. More detailed definitions of these classifications can be found at Australian Bureau of Statistics (2014) National Early Childhood Education and Care Collection: Data Collection Guide, 2013, Cat. No. 4240.0.55.002, ABS, Canberra, <http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/EDCFD2FC57CD225CA257C93000D13A7?opendocument>

<sup>3</sup> Not Stated/Other has been removed for graphical purposes.

Figure 5: Proportion of approved providers with services by size

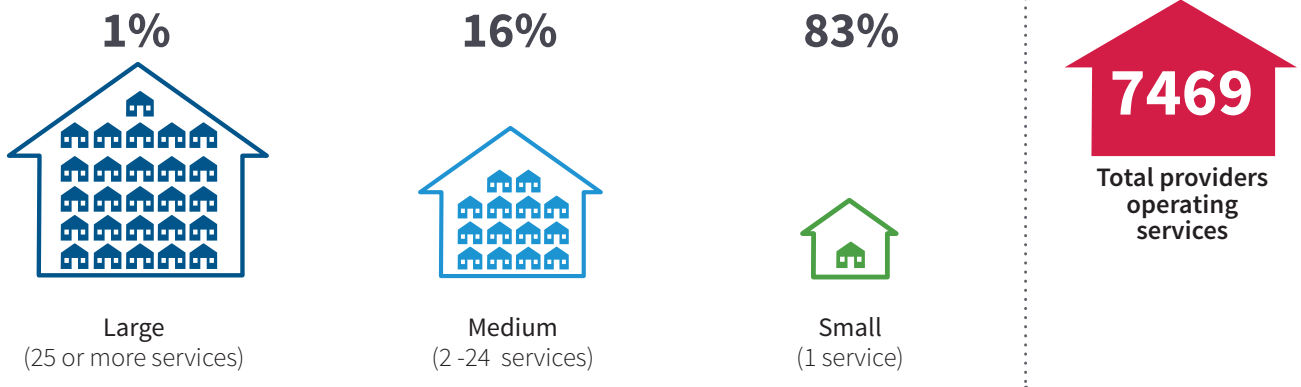


Figure 5 shows that 83% of approved providers operate a single service while 1% of approved providers operate 25 or more services.

Figure 6: Proportion of approved services by provider size

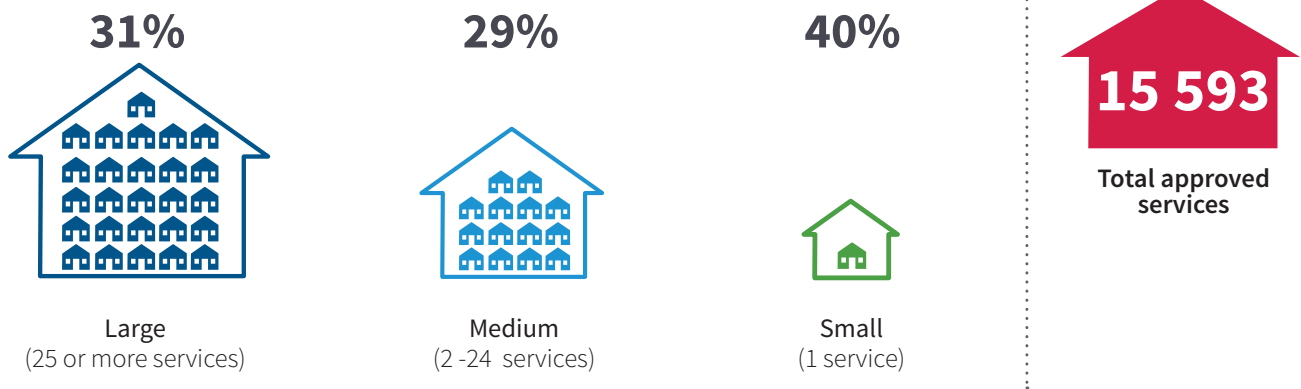


Figure 6 shows that 40% of approved services are operated by small approved providers while 31% of approved services are operated by large approved providers.

# Progress of assessment and rating

**Table 3: Quality ratings by jurisdiction**

Table 3 includes all approved services. A small proportion of these services will only recently have been approved and may not have started operating or may have only been operating for a short period of time. In general, regulatory authorities will not assess and rate newly approved services which have been operating for less than 9-12 months, therefore the proportion of services with a quality rating will not reach 100% at any one time.

	Number of services	Proportion of all services	Number of services with a quality rating	Proportion of services with a quality rating
ACT	351	2%	305	87%
NSW	5398	35%	4692	87%
NT	224	1%	205	92%
QLD	2884	18%	2642	92%
SA	1171	8%	867	74%
TAS	236	2%	222	94%
VIC	4152	27%	3788	91%
WA	1177	8%	942	80%
<b>TOTAL</b>	<b>15 593</b>	<b>100%</b>	<b>13 663</b>	<b>88%</b>

**Table 4: Number of services with a quality rating by service sub-type and jurisdiction**

	Family day care	Long day care	Preschool/ Kindergarten	Outside school hours care	Other	TOTAL
ACT	5	121	91	88	0	305
NSW	176	2679	768	1069	0	4692
NT	4	79	74	46	2	205
QLD	89	1383	492	677	1	2642
SA	6	283	253	325	0	867
TAS	12	117	0	93	0	222
VIC	274	1251	1171	1092	0	3788
WA	35	576	11	319	1	942
<b>TOTAL</b>	<b>601</b>	<b>6489</b>	<b>2860</b>	<b>3709</b>	<b>4</b>	<b>13 663</b>



# Quality improvement

Of the 1959 reassessments undertaken, 61% resulted in an improved overall quality rating.

**Table 5: Overall quality rating changes for services that have been reassessed<sup>1</sup>**

Rating level change	Number of reassessments	Proportion of reassessments
Higher	1189	61%
Unchanged	671	34%
Lower	99	5%
<b>TOTAL</b>	<b>1959</b>	<b>100%</b>

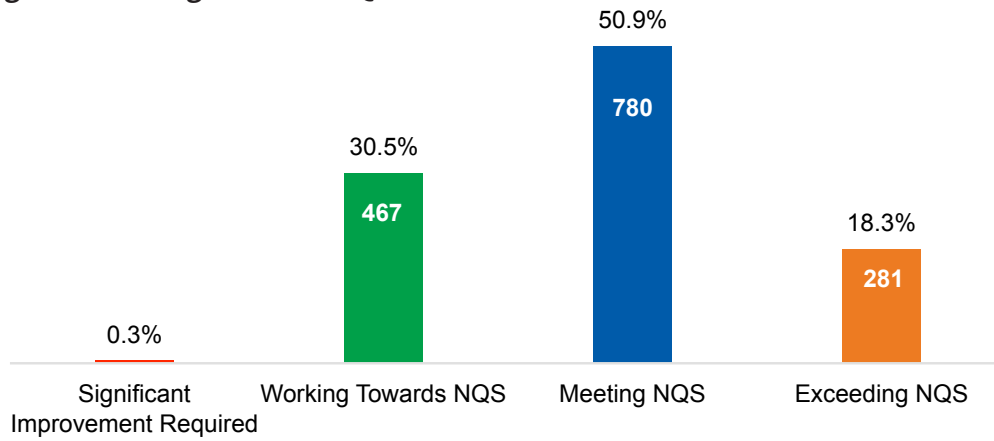
**Table 6: Number of reassessments by overall quality rating**

Table 6 presents a service's previous overall rating alongside its reassessed overall rating. For example, 780 of the services previously rated Working Towards NQS improved their rating to Meeting NQS after reassessment. While 467 services previously rated Working Towards NQS received the same rating again after reassessment.

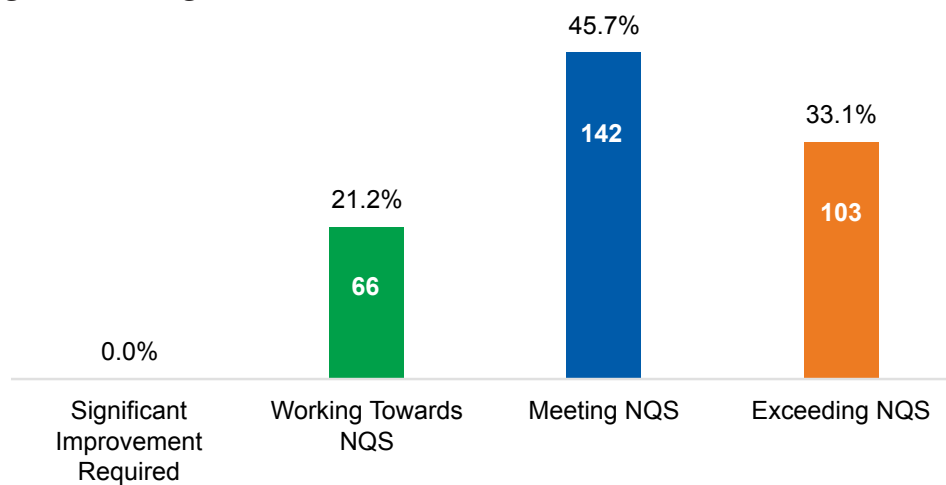
		Reassessed rating				Total
		Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	
Previous rating	Significant Improvement Required	7	21	4	0	<b>32</b>
	Working Towards NQS	4	467	780	281	<b>1532</b>
	Meeting NQS	0	66	142	103	<b>311</b>
	Exceeding NQS	0	15	14	55	<b>84</b>
	<b>Total</b>	<b>11</b>	<b>569</b>	<b>940</b>	<b>439</b>	<b>1959</b>

<sup>1</sup>Reassessments include the following processes described in the National Law: i. Next assessment; ii. Partial reassessment and re-rating requested by provider; iii. Partial reassessment and re-rating instigated by the regulatory authority; iv. Full reassessment and re-rating requested by provider; v. Full reassessment and re-rating instigated by the regulatory authority.

**Figure 7: Overall quality rating changes for services that have been reassessed where previous rating was Working Towards NQS**

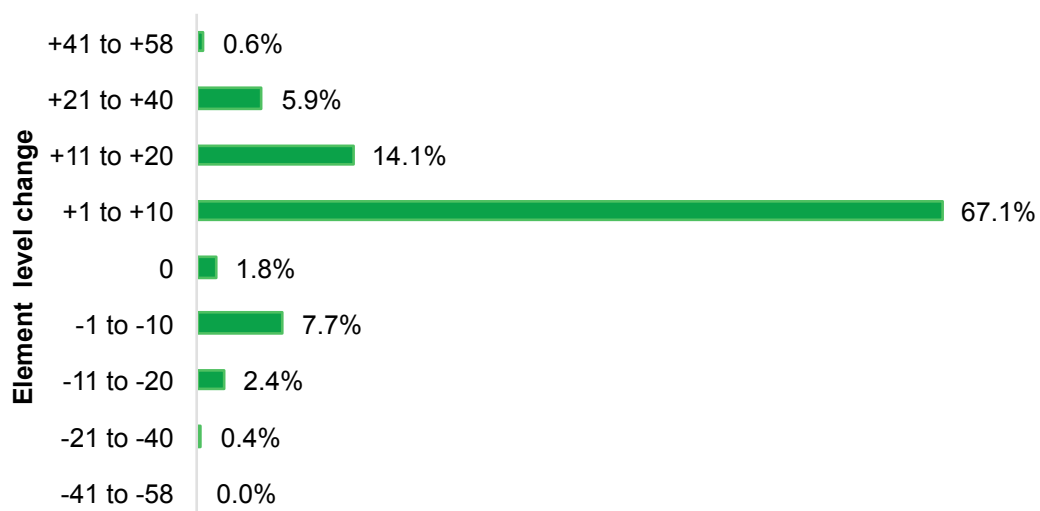


**Figure 8: Overall quality rating changes for services that have been reassessed where previous rating was Meeting NQS**



**Figure 9: Element level changes for services that have been reassessed where previous rating was Working Towards NQS**

Figure 9 looks at the 1532 reassessments of services rated Working Towards NQS by overall change in element level performance. For example, if the same number of elements were met at the reassessment, then the level of change is '0'. If five more elements were met at the reassessment, then the level of change is '+1 to +10'. The figure examines overall changes at the element level – individual elements may have moved in either direction (not met to met or met to not met) at reassessment. The figure only includes services previously rated Working Towards NQS because services rated higher than this already met all 58 elements of the NQS.



# Overall quality ratings of services

Authorised officers from state and territory regulatory authorities assess and rate services using the seven quality areas, 18 standards and 58 elements that make up the National Quality Standard (NQS). Services are given a rating for each of the seven quality areas and an overall rating.

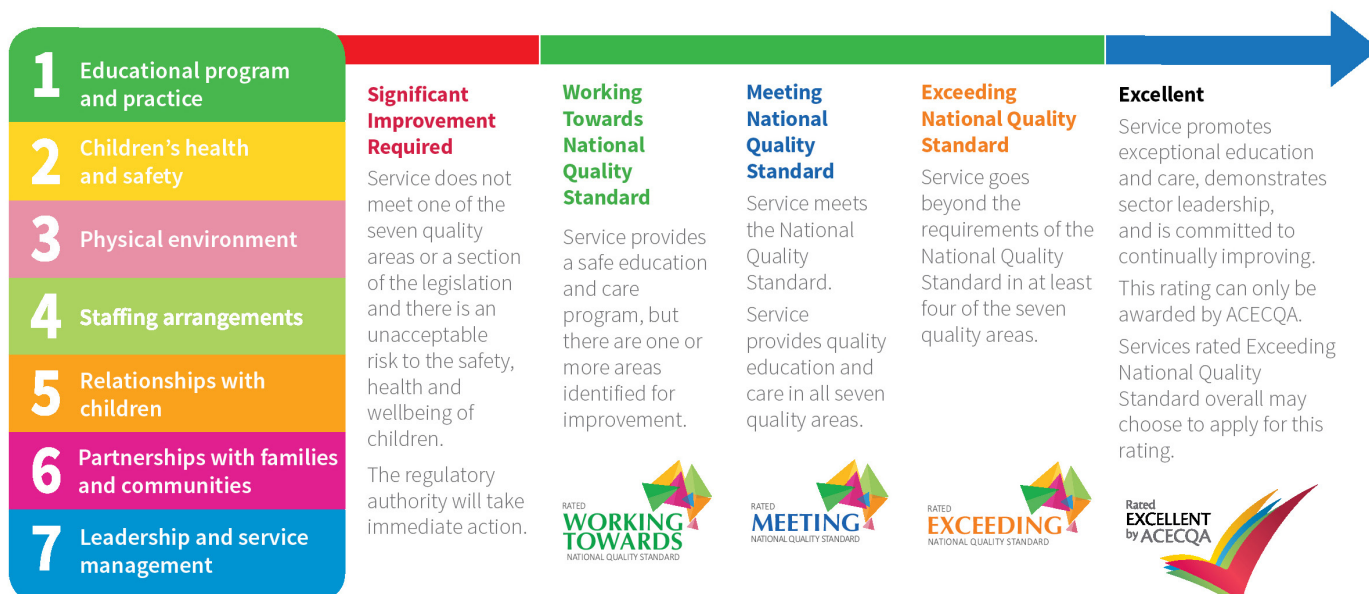


Table 7: Overall quality rating results by jurisdiction

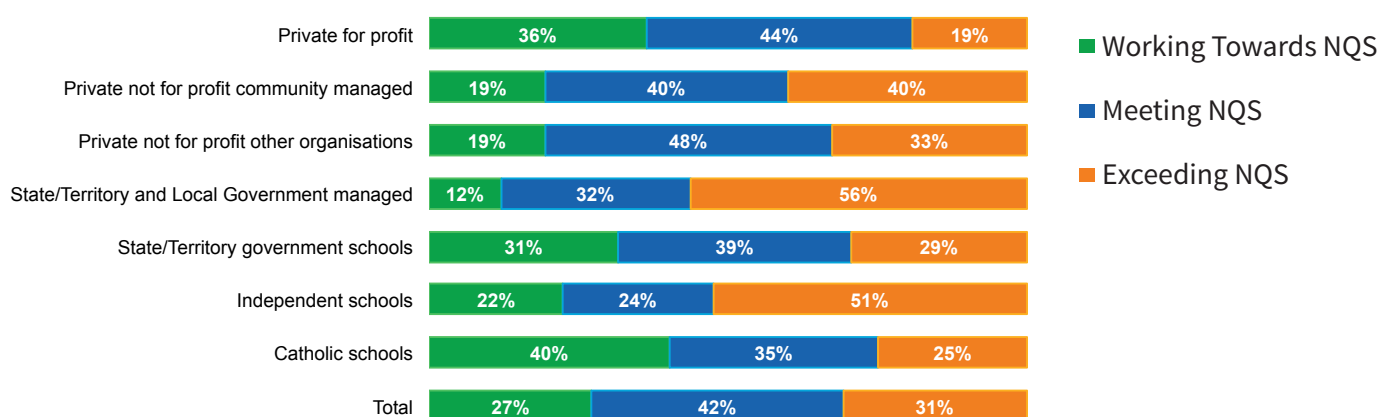
	Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent rated	TOTAL
ACT	1	108 (35%)	65 (21%)	124 (41%)	7	305
NSW	24	1550 (33%)	1872 (40%)	1233 (26%)	13	4692
NT	0	91 (44%)	81 (40%)	31 (15%)	2	205
QLD	2	608 (23%)	1191 (45%)	825 (31%)	16	2642
SA	0	281 (32%)	205 (24%)	376 (43%)	5	867
TAS	0	55 (25%)	89 (40%)	78 (35%)	0	222
VIC	12	645 (17%)	1835 (48%)	1288 (34%)	8	3788
WA	0	352 (37%)	361 (38%)	227 (24%)	2	942
<b>TOTAL</b>	<b>39</b>	<b>3690 (27%)</b>	<b>5699 (42%)</b>	<b>4182 (31%)</b>	<b>53</b>	<b>13 663</b>

# Overall quality ratings by provider management type

Figure 10 shows the variation in spread of quality ratings by overall quality rating level between provider management type. For example, 88% of ‘State/Territory and Local Government managed’ services have been rated Meeting NQS or above, compared to 63% of ‘Private for profit’ services.

These differences can reflect a range of contextual factors, such as the service profile of these provider types, and historical levels of government investment in different types of provision. For example, half of all ‘State/Territory and Local Government managed’ services are preschools/kindergartens, with preschools/kindergartens performing better against the NQS than other service types (see Figure 12). In contrast, preschools/kindergartens make up only 1% of ‘Private for profit’ services.

**Figure 10: Proportion of approved services with a quality rating by provider management type and overall quality rating level<sup>1</sup>**



**Table 8: Number of approved services with a quality rating by provider management type and overall quality rating level**

	Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent	Total
Private for profit	35	2164	2668	1139	10	6016
Private not for profit community managed	2	684	1418	1409	25	3538
Private not for profit other organisations	1	336	837	568	3	1745
State/Territory and Local Government managed	0	131	348	619	3	1101
State/Territory government schools	0	219	271	204	2	696
Independent schools	1	86	96	202	9	394
Catholic schools	0	63	55	39	0	157
Not Stated/Other	0	7	6	2	1	16
<b>Total</b>	<b>39</b>	<b>3690</b>	<b>5699</b>	<b>4182</b>	<b>53</b>	<b>13 663</b>

<sup>1</sup> Not Stated/Other has been removed for graphical purposes.

# Overall quality ratings by service and service sub-type

Figure 11: Quality ratings by quality rating level and service type

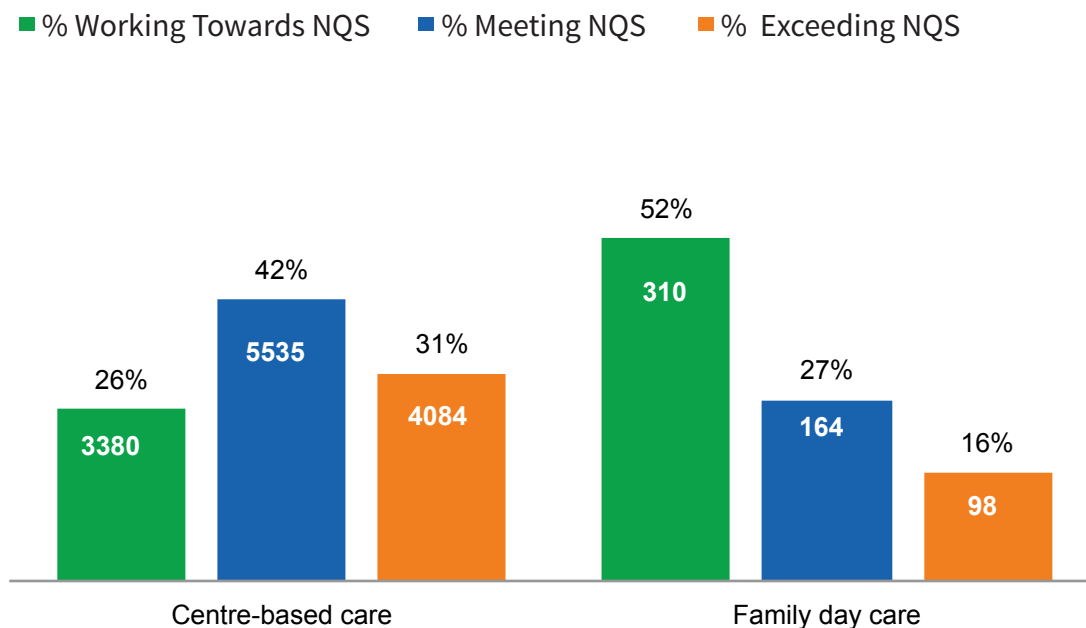
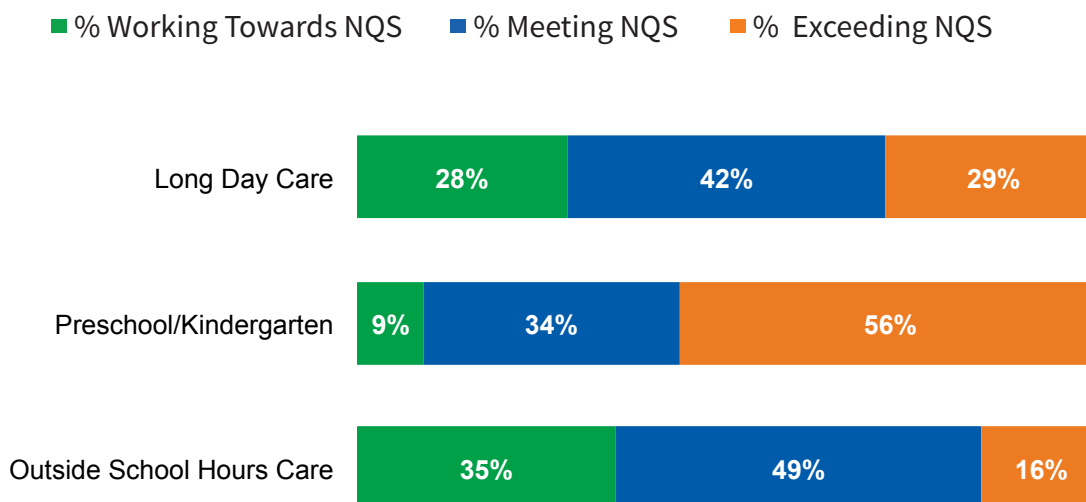


Figure 12: Quality ratings by centre-based service sub-type

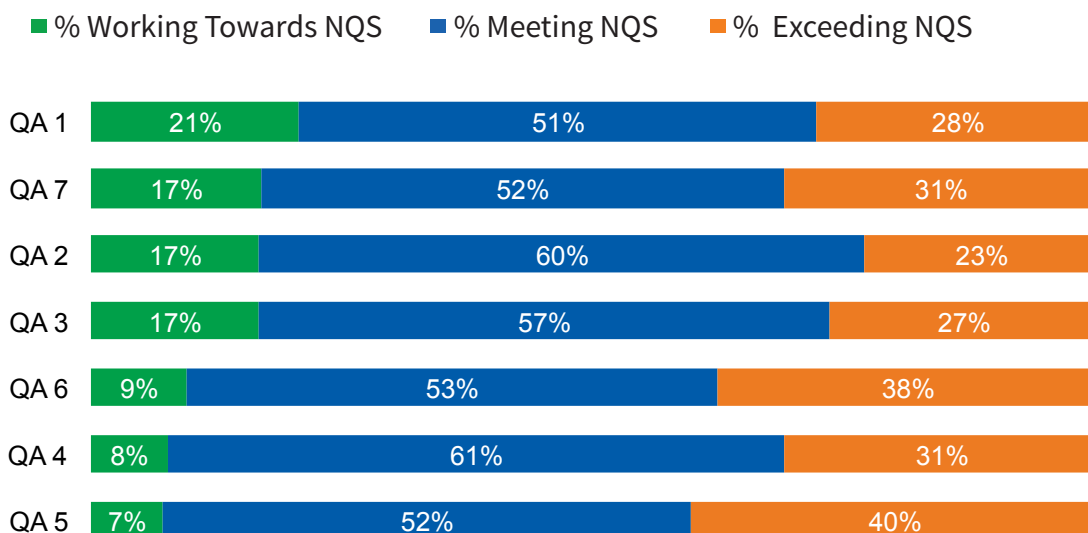


The interactive online version of the Snapshot includes additional analysis of service sub-type and provider management type and is available on the ACECQA website.

# Quality area ratings

**Figure 13: Quality ratings by quality area**

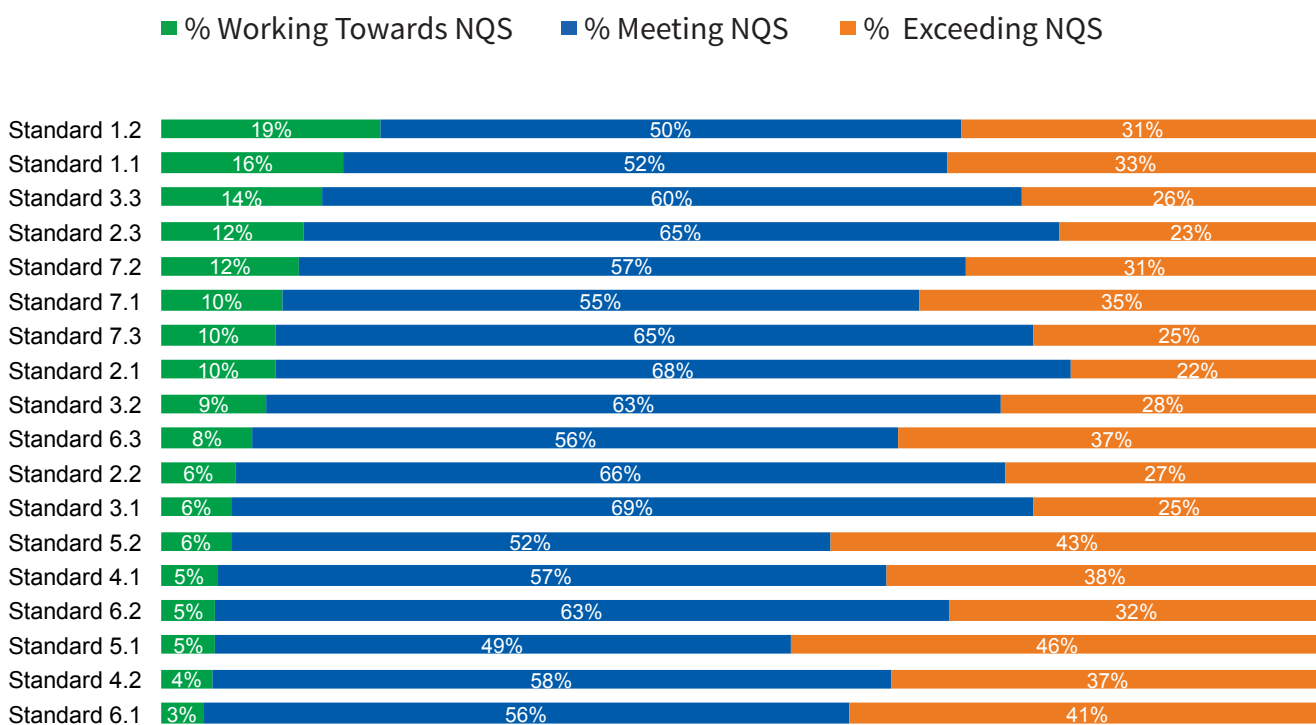
Figure 13 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.



# Standard level ratings

Figure 14 ranks the 18 standards of the NQS in descending order based on the proportion of services rated Working Towards NQS in each standard.

**Figure 14: Standard level ratings**



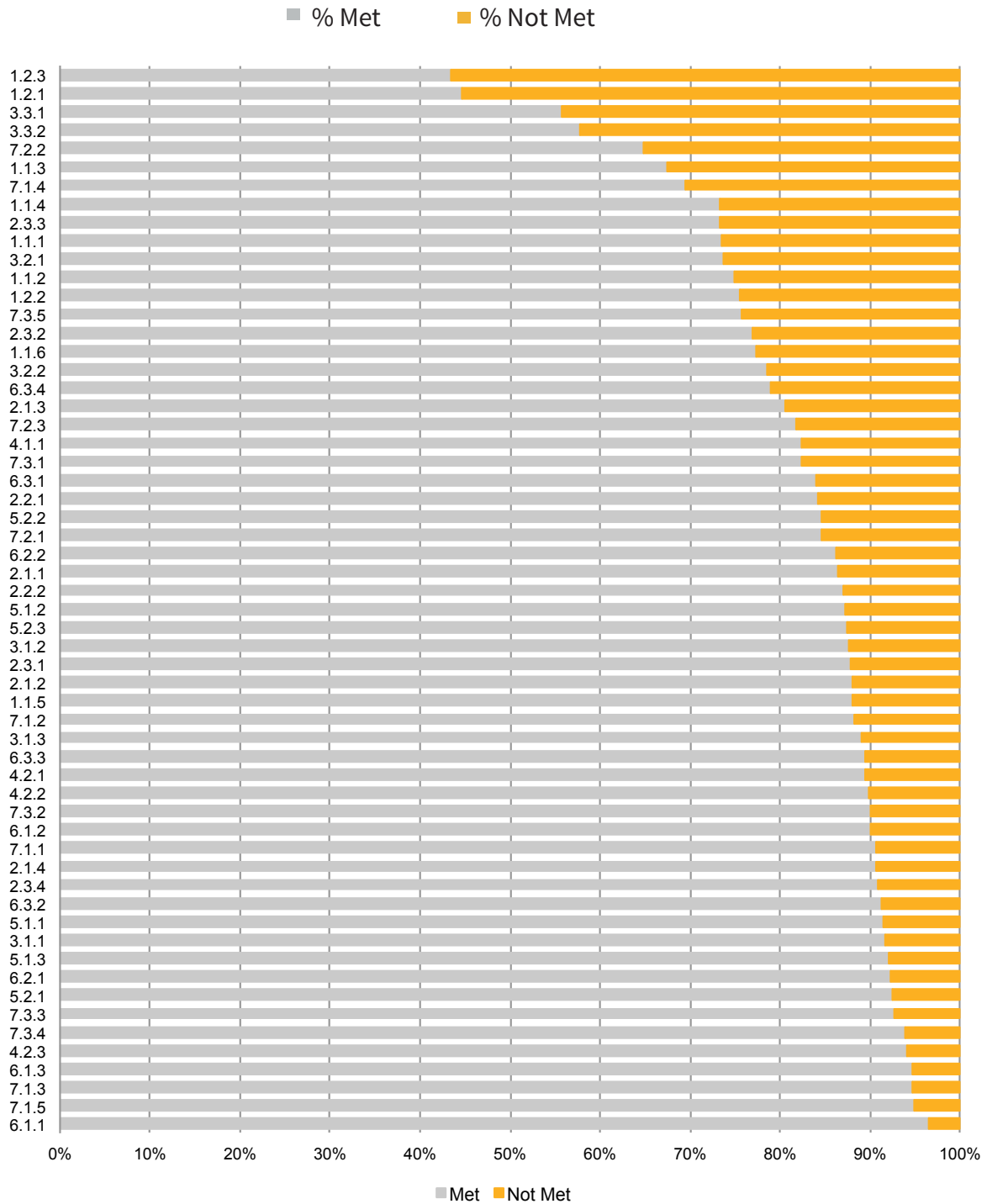


# Element level results

The 18 standards of the NQS are outcome statements. Under each standard sit elements that contribute to the standard being achieved. There are 58 elements in total.

Figure 15 looks at the element level results for the 3729 services with a quality rating of Significant Improvement Required or Working Towards NQS. The performance of these services against the 58 elements of the NQS has been ranked in descending order based on the proportion of services that do not meet each element.

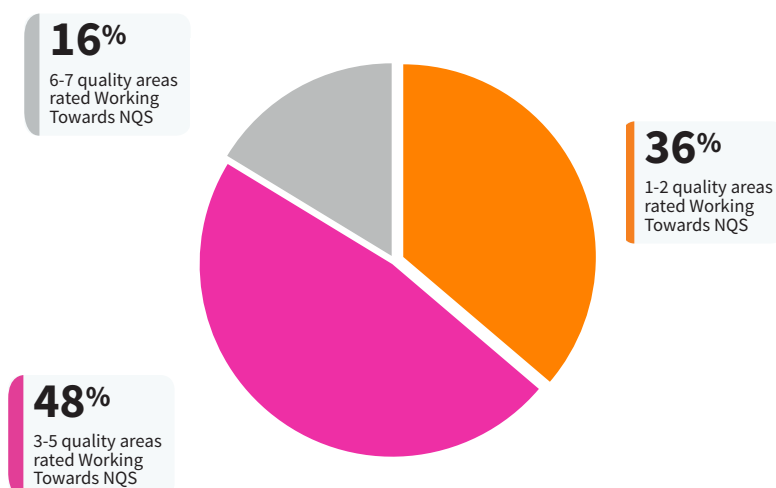
**Figure 15: Element level results for services rated Significant Improvement Required or Working Towards**



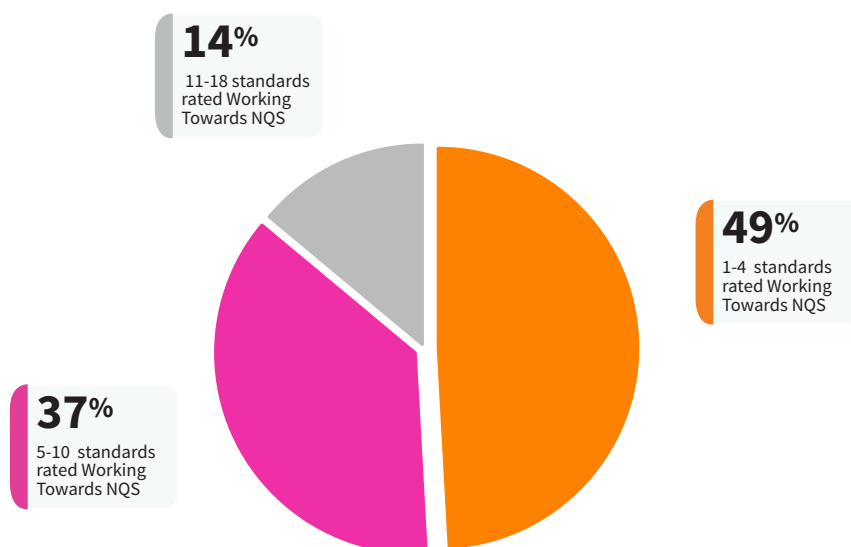
# Services rated Working Towards NQS

A service will receive an overall rating of Working Towards NQS if any of the seven quality areas are rated as Working Towards NQS. A quality area will be rated as Working Towards NQS if any of the standards within that quality area are judged Working Towards NQS.

**Figure 16: Proportion of services rated Working Towards NQS by number of quality areas rated Working Towards**



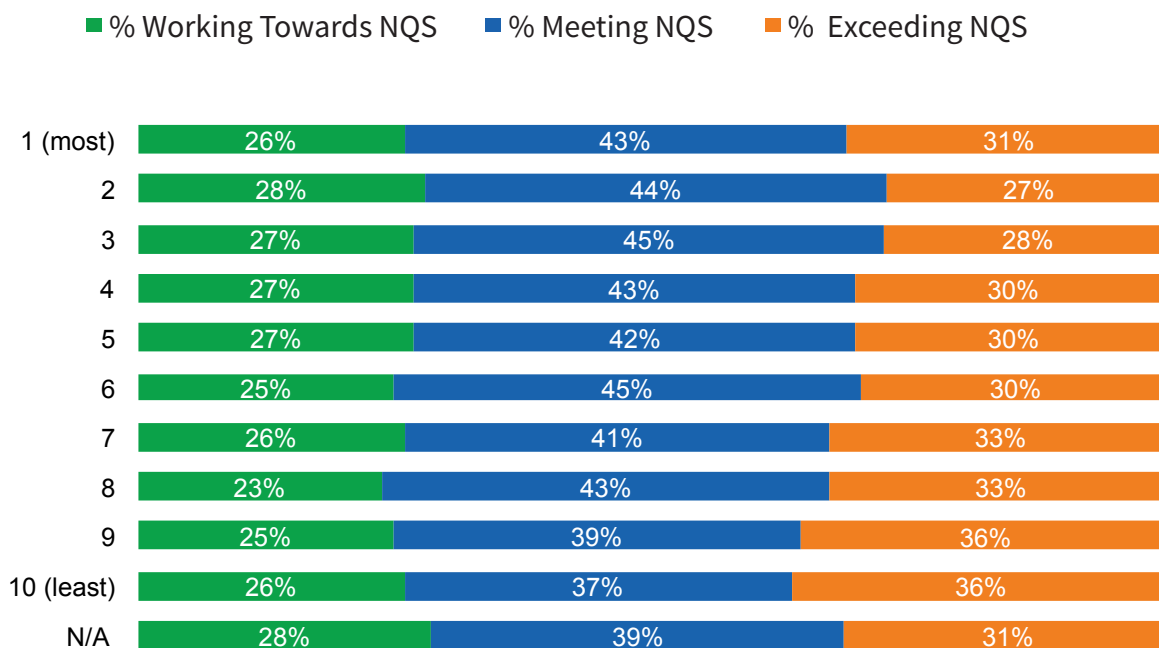
**Figure 17: Proportion of services rated Working Towards NQS by number of standards rated Working Towards**



# Overall quality ratings of centre-based services by SEIFA<sup>1</sup>

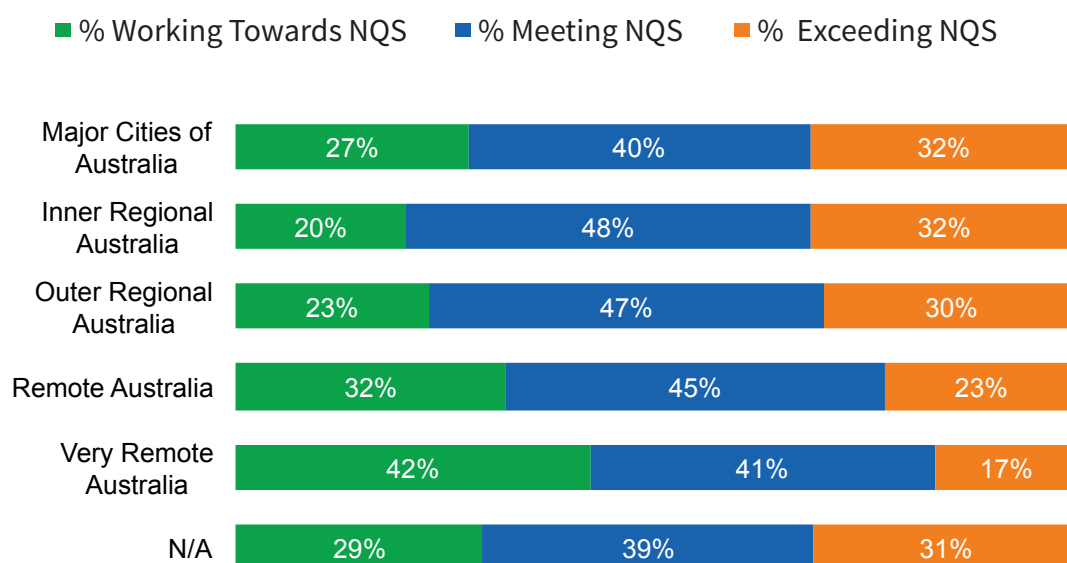
SEIFA is a product that ranks areas according to socio-economic advantage and disadvantage based on census data. Variables used cover a number of areas including household income, education, employment, occupation, housing and other indicators of advantage and disadvantage.

Figure 18: Quality ratings by SEIFA Index of Relative Disadvantage



# Overall quality ratings of centre-based services by remoteness classification<sup>2</sup>

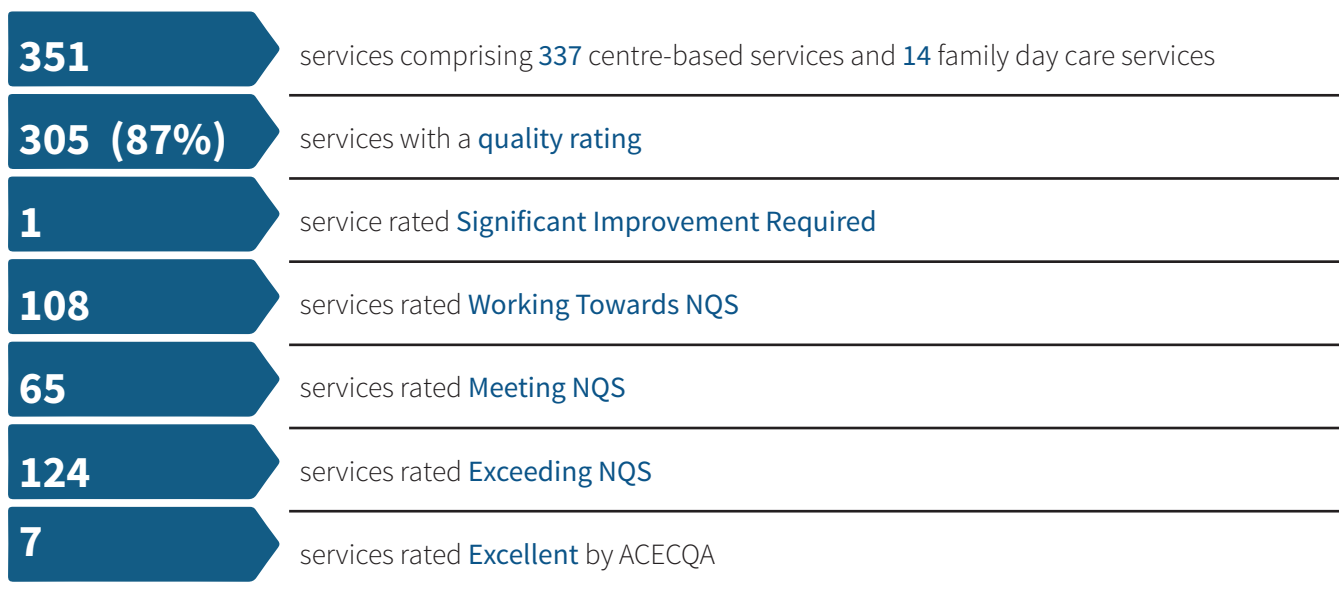
Figure 19: Quality ratings by remoteness classification



<sup>1</sup> FDC services are excluded from SEIFA classification because their approval is not specific to one location. The N/A includes 430 centre-based services with an address that is unable to be tagged with a SEIFA classification.

