

Assessment Evidence Summary

Service Name	Epping North OSHCP
Service Approval Number	SE-00013791
Provider Name	Epping North Outside School Hours Care Program Inc.
Provider Approval Number	PR-00007990
Assessment & Rating Number	ASR-00020283
Assessment Type	Next Assessment
Assessment Visit Date(s)	04-09-2017 to 06-09-2017
Assessment Officer	Natalie Schultz
Endorsed By	Jane Gleeson

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About this *Assessment Evidence Summary* report

This Assessment Evidence Summary report outlines the information the authorised officer collected about your service during the assessment and ratings process and considered when determining ratings against the National Quality Standard (NQS).

This Assessment Evidence Summary includes the following:

- Information from your Quality Improvement Plan (QIP)
- Your compliance history and previous ratings
- A regulatory checklist
- Examples of service practice

You can use this information to assist you in:

- Understanding your rating by reviewing the examples of practice against the guide to the NQS
- Providing feedback to us about your draft rating
- Reflecting on areas of your practices and identifying areas that may be improved
- Generally identifying opportunities for continuous improvement of your practices
- Celebrating your achievements

How to read this document

This Assessment Evidence Summary should be read in conjunction with your service's Rating Outcome Summary.

The information in this Summary is organised into Quality Areas (i.e. QA1 to QA7).

Each Quality Area has 3 parts, as outlined below:

1. QIP/Compliance History/Previous Rating

This section provides a summary of selected points in your Quality Improvement Plan, compliance history and previous ratings. The assessor considered these further during your service's assessment through discussions, observations or sightings of documents.

2. Law and Regulations

This section provides a regulatory checklist derived from the *Children (Education and Care) Services National Law* and the *Education and Care Services National Regulation* for each Standard.

The regulatory checklists indicate the assessment of the service's compliance with requirements at the time of the visit.

Any compliance requirements in the Law and Regulations tables that are not listed as confirmed will be supported by examples in the *Evidence of Practice* table below.

3. Evidence of Practice

This section lists examples of practice the officer gathered during your service's assessment through discussions, observations or sighting documents.

Attachments

Any photographs taken during the visit as evidence of service quality are available as attachments at the end of this document in the Appendix. These can be cross referenced with the Evidence of Practice section using the relevant reference numbers.

Information about the National Quality Standard can be found in the guide to the National Quality Standard or online at www.acecqa.gov.au

Quality Area 1: Educational program and practice

STANDARD 1.1	An approved learning framework informs the development of a curriculum that enhances each child's learning and development.
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Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Sight	Children's feedback and suggestions guide the program.	Yes
QIP	Discuss	A seniors program is implemented.	Yes
QIP	Sight	Weekly programs have a focus on elements of culture relevant to families.	Yes
QIP	Discuss	Children are surveyed about their likes and dislikes.	Yes
QIP	Sight	A suggestion book is available.	Yes
QIP	Observe	Roll call is used to provide children with information about the routine.	Yes
QIP	Observe	Educators are open to students suggestions to improve, change and to run an activity.	Yes
Previous Rating	Sight	Families are provided with information about the program.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations		Confirm
R.62(2)	Provide a preschool program or have a documented arrangement with an approved provider of another service to provide a preschool program and informs parents of this arrangement?	NA
S.168 S.323 R.254	Use an approved learning framework to guide development of the program?	Yes
R.73	Develop a program that contributes to each child's learning and development outcomes outlined in the learning framework?	Yes
R.75	Keep a copy of the program at the service (long day care, preschools, outside school hours care) or at the educators, residence or venue (family day care)?	Yes
R.76	Provide families with information about the content of the program and service routines?	Yes

