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Commencement of Assessment and Rating Process

Dear Educators,

With the opportunity for further improvement and success, we have received notification that the assessment and rating (A&R) process for Enhance Family Day Care has commenced! The timing may feel poor (it always is, right?); however, we couldn't be more excited to share your quality practices and the outcomes you achieve for children and families. We've all worked hard over the last few years to transform, grow and evolve Enhance, and now it is our time to validate our work.

Key takeaways – what do I need to know?

- Enhance FDC will be assessed and rated against the National Quality Standards throughout October
- A new, more streamlined process with shorter notification periods has been implemented by the Regulatory Authority
- It's a fantastic opportunity to showcase our service, the transformation work that has occurred and the exceptionally diverse and unique practices of Enhance FDC Educators
- A sample of Educators will be visited, and support arrangements will be implemented
- Communication to families will be distributed on 3 October 2024

Key takeaways – what do I need to do?

- Complete and return a spot visit checklist by Monday 7th October 2024. <https://www.dropbox.com/scl/fi/hflgugt5godocr7pl8igw/Spot-Check-Readiness-Checklist.pdf?rlkey=ph43mih40jer64omdld4et7op&st=nbiehs3y&dl=0>
- Review your visit reports, mandatory certifications and qualifications, critical reflection action plans, training modules, policy acknowledgement and risk assessments are completed and up to date
- Familiarise yourself with the A&R process by reading all materials sent to you

About Assessment & Ratings

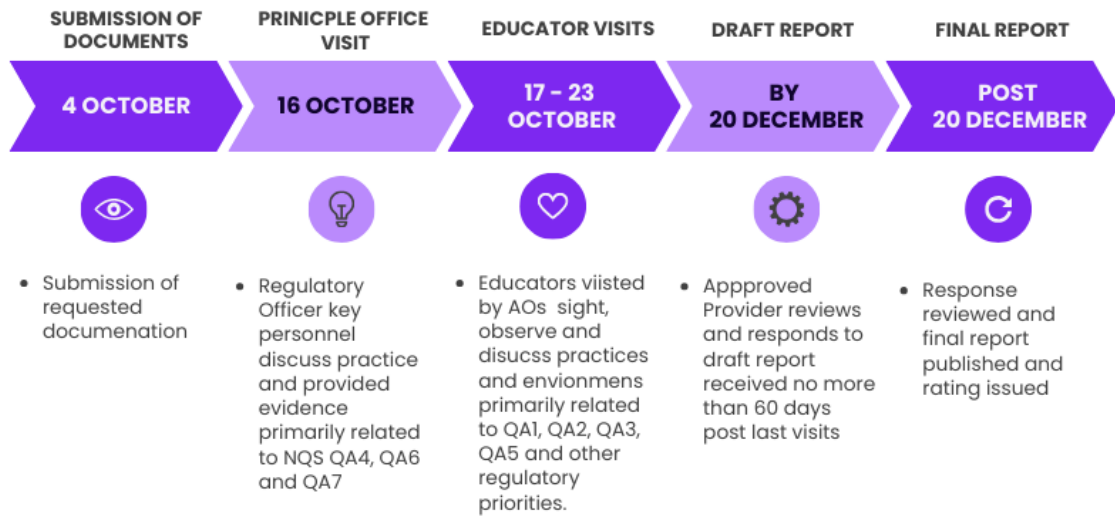
The purpose of the process is to assess and rate the quality of early childhood education and care service against the National Quality Standards (NQS).

This is our collective opportunity to demonstrate our position as a leading family day care service and showcase the diversity of incredible practices of Enhance Educators across the state. There is a lot to showcase, particularly the outcomes we achieve for children and families.

The Queensland Early Childhood Regulatory Authority (QECRA) has implemented a new process to reduce the burden and stress on services leading up to the A&R and to maximise services' ability to achieve meeting NQS or above. Both the service and educators are visited and involved in the assessment process.

Here is a high-level summary of the process for family day care.

Assessment & Rating Process



If final report is not accepted or the desired rating achieved, the assessment can either be appealed or a partial assessment undertaken in the future.

How will we support you?

As an Educator this is our opportunity to showcase your service offering, the amazing work you do each day with the children as part of their lifelong learning journey's with you and the unique value of Enhance Family Day care.

We developed a support plan that aims to equip, support and guide you through the A&R process. It aims to build confidence providing reassurance in your practice and allow you to focus on demonstrating the value you contribute to children.

