



Quality Ratings Initiative



TOP TIPS FOR Approved Providers

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What is the Quality Ratings initiative?

The NSW Department of Education has introduced the Quality Ratings initiative to improve awareness of, and access to, information about service quality. This information will empower families when making decisions about which service to choose.

The NSW Education and Care Quality Ratings is an easy-to-read graphic which displays the quality ratings of early childhood education and care services in a family-friendly way.

The overall quality rating of a service is represented with a coloured star graphic. Achievements against each of the quality areas are displayed as progress bars, giving families 'at a glance' information to inform their choices about children's education and care, as well as helping families to more clearly understand how each service measures against the National Quality Standard.

I am an Approved Provider of our service. What are my responsibilities?

As Approved Provider, it is your responsibility to ensure regulatory compliance. Check that the redesigned quality ratings certificate is displayed inside the service, at the entrance, where it can easily be seen by all families and visitors.

Your service manager/director may require support to facilitate team meetings to discuss with all educators what the quality ratings mean and their role in engaging families in conversation about the quality ratings.

Part of your role as Approved Provider is to be an advocate for your service which includes supporting the manager/director and educators in having conversations with families about the quality rating of the service.

Engage together as a management team to discuss:

- the quality rating of the service for each quality area and how this reflects the uniqueness of the service, spotlighting the strengths and the areas for improvement.
- how the service Quality Improvement Plan addresses the areas for improvement, the journey to continuous improvement so far, and your role in quality improvement
- establishing clear, consistent messaging to share with families and stakeholders.
- In your capacity as Approved Provider give consideration to the quality rating report when reviewing and revising the service Quality Improvement Plan. The Education and Care Services National Regulations require the QIP to be reviewed at least annually.