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Indoor	Children	More than one child has the opportunity to provide an answer in the transition game as their are multiple correct answers.	Observed	Collected	EV0541707
Indoor	Children	The routine has been changed due to the windy weather and afternoon tea is served inside. Due to the number of children inside this process is chaotic and children are required to line up and wait. At one stage there are 15 children attempting to select food from the platters with only 6 tongs available and then they are required join a second line for crackers and dips.	Observed	Collected	EV0541721
Office	All Groups	Children's records of observations are stored in the filing cabinet with their enrolment records. This is not openly accessible to families although a notice is displayed to inform families that they can ask to see their child's observations.	Discussed	Collected	EV0541733

Program	Educators	Learning outcomes are recorded in the weekly program.	Sighted	Collected	EV0541843
Documentation	Families	The routine is on display in the administration area. This is not openly visible to families although it has also been provided to families in the service handbook.	Sighted	Collected	EV0543038
Program	All Groups	Two indoor and two outdoor activities are planned for the program each day and a additional activities are also recorded based on what else happened each day. They are referenced to an activity code, such as group, focus child, parent, event and learning outcomes.	Sighted	Collected	EV0543171
Indoor	Children	A child suggested a game of musical chairs although they have gone home before it is played. The educator advised that it will be included on the program again.	Observed	Collected	EV528099
Entrance	All Groups	A welcome sign in multiple languages is displayed.	Sighted	Collected	EV528100
Program	Children	Dental health week was celebrated at the service.	Sighted	Collected	EV528101
Indoor	Children	An educator finds a format requested by a child on a computer.	Observed	Collected	EV528103
Indoor	Children	An educator said "Everybody we are packing away now" providing children with no notice to finish their activities.	Observed	Collected	EV528104
Indoor	Children	A play dough table is set up. Resources are bought out of the store room for children to use including gems and google eyes.	Observed	Collected	EV528105
Indoor	Children	A self serve station is set up for children to make their breakfast.	Observed	Collected	EV528106
Service	Children	Children bring in items from home that are of interest to them including Beyblades and Pokemon cards.	Observed	Collected	EV528107
Outdoor	Children	Two children assist to serve afternoon tea. The children were asked how they were selected to do this job and they advised that hey asked if they could.	Discussed	Collected	EV528108
Outdoor	Children	Children all sit on the seats and wait to be called up by year groups to be served afternoon tea. It was approximately 20 minutes before all children had been served afternoon tea.	Observed	Collected	EV528109
Other	Children	Children in years 4, 5 and 6 eat afternoon tea in a separate area. As it is a windy day the afternoon routine has been amended and children will be playing inside although the children are not able to leave this space until all the children inside have finished eating. There are no other activities provided for the children while they are waiting.	Observed	Collected	EV528110
Documentation	Families	The program is displayed for families. It does not identify individual children that a follow up experience has been implemented for.	Sighted	Collected	EV528111
Documentation	Families	A journal is displayed that includes a description of activities and photos.	Sighted	Collected	EV528112

Indoor	Children	Flags of the world and a world map is displayed. An educator said that the children love to look at the map and talk about where they come from or have been on holidays.	Observed	Collected	EV528113
Indoor	Children	Children wait for the bell before they leave the service. Kindergarten children are walked to their classrooms.	Discussed	Collected	EV528114
Service	Families	Photos, children's work, blurbs and learning stories are displayed around the service.	Sighted	Collected	EV528115
Indoor	Children	A roll call is completed at the end of the morning session and children participate in a transition activity as they leave the service.	Observed	Collected	EV528116
Indoor	Children	A child assists an educator to paste photos in the journal. The child asks "Can I help?" and the educator replies "Sure can".	Observed	Collected	EV528119
Outdoor	Children	Children wait on the silver seats and are selected by year group to line up for afternoon tea.	Observed	Collected	EV528120
Indoor	Children	During afternoon tea children are required to line up and wait to be served.	Observed	Collected	EV528121
Indoor	Children	A year book has been made and includes a photo of the child and information about them for other children to look at.	Sighted	Collected	EV528122
Indoor	Children	The children asked for a board game and it was provided.	Observed	Collected	EV528123
Indoor	Educators	An educator moved to make a space available for a child to join in the activity.	Observed	Collected	EV528197
Service	Children	Children from other cultures are encouraged to share their home language with other children.	Discussed	Collected	EV528301