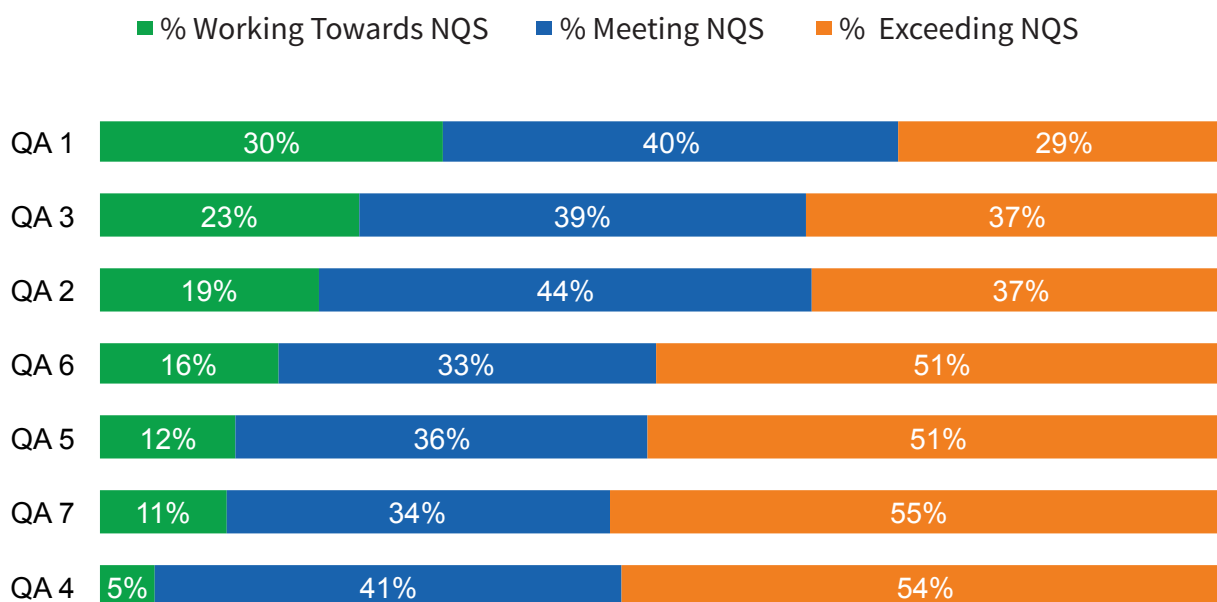
<sup>2</sup> FDC services are excluded from remoteness classification because their approval is not specific to one location. The N/A includes 100 centre-based services with an address that is unable to be tagged with an ARIA+ classification.

# Australian Capital Territory summary



**Figure 20: Australian Capital Territory services with a quality rating by quality area**

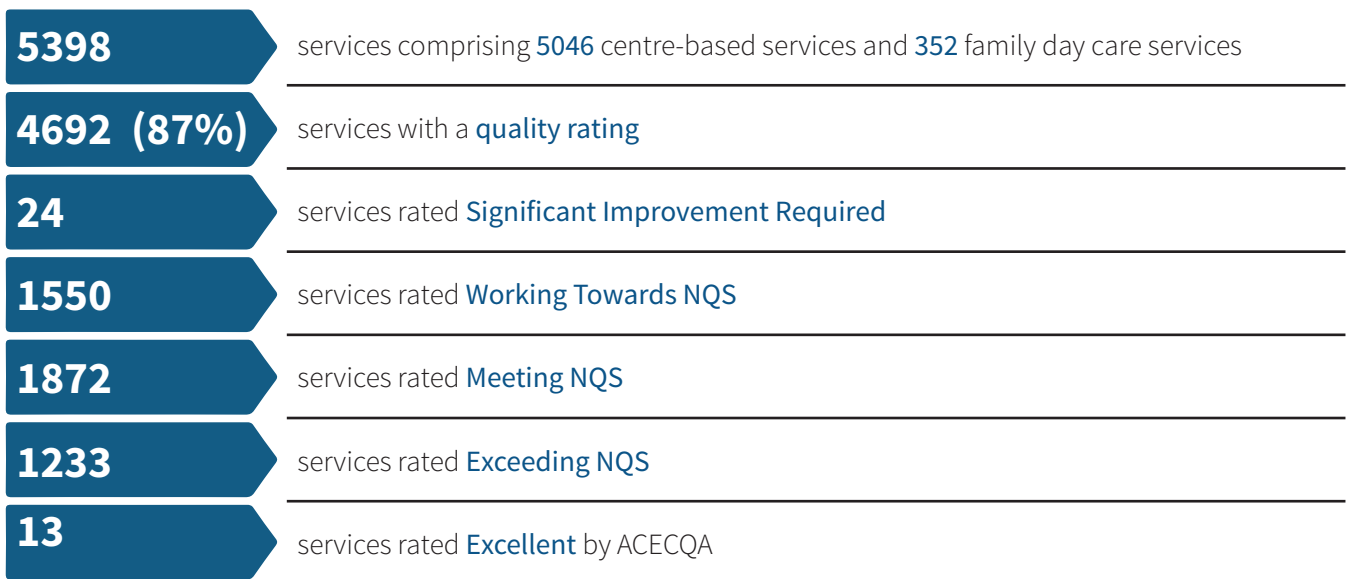
Figure 20 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.



## Contact details

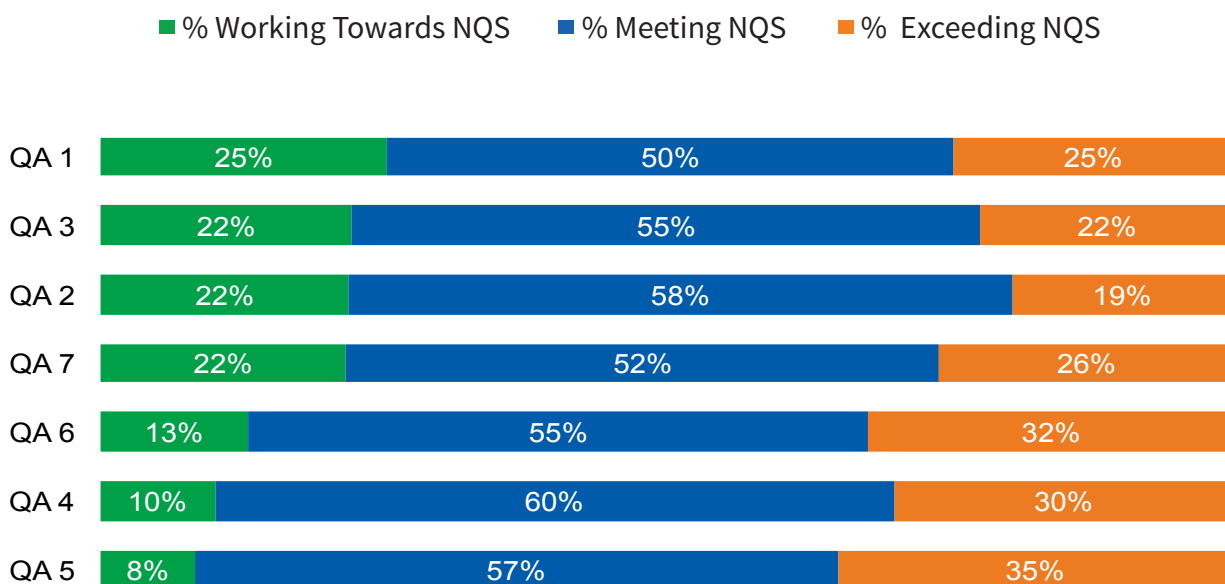
Education and Training Directorate  
 Children's Governance and Assurance  
[www.education.act.gov.au](http://www.education.act.gov.au)

# New South Wales summary



**Figure 21: New South Wales services with a quality rating by quality area**

Figure 21 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.



## Contact details

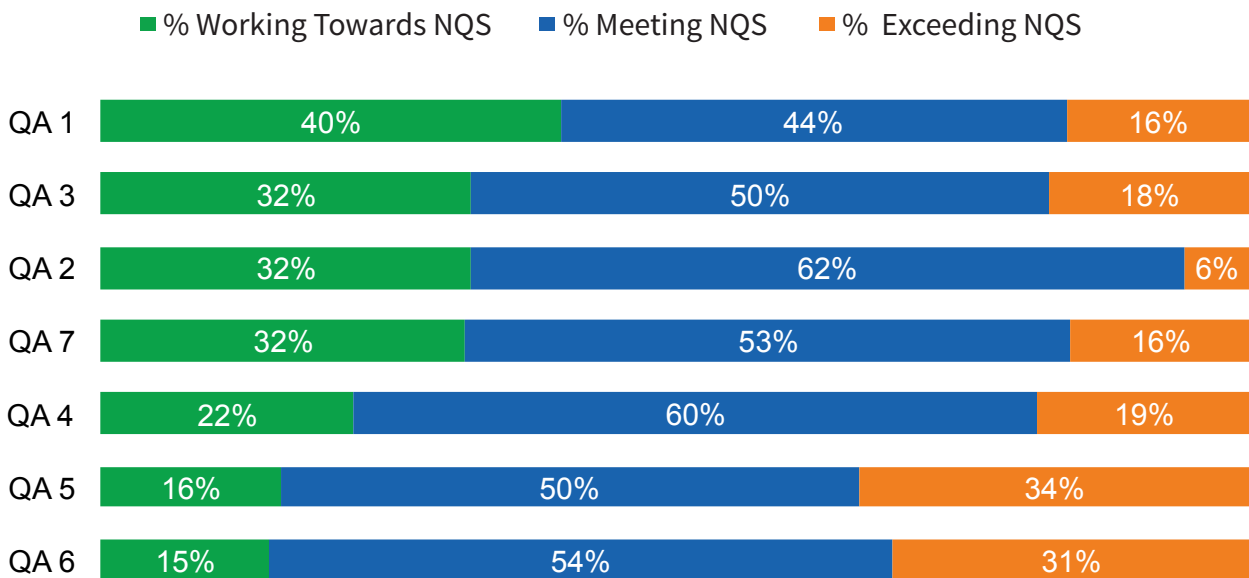
Department of Education  
 Early Childhood Education and Care Directorate  
[www.dec.nsw.gov.au/ecec](http://www.dec.nsw.gov.au/ecec)

# Northern Territory summary

<b>224</b>	services comprising <b>220</b> centre-based services and <b>four</b> family day care services
<b>205 (92%)</b>	services with a <b>quality rating</b>
<b>91</b>	services rated <b>Working Towards NQS</b>
<b>81</b>	services rated <b>Meeting NQS</b>
<b>31</b>	services rated <b>Exceeding NQS</b>
<b>2</b>	services rated <b>Excellent</b> by ACECQA

**Figure 22: Northern Territory services with a quality rating by quality area**

Figure 22 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

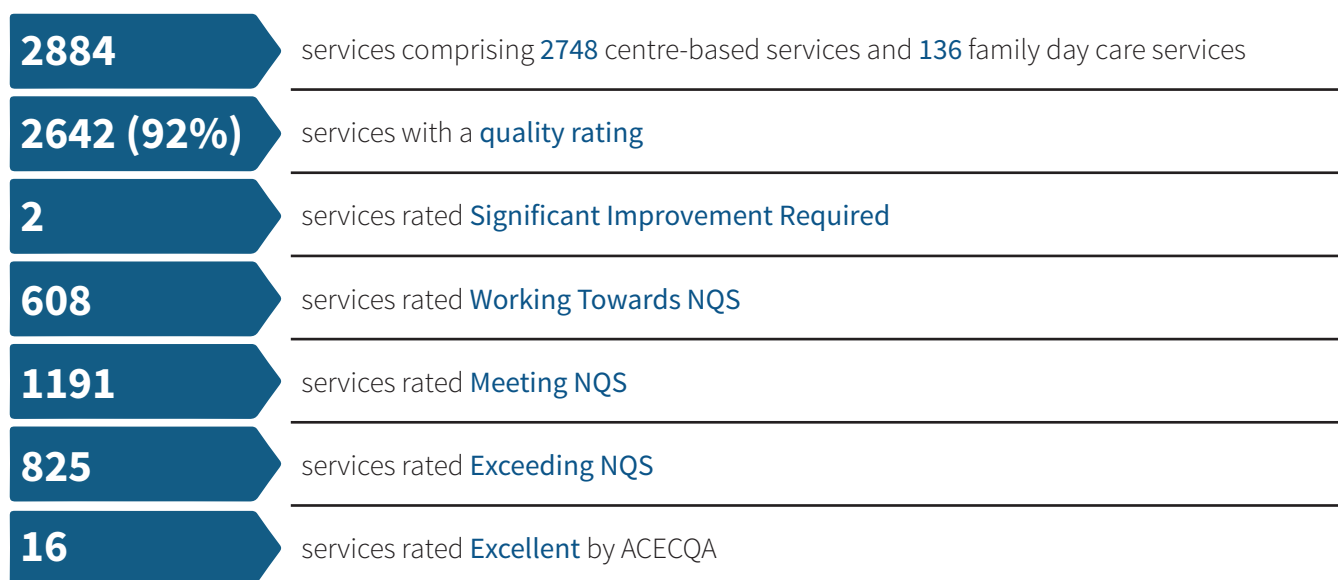


## Contact details

Department of Education  
Quality Education and Care NT  
[www.education.nt.gov.au](http://www.education.nt.gov.au)

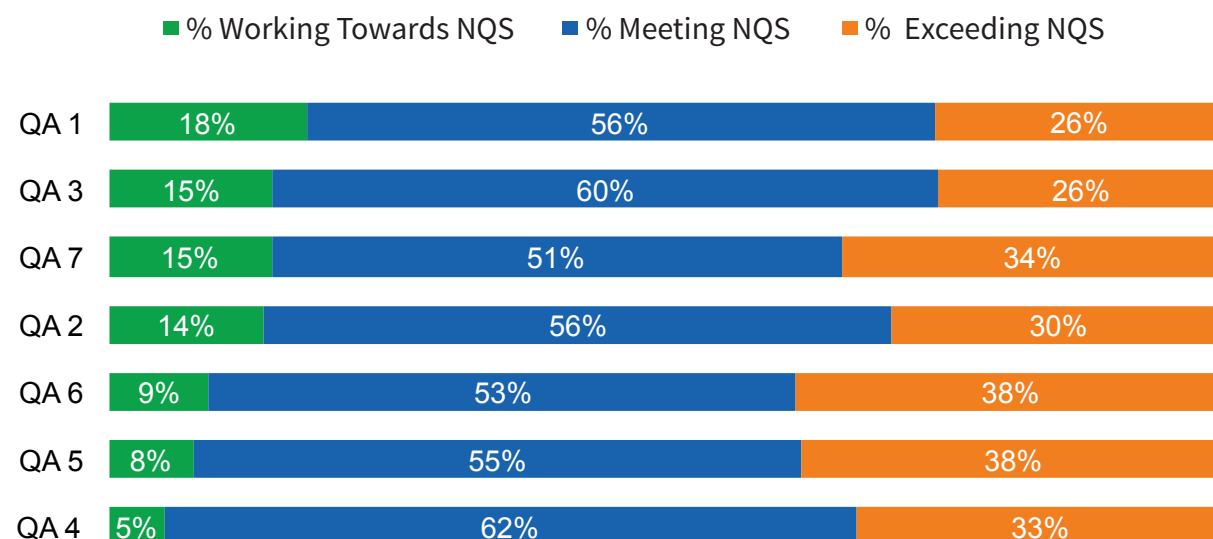


# Queensland summary



**Figure 23: Queensland services with a quality rating by quality area**

Figure 23 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.



## Contact details

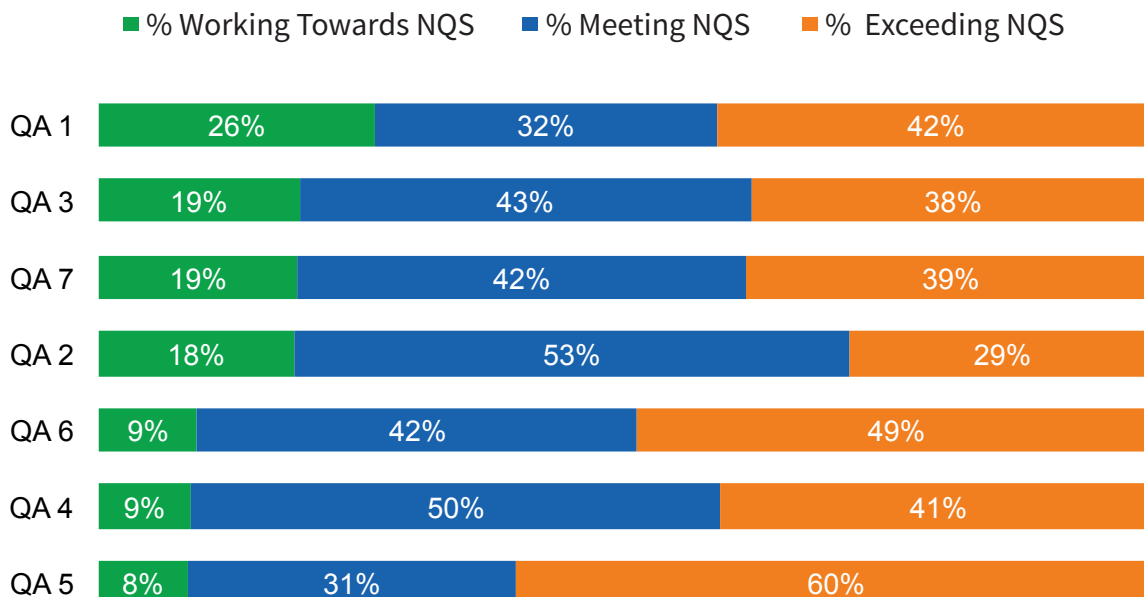
Department of Education and Training  
 Early Childhood Education and Care  
[www.dete.qld.gov.au/earlychildhood](http://www.dete.qld.gov.au/earlychildhood)

# South Australia summary

<b>1171</b>	services comprising <b>1134</b> centre-based services and <b>37</b> family day care services
<b>867 (74%)</b>	services with a <b>quality rating</b>
<b>281</b>	services rated <b>Working Towards NQS</b>
<b>205</b>	services rated <b>Meeting NQS</b>
<b>376</b>	services rated <b>Exceeding NQS</b>
<b>5</b>	services rated <b>Excellent</b> by ACECQA

**Figure 24: South Australian services with a quality rating by quality area**

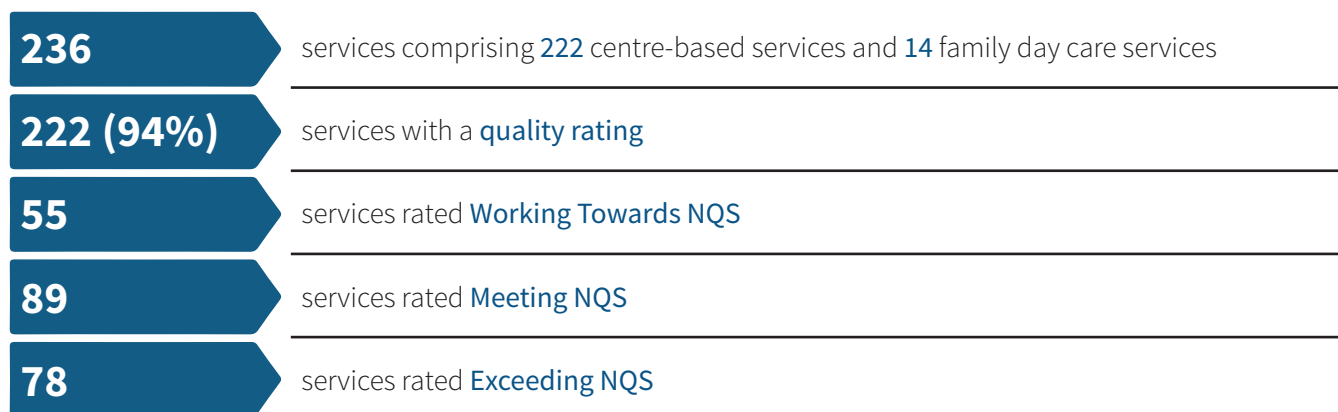
Figure 24 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.



## Contact details

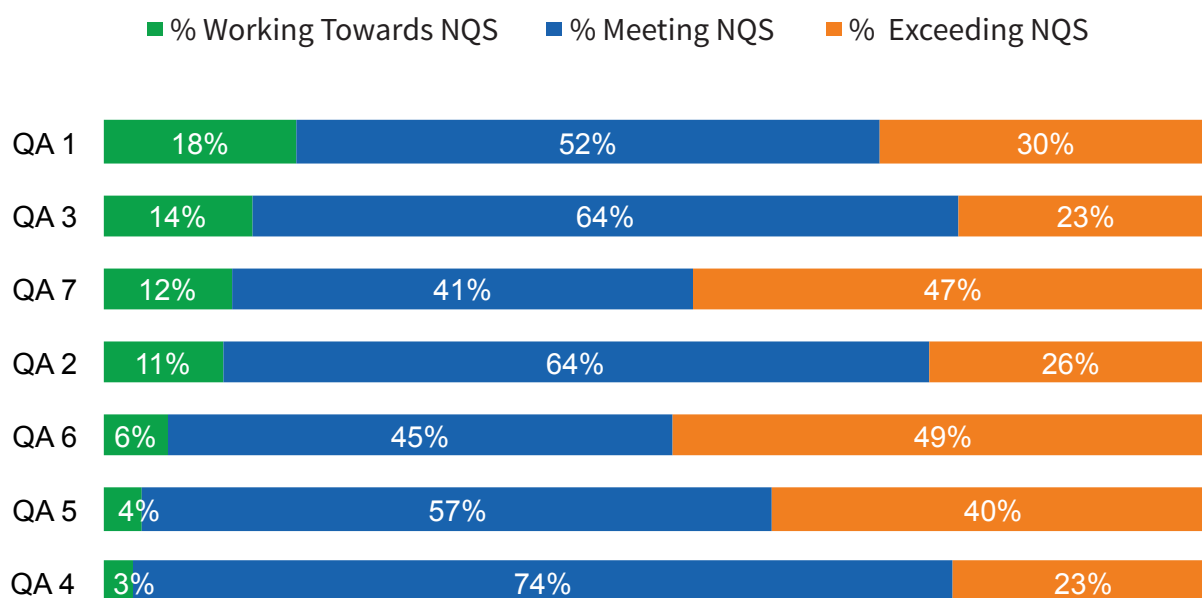
Education and Early Childhood Services Registration and Standards  
Board of South Australia  
[www.esb.sa.gov.au](http://www.esb.sa.gov.au)

# Tasmania summary



**Figure 25: Tasmanian services with a quality rating by quality area**

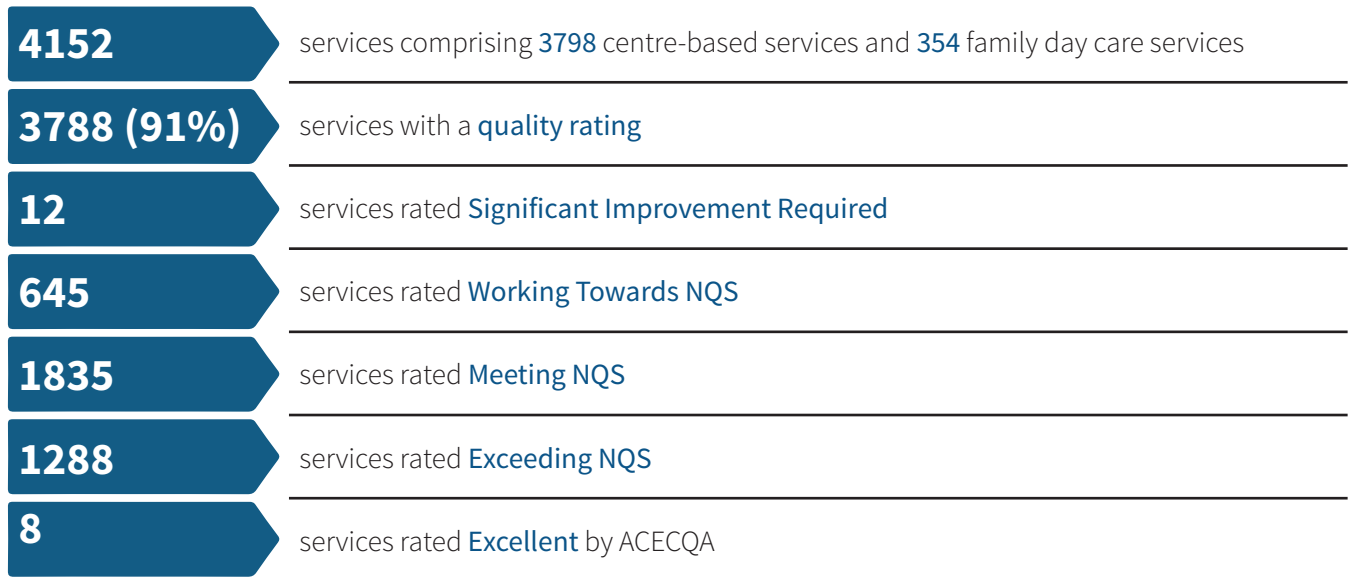
Figure 25 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.



## Contact details

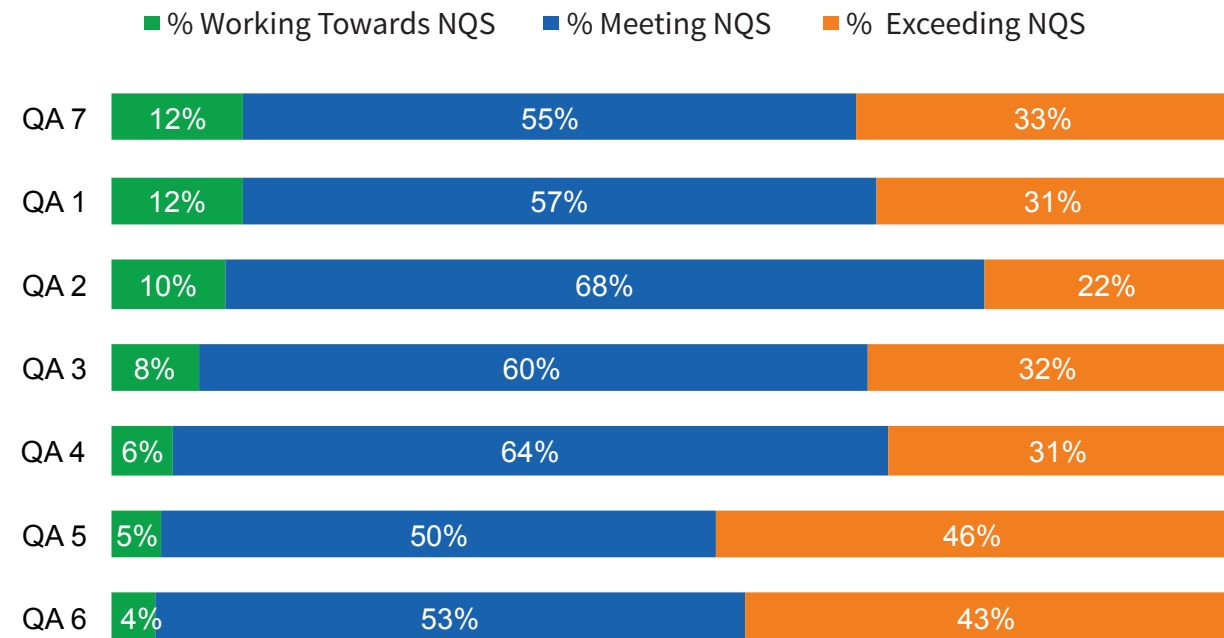
Department of Education  
Education and Care Unit  
[www.education.tas.gov.au](http://www.education.tas.gov.au)

# Victoria summary



**Figure 26: Victorian services with a quality rating by quality area**

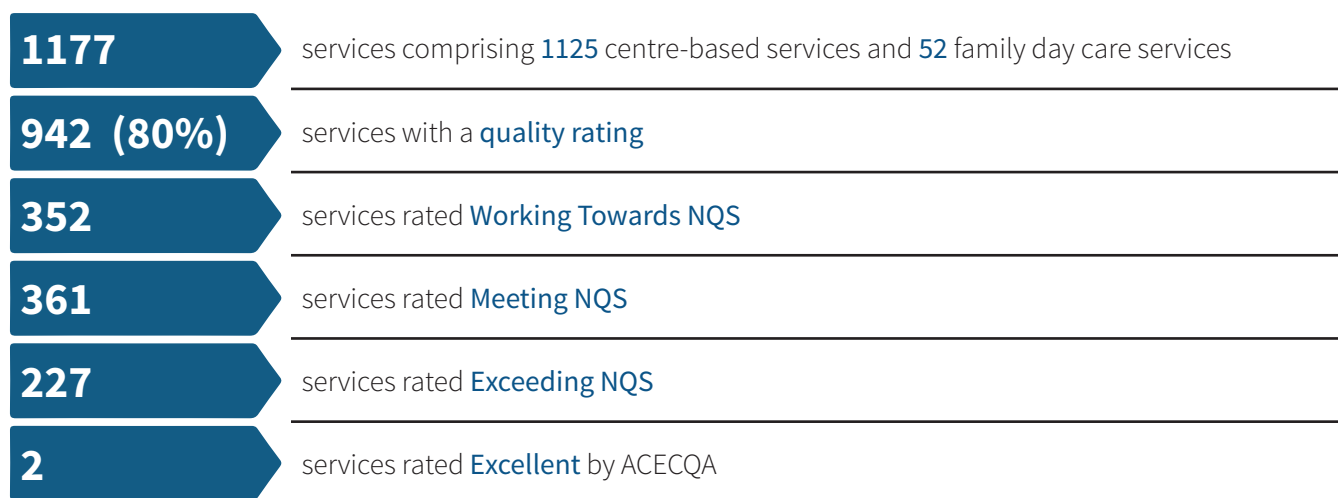
Figure 26 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.



**Contact details**

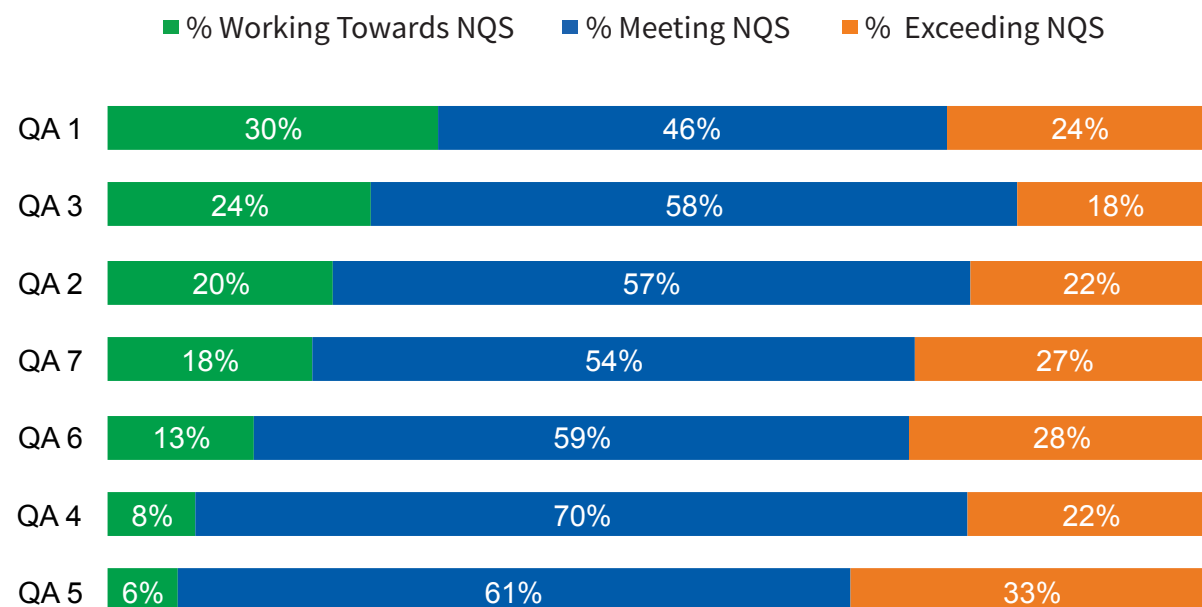
Department of Education and Training  
 Quality Assessment and Regulation Division  
[www.education.vic.gov.au/childhood/providers/regulation](http://www.education.vic.gov.au/childhood/providers/regulation)

# Western Australia summary



**Figure 27: Western Australian services with a quality rating by quality area**

Figure 27 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.



## Contact details

Department of Local Government and Communities  
Education and Care Regulatory Unit

[www.dlgc.wa.gov.au](http://www.dlgc.wa.gov.au)



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Australian Children's  
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Quality Authority





# NQF Snapshot

## Q1 2018

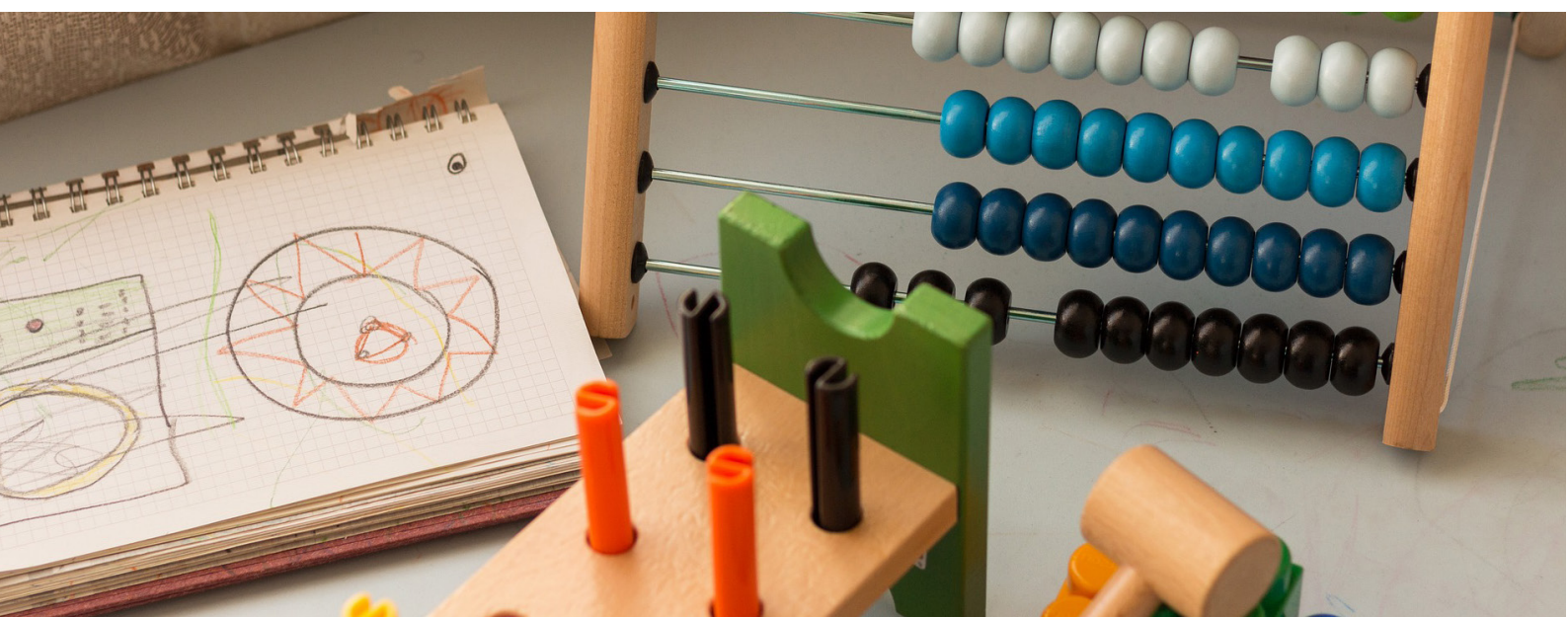


Australian Children's  
Education & Care  
Quality Authority™

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

May 2018

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# Overview

NQF Snapshot Q1 2018 is ACECQA's 21st national report on children's education and care services operating under the National Quality Framework (NQF).

It provides analysis and information on the profile of the sector, progress of assessment and rating and the quality ratings of services against the National Quality Standard (NQS).

A revised version of the NQS commenced on 1 February 2018. The number of quality standards has reduced from 18 to 15, and the number of quality elements has reduced from 58 to 40.

The changes streamline the NQS and reduce overlap between elements and standards. Previous NQF Snapshots have included analysis at the standard and element level. This analysis will be reintroduced once a sufficient number of services have been assessed and rated under the revised (2018) NQS to allow for meaningful comparisons.

An [interactive online version of the Snapshot](#) is available on the ACECQA website.

The data presented in this Snapshot was taken from the National Quality Agenda IT System (NQA ITS) on 1 April 2018 for the period ending 31 March 2018.

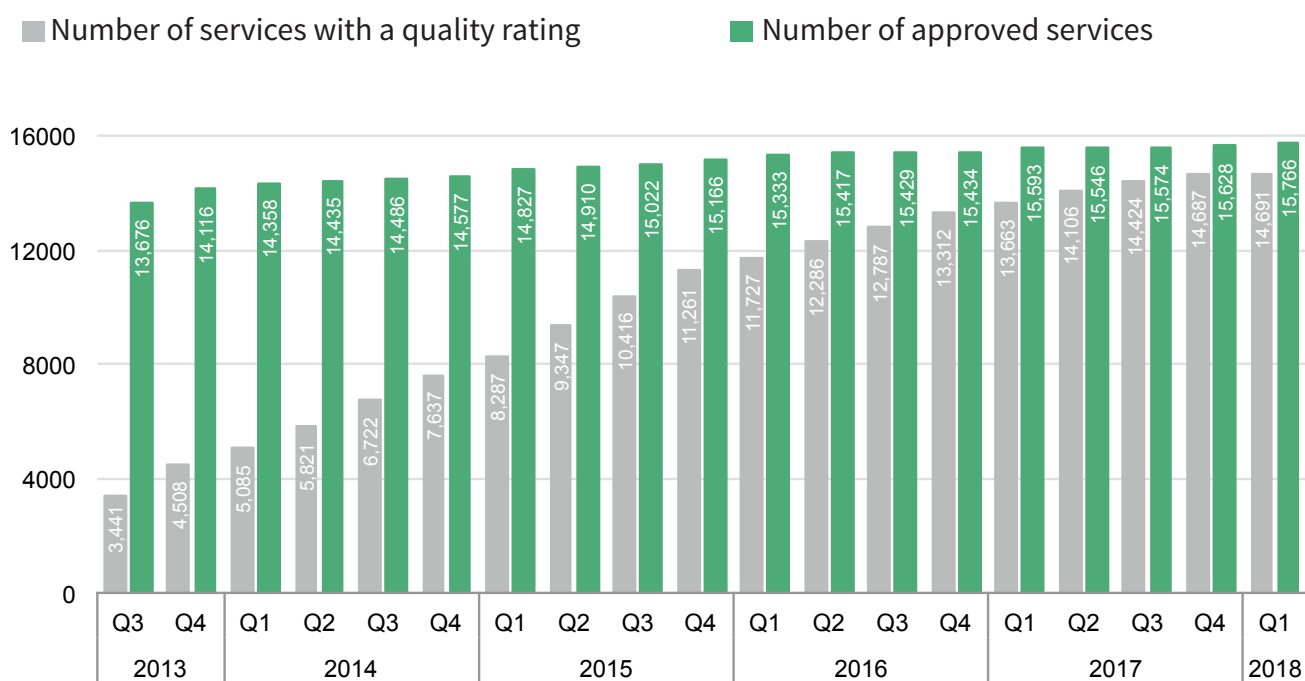
Due to rounding, individual percentages in the tables and figures may not add up to 100%.



# Snapshot highlights

<b>15,766</b>	children's education and care services approved to operate under the NQF
<b>14,691 (93%)</b>	services with a quality rating
<b>11,321 (77%)</b>	services with a quality rating of Meeting NQS or above
<b>7410</b>	providers approved to operate
<b>6107</b>	providers approved to operate only one service
<b>55</b>	services rated <b>Excellent</b> by ACECQA <sup>1</sup>
<b>4109</b>	quality rating reassessments completed
<b>67%</b>	of services rated Working Towards NQS improved their overall quality rating at reassessment

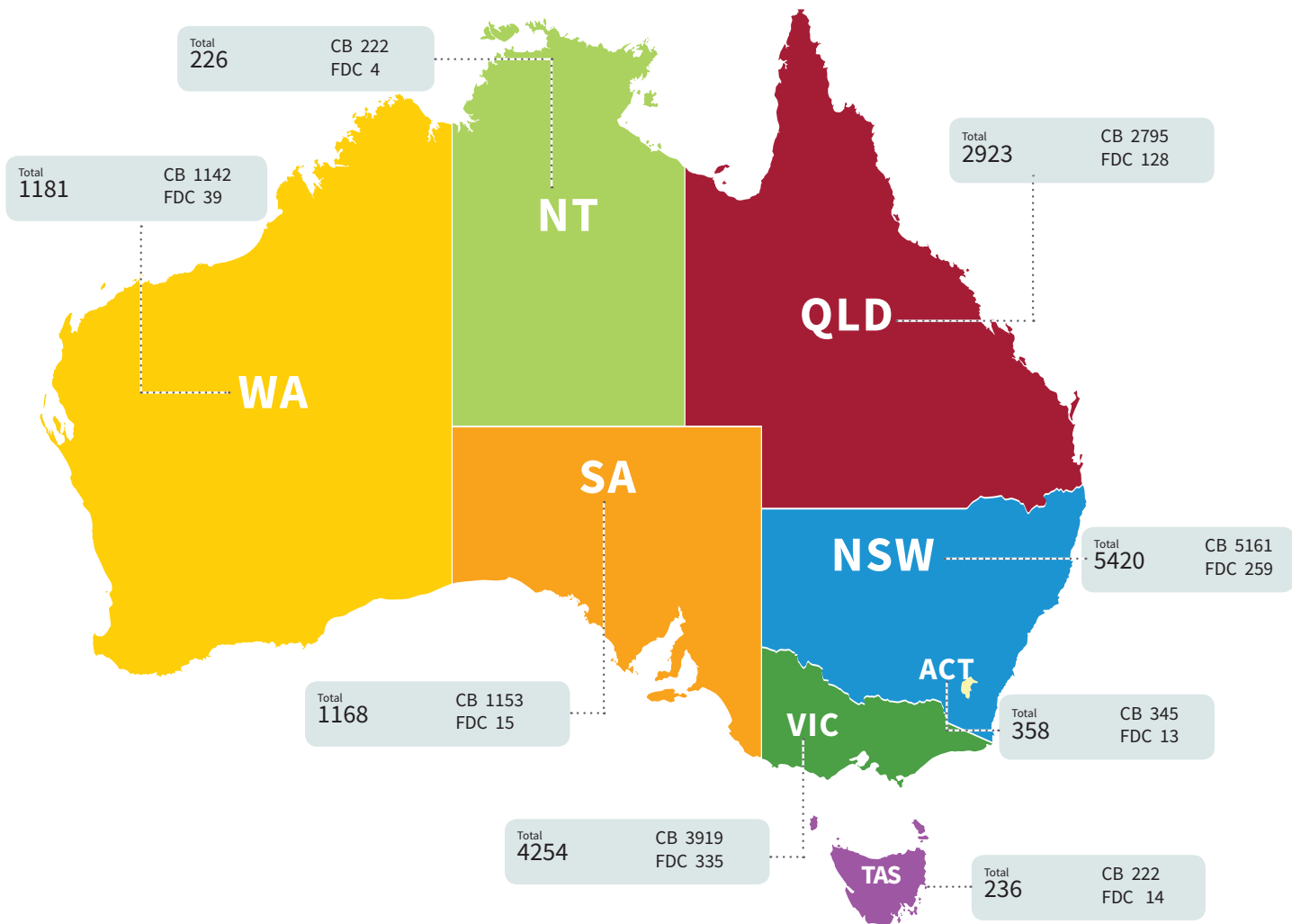
Figure 1: Number of approved services and number of services with a quality rating by quarter



<sup>1</sup> The Excellent rating is awarded for a period of three years. Unless a reapplication for the Excellent rating is received, a service's rating will revert back to Exceeding NQS after this three year period. The Snapshot includes the current number of Excellent rated services.

