

## Frequently asked questions – Improvements to Assessment and Rating

### **What changes are being made to assessment and rating?**

From October 2023, the use of partial assessment and rating is increasing. This will involve assessment of 2 or 4 quality areas, instead of all 7.

In 2024, the reduction in notice period for assessment and rating visits to 5 business days will be gradually phased in. From mid-2024 all assessment and rating visits will have 5 business days' notice.

### **When will a service know if their assessment and rating is a partial or full assessment?**

Services are notified of the assessment type in the assessment and rating commencement letter and during the notification phone call.

### **How are quality areas selected for a partial assessment and rating?**

Partial assessment and rating will typically assess and rate 2 or 4 quality areas. Service providers can nominate one quality area for assessment. The remaining quality areas will be determined by information we hold such as the current National Quality Standard rating and recent history of compliance.

### **Can a service be rated Exceeding or Excellent following a partial assessment and rating?**

Yes. When a partial assessment and rating is conducted, the number of quality areas assessed considers the quality areas required to uplift from Meeting to Exceeding the National Quality Standard. The rating for quality areas not assessed is maintained to form the new overall rating. Completion of a partial assessment and rating is acceptable for services applying for the Excellent rating.

**What will happen if a key staff member such as the nominated supervisor is not available for the assessment and rating visit?**

If key staff members are not available during the assessment and rating visit, they can be involved in a pre or post visit call with the Authorised Officer or can provide feedback on the draft report. During the notification phone call there is an opportunity to discuss the scheduled visit date and confirm how key staff members can be involved.

We will continue to consider requests for a change to the visit date on a case-by-case basis, for example where there are compassionate reasons to reschedule.

**When do I need to submit the self-assessment or Quality Improvement Plan and do I need to update it during the 5-day notice period?**

Your service Quality Improvement Plan or self-assessment documentation must be submitted two days after receiving your assessment and rating note. You can update your Quality Improvement Plan or self-assessment documentation before submitting. If your documentation is not up to date the assessment and rating visit provides an opportunity to show the Authorised Officer practices that you may not have included or updated in your self-assessment or Quality Improvement Plan.

Please note, regulation 56 states that the approved provider of an education and care service must review and revise the quality improvement plan for the service at least annually.