STANDARD 1.2	Educators and co-ordinators are focused, active and reflective in designing and delivering the program for each child.
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Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Sight	Programs are implemented using the learning framework.	Yes
QIP	Sight	Evaluations are completed.	Yes
Previous Rating	Sight	Each child's progress and involvement in the program is documented.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations		Confirm
R.76	Provide families with a copy of their child's assessment/evaluation documentation if they request it?	Yes
R.74	For children who are preschool age or younger, document: An assessment of each child's development, interests and participation in the program? An assessment of each child's progress towards the program outcomes?	NA
R.74	For school age children, document: An evaluation of each child's wellbeing, development and learning?	Yes

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Documentation	Educators	A format is completed when observing children that includes a description of the observation, follow up and evaluation.	Sighted	Collected	EV0541825
Documentation	Educators	Elements of the routine are discussed during staff meetings and areas are identified that are working well or not.	Sighted	Collected	EV0541828
Service	Educators	An educator from the administration agency complete a shift each week alongside children and educators in the service. This assists to ensure appropriate routines are being implemented and to identify areas for improvement. A meeting is held with the administrator and the nominated supervisor and second in charge to discuss these areas.	Discussed	Collected	EV0541830
Service	Educators	An educator advised that there are no evaluations or reflections recorded by educators regarding the program or routines.	Discussed	Collected	EV0541835
Documentation	All Groups	A senior program was implemented based on input from a survey completed to provide a program to meet the needs and interests of the older children.	Sighted	Collected	EV0543215
Indoor	Children	An educator assists a child with their homework.	Observed	Collected	EV528102
Indoor	Educators	An educator adds mirrors and tessellating shapes to a table.	Observed	Collected	EV528118
Indoor	Educators	In transitioning from roll call an educator facilitates a guessing game. "I'm thinking of a country starting with an F".	Observed	Collected	EV528124

Documentation	Educators	A copy of the program is made for educators and this identifies follow up experiences and children's names.	Sighted	Collected	EV528125
Documentation	Educators	A spreadsheet is updated weekly by an educator to show when an observation has been completed on a child and also when a follow up experience has been implemented.	Sighted	Collected	EV528126
Documentation	Educators	A spreadsheet shows that some children have not been observed by educators. An educator advised that this is due to minimal or no attendance days of these children this year.	Sighted	Collected	EV528127
Indoor	Educators	An educator guided a child completing an activity. "This is a tricky shape. Your doing really well. See how all the points are touching in the picture. What needs to happen here?"	Observed	Collected	EV528174

Quality Area 2: Children's health and safety

STANDARD 2.1 Each child's health is promoted.

Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Observe	A quiet space for children to rest and relax is available.	Yes
QIP	Observe	Safe food handling practices and procedures are implemented.	Yes
QIP	Sight	Children's health needs are catered for.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations		Confirm
R.92-96 R.161	Ensure that all educators, families and, where applicable, children are aware of the procedure for administering medication and always follow it?	Yes
R.89	Have sufficient first aid kits? Have they checked that they are fully stocked and removed all out of date items?	Yes
R.90-91 R.162	Ensure that all educators and families aware of the medical conditions policy and always follow it?	Yes
R.81	Ensure that each child's needs for sleep and/or rest are met?	Yes
R.88	Ensure that all educators and families follow the service's policies and procedures around preventing and dealing with the outbreak of infectious diseases?	Yes
R.85-87	Ensure that all educators follow service procedures in the event of an accident, injury or illness?	Yes
R.77	Ensure that food is stored, handled and served safely?	Yes