# Profile of the sector

Figure 2: Number of approved services by jurisdiction and service type



<p>Total Centre-based (CB) <sup>1</sup></p> <p><b>14,959 (95%)</b></p> <p>2% Increase on Q1 2017</p>	<p>Total Family day care (FDC) <sup>2</sup></p> <p><b>807 (5%)</b></p> <p>16% Decrease on Q1 2017</p>	<p>Total</p> <p><b>15,766</b></p> <p>1% Increase on Q1 2017</p>
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<sup>1</sup> A 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 out of scope of the NQF, as well as other services that aren't regulated under the National Law.

<sup>2</sup> A family day care service is an education and care service delivered through a network of educators operating from residences and other approved venues. They are sometimes known as family day care schemes and they are administered and supported by central coordination units.



Figure 3: Proportion of services by service sub-type and jurisdiction <sup>1,2,3,4,5</sup>

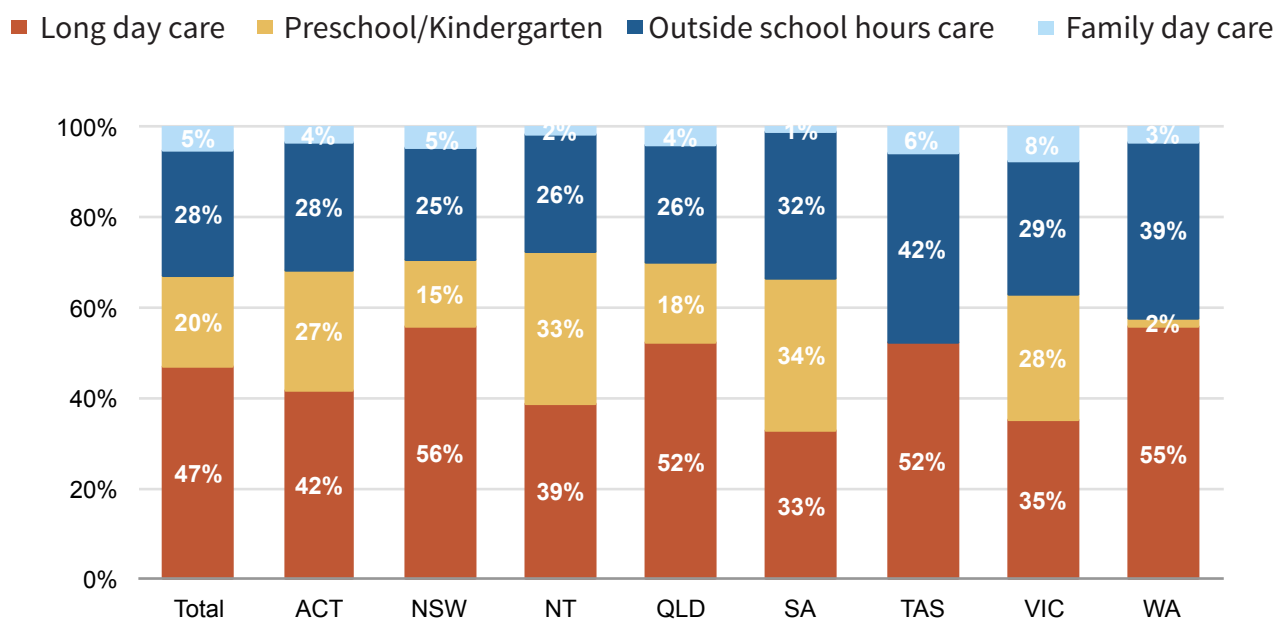


Table 1: Number of services by service sub-type and jurisdiction

	Family day care	Long day care	Preschool/ Kindergarten	Outside school hours care	Other	Total
ACT	13	149	95	101	0	358
NSW	259	3017	797	1347	0	5420
NT	4	87	75	58	2	226
QLD	128	1517	517	759	2	2923
SA	15	380	398	375	0	1168
TAS	14	123	0	99	0	236
VIC	335	1482	1199	1238	0	4254
WA	39	654	26	460	2	1181
<b>TOTAL</b>	<b>807</b>	<b>7409</b>	<b>3107</b>	<b>4437</b>	<b>6</b>	<b>15,766</b>

1 NQA ITS data collected on service sub-type is self-reported by providers when applying for service approval, and providers may choose multiple service sub-types. For example, a service providing both long day care and outside school hours care, or one providing both long day care and preschool/kindergarten would tick multiple boxes.

2 Providers are not required to notify changes to this information, and therefore this NQA ITS information may not be current.

3 Centre-based services offering more than one type of service are classified as follows: services which provide long day care in addition to any other service type are classified as long day care services; services which provide preschool/kindergarten services as well as outside school hours care services are classified as preschool/kindergarten services; services which provide outside school hours care services only are classified as outside school hours care services.

4 Excludes preschool/kindergarten services operating in Tasmania and Western Australia that are out of scope of the NQF, as well as other services that aren't regulated under the National Law.

5 Six services categorised as 'Other' excluded for graphical purposes.

Figure 4: Proportion of approved services by provider management type <sup>1,2,3</sup>

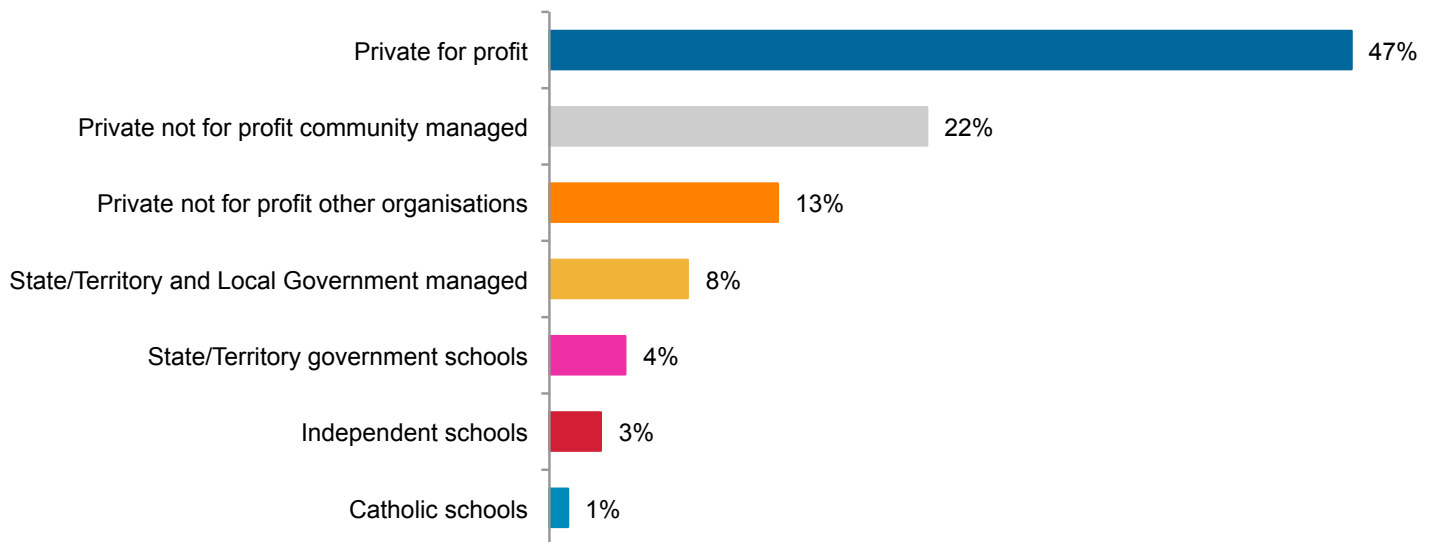


Table 2: Number and proportion of approved services by provider management type

Provider management type	Number of services	Proportion of services
Private for profit	7466	47%
Private not for profit community managed	3516	22%
Private not for profit other organisations	2126	13%
State/Territory and Local Government managed	1287	8%
State/Territory government schools	706	4%
Independent schools	478	3%
Catholic schools	173	1%
Not stated/Other	14	0%
<b>Total</b>	<b>15,766</b>	<b>100%</b>

<sup>1</sup> NQA ITS data collected on provider management type is self-reported by providers when applying for provider approval. Providers are not required to notify changes to this information, and therefore this NQA ITS information may not be current.

<sup>2</sup> Australian Bureau of Statistics (ABS) provider management type classifications have been applied for the purposes of Snapshot reporting. The type of services in these categories can vary significantly. In the case of 'State/Territory and local government' managed services, for example, providers include local councils, health departments, the vocational training arms of government, and other government controlled agencies that are not government schools. Provider service sub-type profile also varies significantly across and within jurisdictions. For example, 'Private for Profit' services are predominantly comprised of Long Day Care, while 'State/Territory and local government' managed services are predominantly comprised of Preschool/Kindergarten. More detailed definitions of these classifications can be found at Australian Bureau of Statistics (2014) National Early Childhood Education and Care Collection: Data Collection Guide, 2013, Cat. No. 4240.0.55.002, ABS, Canberra, <http://www.abs.gov.au/ausstats/abs@nsf/Lookup/EDCFD2FC57CD225CA257C93000D13A7?opendocument>

<sup>3</sup> 14 services categorised as 'Not stated/Other' excluded for graphical purposes.

Figure 5 shows that 82% of approved providers operate a single service while 1% of approved providers operate 25 or more services.

**Figure 5: Proportion of approved providers with services by size**

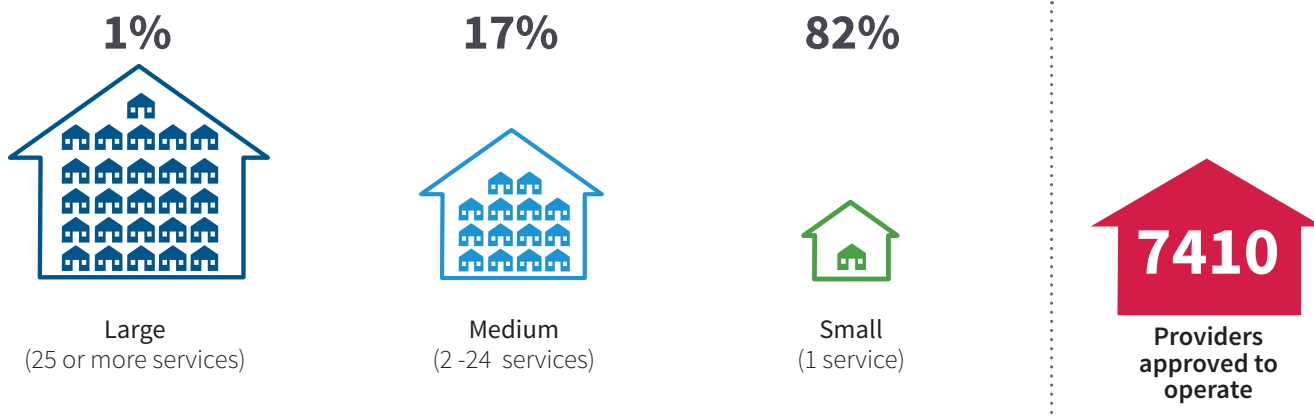
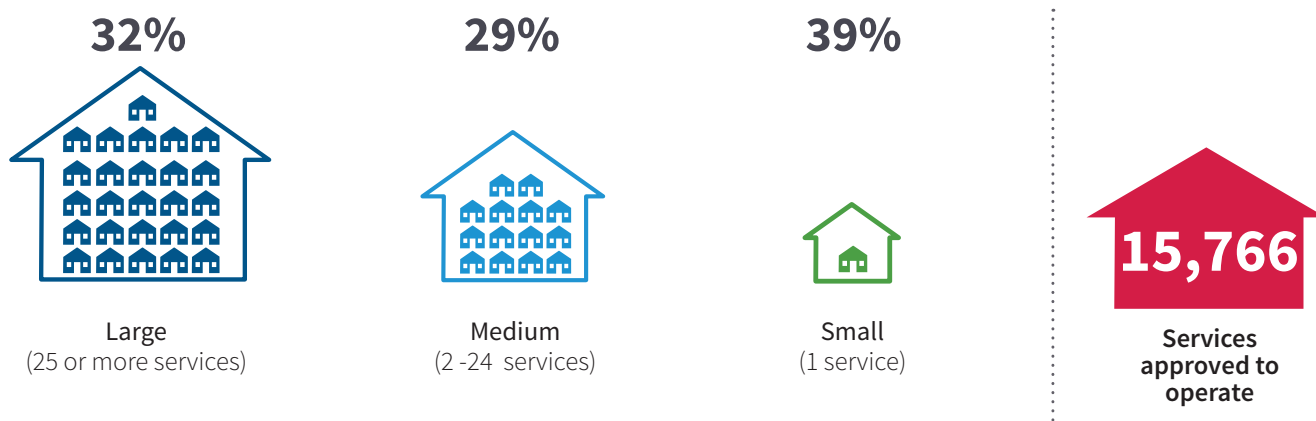


Figure 6 shows that 39% of approved services are operated by small approved providers while 32% of approved services are operated by large approved providers.

**Figure 6: Proportion of approved services by provider size**



# Progress of assessment and rating

Table 3 includes all approved services. A small proportion of these services will only recently have been approved and may not have started operating or may have only been operating for a short period of time. In general, regulatory authorities will not assess and rate newly approved services which have been operating for less than 9-12 months, therefore the proportion of services with a quality rating will not reach 100% at any one time. Roughly 4% of services were approved in the last 12 months. Removing these services from the calculation increases the proportion of services with a quality rating to 97%.

**Table 3: Quality ratings by jurisdiction**

	Number of services	Proportion of all services	Number of services with a quality rating	Proportion of services with a quality rating
ACT	358	2%	320	89%
NSW	5420	34%	5172	95%
NT	226	1%	210	93%
QLD	2923	19%	2760	94%
SA	1168	7%	1054	90%
TAS	236	1%	222	94%
VIC	4254	27%	3883	91%
WA	1181	7%	1070	91%
<b>TOTAL</b>	<b>15,766</b>	<b>100%</b>	<b>14,691</b>	<b>93%</b>

**Table 4: Number of services with a quality rating by service sub-type and jurisdiction**

	Family day care	Long day care	Preschool/ Kindergarten	Outside school hours care	Other	Total
ACT	7	132	92	89	0	<b>320</b>
NSW	220	2895	789	1268	0	<b>5172</b>
NT	4	80	74	50	2	<b>210</b>
QLD	105	1442	503	708	2	<b>2760</b>
SA	9	341	345	359	0	<b>1054</b>
TAS	13	121	0	88	0	<b>222</b>
VIC	271	1329	1170	1113	0	<b>3883</b>
WA	39	611	22	396	2	<b>1070</b>
<b>TOTAL</b>	<b>668</b>	<b>6951</b>	<b>2995</b>	<b>4071</b>	<b>6</b>	<b>14,691</b>

# Quality improvement

Table 5 presents a service's previous overall rating alongside its reassessed overall rating. For example, 1351 of services previously rated Working Towards NQS improved their rating to Meeting NQS after reassessment. While 919 services previously rated Working Towards NQS received the same rating again after reassessment.

**Table 5: Reassessments by overall quality rating<sup>1</sup>**

		Rating after reassessment				Total
		Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	
Rating before reassessment	Significant Improvement Required	13	37	7	1	58
	Working Towards NQS	15	919	1351	569	2854
	Meeting NQS	0	177	404	250	831
	Exceeding NQS	0	53	81	232	366
	<b>Total</b>	<b>28</b>	<b>1186</b>	<b>1843</b>	<b>1052</b>	<b>4109</b>

		Rating after reassessment				Improvement rate
		Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	
Rating before reassessment	Significant Improvement Required	22%	64%	12%	2%	78%
	Working Towards NQS	1%	32%	47%	20%	67%
	Meeting NQS	0%	21%	49%	30%	30%
	Exceeding NQS	0%	14%	22%	63%	-

<sup>1</sup> Reassessments include the following processes described in the National Law: i. Partial reassessment and re-rating requested by provider; ii. Partial reassessment and re-rating instigated by the regulatory authority; iii. Full reassessment and re-rating requested by provider; iv. Full reassessment and re-rating instigated by the regulatory authority.

# Overall quality ratings

Authorised officers from state and territory regulatory authorities assess and rate services using the seven quality areas, 15 standards and 40 elements that make up the NQS. Services are given a rating for each of the seven quality areas and an overall rating.

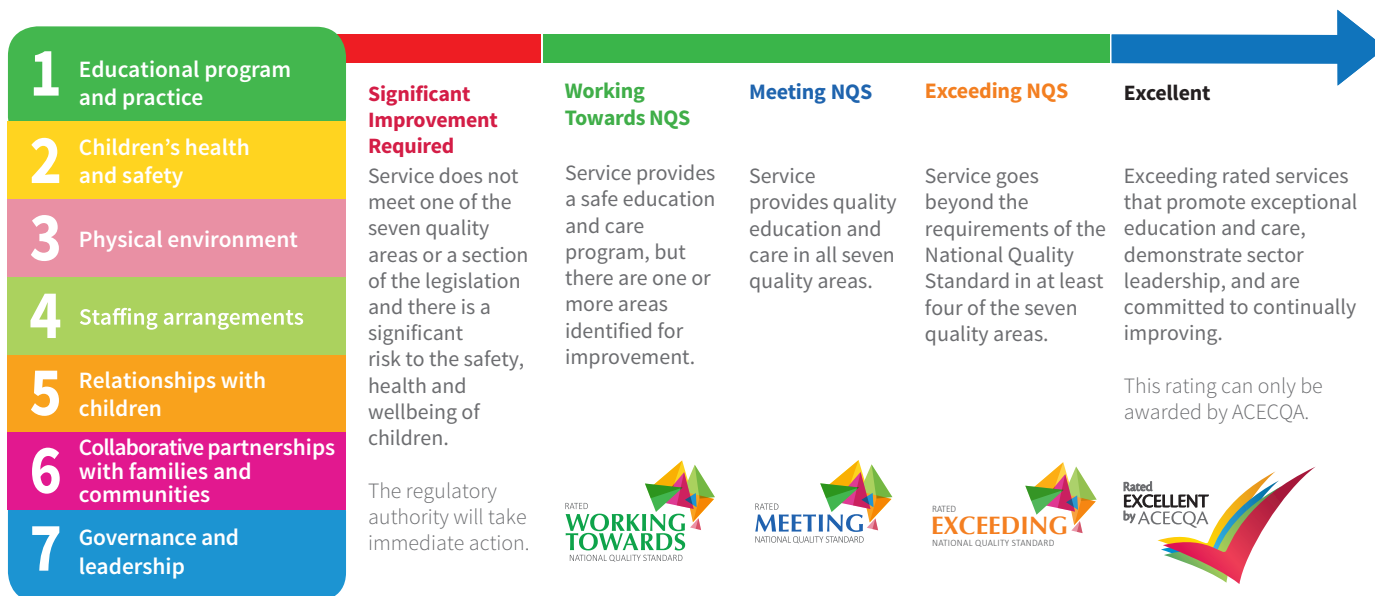


Table 6: Overall quality ratings by jurisdiction

	Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent	Total
ACT	0	98 (31%)	77 (24%)	140 (44%)	5	320
NSW	26	1335 (26%)	2254 (44%)	1540 (30%)	17	5172
NT	0	80 (38%)	94 (45%)	35 (17%)	1	210
QLD	2	518 (19%)	1322 (48%)	904 (33%)	14	2760
SA	0	281 (27%)	252 (24%)	514 (49%)	7	1054
TAS	0	46 (21%)	91 (41%)	85 (38%)	0	222
VIC	8	619 (16%)	1917 (49%)	1328 (34%)	11	3883
WA	0	357 (33%)	409 (38%)	304 (28%)	0	1070
<b>TOTAL</b>	<b>36</b>	<b>3334 (23%)</b>	<b>6416 (44%)</b>	<b>4850 (33%)</b>	<b>55</b>	<b>14,691</b>

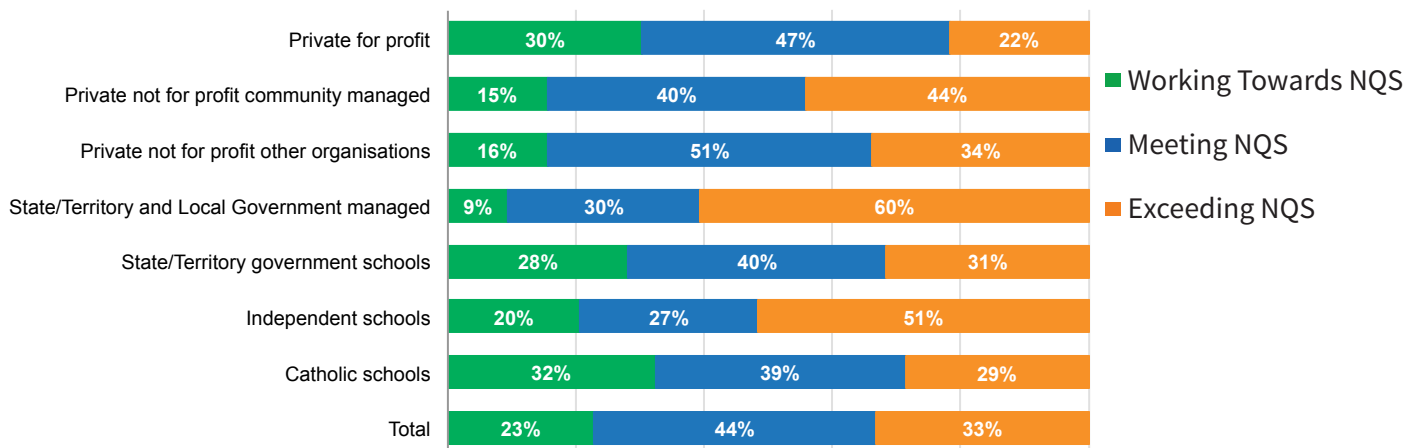


# Overall quality ratings by provider management type

Figure 7 shows the variation in spread of quality ratings between provider management types.

These differences can reflect a range of contextual factors, such as the service profile of these provider types. For example, half of all 'State/Territory and Local Government managed' services are preschools/kindergartens, with preschools/kindergartens performing better against the NQS than other service types (see Figure 9). In contrast, preschools/kindergartens make up only 1% of 'Private for profit' services.

**Figure 7: Proportion of approved services with a quality rating by provider management type and overall quality rating level<sup>1</sup>**



**Table 7: Number of approved services with a quality rating by provider management type and overall quality rating level**

	Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent	Total
Private for profit	34	2033	3196	1456	11	6730
Private not for profit community managed	2	528	1370	1496	23	3419
Private not for profit other organisations	0	315	1025	682	4	2026
State/Territory and Local Government managed	0	113	356	722	6	1197
State/Territory government schools	0	195	278	218	2	693
Independent schools	0	91	122	227	8	448
Catholic schools	0	53	64	47	0	164
Not Stated/Other	0	6	5	2	1	14
<b>TOTAL</b>	<b>36</b>	<b>3334</b>	<b>6416</b>	<b>4850</b>	<b>55</b>	<b>14,691</b>

<sup>1</sup> 14 providers categorised as 'Not stated/Other' excluded for graphical purposes.

# Overall quality ratings by service type

Figure 8: Overall quality ratings by service type

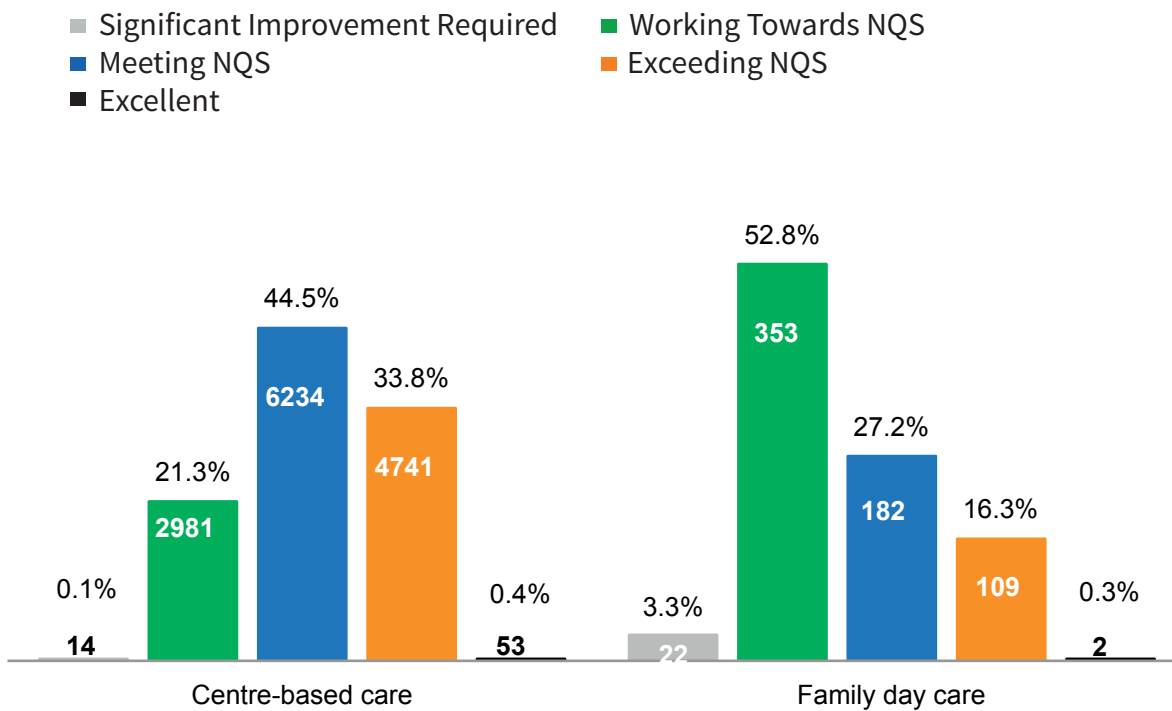
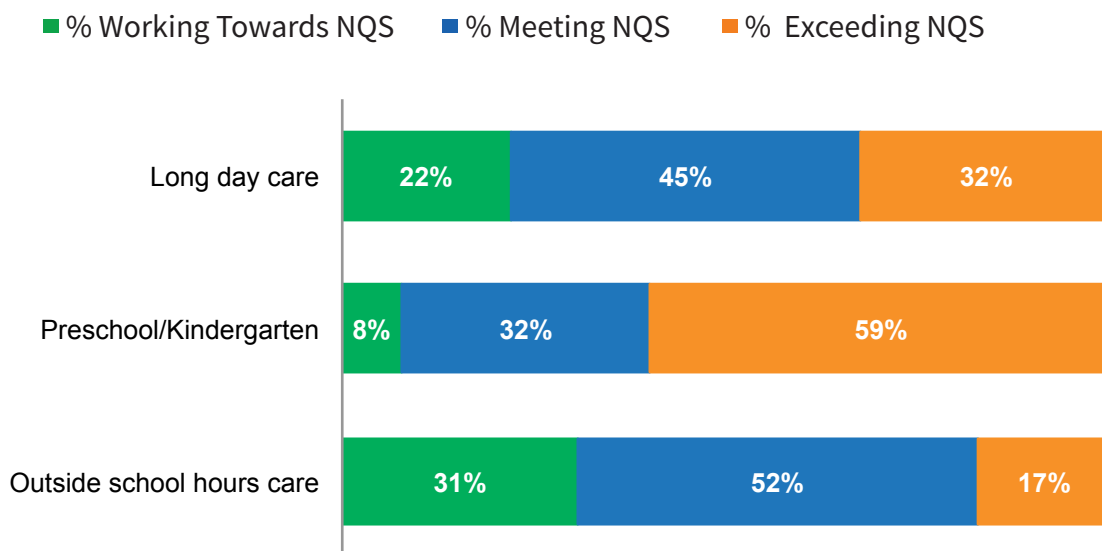


Figure 9: Overall quality ratings by centre-based service sub-type



The interactive online version of the Snapshot includes additional analysis and is available on the ACECQA website.

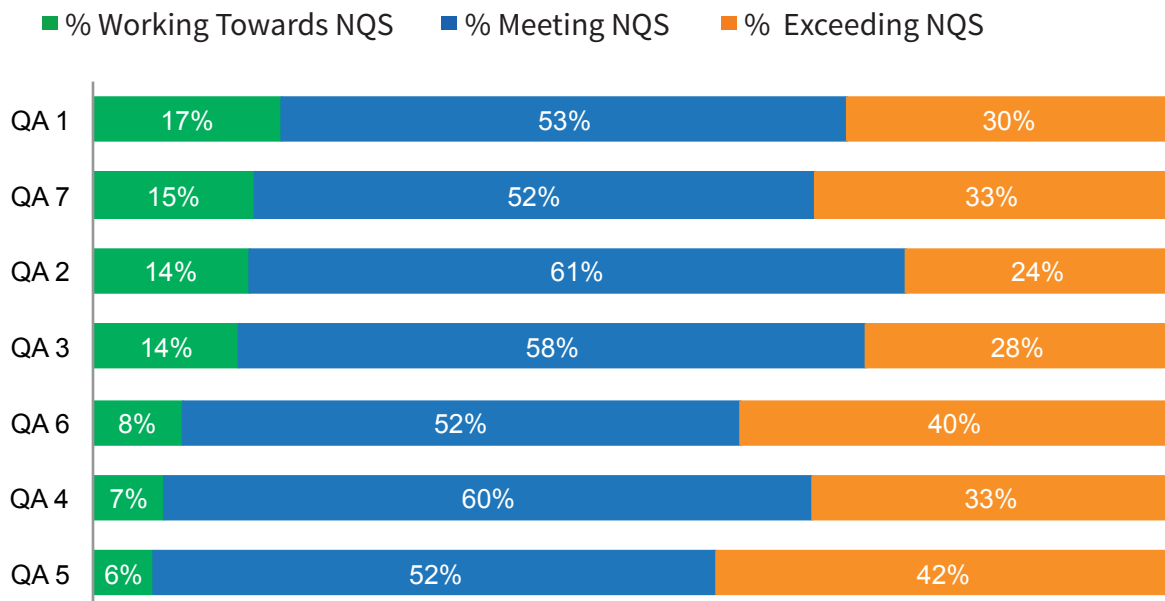
# Quality area ratings

Table 8 and Figure 10 rank the seven quality areas of the NQS in descending order based on the number and proportion of services rated Working Towards NQS in each quality area.

**Table 8: Number of approved services with a quality rating by quality area and overall quality level**

	Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	Total
QA 1	1	2,566	7,741	4,383	14,691
QA 7	27	2,195	7,625	4,844	14,691
QA 2	33	2,117	8,951	3,590	14,691
QA 3	17	2,004	8,518	4,152	14,691
QA 6	0	1,211	7,613	5,867	14,691
QA 4	8	978	8,830	4,875	14,691
QA 5	0	837	7,683	6,171	14,691

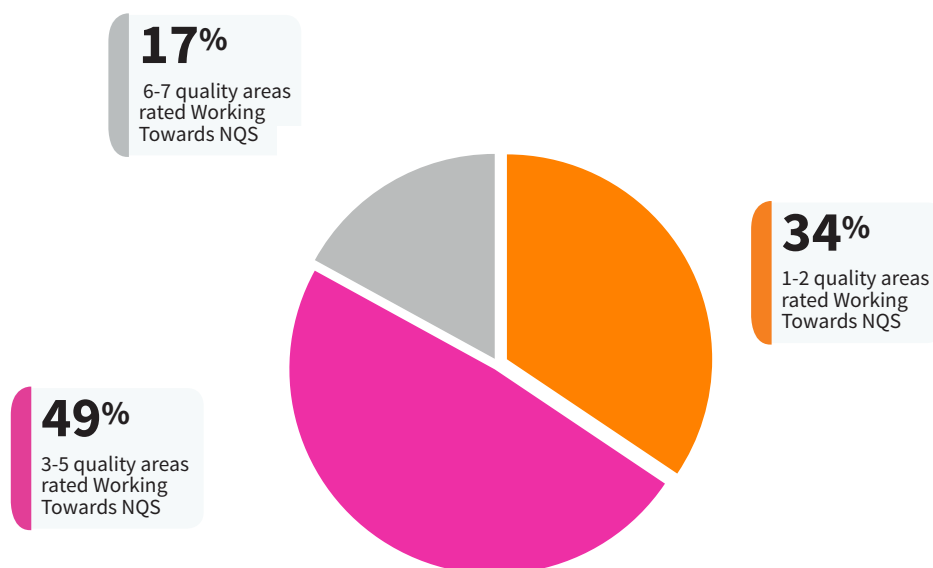
**Figure 10: Quality area ratings**



# Services rated Working Towards NQS

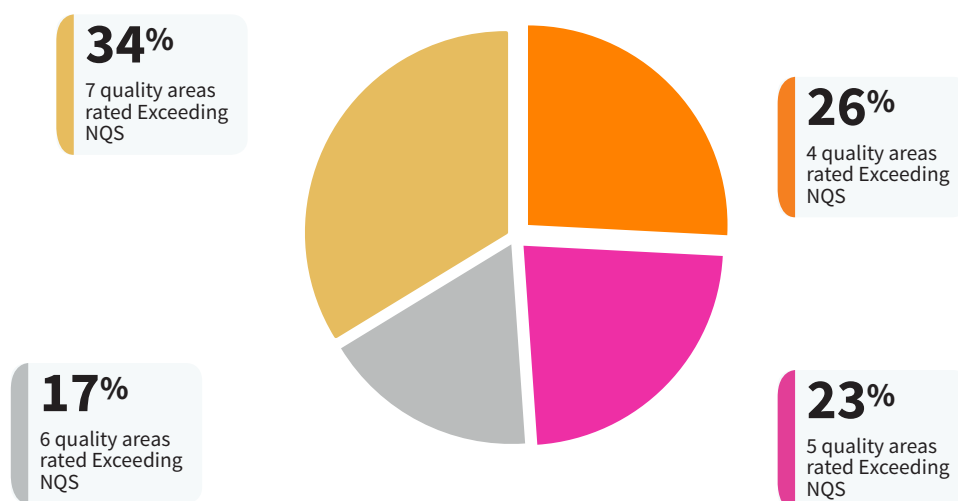
A service will receive an overall rating of Working Towards NQS if any of the seven quality areas are rated as Working Towards NQS. A quality area will be rated as Working Towards NQS if any of the standards within that quality area are rated as Working Towards NQS.

Figure 11: Proportion of services rated Working Towards NQS by number of quality areas rated Working Towards NQS



# Services rated Exceeding NQS

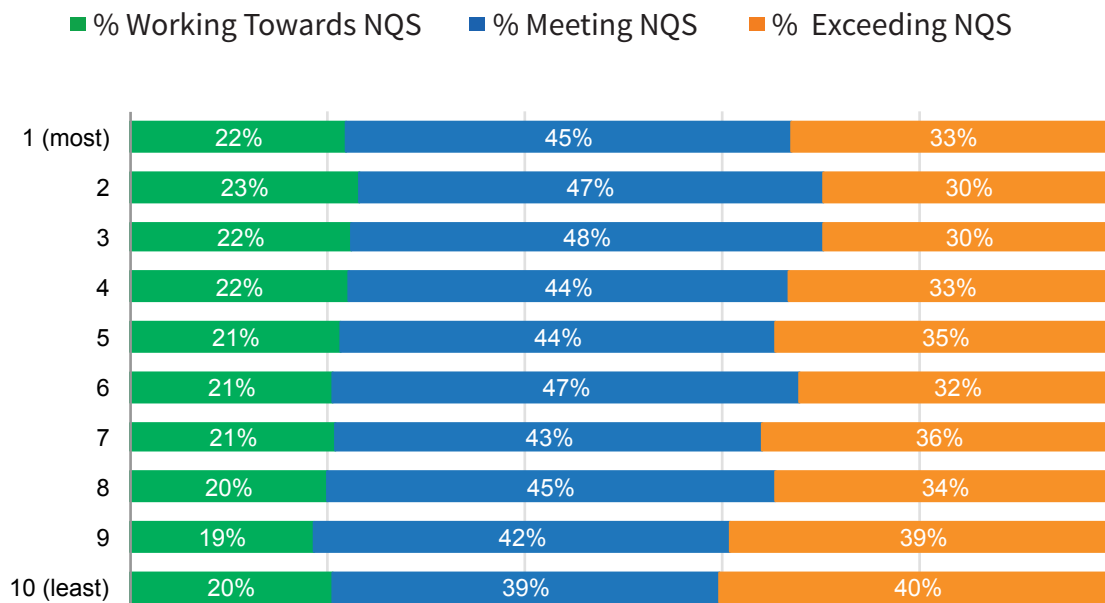
Figure 12: Proportion of services rated Exceeding NQS overall by number of quality areas rated Exceeding NQS



# Overall quality ratings of centre-based services by SEIFA<sup>1</sup>

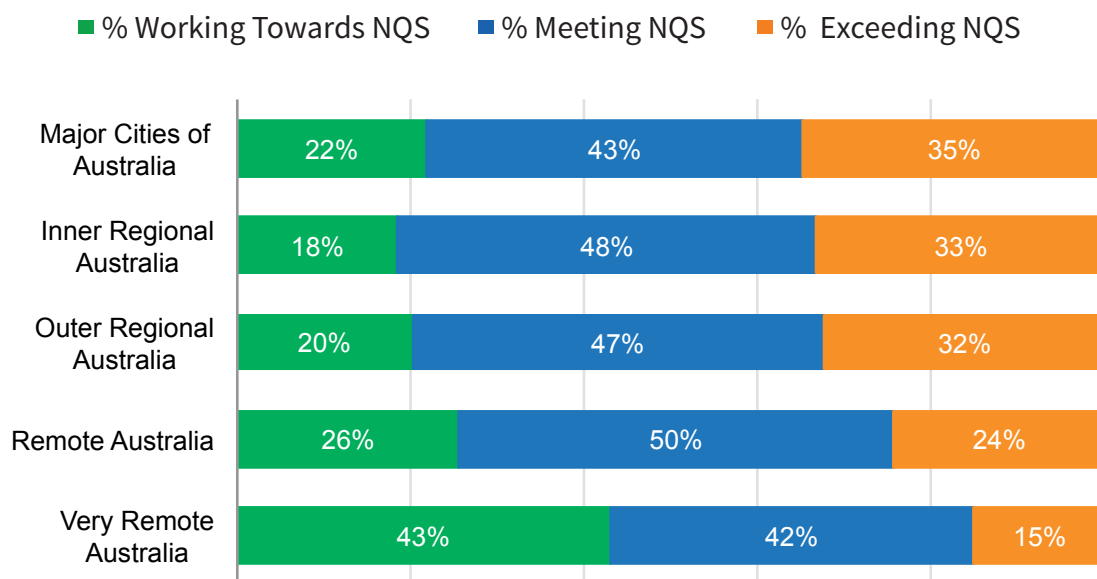
SEIFA is a product that ranks areas according to socio-economic advantage and disadvantage based on census data. Variables used cover a number of areas including household income, education, employment, occupation, housing and other indicators of advantage and disadvantage.

Figure 13: Quality ratings by SEIFA Index of Relative Disadvantage



# Overall quality ratings of centre-based services by remoteness classification<sup>2</sup>

Figure 14: Quality ratings by remoteness classification



1 FDC services are excluded from SEIFA classification because their approval is not specific to one location. There are also 503 centre-based services with an address that is unable to be tagged with a SEIFA classification.

2 FDC services are excluded from remoteness classification because their approval is not specific to one location. There are also 107 centre-based services with an address that is unable to be tagged with an ARIA+ classification.

