

Assessment and Rating for Family Day Care Educators



What is assessment and rating?

Assessment and rating is an opportunity for you to showcase what you do every day to support, educate and care for the children at your service.

To complete the assessment and rating an authorised officer from the regulatory authority (NSW Department of Education) may visit you to observe and discuss your practices.

The service provider you are registered with will be contacted a minimum of **5 days prior** to the assessment and rating visit. Your service provider is responsible for telling you the dates the assessment and rating visit will be taking place.

What should I have ready?

To help you prepare, think about your service strengths, how you meet the National Quality Standard and any areas you have identified for quality improvement.

You can also refer to the Guide to the National Quality Framework, which includes sections specifically for family day care services.

The authorised officer will need to see some documents and having these easily accessible (paper or electronic) is recommended so that your experience is a smooth process.

Some things to get ready which officers may want to look at include:

- visitor records
- documents under regulation 178 of the [Education and Care Services National Regulations](#)
- documents relating to the educational program
- examples of communication with families
- documents relating to any children with health and medical conditions
- policy and procedure documents provided by your service provider
- documents of your cycle of planning and assessment for children
- first aid kits (including expiry dates)
- vehicles used for transporting children
- hygiene practices
- approved areas for education and care (including sleep/rest areas, furniture, and other areas accessible to children).

Your service provider will be asked to provide any additional information during a pre-visit phone call and/or email. Your service provider is responsible for passing this request onto you.





What should I expect when an authorised officer comes to my door?

When the authorised officer arrives, they will:

1. Introduce themselves and show you their ID.
2. Sign your visitor record.
3. Talk to you about how they will conduct the visit.
4. Ask you what areas in your residence are used for caring for the children. They may also ask you for a brief tour.
5. Observe your interactions with the children, ask to see documents and talk with you about your practices.



Will they look at the entire residence?

During the visit the officer will ask to be shown areas of your residence that have been approved for you to provide education and care. This should have been done prior to you being engaged as an educator.

If there's shared spaces for the operation of the service such as cupboards or a fridge then the officer may ask to look at these to ensure there are no risks of harm and hazard to children.

What questions will they ask?

There is no set of standard questions that will be asked. However, you may have discussions about:

- The age of children you provide care for.
- How your program and the environment is adjusted to meet the differing ages and interests of children.
- Your approaches to excursions or the transportation of children.
- How you manage visitors at your residence.
- Your understanding of child protection requirements.
- Information that has been shared with you by the service provider in relation to the service strengths and any areas for improvement.
- Your knowledge and understanding of the service's policies and procedures.

Your services' self-assessment and quality improvement areas may also inform questions. For example, if the self-assessment mentions attending weekly play sessions, you may be asked questions about this such as transportation, permissions, what you do and its benefit to the children.



Where can educators get help to develop their own self-assessment?

Each service is required to submit their QIP or self-assessment information, this should include the perspectives of educators.

As an educator you can complete your own self-assessment as per your service practices. There are various self-assessment tools and resources available to guide you in this process. You can find extra resources on the [ACECQA website](#), including the [Meeting the NQS](#) resource.



How long will they stay?

This may vary and can be up to 3 hours. Your service provider will have discussed this with the officer who can also let you know when they arrive for the visit. Occasionally the service visit may be longer than expected.



Will I receive support or help during the visit from my service provider?

Your service provider may send a coordinator or staff member to support you during the visit. This is encouraged as it helps with supervision when you're talking with the authorised officer.

However, it's not a legal requirement to have support during the visit and authorised officers can still enter your residence for assessment and rating.



What if I have no children in care on the day of my assessment and rating visit?

In this case the authorised officer may attend or re-schedule the visit. If still attending the officer will want to see the care environment, documentation and talk with you about your practices.

Officers will ask your service provider for information on the attendance of children in your care.





What happens if my visit is scheduled during school drop off or collection?

The authorised officer may attend the drop off and collection with you.

What if I'm not happy with comments made by the officer or with my answers?

You can raise any concerns with the officer or with your coordinator and/or service provider.

There are processes in place that allow concerns with the assessment and rating process to be raised at different times, you can:

- Raise any concerns with the officer, your coordinator or the approved provider.
- Call 1800 619 113 during or after the visit or ask your coordinator to call.
- Ask your approved provider to raise your concerns in the online survey sent after the visit.
- Provide feedback during the draft report stage.



What if there is an emergency & I can't work the assessment and rating day?

If this happens you should follow your usual service process which may be to notify your approved provider or the Principal office.

Your service should then notify the officer and a replacement educator will be selected from a list of reserves.

What if I do not understand a question or English is my second language?

This is an opportunity to showcase your service, there is no right or wrong answer. Let the officer know if you do not understand and ask them to repeat or re-phrase the question.

Questions are designed to help the officer understand what you do and how you do it and it is not a test.

If you require a translator service let the officer know in advance so they can provide this support.

Your coordinator may also support you by guiding you or by using key words that you are familiar with, but they should not answer questions for you.