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Indoor	Children	After a child sneezes an educator directs them to get a tissue. As they return to the activity the educator reminds them to go and wash their hands.	Observed	Collected	EV0535941
Documentation	All Groups	Children's medical kits are checked each term and information is recorded about contact with families to updates plans and replace expired medication.	Sighted	Collected	EV0541358
Indoor	Children	When children are unwell they are able to lay on the lounge.	Discussed	Collected	EV0543043
Documentation	All Groups	First aid kits are checked each term. A checklist is used to guide the contents and expiry dates are recorded.	Sighted	Collected	EV528128
Outdoor	Children	A child plays in the leaves and dirt while they are waiting for afternoon tea. An educator notices and says t the child "Don't play in the leaves you just washed your hands". They do not ask the child to re wash their hands before eating.	Observed	Collected	EV528129
Indoor	Children	Cups are numbered for children to identify which cup they have used although there are no procedures to restrict another child also using the same cup when left on the bench.	Observed	Collected	EV528130

Indoor	Children	Children have access to equipment to play music. A child lays on the floor near the CD player listening to the music.	Observed	Collected	EV528131
Outdoor	Children	A whiteboard identifies children with allergies.	Observed	Collected	EV528133
Outdoor	Children	Children with allergies are served their afternoon tea first.	Observed	Collected	EV528134
Documentation	All Groups	Medical forms are reflective of regulatory requirements.	Sighted	Collected	EV528135
Indoor	Children	Signs are displayed at the breakfast table and in the preparation area to remind children to wash their hands.	Sighted	Collected	EV528137
Service	Educators	Each day children's medication kits are checked to ensure that are available for those children in attendance.	Observed	Collected	EV528139
Indoor	Children	A lounge area, ottomans and pillows are provided for children's comfort.	Observed	Collected	EV528140
Indoor	Children	Children are asked if they wish to go to the bathroom. An educator reinforces to children that it is almost 5.30pm and it might be their last chance to go.	Observed	Collected	EV528141
Service	Educators	An educator leaves their gloves on whilst using the walkie talkie and then return to serving food.	Observed	Collected	EV528142
Outdoor	Children	Whilst lining up for afternoon tea a child plays in the leaves and dirt and rubs their hands in another child's hair.	Observed	Collected	EV528145
Indoor	Educators	An educator comes inside to collect the first aid kit following an incident.	Observed	Collected	EV528147
Outdoor	Children	A child places some fruit from their mouth back on to the fruit platter. This is noticed by an educator who disposes of the items.	Observed	Collected	EV528148
Outdoor	Children	A child slipped off the seat and is provided with comfort from an educator and provided with an ice pack.	Observed	Collected	EV528149
Indoor	Children	Posters are displayed to remind children of good hygiene practices such as 'cover you cough' and sneezing etiquette.	Sighted	Collected	EV528150
Indoor	Children	Posters are displayed to promote effective hand washing procedures.	Sighted	Collected	EV528157
Kitchen	Educators	A reference sheet is displayed to identify what each coloured cleaning sponge is to be used for.	Sighted	Collected	EV528184
Service	Educators	An educator is effectively able to describe appropriate procedures for administering medication.	Discussed	Collected	EV528189
Outdoor	Children	Gym mats are provided for children to use promoting their comfort.	Observed	Collected	EV528207

STANDARD 2.2	Healthy eating and physical activity are embedded in the program for children.
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Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Observe	Activities are provided that involve skills, fine and passive physical play.	Yes
QIP	Sight	The program demonstrates nutritional value and commitment to healthy eating.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations		Confirm
R.78-79	Ensure that food and drinks served to children are consistent with the nutrition policy and that children can access water at any time?	Yes
R.80	Display a menu if the service provides food at the service?	Yes