# Australian Capital Territory summary

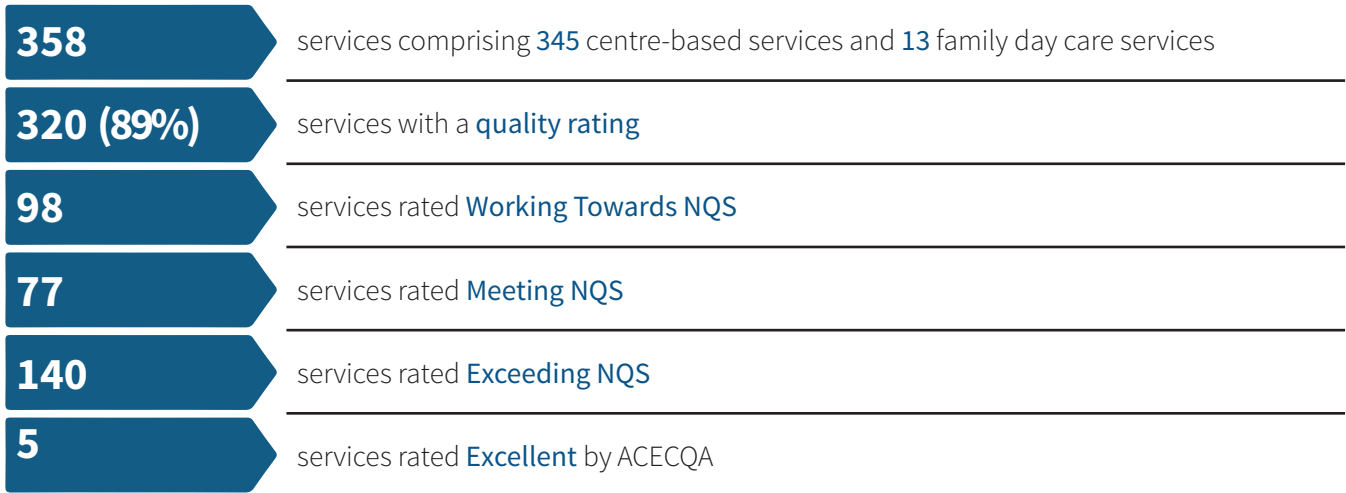
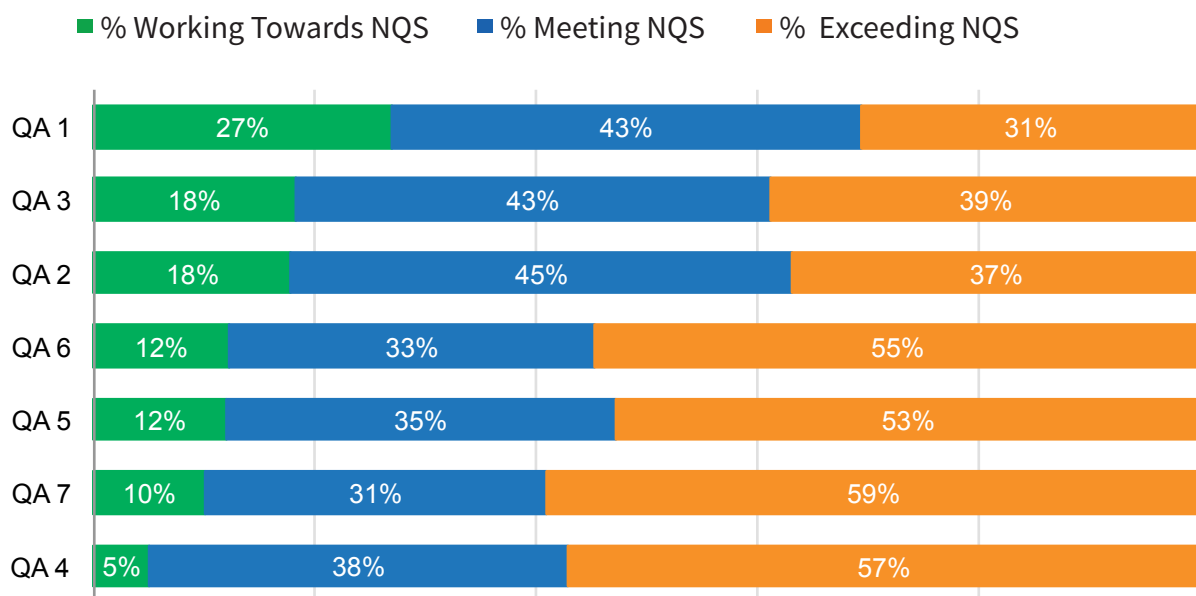


Figure 15 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 15: Quality area ratings**



## Contact details

Education and Training Directorate  
 Children's Governance and Assurance  
[www.education.act.gov.au](http://www.education.act.gov.au)

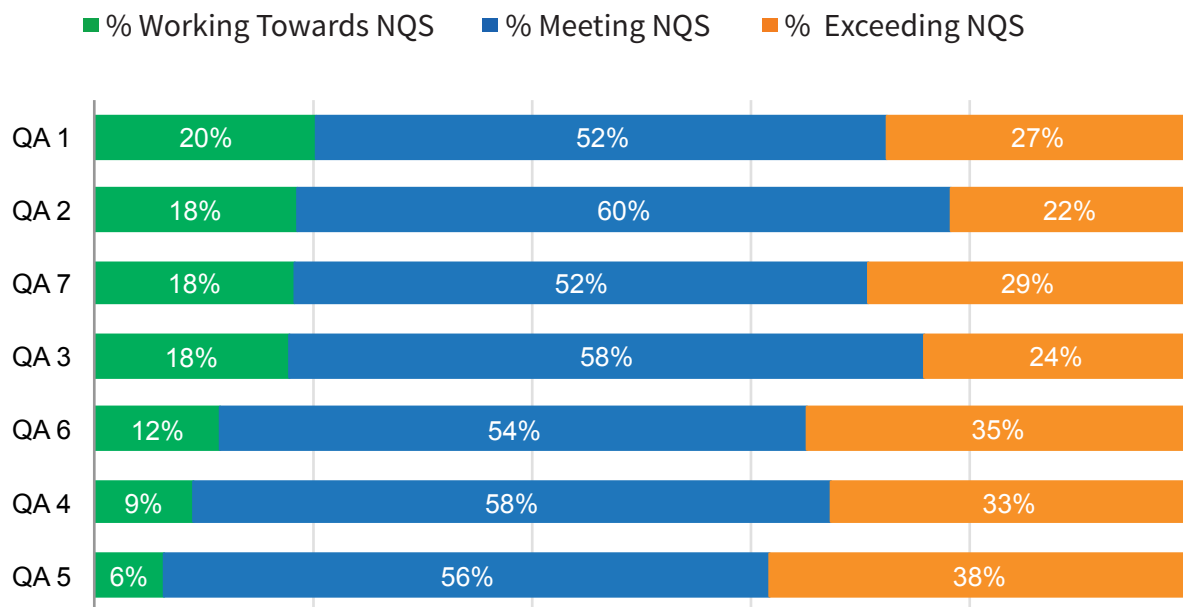


# New South Wales summary

<b>5420</b>	services comprising <b>5161</b> centre-based services and <b>259</b> family day care services
<b>5172 (95%)</b>	services with a <b>quality rating</b>
<b>26</b>	services rated <b>Significant Improvement Required</b>
<b>1335</b>	services rated <b>Working Towards NQS</b>
<b>2254</b>	services rated <b>Meeting NQS</b>
<b>1540</b>	services rated <b>Exceeding NQS</b>
<b>17</b>	services rated <b>Excellent</b> by ACECQA

Figure 16 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 16: Quality area ratings**



**Contact details**

Department of Education  
 Early Childhood Education and Care Directorate  
[www.education.nsw.gov.au/early-childhood-education](http://www.education.nsw.gov.au/early-childhood-education)

# Northern Territory summary

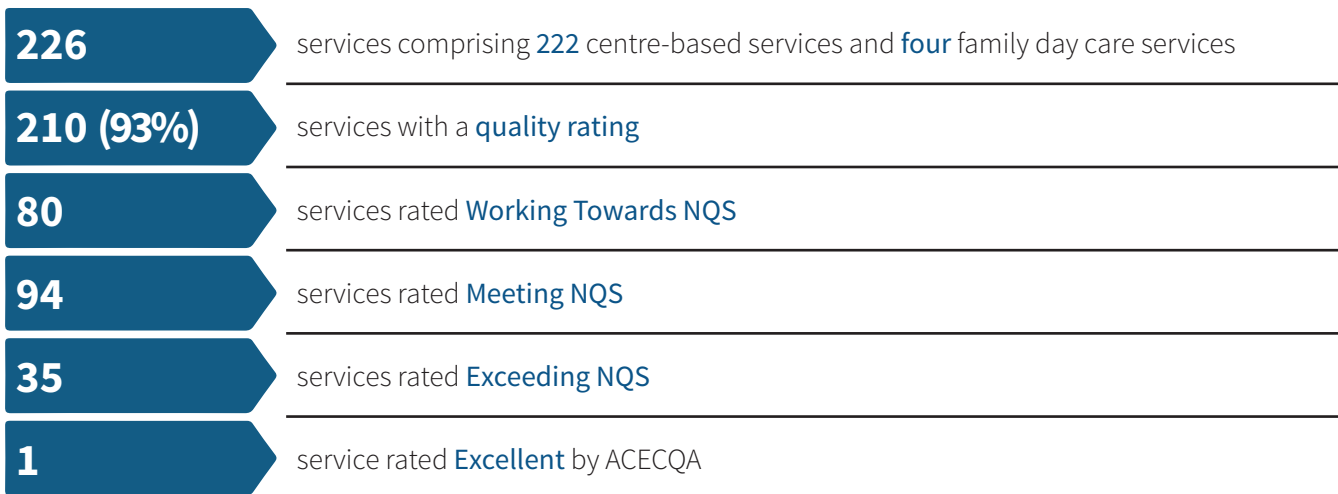
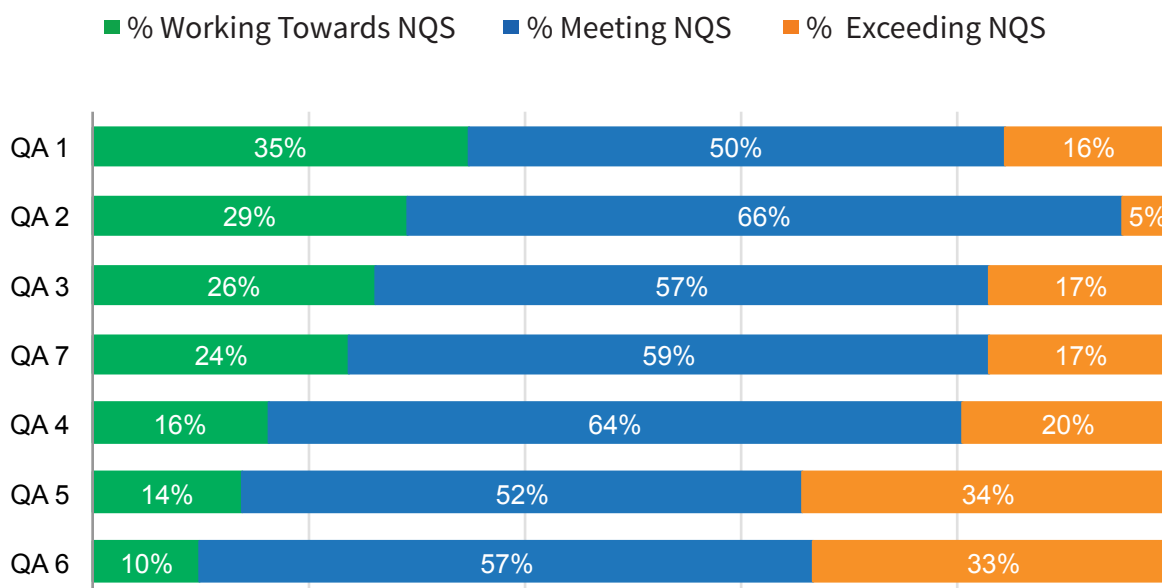


Figure 17 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

Figure 17: Quality area ratings



## Contact details

Department of Education  
 Quality Education and Care NT  
[www.education.nt.gov.au](http://www.education.nt.gov.au)

# Queensland summary

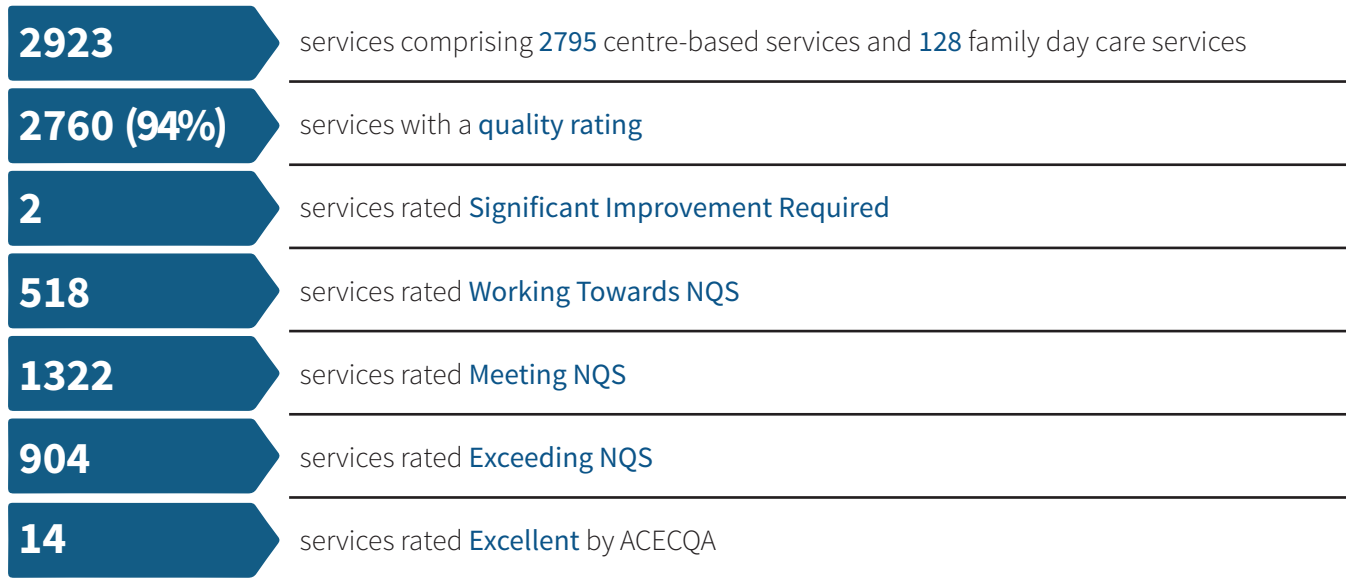
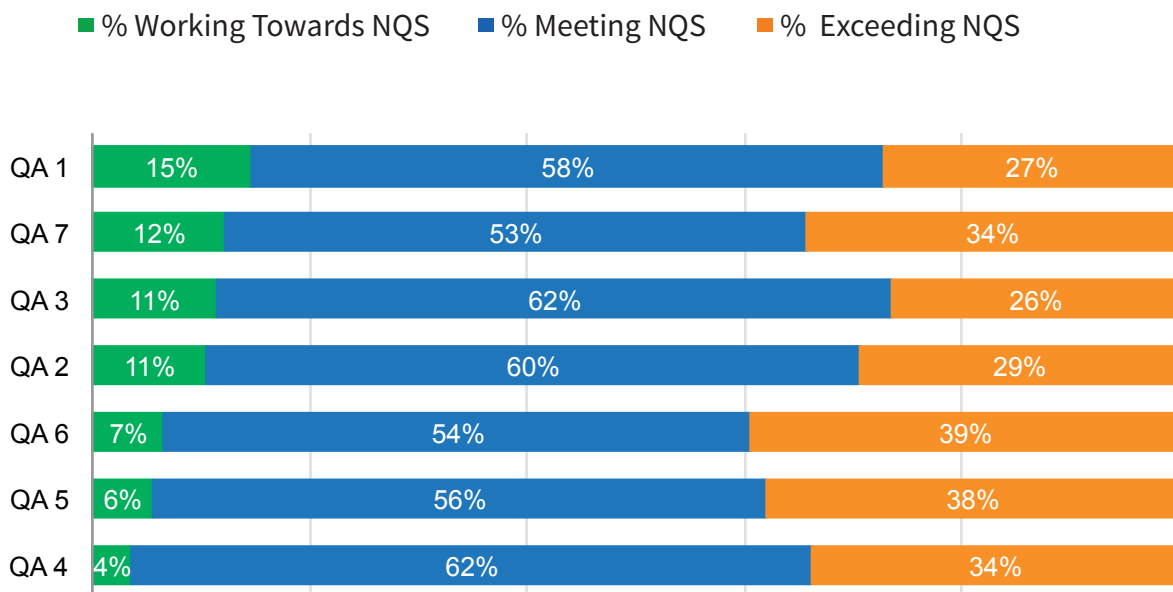


Figure 18 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 18: Quality area ratings**



## Contact details

Department of Education and Training  
 Early Childhood Education and Care  
[www.dete.qld.gov.au/earlychildhood](http://www.dete.qld.gov.au/earlychildhood)

# South Australia summary

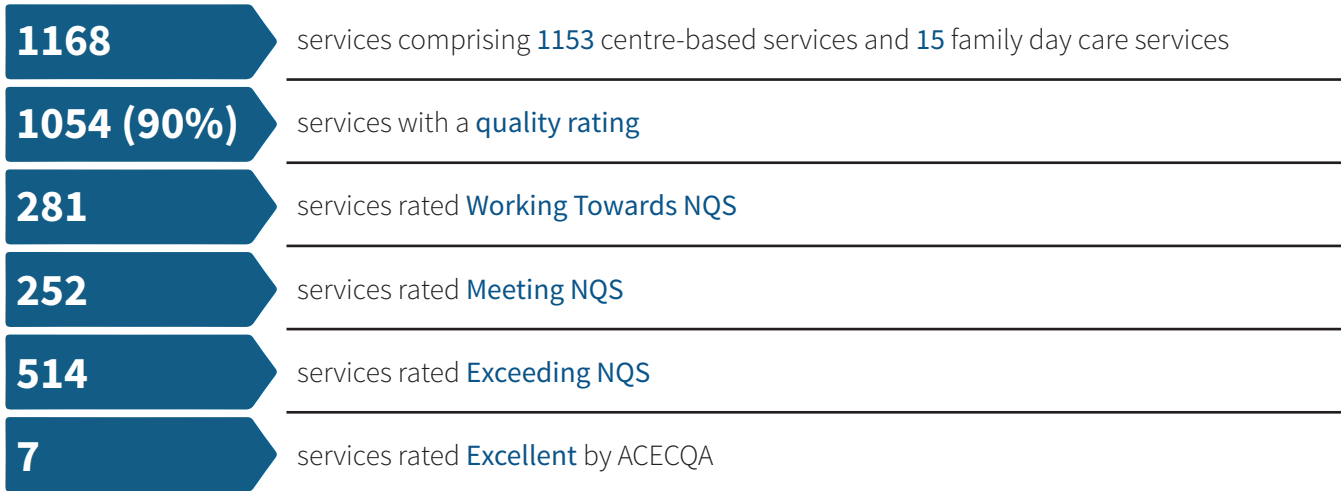
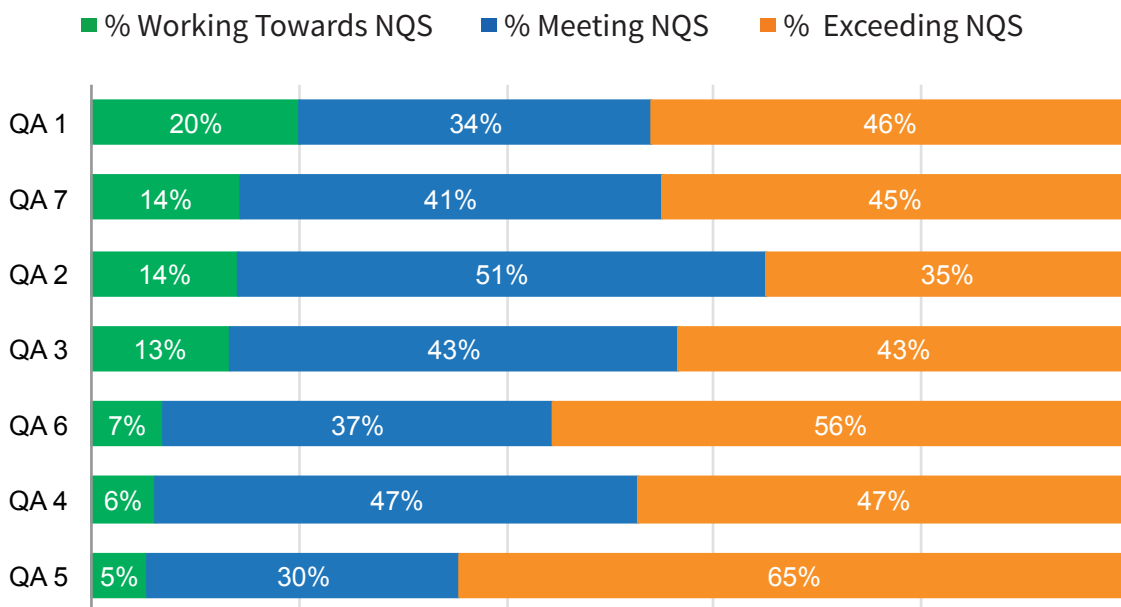


Figure 19 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 19: Quality area ratings**



## Contact details

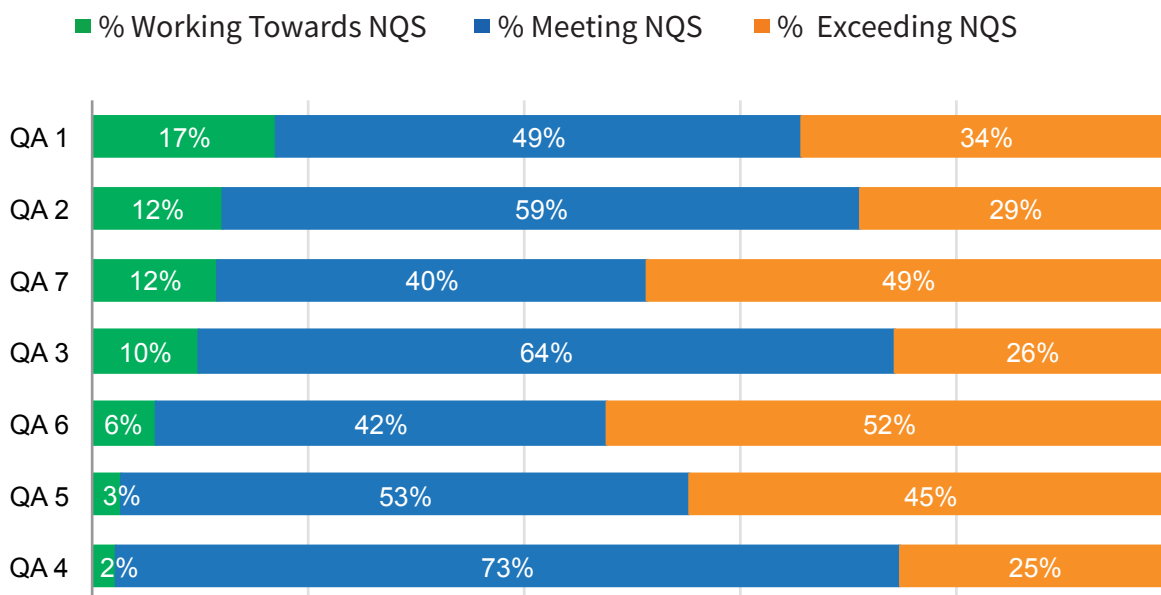
Education and Early Childhood Services Registration and Standards  
Board of South Australia  
[www.esb.sa.gov.au](http://www.esb.sa.gov.au)

# Tasmania summary

<b>236</b>	services comprising <b>222</b> centre-based services and <b>14</b> family day care services
<b>222 (94%)</b>	services with a <b>quality rating</b>
<b>46</b>	services rated <b>Working Towards NQS</b>
<b>91</b>	services rated <b>Meeting NQS</b>
<b>85</b>	services rated <b>Exceeding NQS</b>

Figure 20 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 20: Quality area ratings**



## Contact details

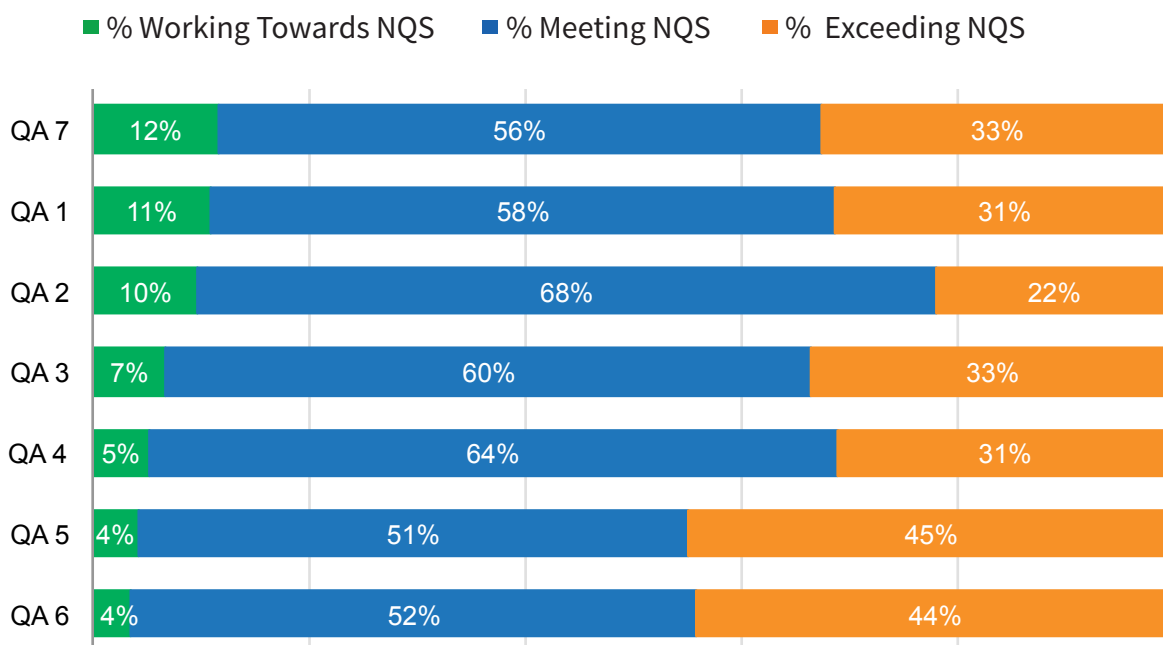
Department of Education  
 Education and Care Unit  
[www.educationandcare.tas.gov.au](http://www.educationandcare.tas.gov.au)

# Victoria summary

<b>4254</b>	services comprising <b>3919</b> centre-based services and <b>335</b> family day care services
<b>3883 (91%)</b>	services with a <b>quality rating</b>
<b>8</b>	services rated <b>Significant Improvement Required</b>
<b>619</b>	services rated <b>Working Towards NQS</b>
<b>1917</b>	services rated <b>Meeting NQS</b>
<b>1328</b>	services rated <b>Exceeding NQS</b>
<b>11</b>	services rated <b>Excellent</b> by ACECQA

Figure 21 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 21: Quality area ratings**



## Contact details

Department of Education and Training  
 Quality Assessment and Regulation Division  
[www.education.vic.gov.au/childhood/providers/regulation](http://www.education.vic.gov.au/childhood/providers/regulation)



# Western Australia summary

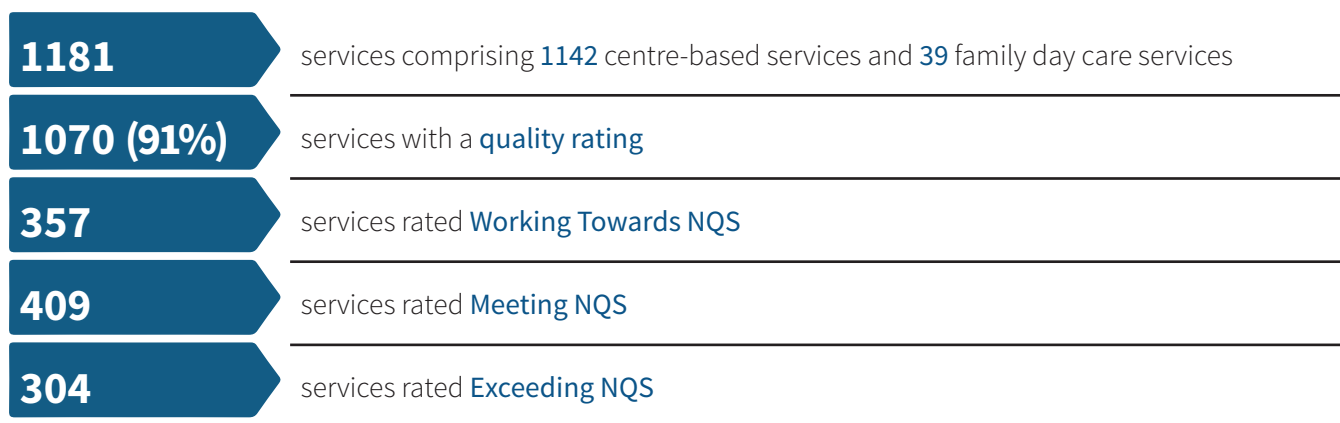
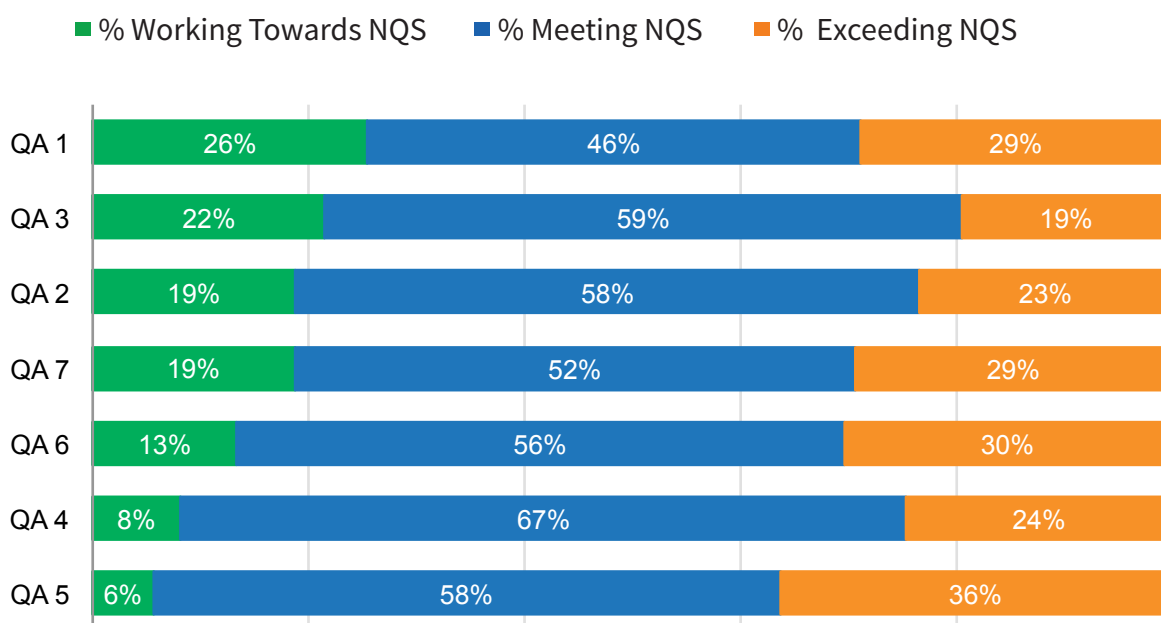


Figure 22 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 22: Quality area ratings**



## Contact details

Department of Communities  
 Education and Care Regulatory Unit  
[www.communities.wa.gov.au](http://www.communities.wa.gov.au)



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Australian Children's  
Education & Care  
Quality Authority





# NQF Snapshot

## Q1 2019



Australian Children's  
Education & Care  
Quality Authority™

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

May 2019

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# Overview

NQF Snapshot Q1 2019 is ACECQA's 25<sup>th</sup> national report on children's education and care services operating under the National Quality Framework (NQF).

It provides analysis and information on the profile of the sector and the quality ratings of services against the National Quality Standard (NQS).

A revised version of the NQS commenced on 1 February 2018. The number of quality standards has reduced from 18 to 15, and the number of quality elements has reduced from 58 to 40.

The changes streamline the NQS and reduce overlap between elements and standards. Analysis at the standard and element level uses quality ratings against the 2018 NQS only, while analysis at the overall and quality area level uses all current quality ratings against both the 2012 and 2018 NQS.

An [interactive online version of the Snapshot](#), which includes additional analysis, is available on the ACECQA website.

The data presented in this Snapshot was taken from the National Quality Agenda IT System (NQA ITS) on 1 April 2019 for the period ending 31 March 2019.

Due to rounding, individual percentages in the tables and figures may not add up to 100%.

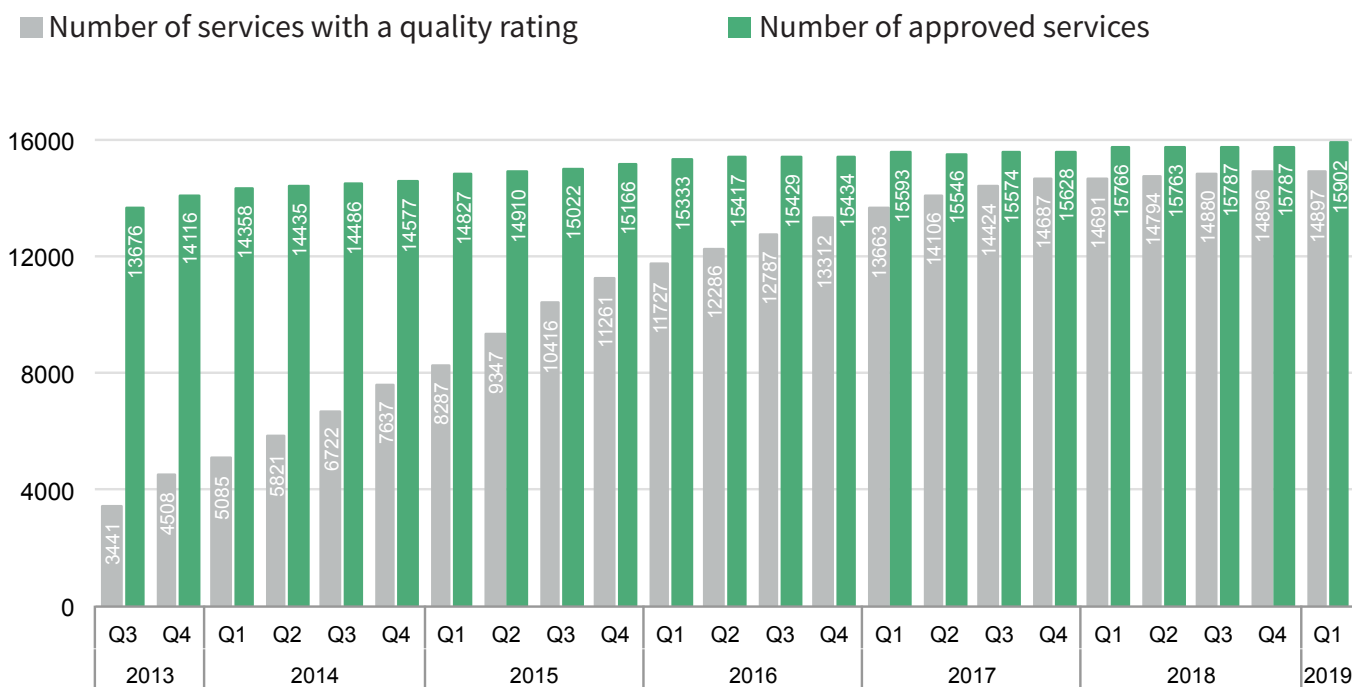




# Snapshot highlights

<b>15,902</b>	children's education and care services approved to operate under the NQF
<b>14,897 (94%)</b>	services with a quality rating
<b>11,766 (79%)</b>	services with a quality rating of Meeting NQS or above
<b>7314</b>	providers approved to operate
<b>5978 (82%)</b>	providers approved to operate only one service
<b>47</b>	services rated <b>Excellent</b> by ACECQA <sup>1</sup>
<b>7231</b>	quality rating reassessments completed
<b>66%</b>	of services rated Working Towards NQS improved their overall quality rating at reassessment
<b>3697 (23%)</b>	services with a quality rating against the 2018 NQS

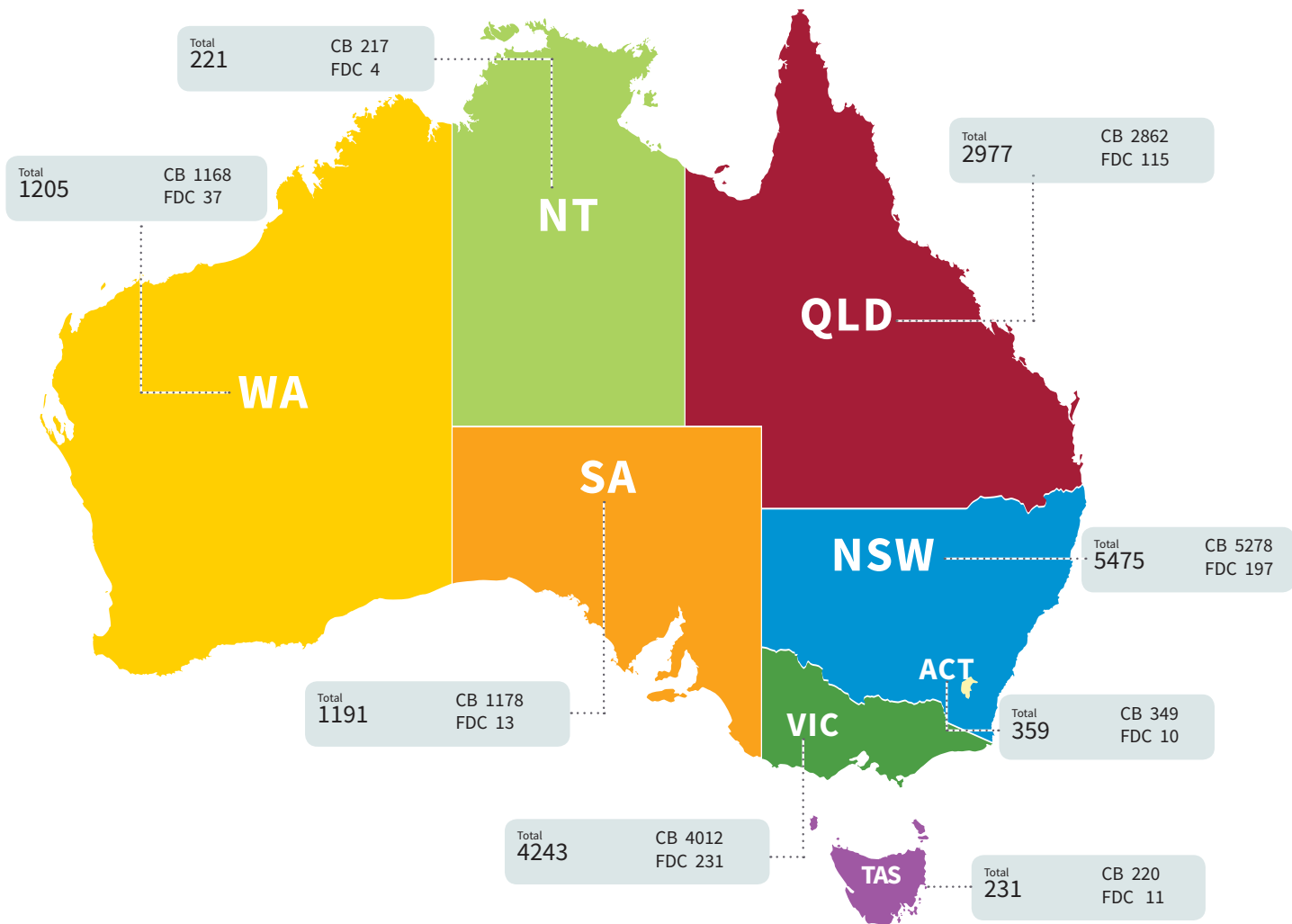
Figure 1: Number of approved services and number of services with a quality rating by quarter



<sup>1</sup> The Excellent rating is awarded for a period of three years. Unless a reapplication for the Excellent rating is received, a service's rating will revert back to Exceeding NQS after this three year period. The Snapshot includes the current number of Excellent rated services.

# Profile of the sector

Figure 2: Number of approved services by jurisdiction and service type



<p>Total Centre-based (CB) <sup>1</sup></p> <p><b>15,284 (96%)</b></p> <p>2% Increase on Q1 2018</p>	<p>Total Family day care (FDC) <sup>2</sup></p> <p><b>618 (4%)</b></p> <p>23% Decrease on Q1 2018</p>	<p>Total</p> <p><b>15,902</b></p> <p>1% Increase on Q1 2018</p>
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<sup>1</sup> A 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 out of scope of the NQF, as well as other services that aren't regulated under the National Law.

<sup>2</sup> A family day care service is an education and care service delivered through a network of educators operating from residences and other approved venues. They are sometimes known as family day care schemes and they are administered and supported by central coordination units.

Figure 3: Proportion of services by service sub-type and jurisdiction <sup>1,2,3,4,5</sup>

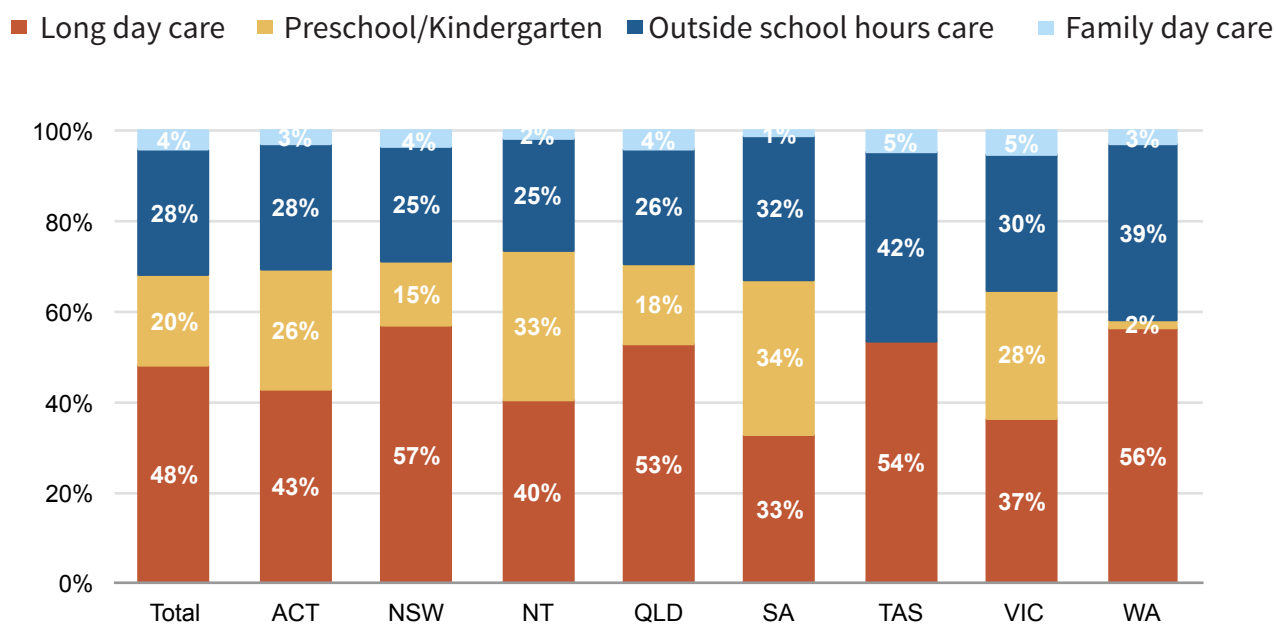


Table 1: Number of services by service sub-type and jurisdiction

	Family day care	Long day care	Preschool/ Kindergarten	Outside school hours care	Other	Total
ACT	10	154	94	101	0	359
NSW	197	3106	798	1374	0	5475
NT	4	88	73	54	2	221
QLD	115	1576	526	759	1	2977
SA	13	391	410	377	0	1191
TAS	11	124	0	96	0	231
VIC	231	1552	1201	1259	0	4243
WA	37	678	23	466	1	1205
<b>TOTAL</b>	<b>618</b>	<b>7669</b>	<b>3125</b>	<b>4486</b>	<b>4</b>	<b>15,902</b>

1 NQA ITS data collected on service sub-type is self-reported by providers when applying for service approval, and providers may choose multiple service sub-types. For example, a service providing both long day care and outside school hours care, or one providing both long day care and preschool/kindergarten.

2 Providers are not required to notify changes to this information, and therefore this NQA ITS information may not be current.

3 Centre-based services offering more than one type of service are classified as follows: services which provide long day care in addition to any other service type are classified as long day care services; services which provide preschool/kindergarten as well as outside school hours care are classified as preschool/kindergarten services; services which provide outside school hours care only are classified as outside school hours care services.

4 Excludes preschool/kindergarten services operating in Tasmania and Western Australia that are out of scope of the NQF, as well as other services that aren't regulated under the National Law.

