

Communicating to families about your Working Towards NQS rating

Resources and key messages for early childhood education and care services rated as Working Towards the National Quality Standards



Purpose of this toolkit

Parents and carers may have questions about the quality rating of your service and what it means for the education and care of their child.

This resource has been developed to support services who have received a quality rating of Working Towards the National Quality Standards (NQS) to have conversations with families about their quality rating. It includes key messages and downloadable resources that can be used to guide communications.

General

- Participation in quality early childhood education and care (ECEC) can have a life changing impact on children and their families. High-quality ECEC experiences support children's education, wellbeing and development, providing them with the best start in life and improved outcomes beyond the early years.
- A service's quality rating is one important factor to consider when choosing an ECEC service for your family.
- Our service is assessed and rated against the National Quality Standards (NQS). This sets a high benchmark for the quality of all ECEC services across Australia.
- Services are assessed against 7 quality areas, which contribute to an overall rating. It is not a pass or fail system but is designed to promote continuous quality improvement by identifying service strengths and areas for improvement.
- You can see our service's rating displayed at our service as well as on the Starting Blocks website.



Working Towards the National Quality Standard

- Our service is currently rated as Working Towards NQS.
- A service may be rated 'Working Towards' the NQS if one or more quality areas is identified for improvement.
- If a service is rated 'Working Towards' the standard in any of the 7 quality areas, it will have an overall rating of 'Working Towards' even if it is meeting or exceeding in any or all of the others.

The role of the NSW ECEC Regulatory Authority

- The NSW Department of Education is the regulatory authority for early childhood education and care (NSW ECEC Regulatory Authority). It monitors, supports and regulates more than 6,000 ECEC and outside school hours care services across NSW, helping services uplift their quality and compliance to ensure the health, safety and wellbeing of all children in ECEC settings in NSW.
- The NSW ECEC Regulatory Authority provides a range of tailored supports to ECEC services rated Working Towards NQS. Each has been designed to provide quality professional learning for approved providers, services and their staff, with a focus on uplifting quality and improving outcomes for children.
- As part of its commitment to the safety, health and wellbeing of children in ECEC, the NSW ECEC Regulatory Authority will take appropriate action if a service repeatedly receives a Working Towards rating and is not taking genuine steps to improve their practices.

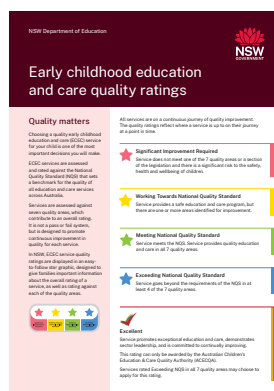
Downloadable resources

A range of resources and guidance is available to support approved providers and services to communicate with families about their ratings.

- Use the [Conversations with families guide](#) to support your conversations with families about your quality rating and improvement plan.



- Share the [family flyer](#).



- Display the [poster](#) at your service to promote quality ratings.