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Indoor	Children	A child informs the educator 'When we listen we get lollies'.	Observed	Collected	EV0536972
Service	Children	An afternoon tea platter includes ham, turkey, pickles, olives, tomatoes, capsicum, carrot, cucumber, cheeses, salsa, hummus and crackers.	Observed	Collected	EV528132
Outdoor	Children	During afternoon tea all the muesli and watermelon is consumed before all children have been served. An educator asks if there are any more packets of muesli although there is only the gluten free packets left. A child asks for some of the gluten free muesli and is told it is only for the children with allergies.	Observed	Collected	EV528136
Outdoor	Children	A fruit platter including orange watermelon and apples and yoghurt and muesli is provided for afternoon tea.	Observed	Collected	EV528143
Indoor	Children	Choice of cereals include Rice Bubbles, Weetbix, Corn flakes and Cheerios.	Observed	Collected	EV528146
Service	All Groups	Labels are placed on open food items and include information about the use by date and date they were placed in the container.	Sighted	Collected	EV528151
Outdoor	Children	Water dispensers and cups are provided although there are not enough cups to cater for all of the children.	Observed	Collected	EV528153
Documentation	Children	Each day an alternate item is offered on the breakfast menu including crumpets, toast or English muffins with spreads such as Vegemite, jam or honey.	Sighted	Collected	EV528155
Program	Children	Children participated in an experience to identify healthy and unhealthy foods.	Sighted	Collected	EV528156
Policy	All Groups	The menu is developed in consideration of the Australian dietary guidelines.	Sighted	Collected	EV528158
Outdoor	Children	Children participate in ball games such as soccer and kicking, use an obstacle course and participate in gymnastics skills.	Observed	Collected	EV528159

Outdoor	Children	There is no water available to children. An educator advised children can go inside to get a drink if they need to.	Observed	Collected	EV528160
Outdoor	Children	Children participate in an activity where they attempt to cross the balance beam whilst dodging bean bags.	Observed	Collected	EV528161
Outdoor	Children	Cheese and crackers is provided for a late afternoon snack.	Observed	Collected	EV528170
Indoor	Children	A finger knitting experience is provided.	Observed	Collected	EV528188
Indoor	All Groups	There are no jugs of water available for children to access during the breakfast period. An educator was asked about the process and they said they had been forgotten and they would get some.	Observed	Collected	EV528195
Outdoor	Children	Children play handball against the wall of the building.	Observed	Collected	EV528214

STANDARD 2.3	Each child is protected.
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Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Observe	Educators manage their movements to ensure the safety of children.	Yes
QIP	Sight	Children participate in regular outings.	Yes
QIP	Discuss	Educators have completed training in child protection.	Yes
Compliance History	Observe	Supervision of children is appropriate.	Yes
Compliance History	Sight	Regulatory requirements are met in the planning of extra curricular activities.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations		Confirm
R.99	Ensure that all educators follow service procedures about the delivery and collection of children from the service?	Yes
R.100-102	Ensure that all educators follow service procedures in relation to and excursions, including obtaining authorisations and conducting appropriate risk assessments?	Yes
S.165	Ensure that educators are supervising children effectively?	Yes
R.165-166	Ensure that all family day care educators follow service procedures about visitors to the home, or family day care venue?	NA
R.84	Ensure that all educators are aware of their child protection responsibilities?	Yes
R.97-98	Ensure that plans are developed to manage emergencies and evacuations and that they are displayed near each exit? Are emergency and evacuation procedures practised at least every 3 months?	Yes
R.82-83 R.97 R.103 S.167	Ensure that all educators follow service procedures designed to ensure the environment is safe and that children cannot access dangerous items	Yes

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Service	All Groups	A risk assessment was not completed for an experience implemented during 'Keep Australia beautiful' celebrations. Children walked around the school and picked up rubbish.	Discussed	Collected	EV0535803
Service	All Groups	A risk assessment was not completed whilst bathroom renovations were being completed at the service.	Discussed	Collected	EV0535806
Other	Educators	When collecting the kindergarten children from their classroom the direct supervision is difficult for the educator as one child quickly runs back to the service and another child walks very slowly.	Observed	Collected	EV0536981
Indoor	Children	A kids helpline brochure is displayed.	Sighted	Collected	EV0543180
Documentation	Educators	Supervision reminders were discussed in a recent staff meeting including communication, positioning, scanning and not leaving assigned areas.	Sighted	Collected	EV0543204