5 Four services categorised as 'Other' excluded for graphical purposes.

Figure 4: Proportion of services by provider management type <sup>1,2,3</sup>

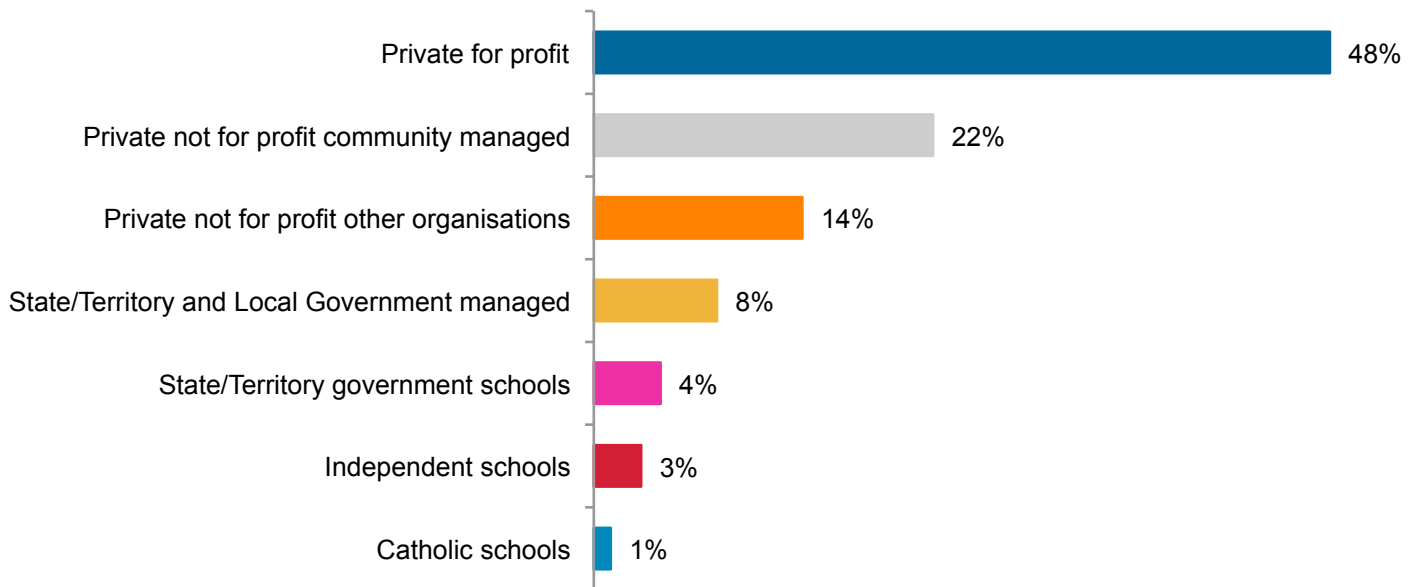


Table 2: Number and proportion of services by provider management type

Provider management type	Number of services	Proportion of services
Private for profit	7603	48%
Private not for profit community managed	3505	22%
Private not for profit other organisations	2154	14%
State/Territory and Local Government managed	1272	8%
State/Territory government schools	690	4%
Independent schools	489	3%
Catholic schools	175	1%
Not stated/Other	14	0%
<b>Total</b>	<b>15,902</b>	<b>100%</b>

<sup>1</sup> NQA ITS data collected on provider management type is self-reported by providers when applying for provider approval. Providers are not required to notify changes to this information, and therefore this NQA ITS information may not be current.

<sup>2</sup> Australian Bureau of Statistics (ABS) provider management type classifications are available at [http://www.abs.gov.au/ausstats/abs@.nsf/Lookup\\_EDCEFD2FC57CD225CA257C93000D13A7?opendocument](http://www.abs.gov.au/ausstats/abs@.nsf/Lookup_EDCEFD2FC57CD225CA257C93000D13A7?opendocument)

<sup>3</sup> 14 services categorised as 'Not stated/Other' excluded for graphical purposes.

Figure 5 shows that 82% of approved providers operate a single service while 1% of approved providers operate 25 or more services.

**Figure 5: Proportion of approved providers by size**

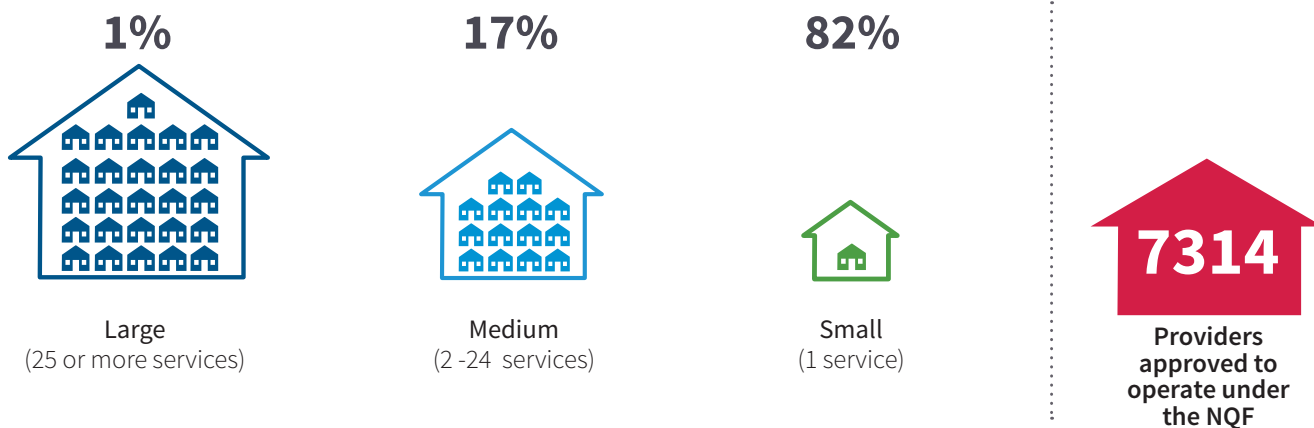
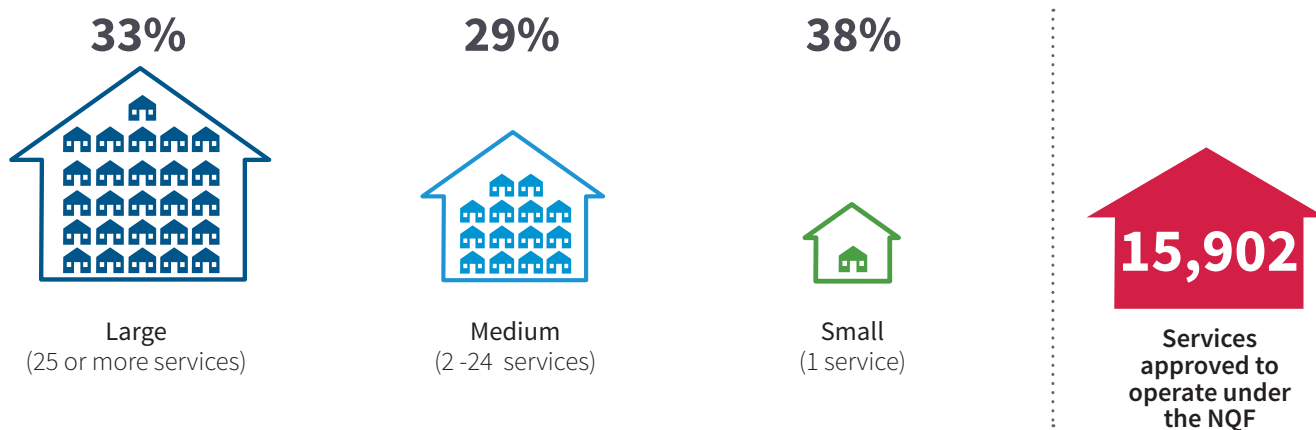


Figure 6 shows that 38% of approved services are operated by small approved providers while 33% of approved services are operated by large approved providers.

**Figure 6: Proportion of approved services by provider size**



# Progress of assessment and rating

Table 3 includes all approved services. A small proportion of these services will only recently have been approved and may not have started operating or may have only been operating for a short period of time. In general, regulatory authorities will not assess and rate newly approved services which have been operating for less than 9-12 months, therefore the proportion of services with a quality rating will not reach 100% at any one time. Roughly 4% of services were approved in the last 12 months. Removing these services from the calculation increases the proportion of services with a quality rating to 98%.

**Table 3: Quality ratings by jurisdiction**

	Number of services	Proportion of all services	Number of services with a quality rating	Proportion of services with a quality rating
ACT	359	2%	326	91%
NSW	5475	34%	5168	94%
NT	221	1%	215	97%
QLD	2977	19%	2801	94%
SA	1191	7%	1117	94%
TAS	231	1%	218	94%
VIC	4243	27%	3961	93%
WA	1205	8%	1091	91%
<b>TOTAL</b>	<b>15,902</b>	<b>100%</b>	<b>14,897</b>	<b>94%</b>

**Table 4: Number of services with a quality rating by service sub-type and jurisdiction**

	Family day care	Long day care	Preschool/ Kindergarten	Outside school hours care	Other	Total
ACT	8	136	92	90	0	326
NSW	187	2923	787	1271	0	5168
NT	4	86	73	50	2	215
QLD	105	1466	509	720	1	2801
SA	12	346	398	361	0	1117
TAS	11	121	0	86	0	218
VIC	185	1443	1170	1163	0	3961
WA	31	625	20	414	1	1091
<b>TOTAL</b>	<b>543</b>	<b>7146</b>	<b>3049</b>	<b>4155</b>	<b>4</b>	<b>14,897</b>



# Quality improvement

Table 5 presents a service's previous overall rating alongside its reassessed overall rating. For example, 1903 services previously rated Working Towards NQS improved their rating to Meeting NQS after reassessment. While 1311 services previously rated Working Towards NQS received the same rating again after reassessment.

**Table 5: Reassessments by overall quality rating<sup>1</sup>**

		Rating after reassessment				Total
		Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	
Rating before reassessment	Significant Improvement Required	19	50	9	0	<b>78</b>
	Working Towards NQS	19	1311	1903	635	<b>3868</b>
	Meeting NQS	1	443	1241	429	<b>2114</b>
	Exceeding NQS	0	142	425	604	<b>1171</b>
	<b>Total</b>	<b>39</b>	<b>1946</b>	<b>3578</b>	<b>1668</b>	<b>7231</b>

		Rating after reassessment				Improvement rate
		Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	
Rating before reassessment	Significant Improvement Required	24%	64%	12%	0%	<b>76%</b>
	Working Towards NQS	0%	34%	49%	16%	<b>66%</b>
	Meeting NQS	0%	21%	59%	20%	<b>20%</b>
	Exceeding NQS	0%	12%	36%	52%	-

<sup>1</sup> Reassessments include the following processes described in the National Law: i. Partial reassessment and re-rating requested by provider; ii. Partial reassessment and re-rating instigated by the regulatory authority; iii. Full reassessment and re-rating requested by provider; iv. Full reassessment and re-rating instigated by the regulatory authority.

# Overall quality ratings

Authorised officers from state and territory regulatory authorities assess and rate services using the seven quality areas, 15 standards and 40 elements that make up the NQS. Services are given a rating for each of the seven quality areas and an overall rating.

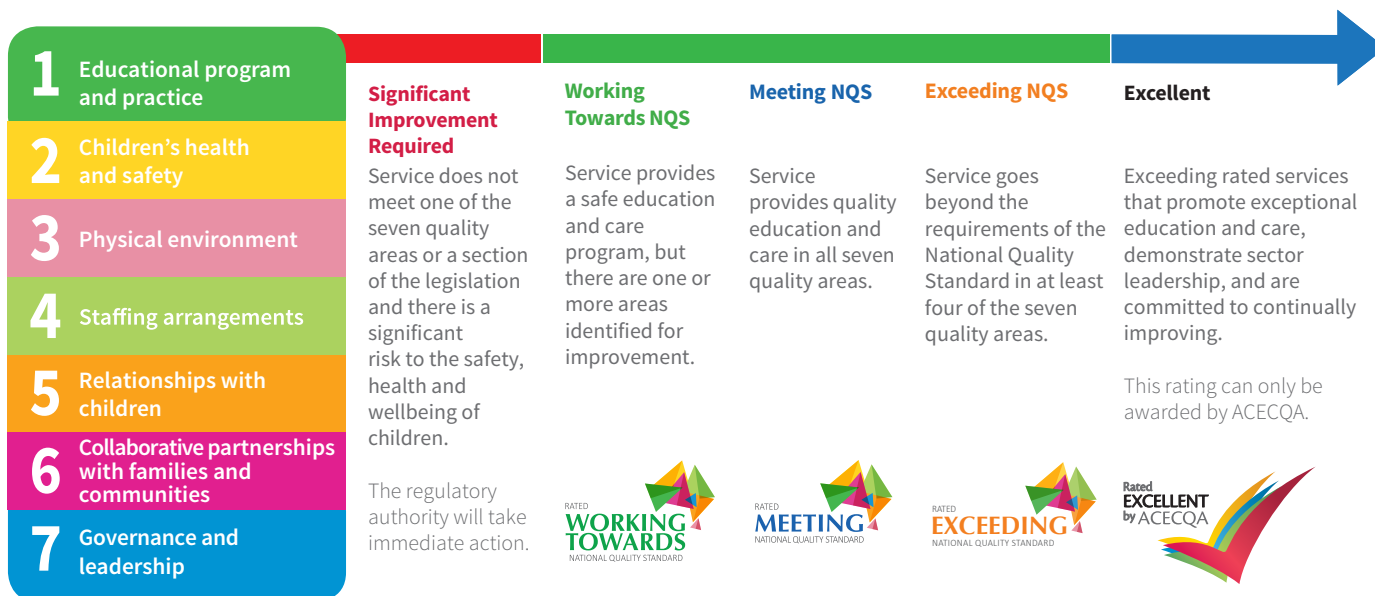


Table 6: Overall quality ratings by jurisdiction

	Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent	Total
ACT	0	82 25%	91 28%	149 46%	4	326
NSW	6	1315 25%	2402 46%	1429 28%	16	5168
NT	0	58 27%	118 55%	39 18%	0	215
QLD	1	445 16%	1469 52%	875 31%	11	2801
SA	0	223 20%	347 31%	539 48%	8	1117
TAS	1	47 22%	89 41%	81 37%	0	218
VIC	2	600 15%	2055 52%	1296 33%	8	3961
WA	0	351 32%	478 44%	262 24%	0	1091
<b>TOTAL</b>	<b>10</b>	<b>3121 21%</b>	<b>7049 47%</b>	<b>4670 31%</b>	<b>47</b>	<b>14,897</b>

Figure 7: Overall quality ratings by service type

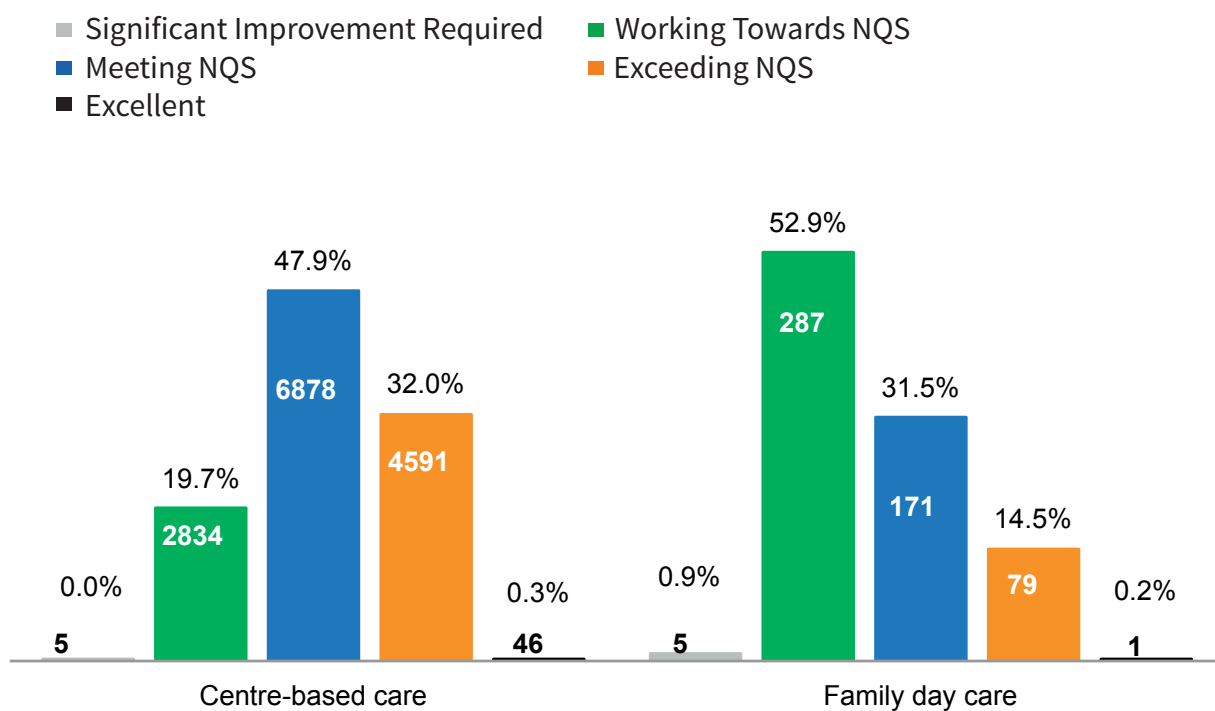


Figure 8: Overall quality ratings by centre-based service sub-type

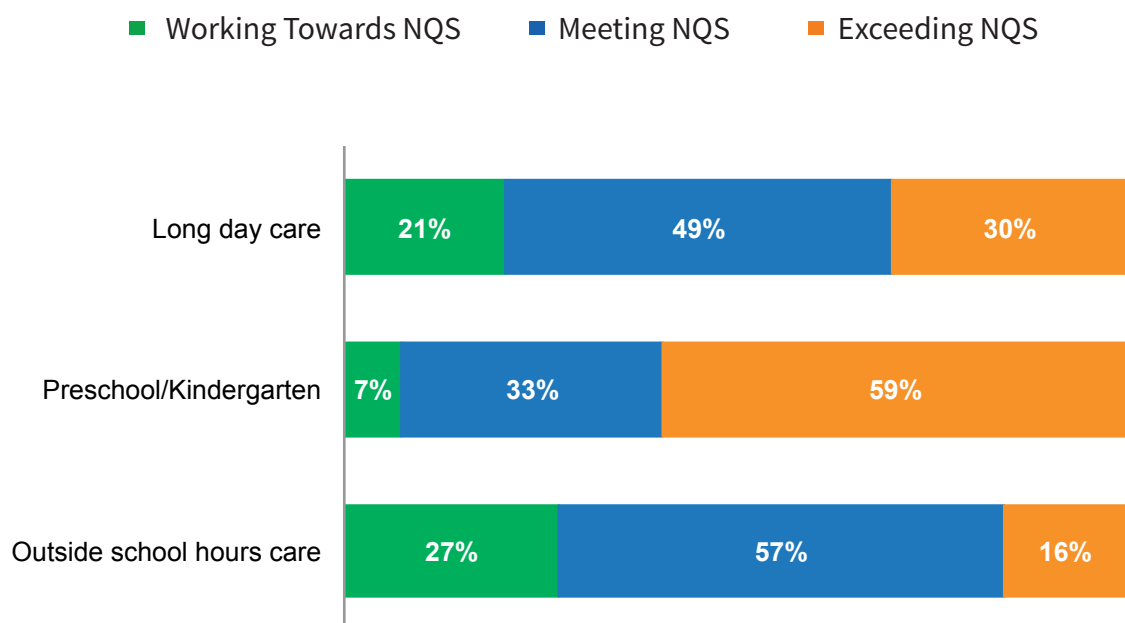
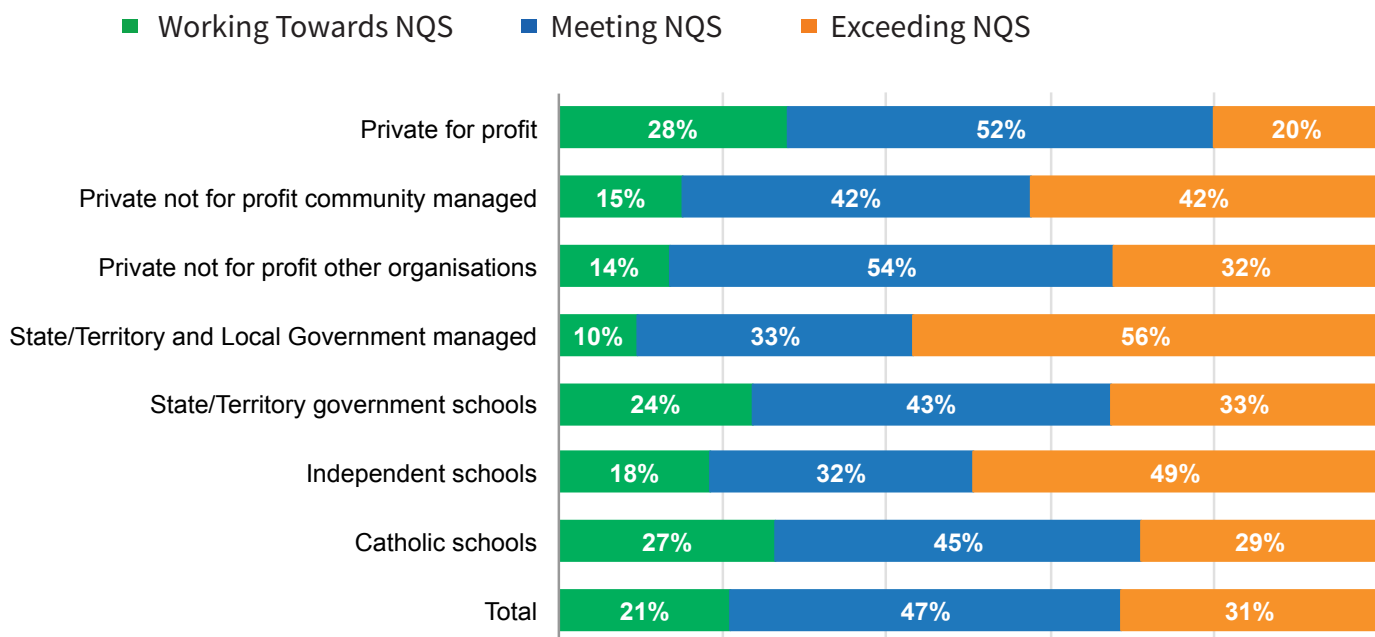


Figure 9 shows the variation in spread of quality ratings between provider management types.

These differences can reflect a range of contextual factors, such as the service profile of these provider types. For example, half of all 'State/Territory and Local Government managed' services are preschools/kindergartens, with preschools/kindergartens performing better against the NQS than other service types (see Figure 8). In contrast, preschools/kindergartens make up only 1% of 'Private for profit' services.

**Figure 9: Overall quality ratings by provider management type<sup>1</sup>**



<sup>1</sup> 14 providers categorised as 'Not stated/Other' excluded for graphical purposes.

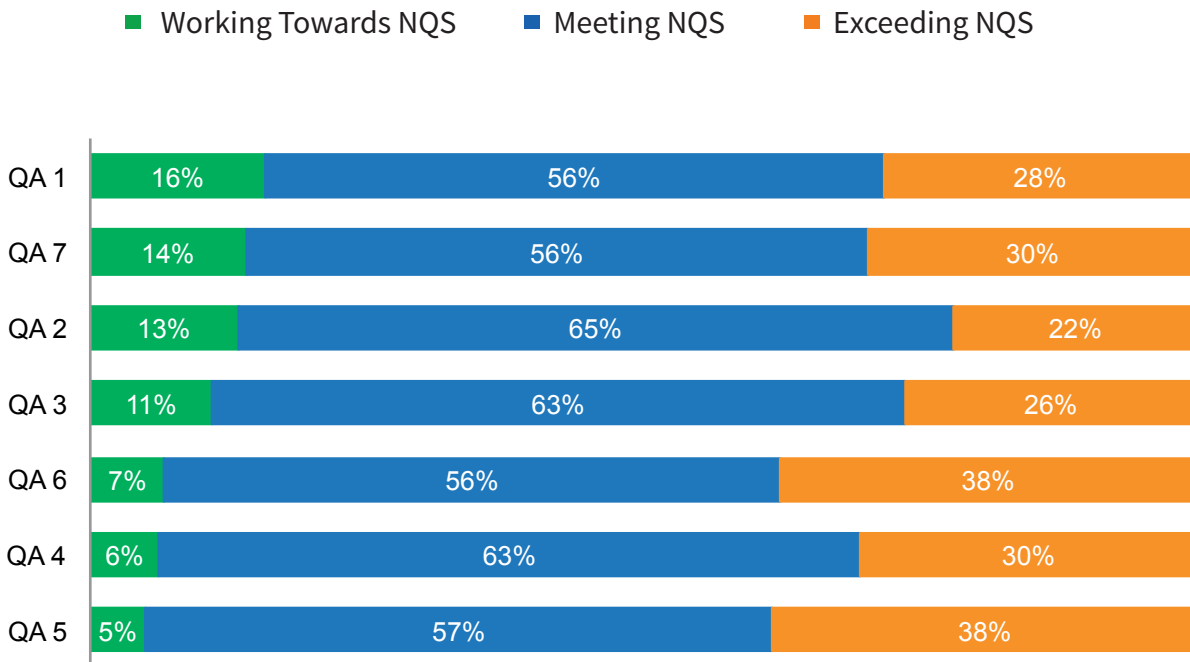
# Quality area ratings

Table 7 and Figure 10 rank the seven quality areas of the NQS in descending order based on the number and proportion of services rated Working Towards NQS in each quality area.

**Table 7: Quality area ratings**

	Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS
Quality Area 1 - Educational program and practice	0	2352	8321	4224
Quality Area 7 - Governance and leadership	7	2091	8369	4430
Quality Area 2 - Children's health and safety	8	1982	9629	3278
Quality Area 3 - Physical environment	2	1635	9323	3937
Quality Area 6 - Collaborative partnerships with families and communities	0	1001	8273	5623
Quality Area 4 - Staffing arrangements	6	924	9427	4540
Quality Area 5 - Relationships with children	1	741	8440	5715

**Figure 10: Quality area ratings**

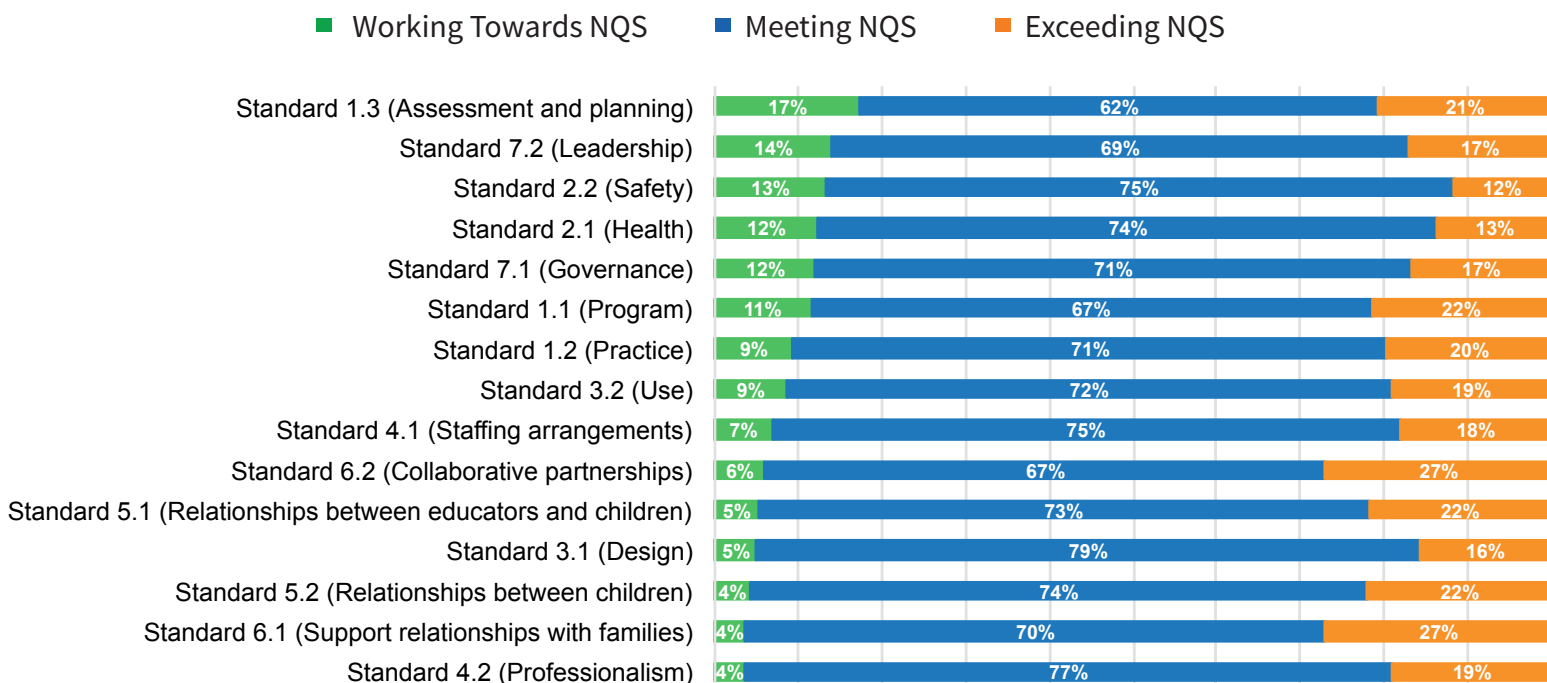




# Standard level ratings under the 2018 NQS

Figure 11 ranks the 15 standards of the 2018 NQS in descending order based on the proportion of services rated Working Towards NQS in each standard.

Figure 11: Standard level ratings under the 2018 NQS





# Element level results under the 2018 NQS

Table 8 ranks the 40 elements of the 2018 NQS in descending order, based on the proportion of services that do not meet each element.

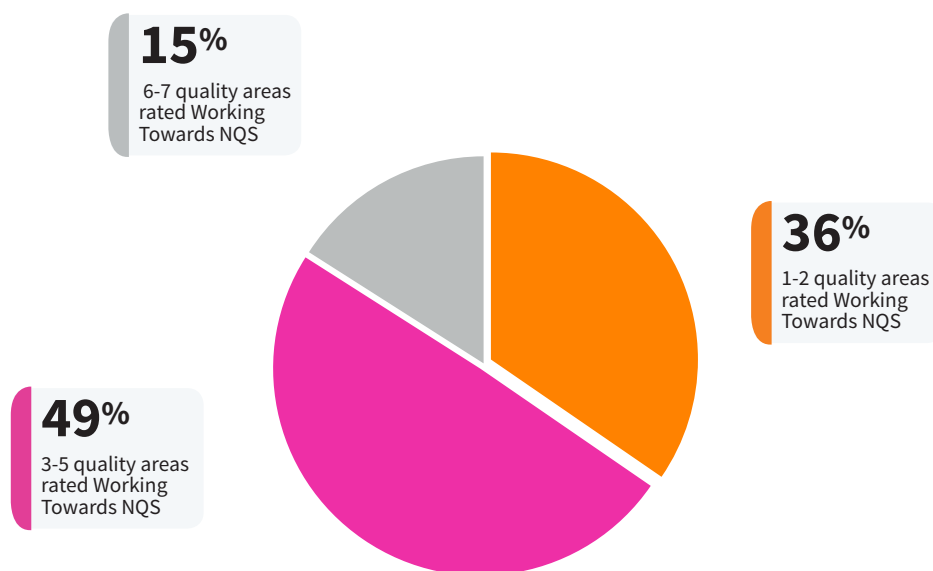
**Table 8: Element level results under 2018 NQS**

	% Not Met		% Not Met
1.3.2 (Critical reflection)	14.4%	1.3.3 (Information for families)	4.1%
1.3.1 (Assessment and planning cycle)	14.2%	5.1.2 (Dignity and rights of the child)	4.1%
7.1.2 (Management systems)	10.5%	3.1.2 (Upkeep)	4.0%
2.1.2 (Health practices and procedures)	9.9%	7.1.1 (Service philosophy and purpose)	3.9%
7.2.2 (Educational leadership)	9.5%	5.2.2 (Self-regulation)	3.7%
2.2.1 (Supervision)	8.9%	7.1.3 (Roles and responsibilities)	3.4%
1.1.3 (Program learning opportunities)	8.7%	3.2.2 (Resources support play-based learning)	3.4%
7.2.3 (Development of professionals)	8.4%	2.2.3 (Child protection)	3.2%
2.2.2 (Incident and emergency management)	6.7%	5.1.1 (Positive educator to child interactions)	3.0%
4.1.1 (Organisation of educators)	6.4%	6.2.2 (Access and participation)	2.8%
1.1.1 (Approved learning framework)	5.9%	2.1.1 (Wellbeing and comfort)	2.7%
1.2.2 (Responsive teaching and scaffolding)	5.8%	4.2.2 (Professional standards)	2.6%
3.2.3 (Environmentally responsible)	5.8%	3.1.1 (Fit for purpose)	2.1%
1.2.3 (Child directed learning)	5.6%	6.2.1 (Transitions)	2.1%
7.2.1 (Continuous improvement)	5.4%	6.1.3 (Families are supported)	2.0%
1.1.2 (Child-centred)	5.3%	4.2.1 (Professional collaboration)	1.9%
1.2.1 (Intentional teaching)	5.1%	6.1.1 (Engagement with the service)	1.8%
3.2.1 (Inclusive environment)	4.6%	5.2.1 (Collaborative learning)	1.6%
6.2.3 (Community engagement)	4.4%	6.1.2 (Parent views are respected)	1.6%
2.1.3 (Healthy lifestyle)	4.2%	4.1.2 (Continuity of staff)	1.4%

# Services rated Working Towards NQS

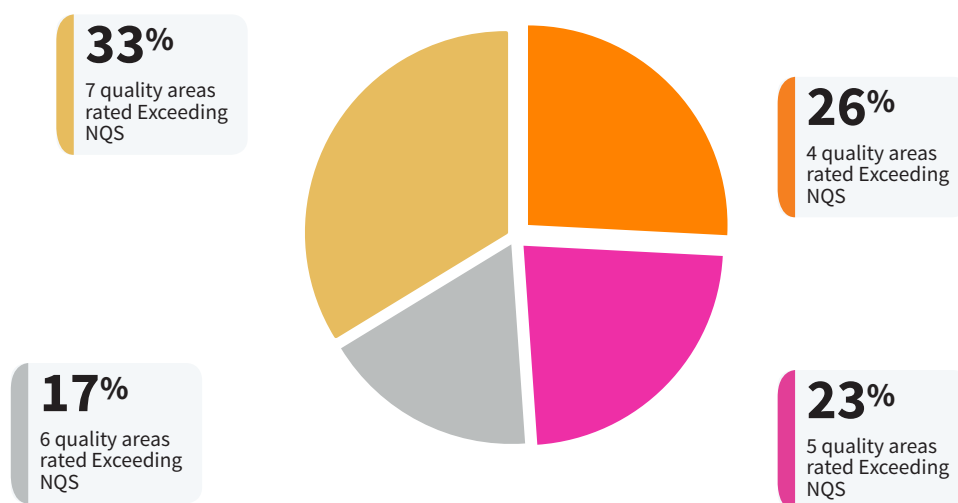
A service receives an overall rating of Working Towards NQS if any of the seven quality areas are rated Working Towards NQS. A quality area is rated Working Towards NQS if any of the standards within that quality area are rated Working Towards NQS.

Figure 12: Proportion of services rated Working Towards NQS by number of quality areas rated Working Towards NQS



# Services rated Exceeding NQS

Figure 13: Proportion of services rated Exceeding NQS by number of quality areas rated Exceeding NQS



# Australian Capital Territory summary

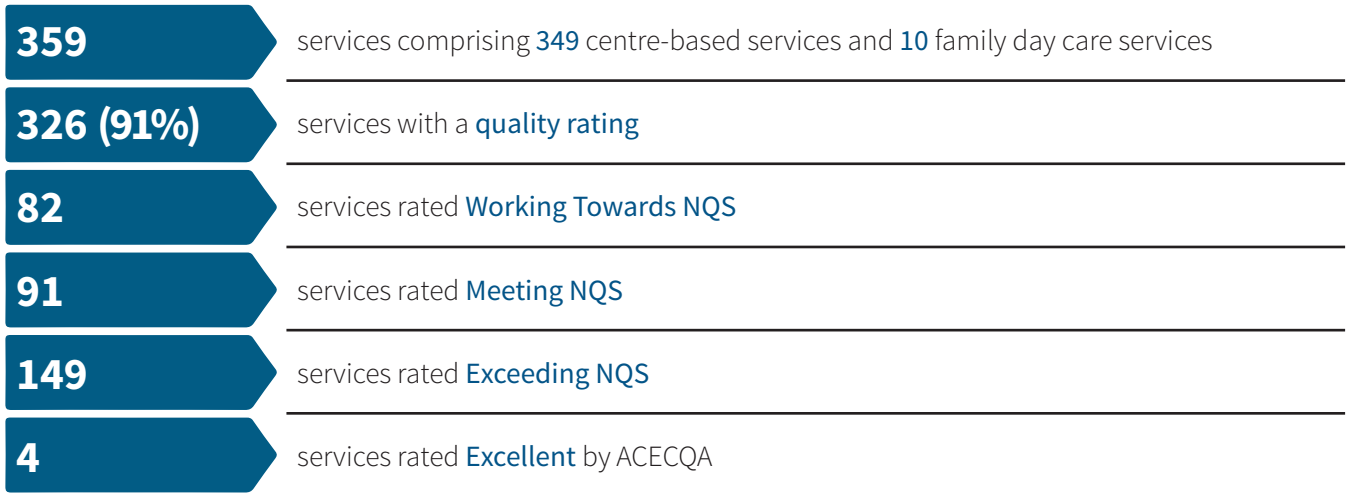
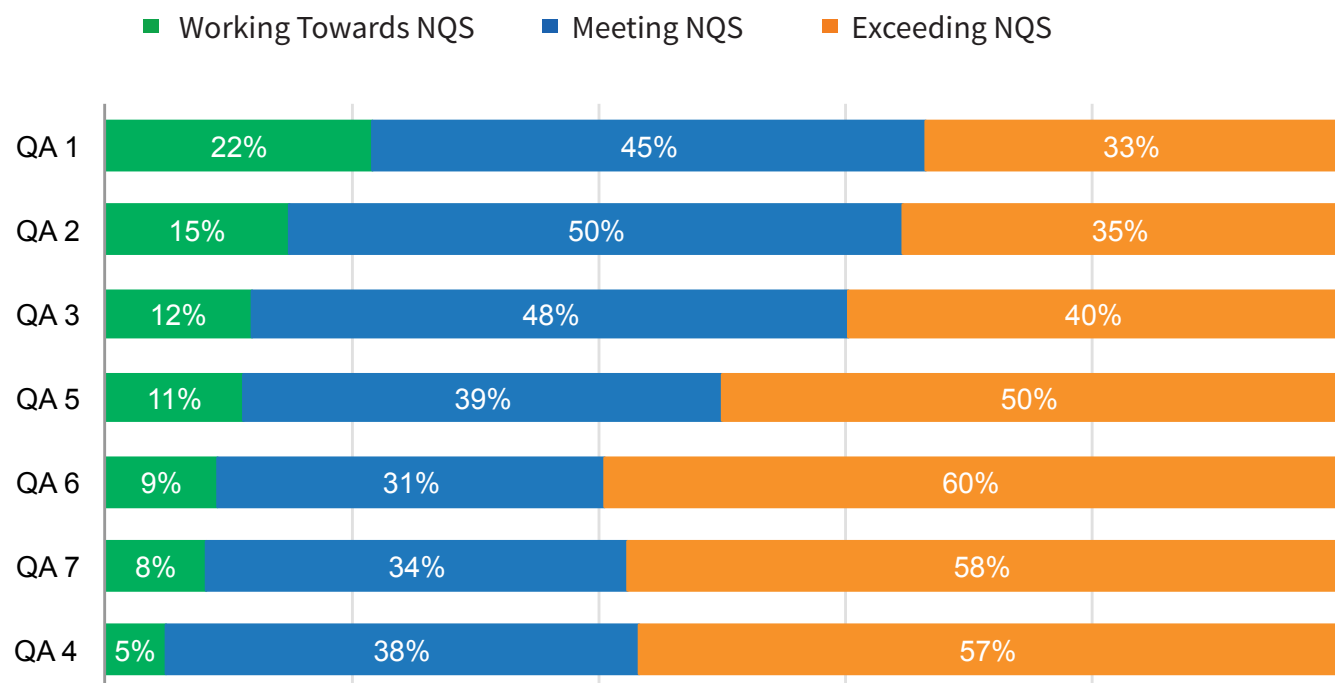


Figure 14 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 14: Quality area ratings**



## Contact details

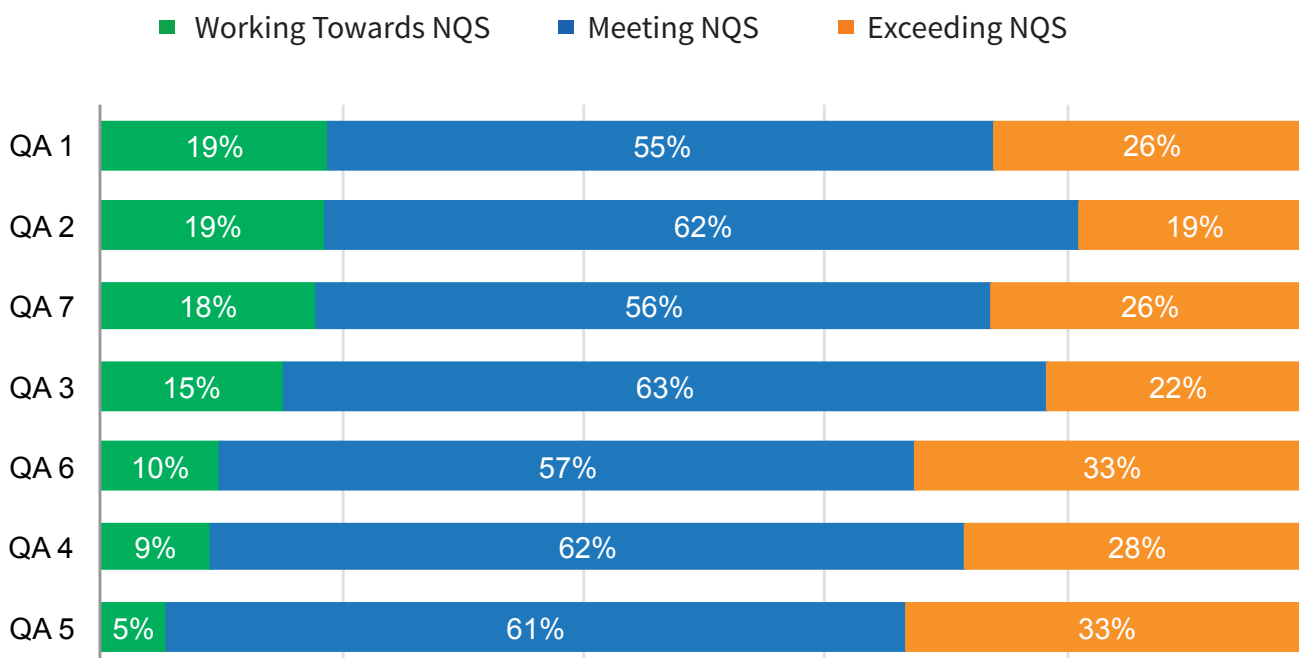
Education Directorate  
 Children's Education and Care Assurance  
[www.education.act.gov.au/early-childhood](http://www.education.act.gov.au/early-childhood)