Here are summary of key dates and support plan. More information will be provided in future emails.

A&R CALENDAR

Monday	Tuesday	Wednesday	Thursday	Friday
30 SEPTEMBER Educator and Staff Registers Submitted	1 OCTOBER Service Staff Meeting QIP Preparation	2 OCTOBER Educators advised of A&R Spot Checklist issued	3 OCTOBER Families advised of A&R Educators selected by QECRA for visits notified*	4 OCTOBER QIP and other supporting documentation submitted
7 OCTOBER Spot Checklist returned to Pm's	8 OCTOBER Enhance Team Support Visits Preparing for an A&R visit pack distributed	9 OCTOBER Enhance Team Support Visits	10 OCTOBER Enhance Team Support Visits	11 OCTOBER Enhance Team Support Visits
14 OCTOBER All actions completed Online Educator meeting for selected Educators	15 OCTOBER FDCQ Organisational Gathering	16 OCTOBER Principal office visit Daily feedback and encouragement	17 OCTOBER Educator visits Daily feedback and encouragement	18 OCTOBER Educator visits Daily feedback and encouragement
19 OCTOBER Educator visits Daily feedback and encouragement	20 OCTOBER Educator visits Daily feedback and encouragement	21 OCTOBER Educator visits Daily feedback and encouragement	22 OCTOBER Educator visits Daily feedback and encouragement	23 OCTOBER Educator visits cont. Daily feedback and encouragement

3 OCT	Educators selected by the QECRA to be visited will be advised once service receives notification both from the service and the Authorised Officer. You will be provided the date, time and Authorised Officers name. We will work you to advise of any circumstances that need to be considered.
7 OCT	All Educators to complete and send checklists to PMs by COB All qualifications, certifications, training modules, risk assessments, visit reports and critical reflection actions plans are current and complete.
8 OCT	Practice Mentors review checklists and provide feedback or improvement requests to Educators
8 OCT	Tools to help you prepare for the visit, tips on how to get the best out of the visit and showcase your services, templates to provide feedback to other Educators
8 - 11 OCT	Educators selected for A&R will receive support visits from their Practice Mentor or another Enhance Team member based on their availability.
14 OCT	Any actions arising from the spot visit checklist or support visits to be completed with evidence sent to service.
14 OCT	Updates and check in for all Educators. Attendance optional.
16 - 21 OCT onwards	Authorised Officer/s visit for approximately 2 - 3 hours. Children and Educators supported by Enhance team member (most likely Practice Mentor). Educators and PM provide a summary of visit to be shared where appropriate.
16 OCT	Via Facebook group encouragement and well wishes shared at the beginning of the day and updates provided on learning of visits.
	If you need support leading up to the assessment, please do not hesitate in contacting your Practice Mentor or our team.

What are the key steps and dates for the service?

Here is a summary of the work happening behind the scenes to ensure our success.

ACTIVITY	DATES	DETAILS
Approved Provider received notice of commencement of A&R	FRI 27 SEP	Key personnel informed including Meg Walsh without request and without hesitation returned from leave to support the service. Thank you! Meeting planned for Monday AM to set plan.
Planning meeting	MON 30 SEP	Key personnel met to review A&R plan , adjust and timetable out activities.
Educator register and nominations submitted	30 SEP	QECRA provided with full list of FDC Educators. The QECRA will visit 26 Educators.
Service staff advised of A&R	1 OCT	Informed of the dates, high level planning and Educator nominations process
Educators advised of A&R	2 OCT	Detailing dates, process and what to expect Spot visit checklist shared
Families advised of A&R	3 OCT	Short email to families to explain process
Quality Improvement Plan	4 OCT	New merged and updated QIP uploaded and shared with staff and Educators
Principal office visit	16 OCT	Regulatory Officer attends the Principal Office to meeting with key perssonnel (aim to have representation across service)

We are looking forward to working through the process with everyone. We understand that this process will be exciting and exhilarating for some, while others could feel overwhelmed or have negative or preconceived ideas informed by historical experiences. These can be natural feelings and we hope with the information we share over the next week that you will find comfort in the process.

We are grateful for the opportunity and experience to shine the light on the exceptional education and care that our Service is fortunate enough to witness each day. Thank you for all that you do. We are in this process together in every way.

Kind Regards

Enhance Team



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