Library	All Groups	An educator places the lock on a cupboard that children have opened when they use the toilets located in the library building. The educator identifies it might be a power cupboard. This Library and bathrooms are included in the service WHS daily inspection although specific elements are not identified for educators to check.	Observed	Collected	EV528152
Program	Children	During National child protection week children completed an activity to identify safe people in the community and colouring in sheets were provided.	Sighted	Collected	EV528162
Service	Educators	An educator advised that he would approach the nominated supervisor if he had any concerns about a child.	Discussed	Collected	EV528163
Service	All Groups	Educators discuss the bathroom renovations with children and how they are impacted in the use of space and safety considerations.	Observed	Collected	EV528164
Outdoor	All Groups	An educator sweeps away the leaves near where children are lining up for afternoon tea as children are sliding in the piles when they run up to the tables.	Observed	Collected	EV528165
Service	Educators	An educator describes indicators of abuse and procedures to follow if any concerns are identified.	Discussed	Collected	EV528166
Documentation	All Groups	Emergency procedures provide guidance to educators and identify how to respond to various situations including lock down, nuisance animals, severe storms, power failure, floods, bush fires and earthquakes although a risk assessment has not been completed on the likelihood of each of these situations occurring.	Sighted	Collected	EV528167
Documentation	Children	A roll is attached to emergency drills to record children who have participated in the procedures.	Sighted	Collected	EV528168
Policy	All Groups	Children are encouraged to wear sun protective clothing and the UV rating guides the application of sunscreen.	Sighted	Collected	EV528169
Service	Educators	Educators are guided to the use of the Mandatory Reporters Guide on the 'Keep them safe' website.	Sighted	Collected	EV528171
Service	Educators	An educator is able to describe service procedures when an unknown person arrives to collect a child.	Discussed	Collected	EV528172
Kitchen	All Groups	MSDS sheets are stored on the computer desktop.	Sighted	Collected	EV528173
Entrance	Educators	An information sheet is displayed for educators reference to guide supervision practices. Educators are guided to 'Be SHARP' promoting the 5 principles of Scan, Hear, Aware, Ready, Position.	Sighted	Collected	EV528175
Policy	All Groups	The service has procedures to guide educators when a child is absent or has not arrived to the service.	Observed	Collected	EV528176
Outdoor	All Groups	The outdoor shed is not locked. A sign is displayed to advise children that they are not to enter the shed without a staff member.	Observed	Collected	EV528177
Service	All Groups	A folder containing permission notes for extra curricular activities is checked each day. A list is recorded of children attending activities and the times. Once completed the information is erased of the board.	Discussed	Collected	EV528178
Outdoor	Educators	Educators communicate their movements and request assistance to supervise children as required.	Observed	Collected	EV528179

Indoor	All Groups	The service is promoting child protection week. Discussion are held with children at roll call and a poster is displayed.	Observed	Collected	EV528180
Indoor	All Groups	There are no screens on the windows. A risk assessment has not been completed to ensure this does not pose a risk to children considering the building is located on the first floor.	Observed	Collected	EV528181
Indoor	Educators	To ascertain children who are participating in extra curricular activities an educator asks "Who's got band?" The educator advised that this information would be cross referenced with children's records.	Observed	Collected	EV528183
Outdoor	Children	Witches hats are used to identify out of zone areas although children do go outside of these boundaries on the oval to collect balls. This is observed by educators.	Observed	Collected	EV528185
Policy	All Groups	The service policy advises that staff should have appropriate training on necessary emergency procedures and the NSW Fire Brigade Child Safety Unit will be contacted for advice and training on fire safety. The nominated supervisor was not aware that this agency had been contacted for any support.	Sighted	Collected	EV528186
Service	All Groups	Emergency equipment is regularly checked and this was last conducted in March 2017.	Sighted	Collected	EV528187
Kitchen	Children	The kitchen area is accessible to children although a sign is displayed to advise children are not to enter the area. Locks are provided on cupboards although the oven and dishwasher is accessible.	Observed	Collected	EV528190
Service	All Groups	An educator who completed the service risk assessment advised that he checks the areas that are going to be used. He did not check outside as the children were remaining inside for this session although children and families enter the service through the outdoor area.	Discussed	Collected	EV528204
Outdoor	Children	An educator said to a child "If you don't have your hat on you can't play. I can't pass the ball to you".	Observed	Collected	EV528248
Service	All Groups	Emergency evacuations procedures are not developed in conjunction with the school although the evacuation plan is based on a school map.	Discussed	Collected	EV528313