# New South Wales summary

<b>5475</b>	services comprising <b>5278</b> centre-based services and <b>197</b> family day care services
<b>5168 (94%)</b>	services with a <b>quality rating</b>
<b>6</b>	services rated <b>Significant Improvement Required</b>
<b>1315</b>	services rated <b>Working Towards NQS</b>
<b>2402</b>	services rated <b>Meeting NQS</b>
<b>1429</b>	services rated <b>Exceeding NQS</b>
<b>16</b>	services rated <b>Excellent</b> by ACECQA

Figure 15 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 15: Quality area ratings**



## Contact details

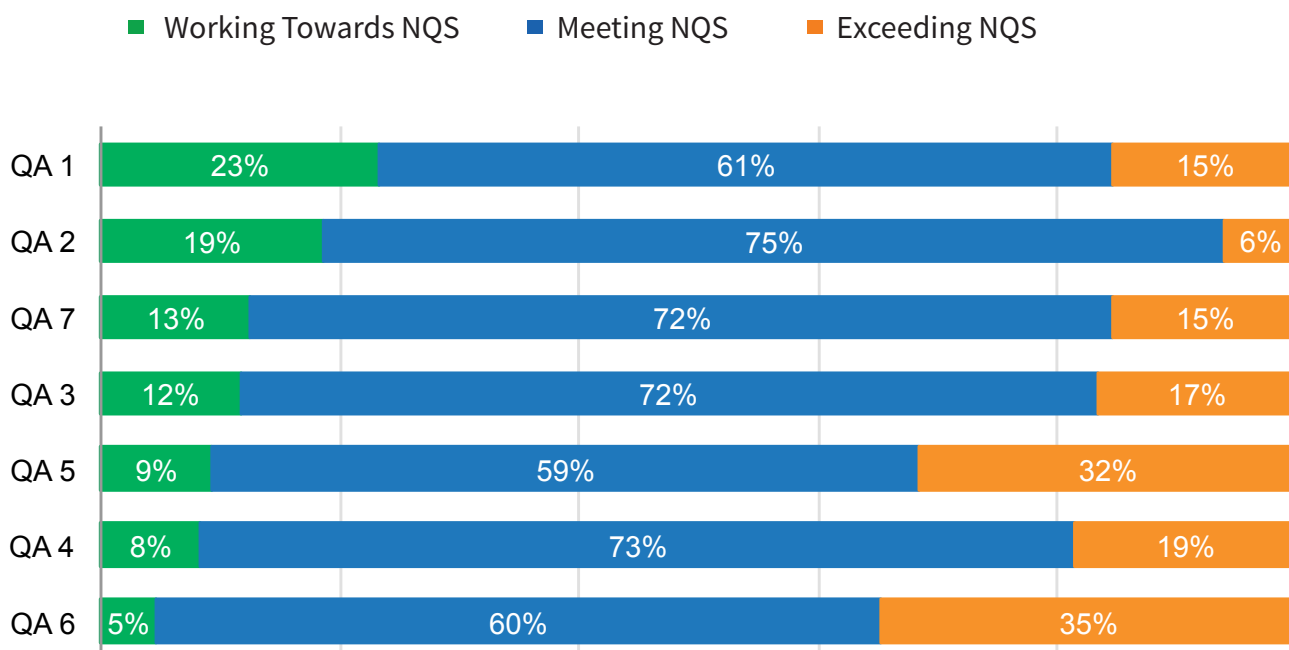
Department of Education  
 Early Childhood Education Directorate  
[www.education.nsw.gov.au/early-childhood-education](http://www.education.nsw.gov.au/early-childhood-education)

# Northern Territory summary

<b>221</b>	services comprising <b>217</b> centre-based services and <b>four</b> family day care services
<b>215 (97%)</b>	services with a <b>quality rating</b>
<b>58</b>	services rated <b>Working Towards NQS</b>
<b>118</b>	services rated <b>Meeting NQS</b>
<b>39</b>	services rated <b>Exceeding NQS</b>

Figure 16 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 16: Quality area ratings**



**Contact details**

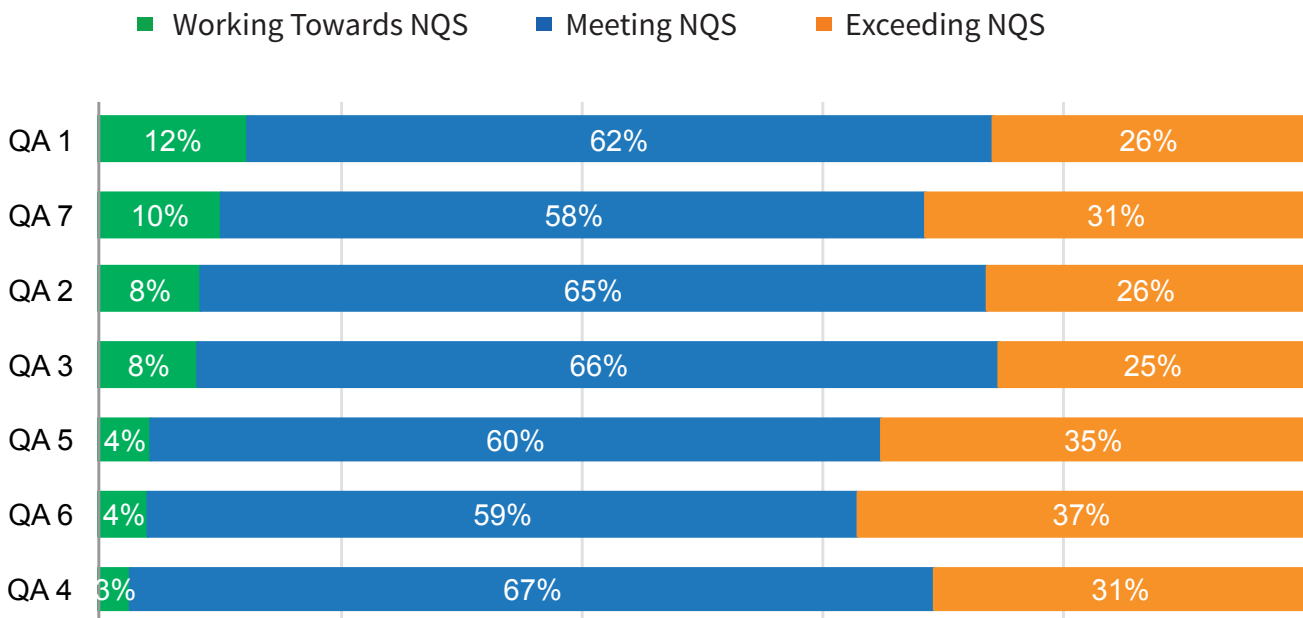
Department of Education  
 Quality Education and Care NT  
[www.education.nt.gov.au](http://www.education.nt.gov.au)

# Queensland summary

<b>2977</b>	services comprising <b>2862</b> centre-based services and <b>115</b> family day care services
<b>2801 (94%)</b>	services with a <b>quality rating</b>
<b>1</b>	service rated <b>Significant Improvement Required</b>
<b>445</b>	services rated <b>Working Towards NQS</b>
<b>1469</b>	services rated <b>Meeting NQS</b>
<b>875</b>	services rated <b>Exceeding NQS</b>
<b>11</b>	services rated <b>Excellent</b> by ACECQA

Figure 17 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 17: Quality area ratings**



## Contact details

Department of Education  
 Early Childhood Education and Care  
[www.earlychildhood.qld.gov.au](http://www.earlychildhood.qld.gov.au)

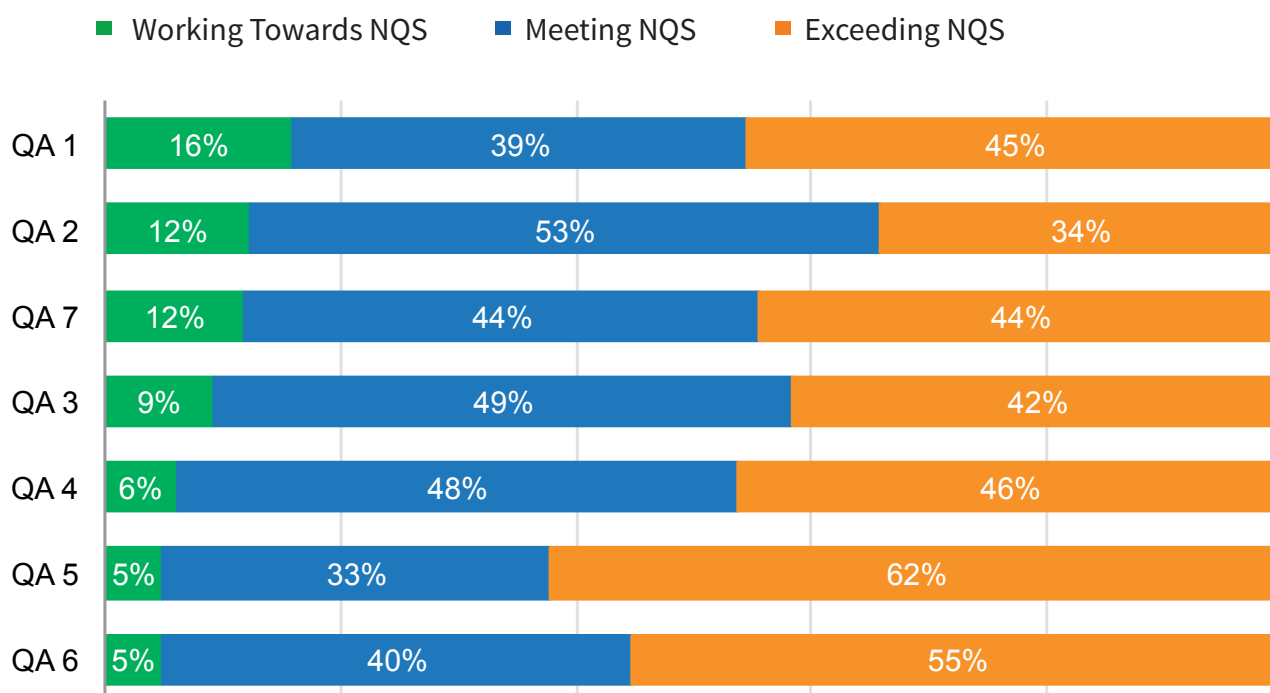


# South Australia summary

<b>1191</b>	services comprising <b>1178</b> centre-based services and <b>13</b> family day care services
<b>1117 (94%)</b>	services with a <b>quality rating</b>
<b>223</b>	services rated <b>Working Towards NQS</b>
<b>347</b>	services rated <b>Meeting NQS</b>
<b>539</b>	services rated <b>Exceeding NQS</b>
<b>8</b>	services rated <b>Excellent</b> by ACECQA

Figure 18 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 18: Quality area ratings**



## Contact details

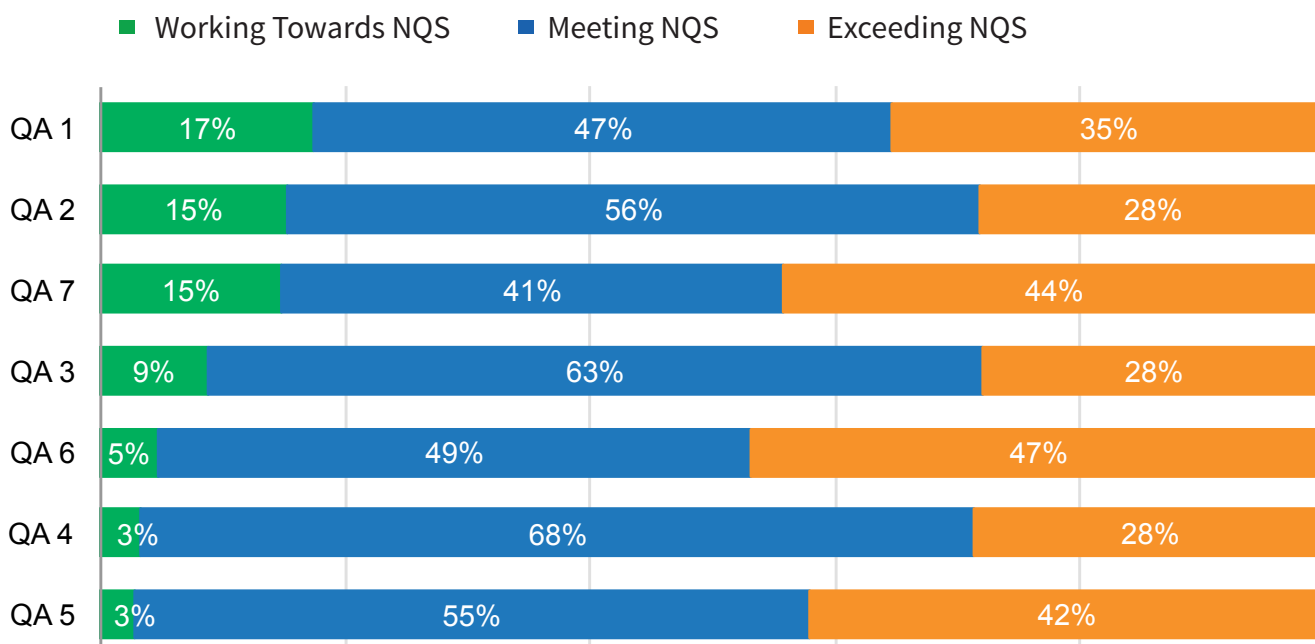
Education and Early Childhood Services Registration and Standards  
Board of South Australia  
[www.esb.sa.gov.au/early-childhood](http://www.esb.sa.gov.au/early-childhood)

# Tasmania summary

<b>231</b>	services comprising <b>220</b> centre-based services and <b>11</b> family day care services
<b>218 (94%)</b>	services with a <b>quality rating</b>
<b>1</b>	service rated <b>Significant Improvement Required</b>
<b>47</b>	services rated <b>Working Towards NQS</b>
<b>89</b>	services rated <b>Meeting NQS</b>
<b>81</b>	services rated <b>Exceeding NQS</b>

Figure 19 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 19: Quality area ratings**



## Contact details

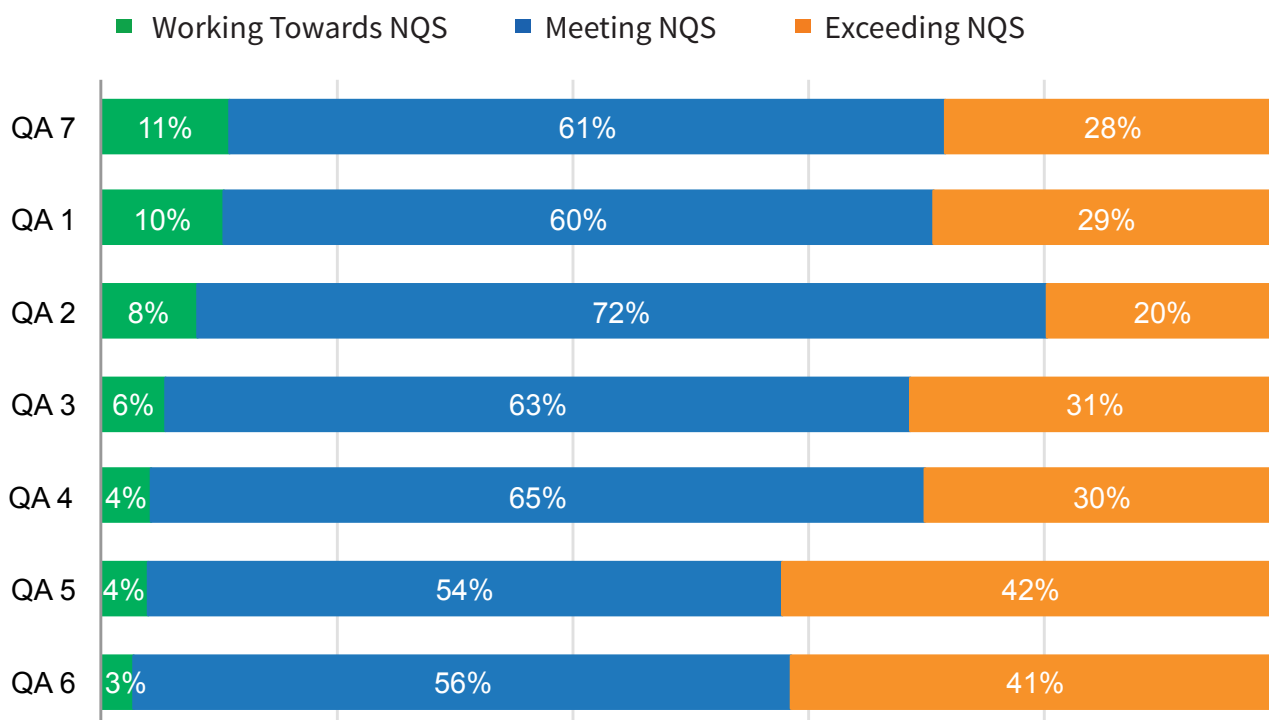
Department of Education  
 Education and Care Unit  
[www.educationandcare.tas.gov.au](http://www.educationandcare.tas.gov.au)

# Victoria summary

<b>4243</b>	services comprising <b>4012</b> centre-based services and <b>231</b> family day care services
<b>3961 (93%)</b>	services with a <b>quality rating</b>
<b>2</b>	services rated <b>Significant Improvement Required</b>
<b>600</b>	services rated <b>Working Towards NQS</b>
<b>2055</b>	services rated <b>Meeting NQS</b>
<b>1296</b>	services rated <b>Exceeding NQS</b>
<b>8</b>	services rated <b>Excellent</b> by ACECQA

Figure 20 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 20: Quality area ratings**



**Contact details**

Department of Education and Training  
 Quality Assessment and Regulation Division  
[www.education.vic.gov.au/childhood/providers/regulation](http://www.education.vic.gov.au/childhood/providers/regulation)

# Western Australia summary

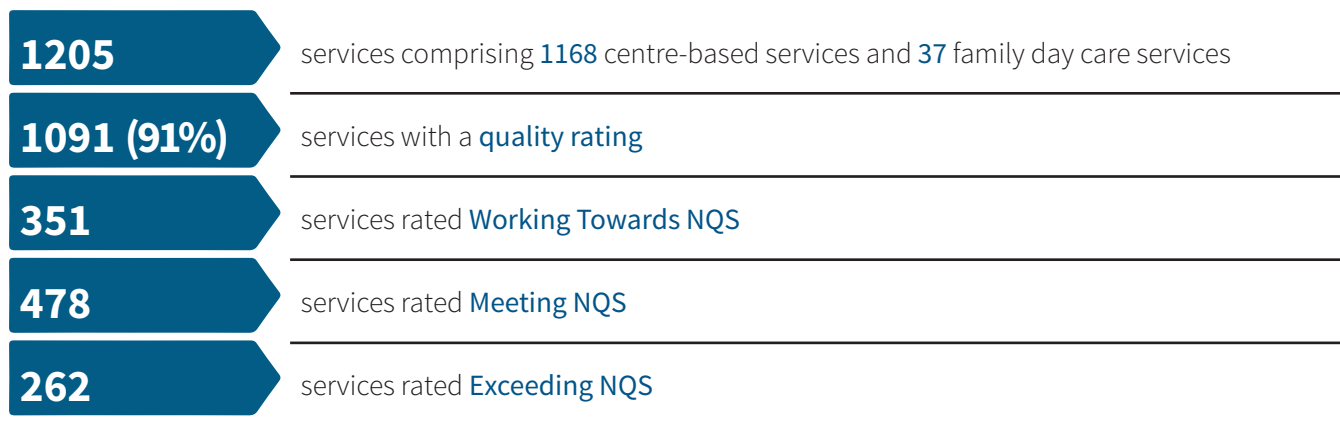
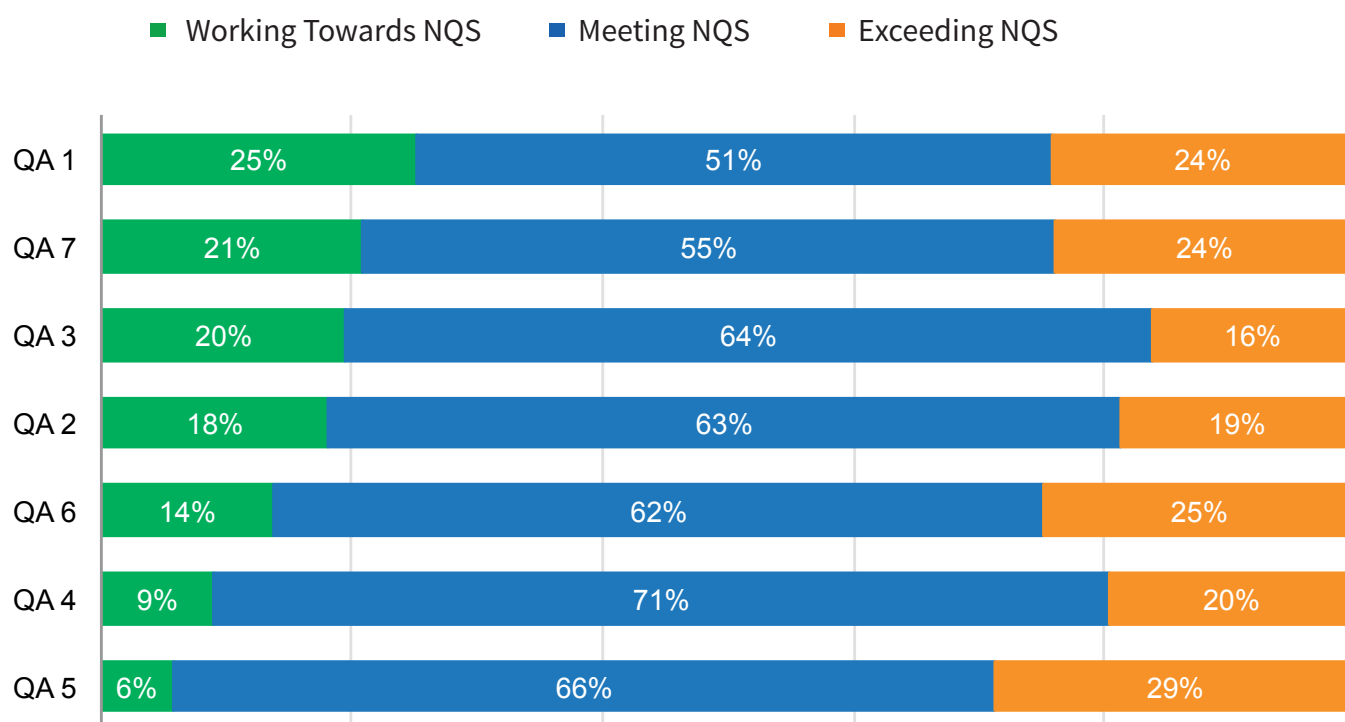


Figure 21 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 21: Quality area ratings**



## Contact details

Department of Communities  
 Education and Care Regulatory Unit  
[www.communities.wa.gov.au](http://www.communities.wa.gov.au)



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Australian Children's  
Education & Care  
Quality Authority





# NQF Snapshot

## Q4 2020



Australian Children's  
Education & Care  
Quality Authority

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

February 2021



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# Overview

NQF Snapshot Q4 2020 is ACECQA's 32<sup>nd</sup> national report on children's education and care services operating under the National Quality Framework (NQF).

It provides analysis and information on the profile of the sector and the quality ratings of services against the National Quality Standard (NQS).

A revised version of the NQS commenced on 1 February 2018. The number of quality standards reduced from 18 to 15, and the number of quality elements reduced from 58 to 40.

The changes streamlined the NQS and reduced overlap between elements and standards. Analysis at the standard and element level uses quality ratings against the 2018 NQS only, while analysis at the overall and quality area level uses all current quality ratings against both the 2012 and 2018 NQS.

An [interactive online version of the Snapshot](#), which includes additional analysis, is available on the ACECQA website.

The data presented in this Snapshot was taken from the National Quality Agenda IT System (NQA ITS) on 1 January 2021 for the period ending 31 December 2020.

Due to rounding, individual percentages in the tables and figures may not add up to 100%.

On 2 April 2020, in recognition of the COVID-19 global pandemic, Education Ministers [announced](#) four critical areas for time-limited regulatory action, including the suspension of assessment and ratings. This resulted in a stark decline in assessment and rating visits in Q2 2020 (see Figure 10). Regulatory authorities have now recommenced the assessment and rating process.

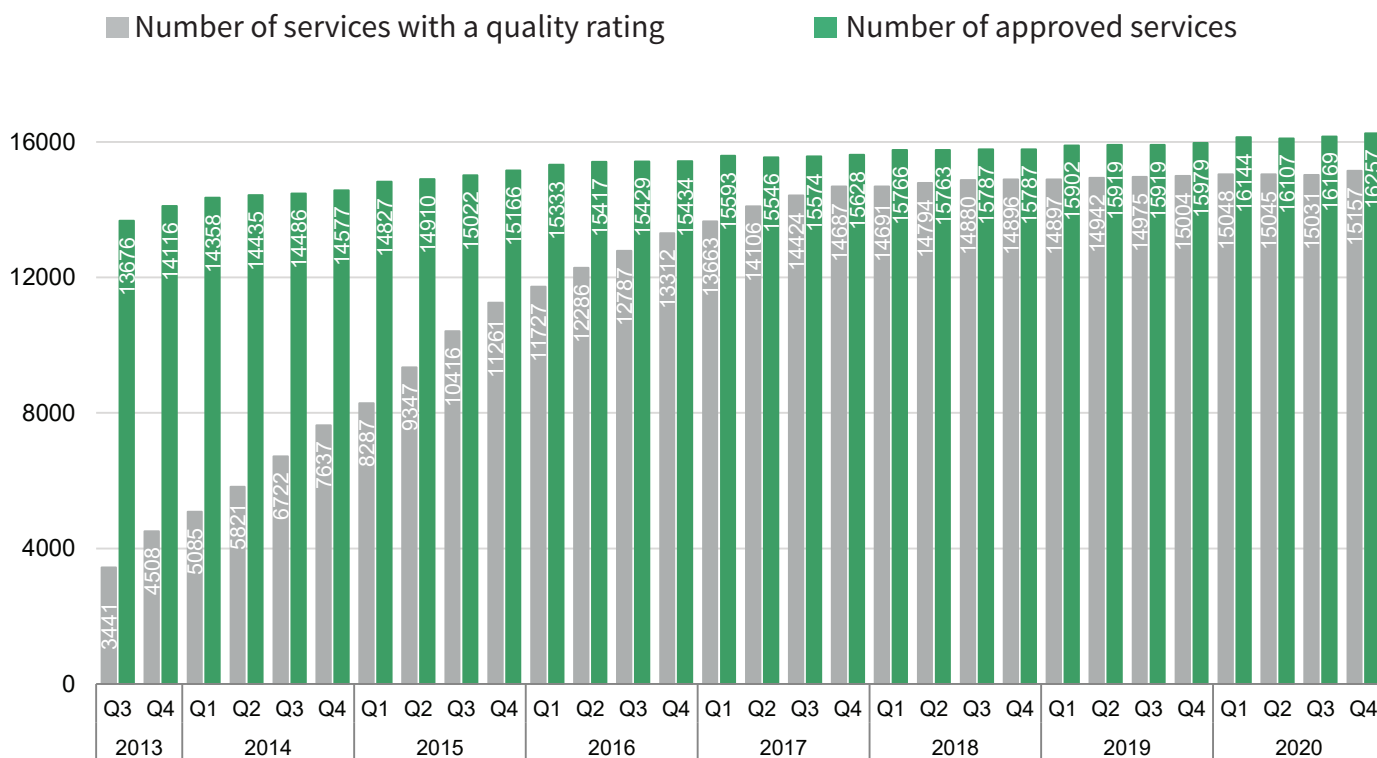
More than 1,100 centre-based service closures related to the impact of COVID-19 were recorded in the NQA ITS at the start of three consecutive weeks in March/April 2020 (see Figure 9). Up-to-date information is available via the [service and temporary closure mapping tool](#) on the ACECQA website.



# Snapshot highlights

<b>16,257</b>	children's education and care services approved to operate under the NQF
<b>15,157 (93%)</b>	services with a quality rating
<b>12,666 (84%)</b>	services with a quality rating of Meeting NQS or above
<b>7276</b>	providers approved to operate
<b>5891 (81%)</b>	providers approved to operate only one service
<b>40</b>	services rated <b>Excellent</b> by ACECQA <sup>1</sup>
<b>11,845</b>	quality rating reassessments completed
<b>66%</b>	of services rated Working Towards NQS improved their overall quality rating at reassessment
<b>8627 (53%)</b>	services with a quality rating against the 2018 NQS

Figure 1: Number of approved services and number of services with a quality rating by quarter

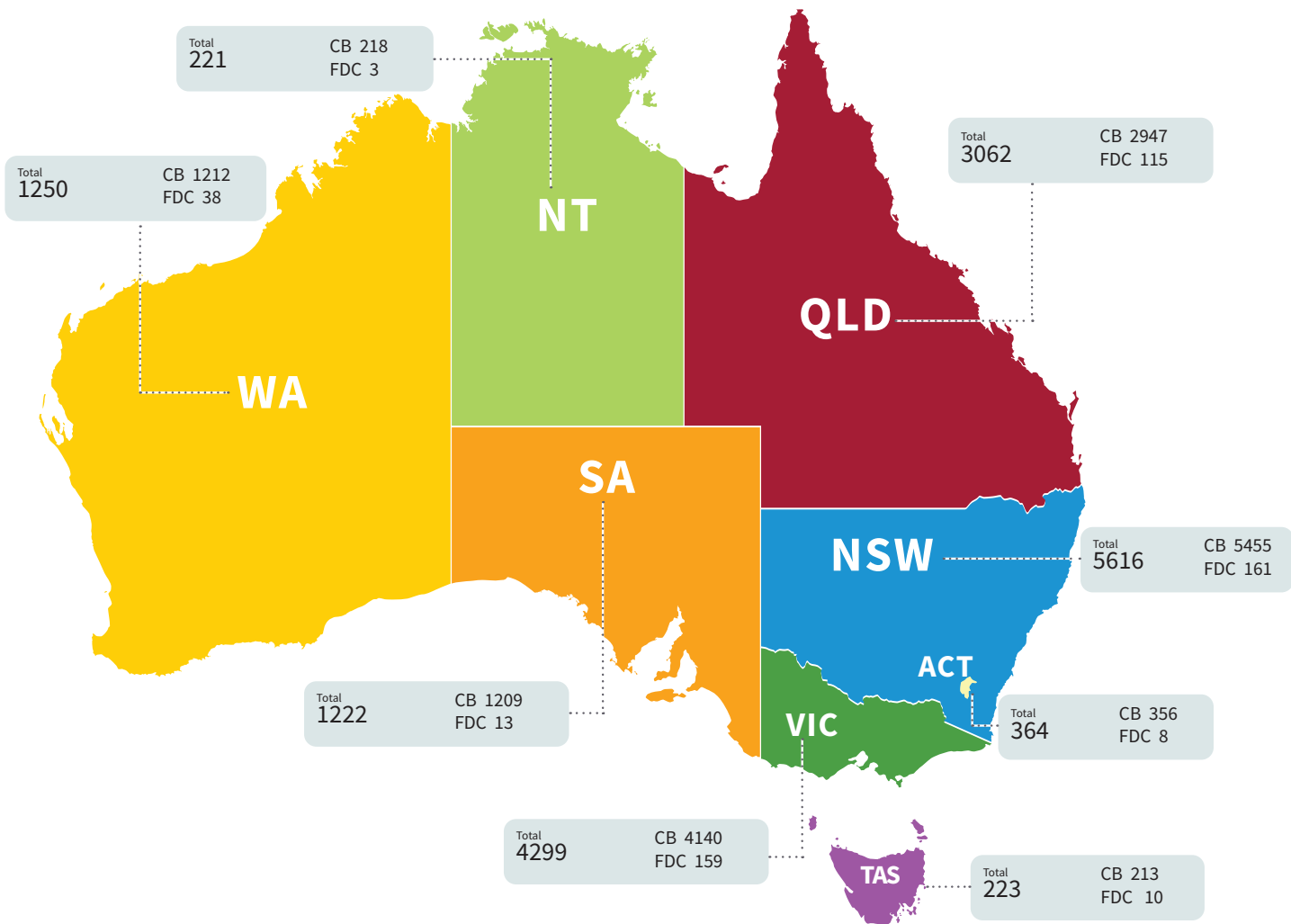


<sup>1</sup> The Excellent rating is awarded for a period of three years. Unless a reapplication for the Excellent rating is received, a service's rating will revert back to Exceeding NQS after this three year period. The Snapshot includes the current number of Excellent rated services.



# Profile of the sector

Figure 2: Number of approved services by jurisdiction and service type



<p>Total Centre-based (CB) <sup>1</sup></p> <p><b>15,750 (97%)</b></p> <p>2% Increase on Q4 2019</p>	<p>Total Family day care (FDC) <sup>2</sup></p> <p><b>507 (3%)</b></p> <p>-7% Decrease on Q4 2019</p>	<p><b>Total</b></p> <p><b>16,257</b></p> <p>2% Increase on Q4 2019</p>
--	---	--

<sup>1</sup> A 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 out of scope of the NQF, as well as other services that aren't regulated under the National Law.

<sup>2</sup> A family day care service is an education and care service delivered through a network of educators operating from residences and other approved venues. They are sometimes known as family day care schemes and they are administered and supported by central coordination units.

Figure 3: Proportion of services rated Meeting NQS or above by overall rating and quality area

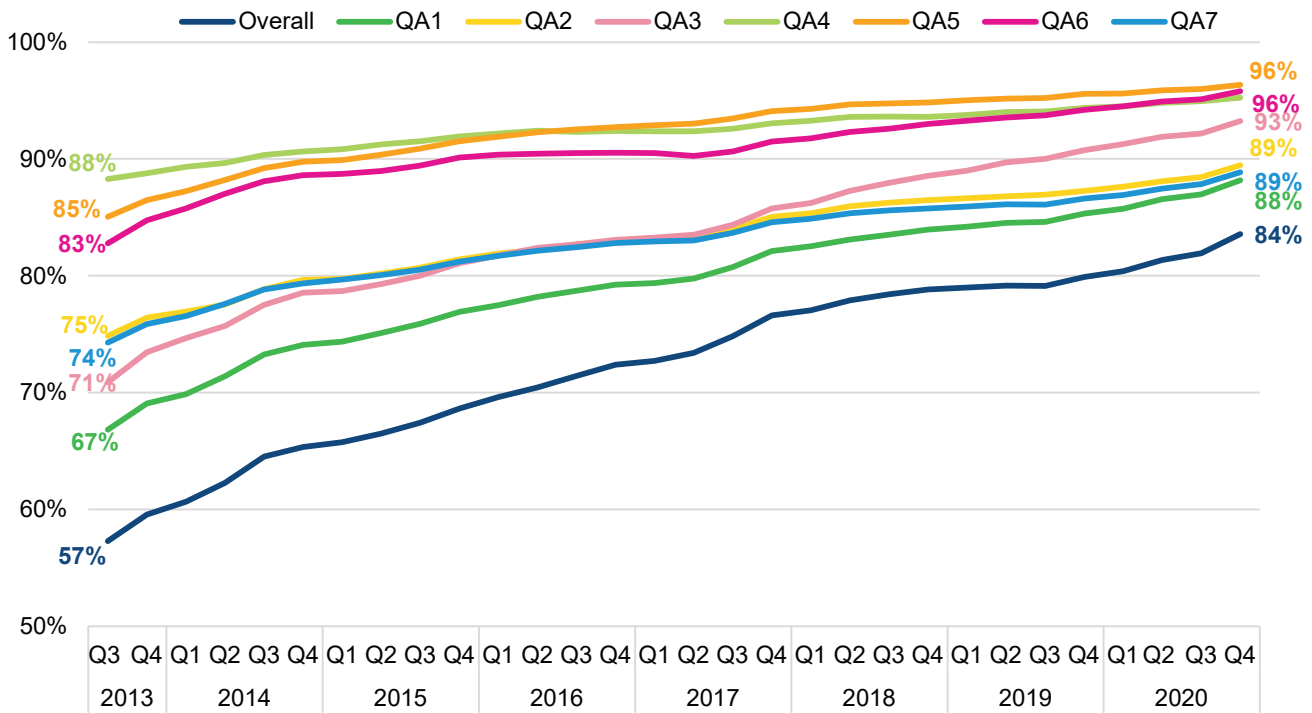


Figure 4: Proportion of services rated Exceeding NQS or above by overall rating and quality area

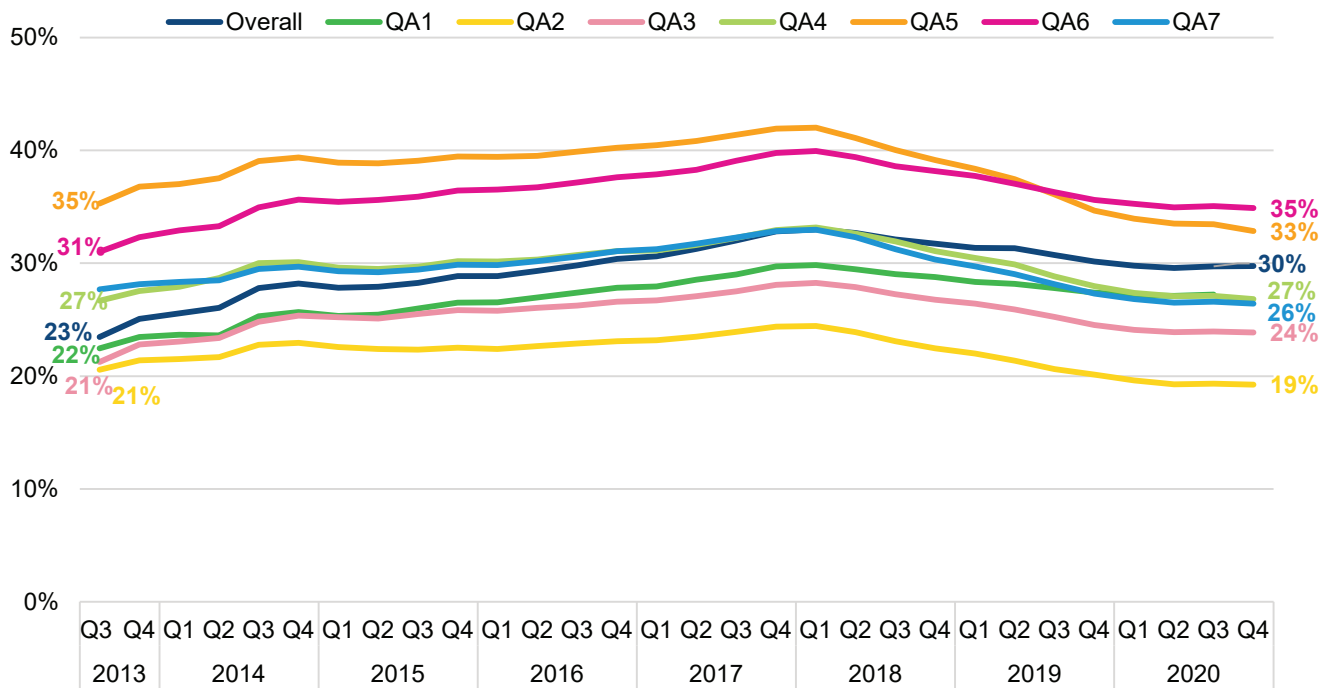


Figure 5: Proportion of services by service sub-type and jurisdiction <sup>1,2,3,4,5</sup>

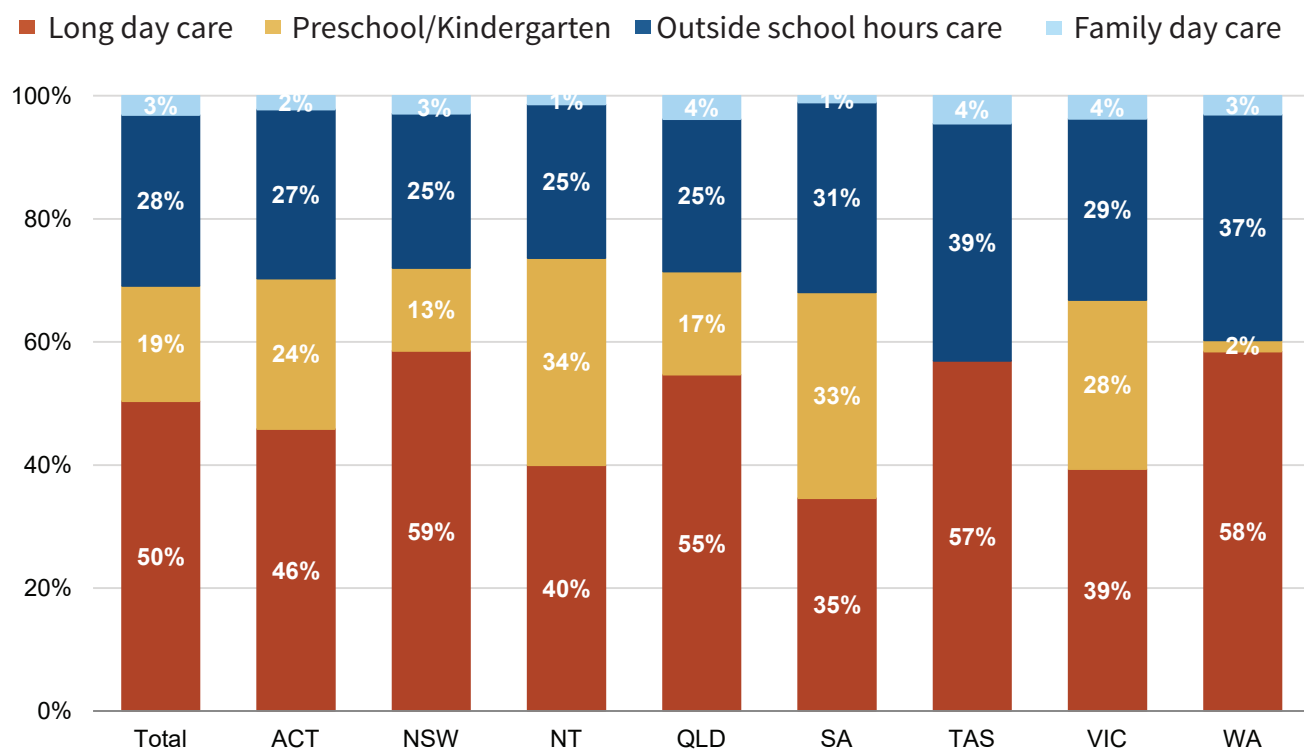


Table 1: Number of services by service sub-type and jurisdiction

	Family day care	Long day care	Preschool/ Kindergarten	Outside school hours care	Other	Total
ACT	8	167	89	100	0	364
NSW	161	3288	758	1409	0	5616
NT	3	88	74	55	1	221
QLD	115	1674	513	759	1	3062
SA	13	423	409	377	0	1222
TAS	10	127	0	86	0	223
VIC	159	1691	1183	1266	0	4299
WA	38	730	23	458	1	1250
<b>TOTAL</b>	<b>507</b>	<b>8188</b>	<b>3049</b>	<b>4510</b>	<b>3</b>	<b>16,257</b>

1 NQA ITS data collected on service sub-type is self-reported by providers when applying for service approval, and providers may choose multiple service sub-types. For example, a service providing both long day care and outside school hours care, or one providing both long day care and preschool/kindergarten.