Quality Area 3:Physical environment

STANDARD 3.1 The design and location of the premises is appropriate for the operation of a service.

Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Observe	Furniture has been upgraded to enhance the look and feel of the space.	Yes
QIP	Observe	Children engage in indoor and outdoor play.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations		Confirm
R.103	Ensure that the service premises, venue or residence and all equipment and furniture are safe, clean and in good repair?	Yes
R.104-115	Ensure the services premises, venue or residence meets all regulatory requirements? For example: There is the required amount of unencumbered space for the number of children in attendance at the service. Arrangements for dealing with soiled clothes, linen and nappies. If you have children who are preschool age or younger, have fencing that prevents them going over, under or through it. Are there appropriate toilet, hand washing and nappy change facilities. Is there space for administrative functions and consultation with families. Is there adequate light, ventilation and shade. Are all areas of the premises easily supervised.	Yes
R.116-117	For a family day care service: Ensure that all educators residences or approved venues are safe before children are placed in care, and at least annually? Ensure that glazed area of all educators residences or approved venues meet the required safety standard? Require educators to inform you of any alterations or renovations to their premises?	NA

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Bathroom	All Groups	Building materials are accessible to children although a barrier has been placed in this area to prevent children being in this area.	Observed	Collected	EV0541103
Indoor	Children	A separate senior area has been established. It is a corner of the room enclosed by two shelving units with pillows provided for children's comfort.	Observed	Collected	EV0541135
Service	All Groups	The service communicates required maintenance with the school.	Discussed	Collected	EV0542268
Documentation	All Groups	A checklist is completed daily and any hazards or required maintenance are recorded.	Sighted	Collected	EV0542272
Indoor	Educators	An educator vacuums the floor after children have left for the morning.	Observed	Collected	EV0542274
Service	Educators	Educators gather tubs of water and cleaning products to be used in the outdoor areas of the service where children will be eating.	Observed	Collected	EV0542276
Service	Educators	Educators are observed implementing appropriate cleaning procedures in the kitchen and at tables being used to serve food.	Observed	Collected	EV0542278

Outdoor	Children	A sink with soap dispensers is used to wash hands for afternoon tea.	Observed	Collected	EV528138
Outdoor	Children	A child said they are playing outside because if they go inside they have to read or write.	Observed	Collected	EV528191
Entrance	All Groups	A double sink is available and is labelled for use as hand washing and craft.	Observed	Collected	EV528192
Indoor	All Groups	The indoor space is carpeted.	Observed	Collected	EV528193
Library	Children	Children line up to wait to use the toilet. There is one male and female toilet available whilst renovations are being completed to the bathrooms. Educators take children in small groups. The educator advised that if a larger group needed to go they would use the toilet block in the upper playground.	Observed	Collected	EV528194
Indoor	All Groups	Fans and air conditioning are available to control the temperature as required.	Observed	Collected	EV528199
Indoor	All Groups	A second room is opened for activities as the number of children increases.	Observed	Collected	EV528200
Indoor	Children	Activities are provided for children at tables or they find spaces on the floor to play.	Observed	Collected	EV528201
Indoor	Children	Homework and quiet reading is completed inside until a designated time. At approximately 4.10pm children are able to complete other activities indoors.	Observed	Collected	EV528203
Outdoor	Children	There is access to a large grassed oval and outdoor seating area.	Observed	Collected	EV528205
Service	Children	Renovations are currently being completed on the children's bathrooms. Children are able to access toilets in the library and upper playground.	Discussed	Collected	EV528206
Bathroom	Children	The bathrooms have not been accessible for the past 3 months as they are being renovated.	Observed	Collected	EV528208
Outdoor	Children	Trees provide a vast amount of shade in the outdoor area although this space is used only during afternoon tea. The oval does not have any direct shade.	Observed	Collected	EV528210
Service	All Groups	The service is operated from two rooms. One is used predominately for meals and quiet experiences and the other for craft and active play.	Observed	Collected	EV528264