2 Providers are not required to notify changes to this information, and therefore this NQA ITS information may not be current.

3 Centre-based services offering more than one type of service are classified as follows: services which provide long day care in addition to any other service type are classified as long day care services; services which provide preschool/kindergarten as well as outside school hours care are classified as preschool/kindergarten services; services which provide outside school hours care only are classified as outside school hours care services.

4 Excludes preschool/kindergarten services operating in Tasmania and Western Australia that are out of scope of the NQF, as well as other services that aren't regulated under the National Law.

5 Three services categorised as 'Other' excluded for graphical purposes.



Figure 6: Proportion of services by provider management type <sup>1,2,3</sup>

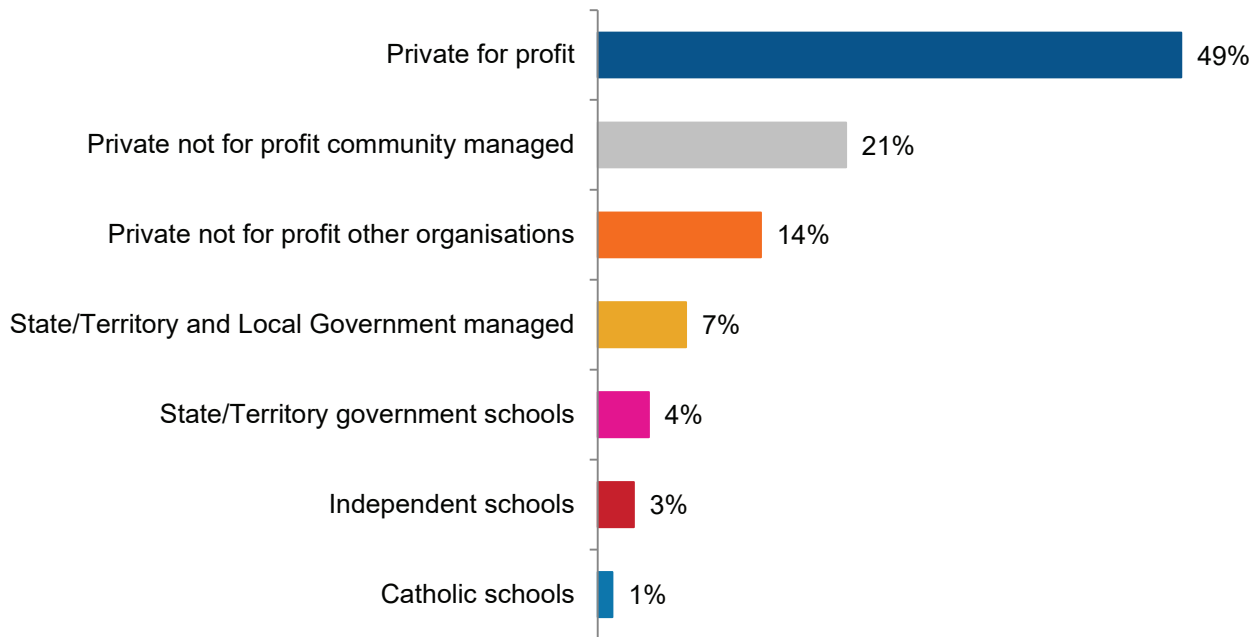


Table 2: Number and proportion of services by provider management type

Provider management type	Number of services	Proportion of services
Private for profit	8000	49%
Private not for profit community managed	3402	21%
Private not for profit other organisations	2236	14%
State/Territory and Local Government managed	1210	7%
State/Territory government schools	699	4%
Independent schools	495	3%
Catholic schools	200	1%
Not stated/Other	15	0%
<b>Total</b>	<b>16,257</b>	<b>100%</b>

<sup>1</sup> NQA ITS data collected on provider management type is self-reported by providers when applying for provider approval. Providers are not required to notify changes to this information, and therefore this NQA ITS information may not be current.

<sup>2</sup> Provider management type classifications are available at Australian Bureau of Statistics (2013) [National Early Childhood Education and Care Collection: Data Collection Guide, 2013](#) (Cat. No. 4240.0.55.002).

<sup>3</sup> 15 services categorised as 'Not stated/Other' excluded for graphical purposes.

Figure 7 shows that 81% of approved providers operate a single service while 1% of approved providers operate 25 or more services.

**Figure 7: Proportion of approved providers by size**

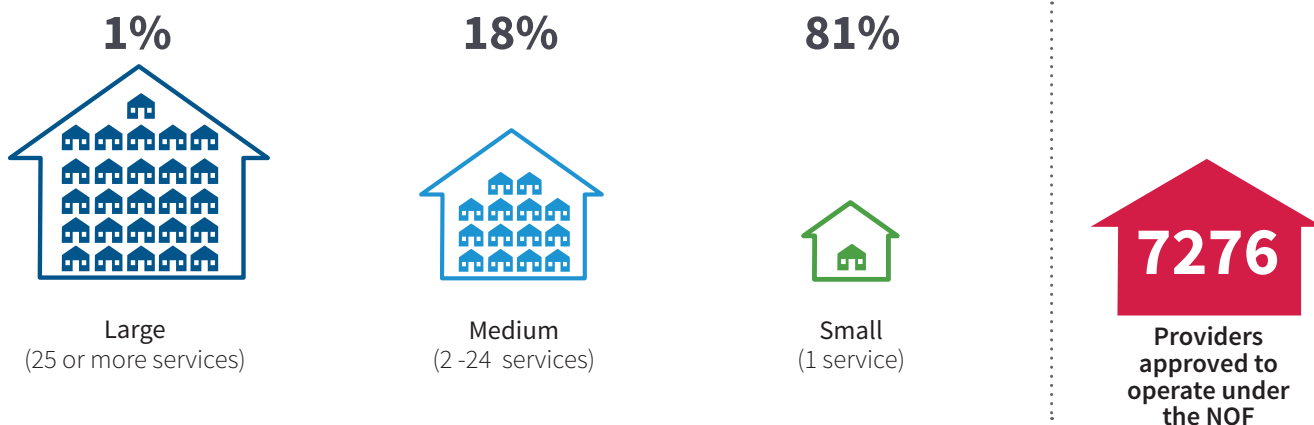


Figure 8 shows that 36% of approved services are operated by small approved providers while 33% of approved services are operated by large approved providers.

**Figure 8: Proportion of approved services by provider size**

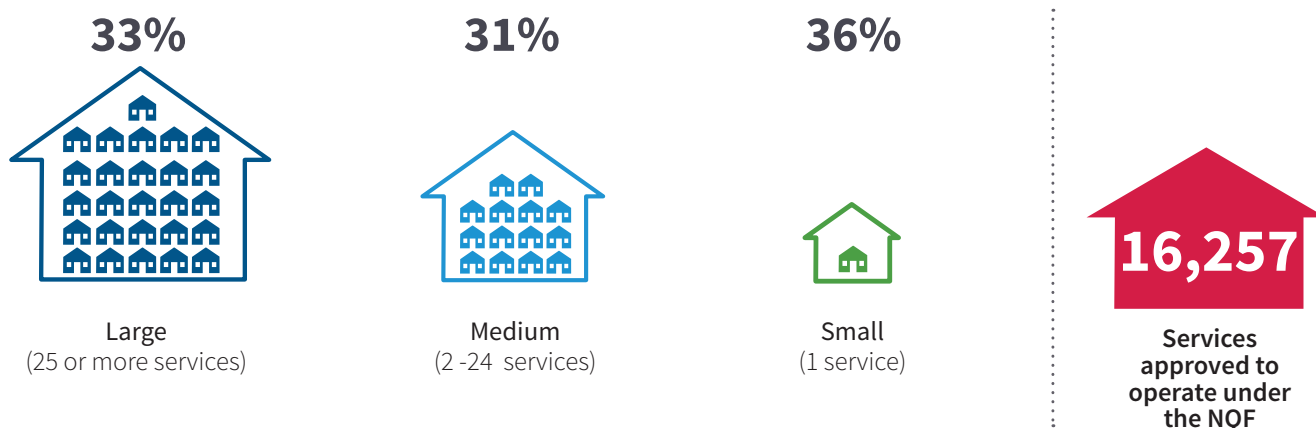


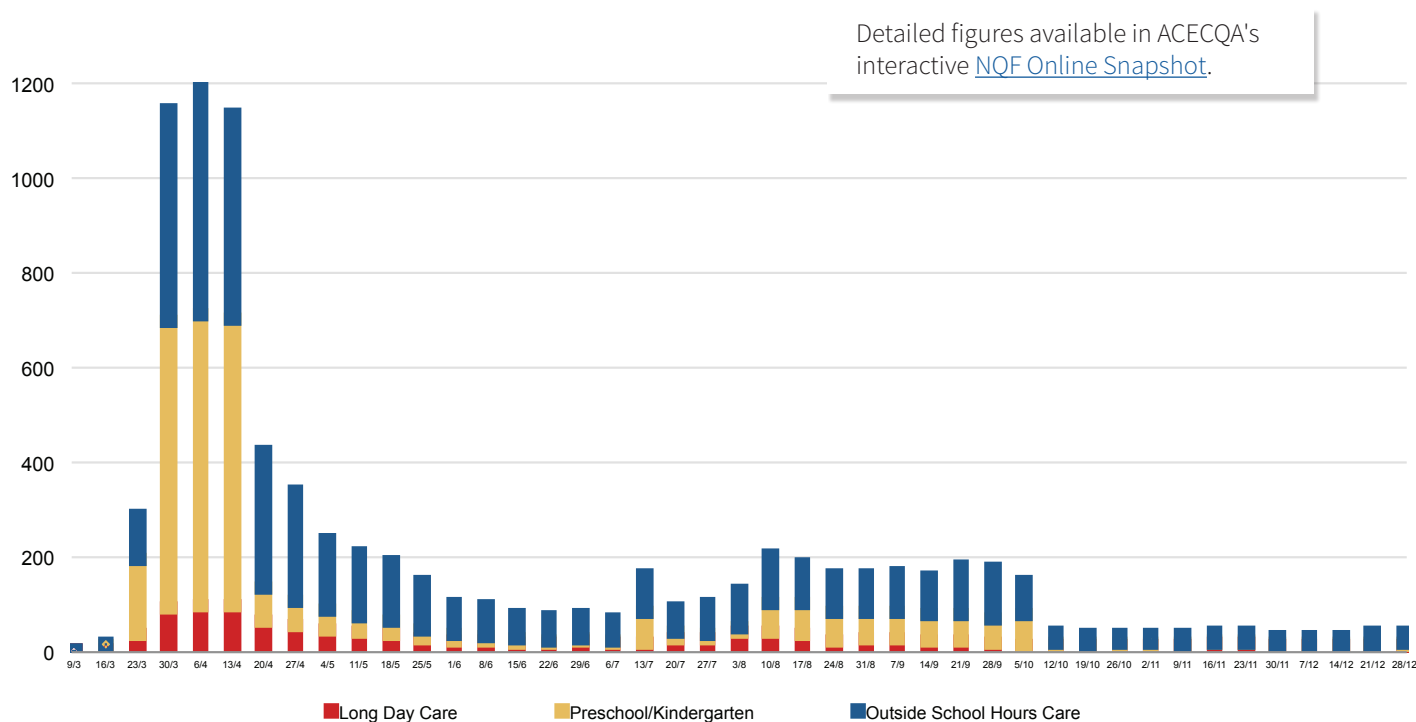
Figure 9 shows the total number of centre-based services closed at the start of each week from Monday 9 March to Monday 28 December, where the closure is related to the impact of COVID-19.

The number and proportion of service closures varied over time and across jurisdictions. This may be due to differing approaches to precautionary measures, such as school closures, at the state and territory level. The timing, duration and extent of these measures impacts the demand for children’s education and care services, as well as the decisions of service providers to keep services operating.

More than 1,100 centre-based service closures related to the impact of COVID-19 were recorded in the NQA ITS at the start of three consecutive weeks (Monday 30 March; Monday 6 April; Monday 13 April), with the majority of these being preschools/kindergartens, followed by outside school hours care services.

Up-to-date information is available via the [service and temporary closure mapping tool](#) on the ACECQA website.

**Figure 9: Number of centre-based service closures recorded in the NQA ITS at the start of each week, related to the impact of COVID-19**



# Progress of assessment and rating

Table 3 includes all approved services. The proportion of services with a quality rating will not reach 100% at any one time because a small proportion of services will only recently have been approved and may not have started operating or may have only been operating for a short period of time. In general, state and territory regulatory authorities will not assess and rate newly approved services which have been operating for less than 9-12 months.

**Table 3: Quality ratings by jurisdiction**

	Number of services	Proportion of all services	Number of services with a quality rating	Proportion of services with a quality rating
ACT	364	2%	325	89%
NSW	5616	35%	5297	94%
NT	221	1%	213	96%
QLD	3062	19%	2857	93%
SA	1222	8%	1172	96%
TAS	223	1%	212	95%
VIC	4299	26%	3984	93%
WA	1250	8%	1097	88%
<b>TOTAL</b>	<b>16,257</b>	<b>100%</b>	<b>15,157</b>	<b>93%</b>

**Table 4: Number of services with a quality rating by service sub-type and jurisdiction**

	Family day care	Long day care	Preschool/ Kindergarten	Outside school hours care	Other	Total
ACT	6	148	87	84	0	325
NSW	147	3120	744	1286	0	5297
NT	3	86	73	50	1	213
QLD	100	1551	485	720	1	2857
SA	12	391	403	366	0	1172
TAS	10	121	0	81	0	212
VIC	133	1530	1155	1166	0	3984
WA	30	642	19	405	1	1097
<b>TOTAL</b>	<b>441</b>	<b>7589</b>	<b>2966</b>	<b>4158</b>	<b>3</b>	<b>15,157</b>

Figure 10 shows the total number of quality assessment and rating visits compared to all other visits undertaken by state and territory regulatory authorities each quarter. Other types of visits include checking and monitoring compliance with the requirements of the NQF, investigating complaints and responding to events such as serious incidents or changes of service ownership, as well as visits for educative purposes.

While the ratio of assessment and rating visits to all other visits has fluctuated over time, state and territory regulatory authorities have undertaken more than three times as many other types of visit than assessment and rating visits since 2017, emphasising the significant amount of regulatory work that occurs outside of quality assessment and rating.

On 2 April 2020, in recognition of the COVID-19 global pandemic, Education Ministers [announced](#) four critical areas for time-limited regulatory action, including the suspension of assessment and ratings. This resulted in the stark decline in assessment and rating visits in Q2 2020.

**Figure 10: Number of service visits (quality assessment and rating visits compared to all other visits)**

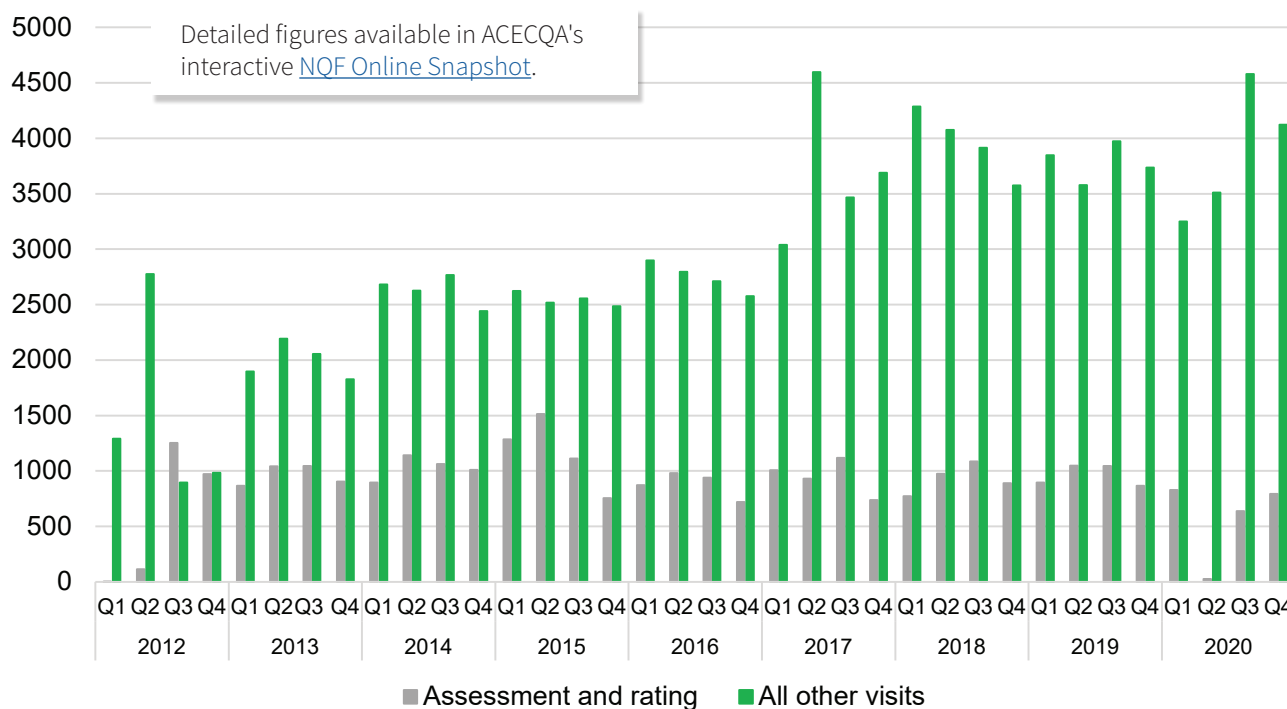


Table 5 shows the proportion of overall quality ratings that change between the draft and final assessment and rating report.

As part of the comprehensive assessment and rating process, service providers are issued a draft report by state and territory regulatory authorities, which includes the proposed quality ratings. Service providers are given the opportunity to provide any required feedback or clarification prior to the final report and quality ratings being issued.

More than 93% of all overall quality ratings remain unchanged between the draft and final assessment and rating reports.

**Table 5: Proportion of overall quality ratings that change between the draft and final assessment and rating report**

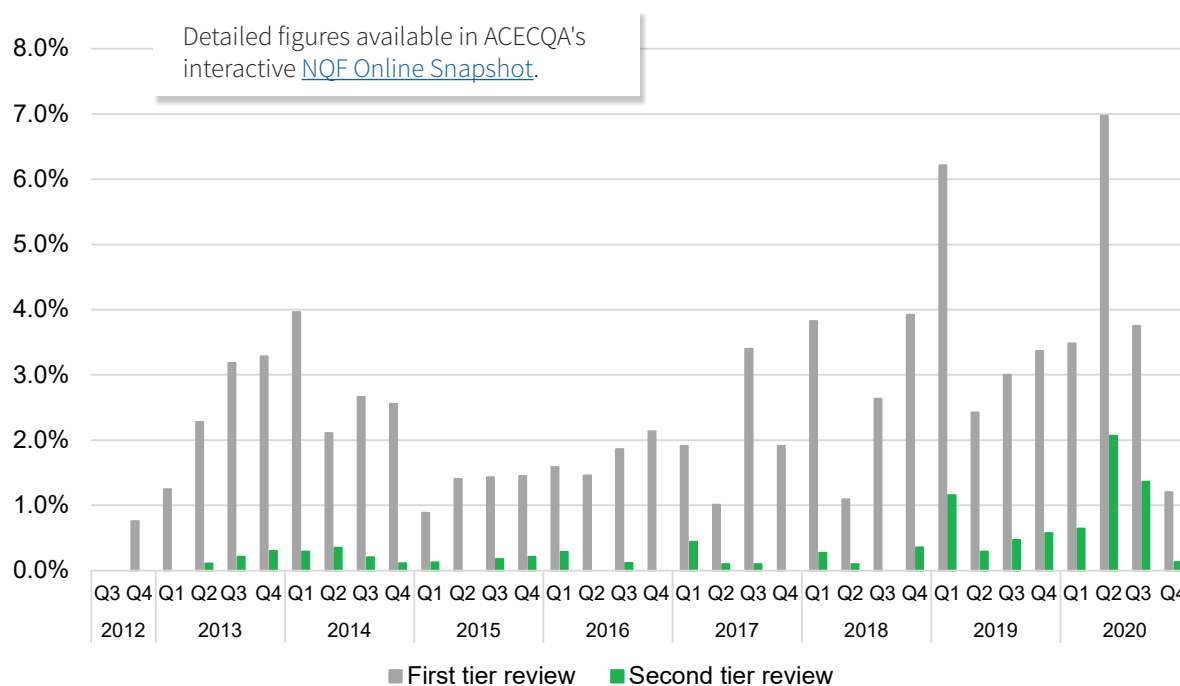
Rating level	Change in rating	%
Higher	1045	6.9%
Unchanged	14,062	93.1%
Lower	0	0.0%

Figure 11 shows the proportion of quality assessment and ratings that result in a first or second tier review.

As part of the comprehensive assessment and rating process, service providers are given the opportunity to request a (first tier) review by the relevant state and territory regulatory authority following the final report and quality ratings being issued. They may also subsequently request a (second tier) review by an expert panel convened by ACECQA.

While the proportion of assessment and ratings that result in a first or second tier review is very low, it has increased since the introduction of the 2018 NQS. This may reflect a transition period between the requirements of the 2012 NQS and the 2018 NQS, particularly in terms of practice required to be demonstrated to receive a rating of Exceeding NQS. Under the 2018 NQS, it is more challenging for a service to achieve a rating of Exceeding NQS than under the 2012 NQS.

**Figure 11: Proportion of quality assessment and ratings that result in a first or second tier review**





# Quality improvement

Table 6 presents a service's previous overall rating alongside its reassessed overall rating. For example, 2856 services previously rated Working Towards NQS improved their rating to Meeting NQS after reassessment. While 1797 services previously rated Working Towards NQS received the same rating again after reassessment.

**Table 6: Reassessments by overall quality rating<sup>1</sup>**

		Rating after reassessment				Total
		Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	
Rating before reassessment	Significant Improvement Required	19	62	14	0	95
	Working Towards NQS	37	1797	2856	723	5413
	Meeting NQS	4	750	2623	683	4060
	Exceeding NQS	1	255	865	1156	2277
	<b>Total</b>	<b>61</b>	<b>2864</b>	<b>6358</b>	<b>2562</b>	<b>11,845</b>

		Rating after reassessment				Improvement rate
		Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	
Rating before reassessment	Significant Improvement Required	20%	65%	15%	0%	80%
	Working Towards NQS	1%	33%	53%	13%	66%
	Meeting NQS	0%	18%	65%	17%	17%
	Exceeding NQS	0%	11%	38%	51%	-

<sup>1</sup> Reassessments include the following processes described in the National Law: i. Partial reassessment and re-rating requested by provider; ii. Partial reassessment and re-rating instigated by the regulatory authority; iii. Full reassessment and re-rating requested by provider; iv. Full reassessment and re-rating instigated by the regulatory authority.

# Overall quality ratings

Authorised officers from state and territory regulatory authorities assess and rate services using the seven quality areas, 15 standards and 40 elements that make up the NQS. Services are given a rating for each of the seven quality areas and an overall rating.

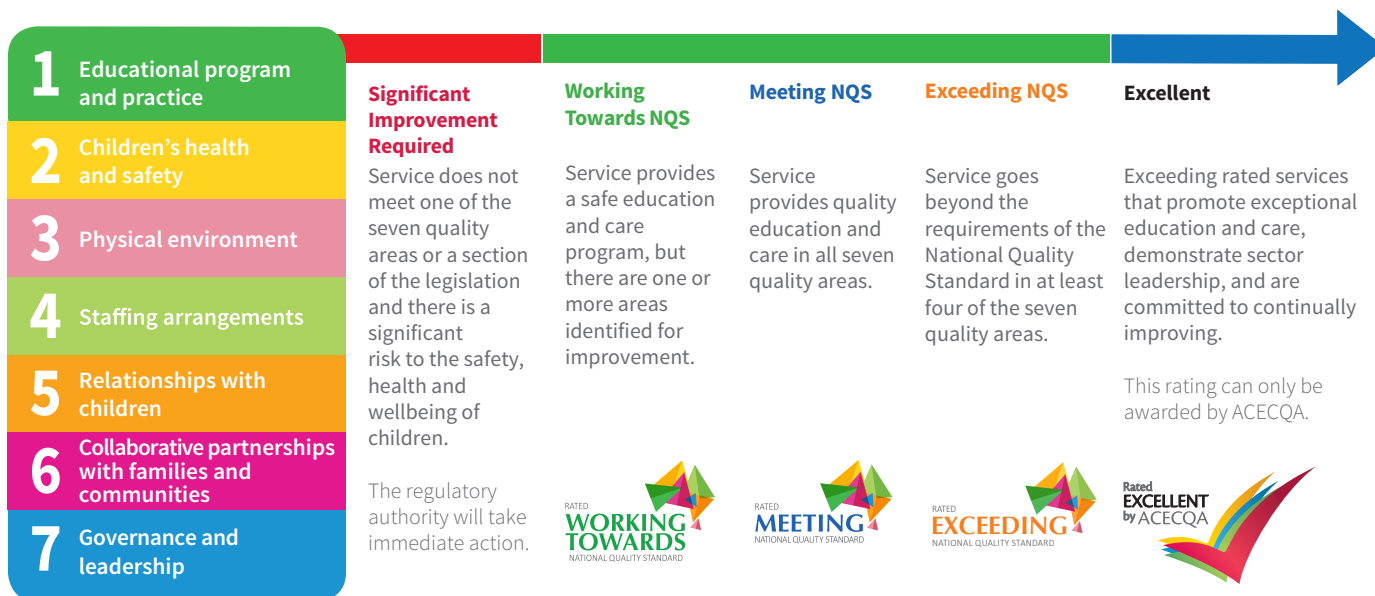


Table 7: Overall quality ratings by jurisdiction

	Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS	Excellent	Total
ACT	0	81 25%	91 28%	151 46%	2	325
NSW	5	966 18%	2915 55%	1396 26%	15	5297
NT	1	37 17%	139 65%	35 16%	1	213
QLD	0	361 13%	1663 58%	825 29%	8	2857
SA	0	164 14%	450 38%	550 47%	8	1172
TAS	1	48 23%	96 45%	67 32%	0	212
VIC	2	547 14%	2177 55%	1252 31%	6	3984
WA	0	278 25%	625 57%	194 18%	0	1097
<b>TOTAL</b>	<b>9</b>	<b>2482 16%</b>	<b>8156 54%</b>	<b>4470 29%</b>	<b>40</b>	<b>15,157</b>

Figure 12: Overall quality ratings by service type

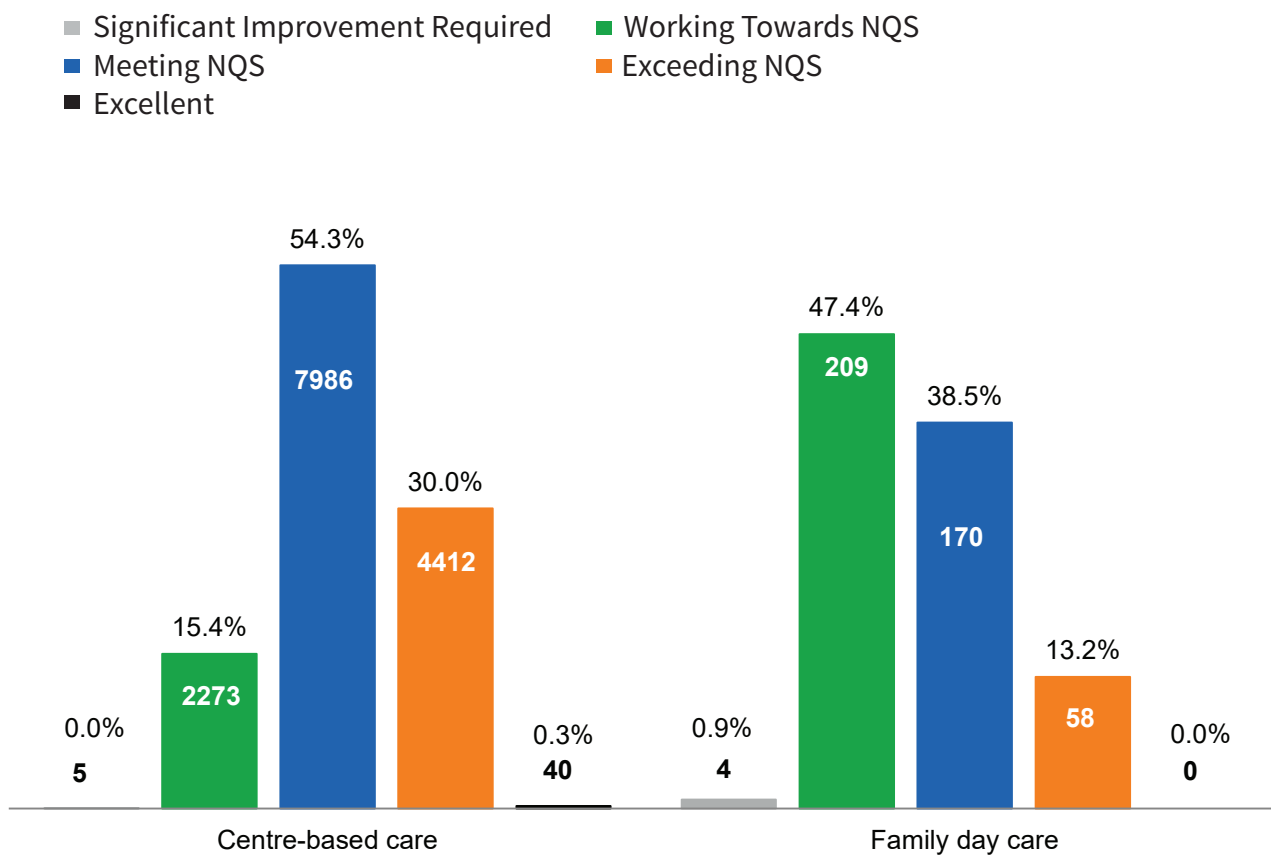


Figure 13: Overall quality ratings by centre-based service sub-type

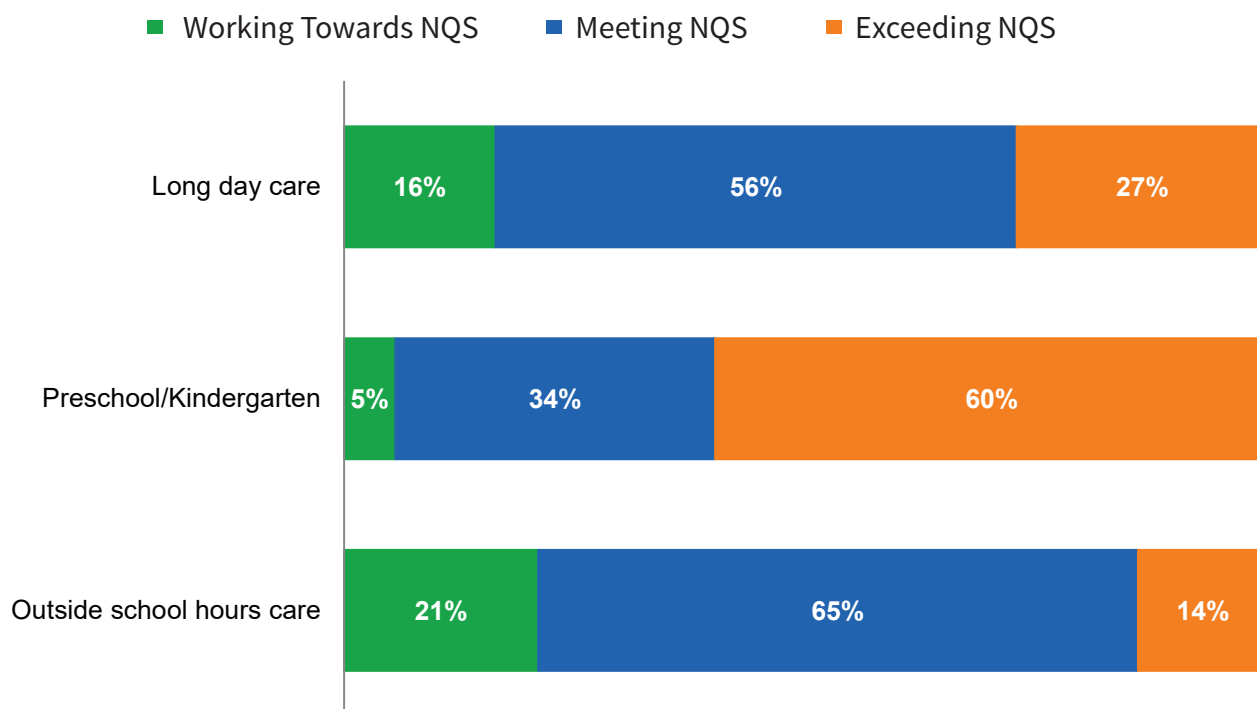
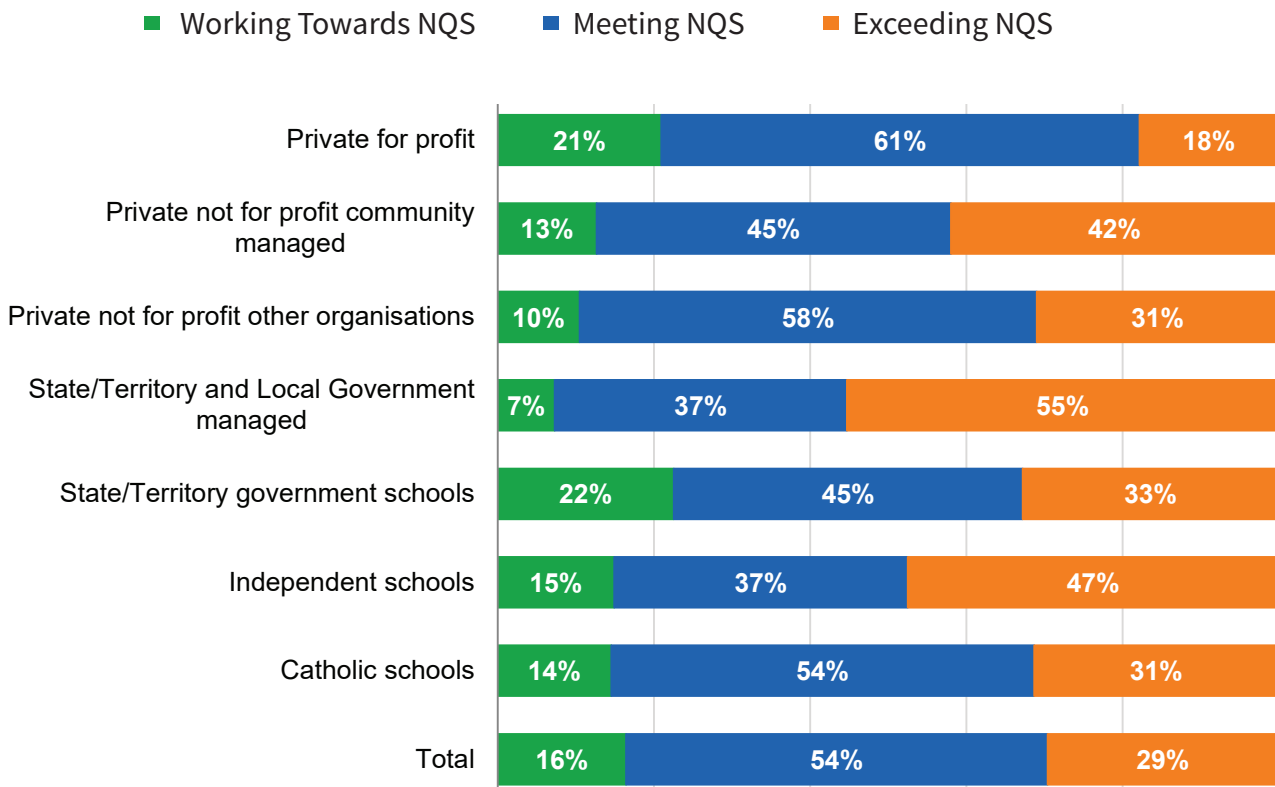


Figure 14 shows the variation in spread of quality ratings between provider management types.

These differences can reflect a range of contextual factors, such as the service profile of these provider types. For example, half of all 'State/Territory and Local Government managed' services are preschools/kindergartens, with preschools/kindergartens performing better against the NQS than other service types (see Figure 13). In contrast, preschools/kindergartens make up only 1% of 'Private for profit' services.

**Figure 14: Overall quality ratings by provider management type<sup>1</sup>**



<sup>1</sup> 15 providers categorised as 'Not stated/Other' excluded for graphical purposes.

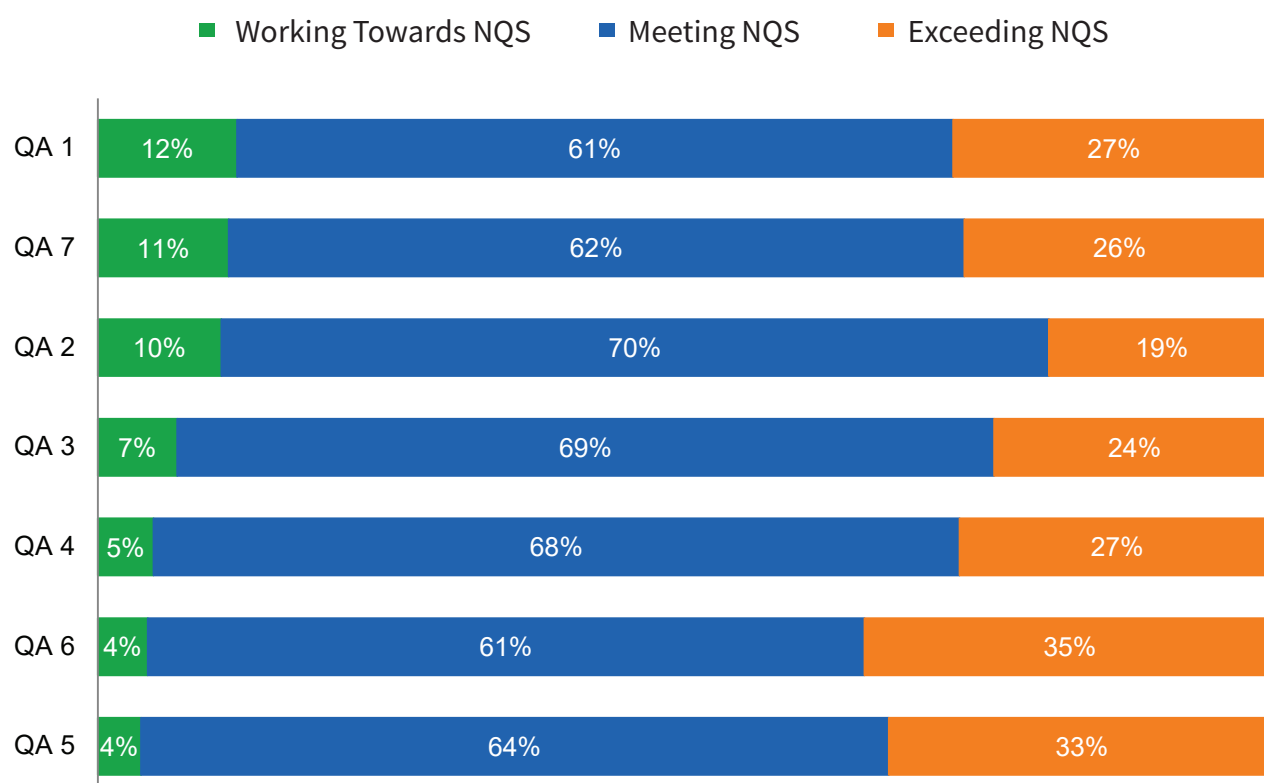
# Quality area ratings

Table 8 and Figure 16 rank the seven quality areas of the NQS in descending order based on the number and proportion of services rated Working Towards NQS in each quality area.

Table 8: Quality area ratings

	Significant Improvement Required	Working Towards NQS	Meeting NQS	Exceeding NQS
Quality Area 1 - Educational program and practice	0	1790	9218	4149
Quality Area 7 - Governance and leadership	5	1684	9465	4003
Quality Area 2 - Children's health and safety	8	1588	10,645	2916
Quality Area 3 - Physical environment	4	1020	10,514	3619
Quality Area 4 - Staffing arrangements	2	717	10,372	4066
Quality Area 6 - Collaborative partnerships with families and communities	0	639	9229	5289
Quality Area 5 - Relationships with children	1	553	9625	4978

Figure 15: Quality area ratings

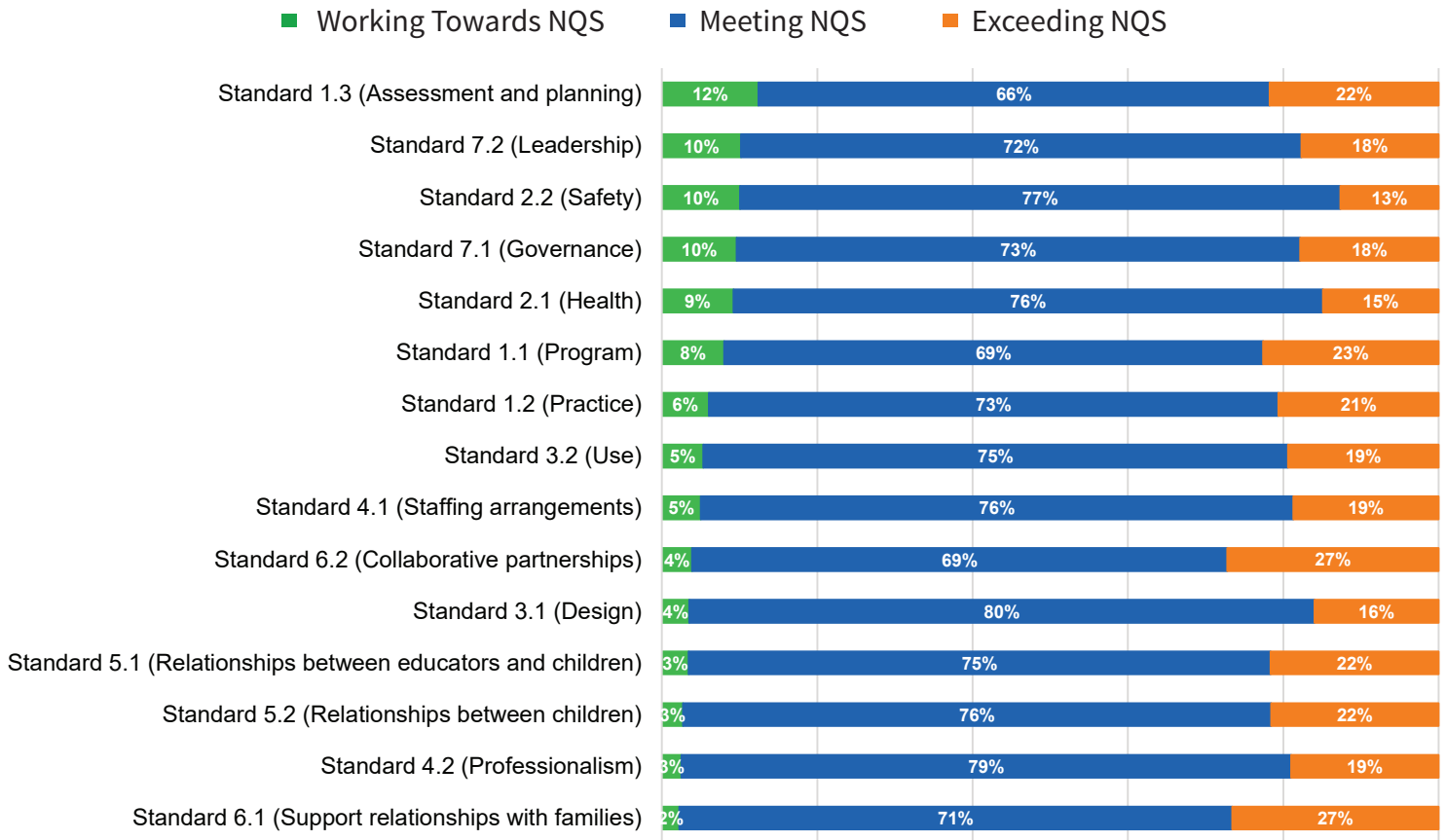




# Standard level ratings under the 2018 NQS

Figure 16 ranks the 15 standards of the 2018 NQS in descending order based on the proportion of services rated Working Towards NQS in each standard.

Figure 16: Standard level ratings under the 2018 NQS





# Element level results under the 2018 NQS

Table 9 ranks the 40 elements of the 2018 NQS in descending order, based on the proportion of services that do not meet each element.

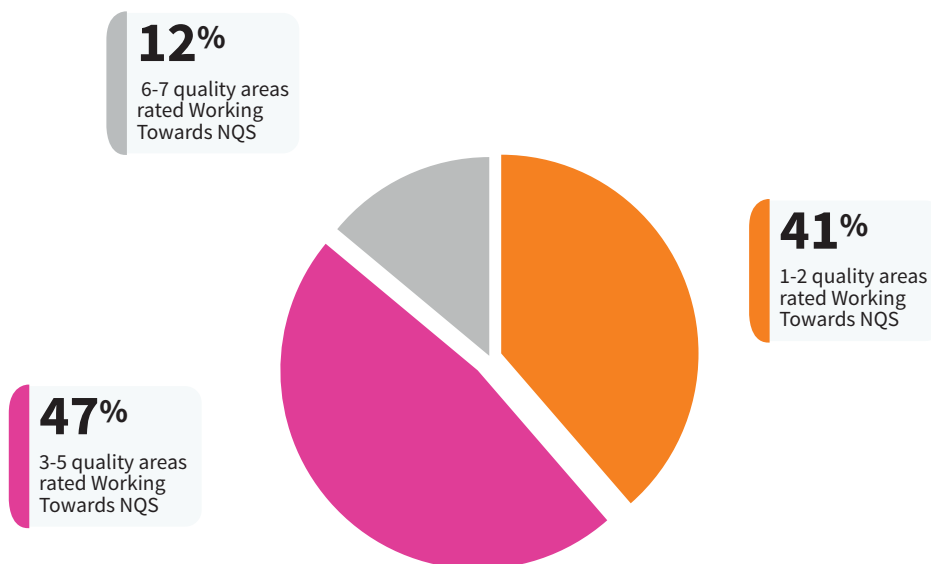
**Table 9: Element level results under the 2018 NQS**

	% Not Met		% Not Met
1.3.1 (Assessment and planning cycle)	10.4%	3.2.1 (Inclusive environment)	2.7%
1.3.2 (Critical reflection)	10.1%	5.1.2 (Dignity and rights of the child)	2.7%
7.1.2 (Management systems)	8.6%	7.1.3 (Roles and responsibilities)	2.7%
2.1.2 (Health practices and procedures)	7.9%	7.1.1 (Service philosophy and purpose)	2.6%
2.2.1 (Supervision)	6.8%	5.2.2 (Self-regulation)	2.6%
7.2.3 (Development of professionals)	6.7%	2.2.3 (Child protection)	2.5%
7.2.2 (Educational leadership)	6.6%	2.1.3 (Healthy lifestyle)	2.5%
1.1.3 (Program learning opportunities)	5.9%	3.2.2 (Resources support play-based learning)	2.3%
2.2.2 (Incident and emergency management)	5.4%	4.2.2 (Professional standards)	1.9%
4.1.1 (Organisation of educators)	4.8%	5.1.1 (Positive educator to child interactions)	1.9%
1.1.1 (Approved learning framework)	3.9%	6.2.2 (Access and participation)	1.8%
7.2.1 (Continuous improvement)	3.9%	2.1.1 (Wellbeing and comfort)	1.6%
1.1.2 (Child-centred)	3.7%	3.1.1 (Fit for purpose)	1.5%
1.2.2 (Responsive teaching and scaffolding)	3.6%	4.2.1 (Professional collaboration)	1.3%
1.2.3 (Child directed learning)	3.6%	6.1.3 (Families are supported)	1.3%
3.2.3 (Environmentally responsible)	3.3%	6.2.1 (Transitions)	1.3%
1.3.3 (Information for families)	3.3%	6.1.1 (Engagement with the service)	1.1%
1.2.1 (Intentional teaching)	3.2%	6.1.2 (Parent views are respected)	1.0%
3.1.2 (Upkeep)	2.8%	4.1.2 (Continuity of staff)	0.9%
6.2.3 (Community engagement)	2.8%	5.2.1 (Collaborative learning)	0.7%

# Services rated Working Towards NQS

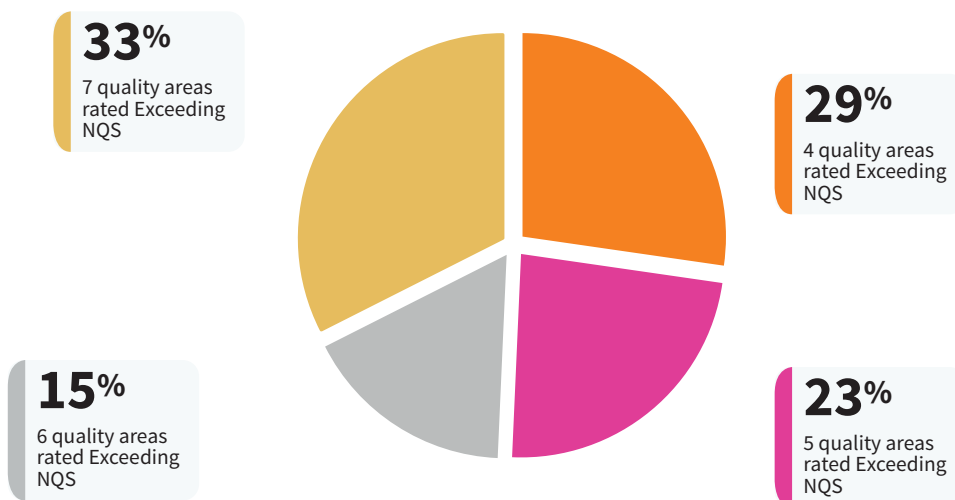
A service receives an overall rating of Working Towards NQS if any of the seven quality areas are rated Working Towards NQS. A quality area is rated Working Towards NQS if any of the standards within that quality area are rated Working Towards NQS.

Figure 17: Proportion of services rated Working Towards NQS by number of quality areas rated Working Towards NQS



# Services rated Exceeding NQS

Figure 18: Proportion of services rated Exceeding NQS by number of quality areas rated Exceeding NQS



# Australian Capital Territory summary

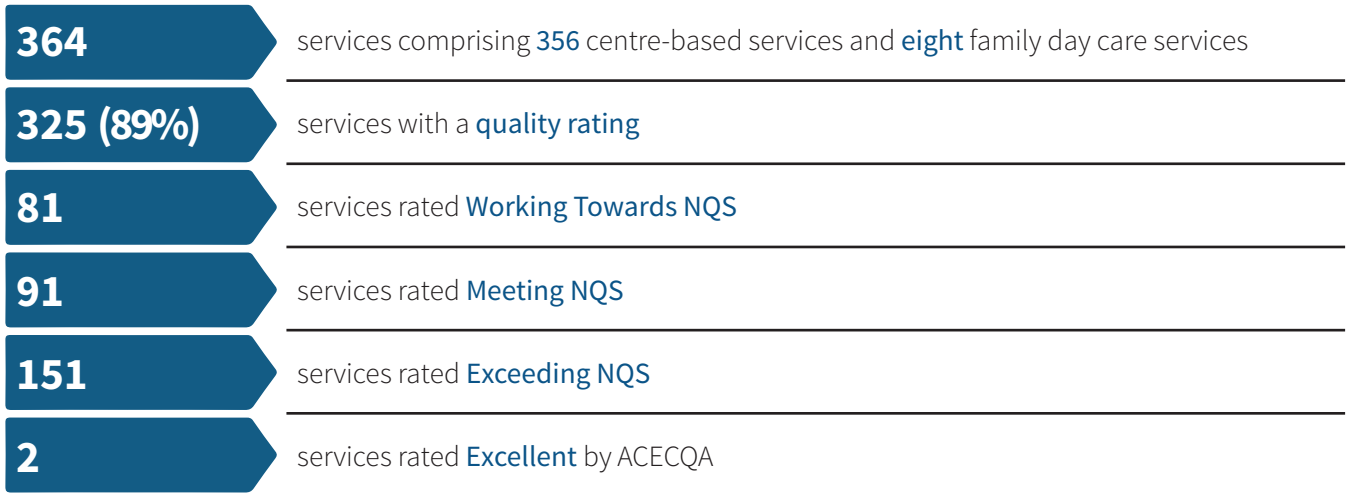
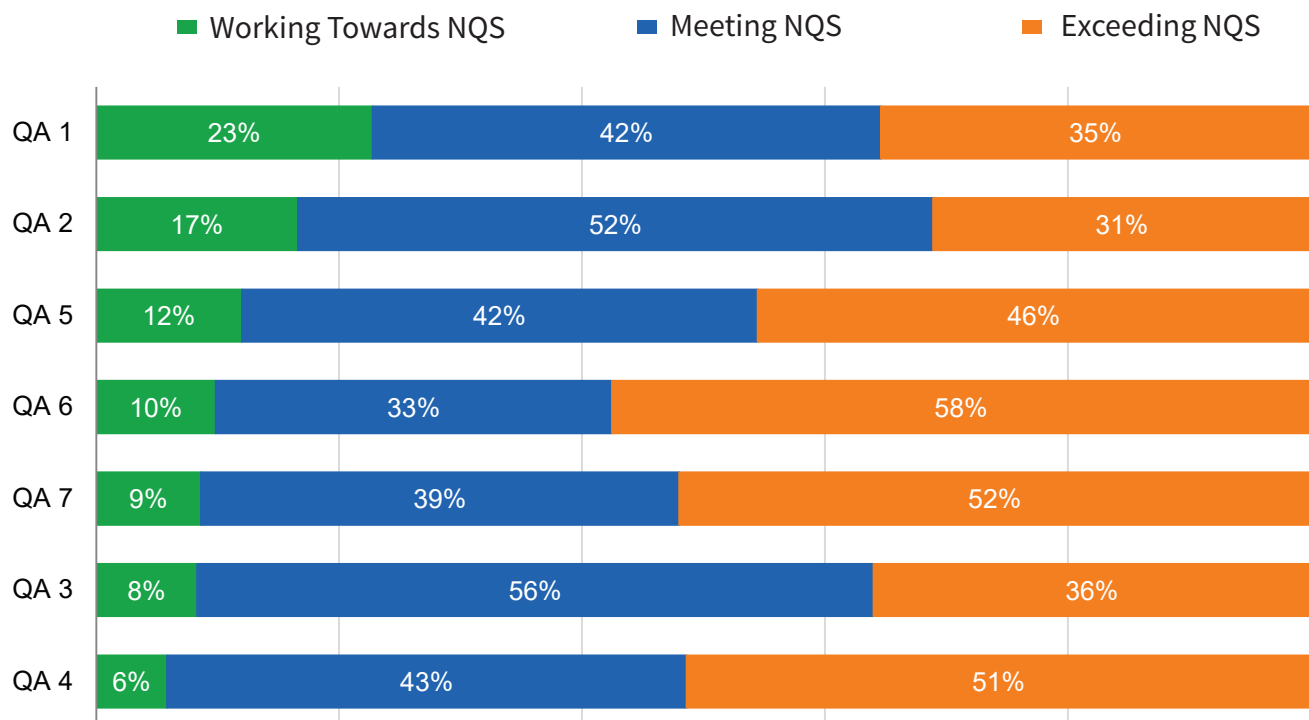


Figure 19 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 19: Quality area ratings**



## Contact details

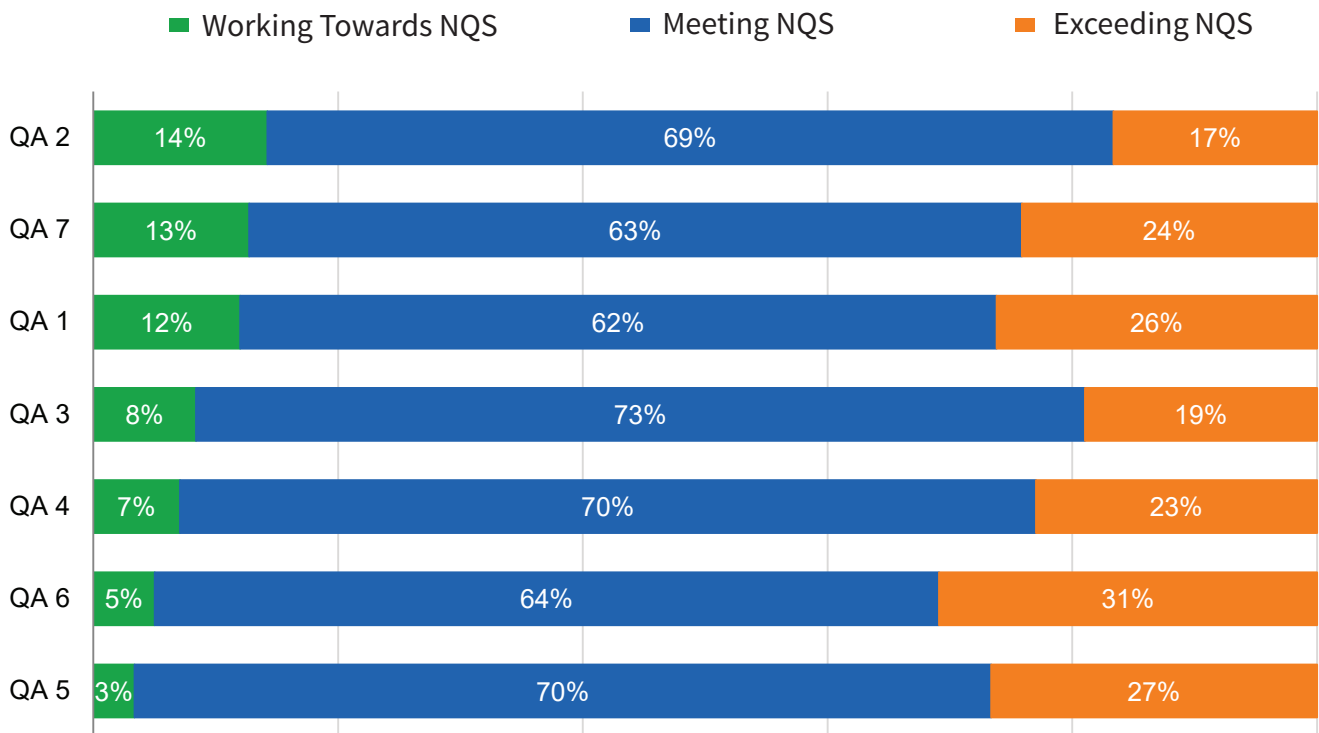
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 Children's Education and Care Assurance  
[www.education.act.gov.au/early-childhood](http://www.education.act.gov.au/early-childhood)

# New South Wales summary

<b>5616</b>	services comprising <b>5455</b> centre-based services and <b>161</b> family day care services
<b>5297 (94%)</b>	services with a <b>quality rating</b>
<b>5</b>	services rated <b>Significant Improvement Required</b>
<b>966</b>	services rated <b>Working Towards NQS</b>
<b>2915</b>	services rated <b>Meeting NQS</b>
<b>1396</b>	services rated <b>Exceeding NQS</b>
<b>15</b>	services rated <b>Excellent</b> by ACECQA

Figure 20 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 20: Quality area ratings**



**Contact details**

Department of Education  
 Early Childhood Education Directorate  
[www.education.nsw.gov.au/early-childhood-education](http://www.education.nsw.gov.au/early-childhood-education)

# Northern Territory summary

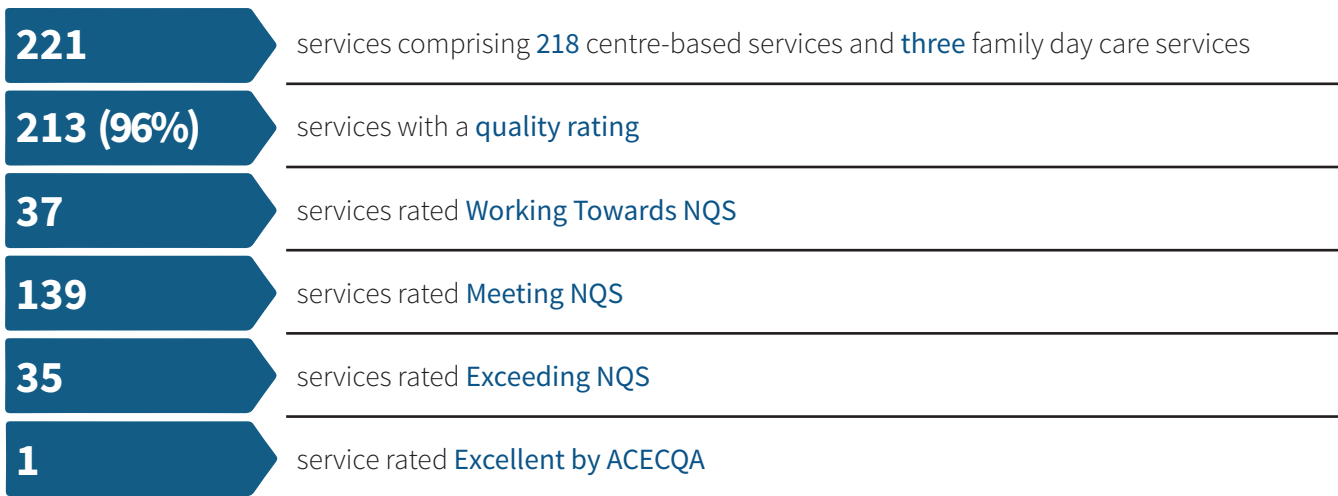
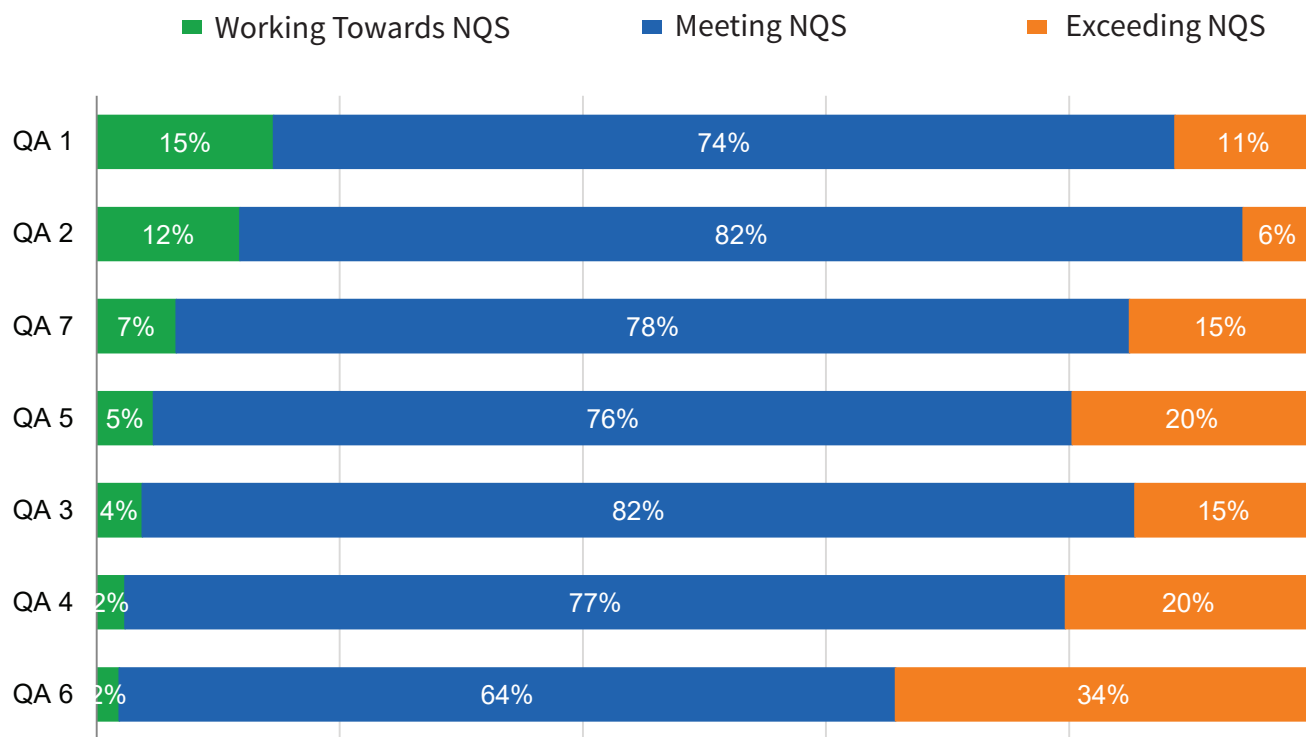


Figure 21 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 21: Quality area ratings**



## Contact details

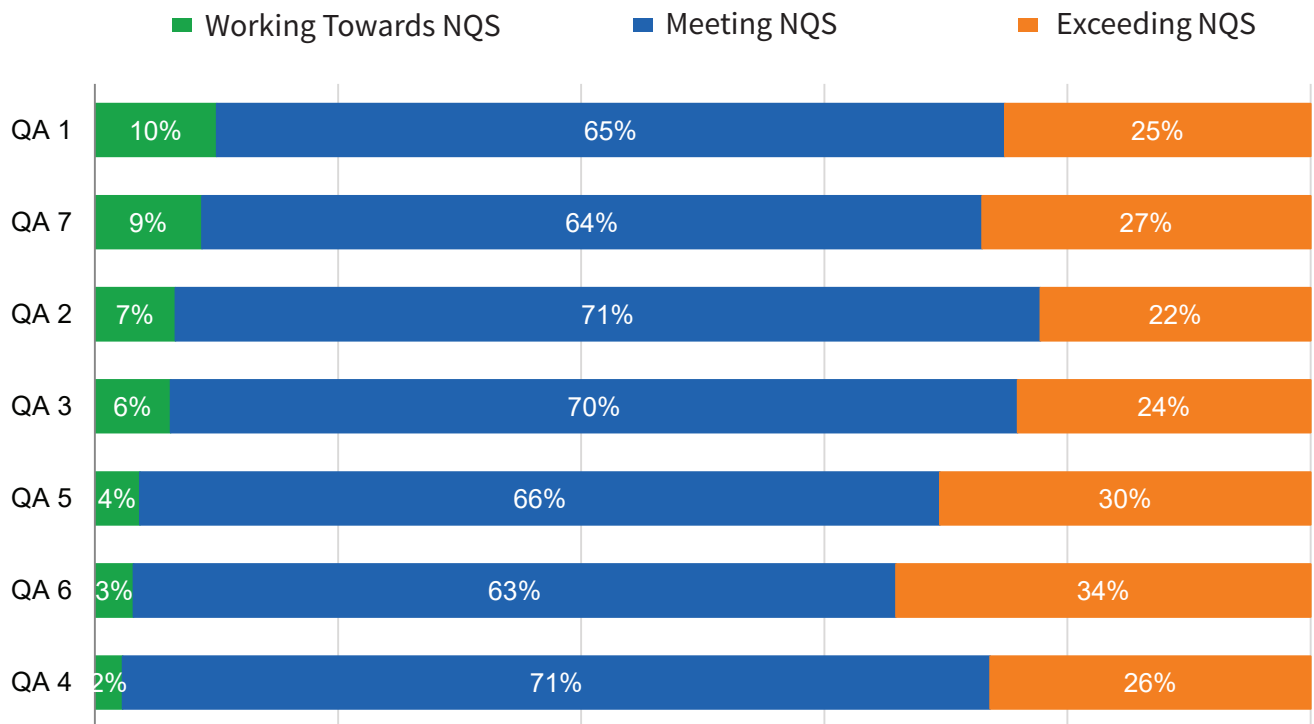
Department of Education  
 Quality Education and Care NT  
[www.nt.gov.au/learning/early-childhood](http://www.nt.gov.au/learning/early-childhood)

# Queensland summary

<b>3062</b>	services comprising <b>2947</b> centre-based services and <b>115</b> family day care services
<b>2857 (93%)</b>	services with a <b>quality rating</b>
<b>361</b>	services rated <b>Working Towards NQS</b>
<b>1663</b>	services rated <b>Meeting NQS</b>
<b>825</b>	services rated <b>Exceeding NQS</b>
<b>8</b>	services rated <b>Excellent</b> by ACECQA

Figure 22 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 22: Quality area ratings**



## Contact details

Department of Education  
 Early Childhood Education and Care  
[www.earlychildhood.qld.gov.au](http://www.earlychildhood.qld.gov.au)

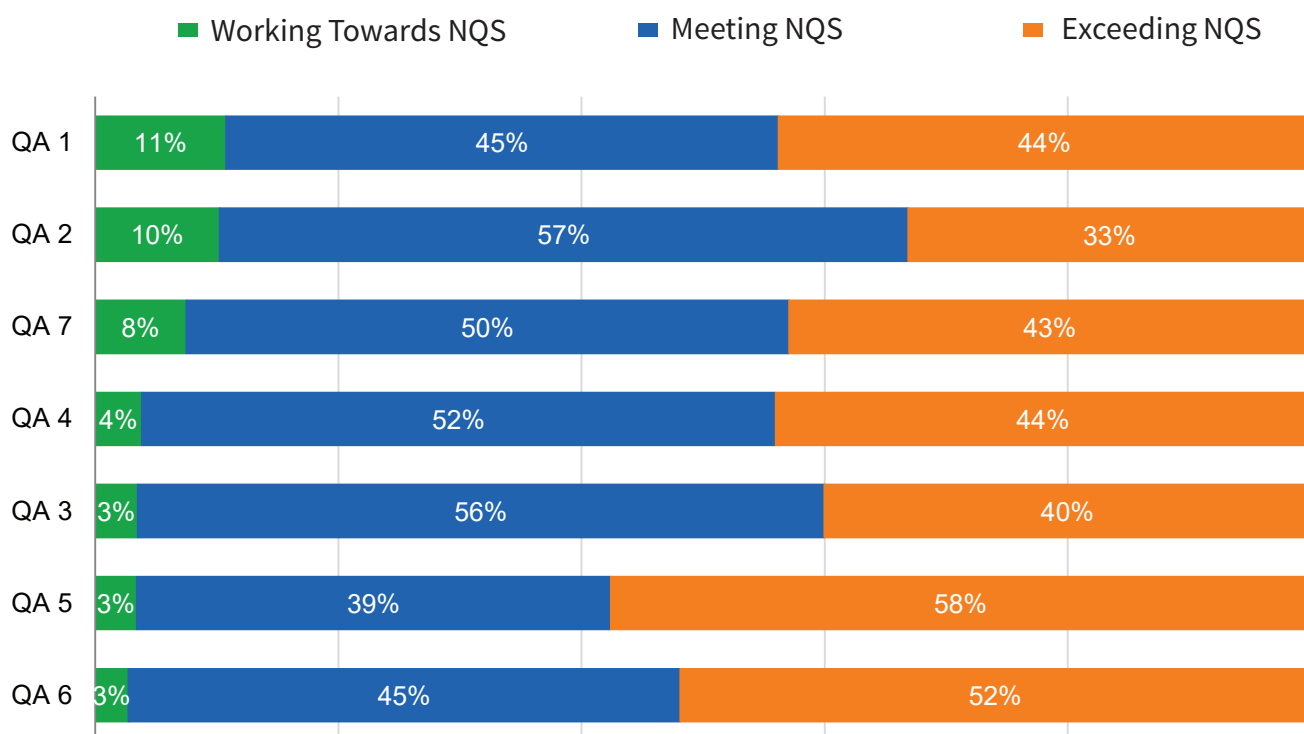


# South Australia summary

<b>1222</b>	services comprising <b>1209</b> centre-based services and <b>13</b> family day care services
<b>1172 (96%)</b>	services with a <b>quality rating</b>
<b>164</b>	services rated <b>Working Towards NQS</b>
<b>450</b>	services rated <b>Meeting NQS</b>
<b>550</b>	services rated <b>Exceeding NQS</b>
<b>8</b>	services rated <b>Excellent</b> by ACECQA

Figure 23 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 23: Quality area ratings**



## Contact details

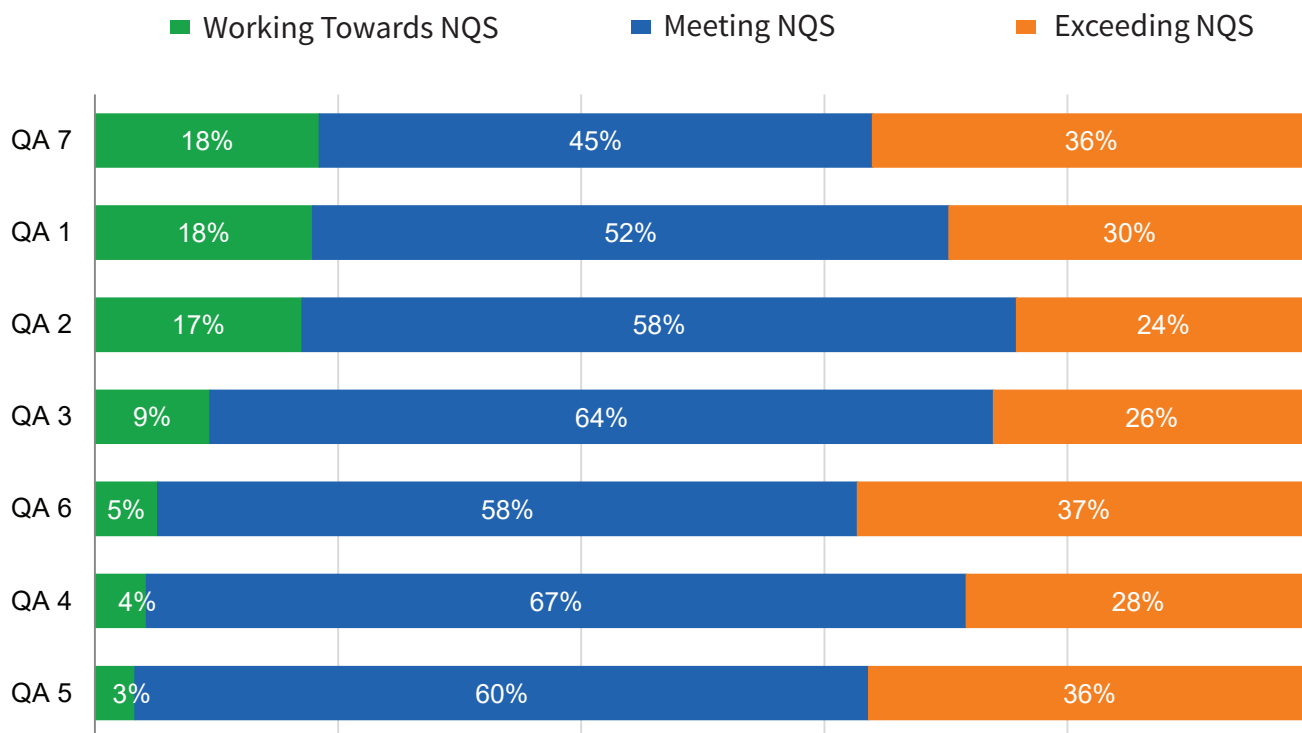
Education and Early Childhood Services Registration and Standards  
Board of South Australia  
[www.esb.sa.gov.au/early-childhood](http://www.esb.sa.gov.au/early-childhood)

# Tasmania summary

<b>223</b>	services comprising <b>213</b> centre-based services and <b>10</b> family day care services
<b>212 (95%)</b>	services with a <b>quality rating</b>
<b>1</b>	service rated <b>Significant Improvement Required</b>
<b>48</b>	services rated <b>Working Towards NQS</b>
<b>96</b>	services rated <b>Meeting NQS</b>
<b>67</b>	services rated <b>Exceeding NQS</b>

Figure 24 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 24: Quality area ratings**



## Contact details

Department of Education  
Education and Care Unit  
[www.educationandcare.tas.gov.au](http://www.educationandcare.tas.gov.au)

# Victoria summary

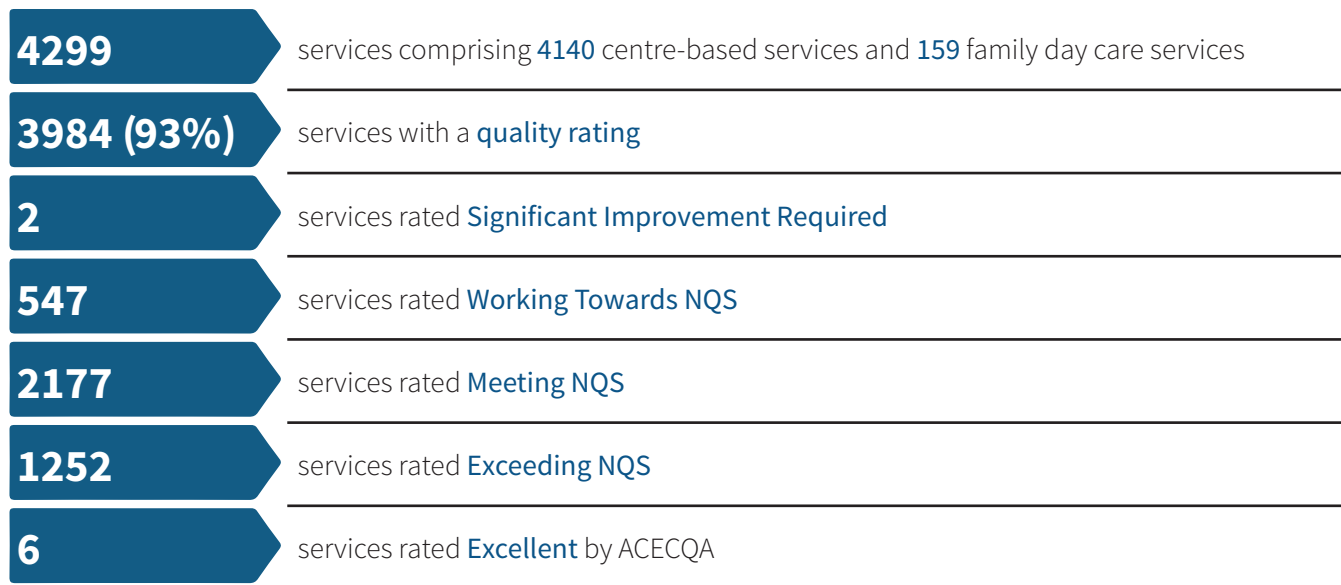
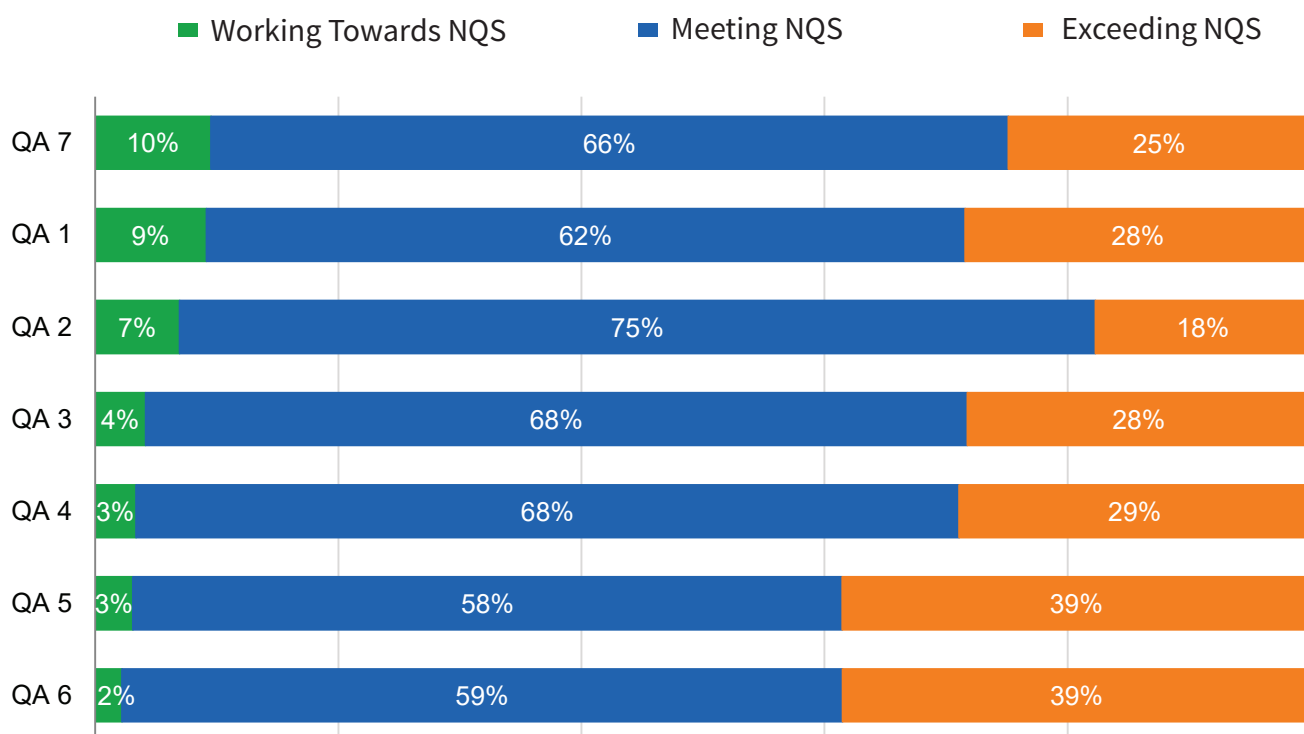


Figure 25 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 25: Quality area ratings**



## Contact details

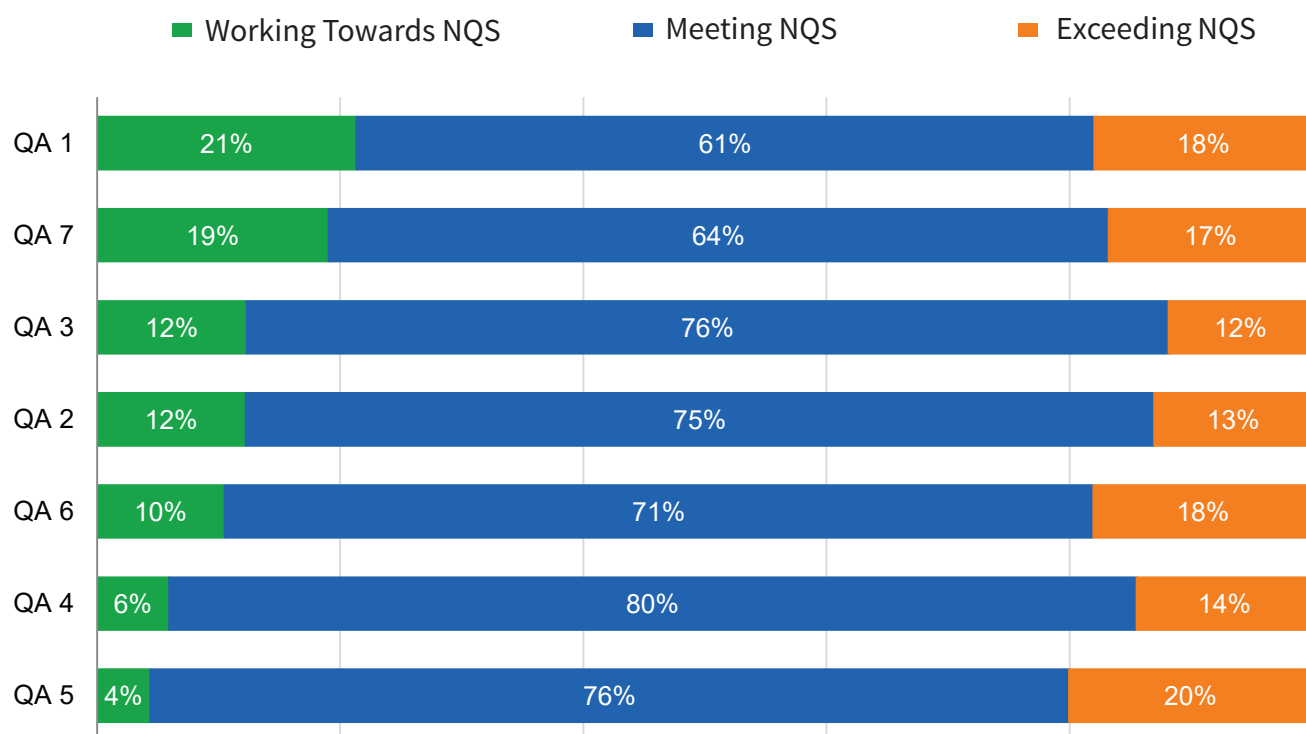
Department of Education and Training  
 Quality Assessment and Regulation Division  
[www.education.vic.gov.au/childhood/providers/regulation](http://www.education.vic.gov.au/childhood/providers/regulation)

# Western Australia summary

<b>1250</b>	services comprising <b>1212</b> centre-based services and <b>38</b> family day care services
<b>1097 (88%)</b>	services with a <b>quality rating</b>
<b>278</b>	services rated <b>Working Towards NQS</b>
<b>625</b>	services rated <b>Meeting NQS</b>
<b>194</b>	services rated <b>Exceeding NQS</b>

Figure 26 ranks the seven quality areas of the NQS in descending order based on the proportion of services rated Working Towards NQS in each quality area.

**Figure 26: Quality area ratings**



### Contact details

Department of Communities  
 Education and Care Regulatory Unit  
[www.communities.wa.gov.au](http://www.communities.wa.gov.au)



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