STANDARD 3.2	The environment is inclusive, promotes competence, independent exploration and learning through play.
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Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Observe	The service would like to improve the homework and reading time and space.	Yes
QIP	Observe	Children are provided with resources and choice.	Yes
QIP	Observe	The service identified they would like to increase outdoor resources for physical play and recreation.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations		Confirm
R.113	Ensure that children are able to explore and experience the natural environment? For example, are there trees, plants and sand?	Yes

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Program	Children	Children have engaged in experiences such as sand art, painting with feathers and have made crowns from items collected in nature.	Discussed	Collected	EV0543131
Outdoor	Children	Children do not currently participate in outdoor play during the morning sessions. An educator advised that the weather is too cold.	Discussed	Collected	EV528198
Outdoor	Children	A trolley is bought out of the shed with equipment for children to select from. This includes balls, hoops and ropes.	Observed	Collected	EV528209
Outdoor	Children	Children play with trucks in the dirt and leaves under the trees.	Observed	Collected	EV528211
Outdoor	Children	Children use a collection of bark they have gathered in a role play experience of making a cake.	Observed	Collected	EV528212
Outdoor	Children	Children collect sticks, rocks and feathers to be used as prizes for a competition.	Observed	Collected	EV528213
Indoor	Children	Baskets of resources are placed on tables and in floor spaces for children to use including Mobilo, magnet blocks, Duplo and origami.	Observed	Collected	EV528216
Outdoor	Children	Children assist to carry the equipment out of the shed and set up on the oval.	Observed	Collected	EV528218
Indoor	Children	Shelves with baskets store equipment including puzzles, horses and construction sets. Some baskets and spaces are empty.	Observed	Collected	EV528220
Indoor	Children	Additional games are stored in cupboards in the room although children are not observed accessing these.	Observed	Collected	EV528223

STANDARD 3.3 The service takes an active role in caring for its environment and contributes to a sustainable future.

Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Discuss	The service promotes sustainability.	Yes
QIP	Observe	The service promotes recycling.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations	Confirm
For this standard, information was not recorded.	

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Program	Children	Children participated in a game to learn about recycling.	Sighted	Collected	EV0543216
Service	All Groups	Water saving taps are installed.	Observed	Collected	EV528196
Entrance	Educators	A sign is displayed to remind staff to turn lights off when not required.	Sighted	Collected	EV528202
Program	Children	Recycled food packaging was used to make houses and masks.	Sighted	Collected	EV528215
Indoor	Children	A bin is provided for paper and recycling only.	Observed	Collected	EV528217
Outdoor	Children	Children's afternoon tea scraps are placed in the red bin and not sorted into the compost.	Observed	Collected	EV528219
Other	Children	Children help to water thy school vegetable garden during the holiday period.	Discussed	Collected	EV528221
Indoor	Children	Recycled boxes are used in a craft experience.	Observed	Collected	EV528222
Service	Children	Food scraps from the food preparation are kept. They are placed in the schools compost bin although children were not observed to participate in this process during the visit.	Discussed	Collected	EV528224
Documentation	All Groups	A sustainability checklist was completed in August 2016. It identified areas for improvements including displaying signs to turn off lights.	Sighted	Collected	EV528225
Other	Children	During 'Keep Australia Beautiful' celebrations the children walked around the school and picked up rubbish.	Observed	Collected	EV528226

Quality Area 4: Staffing arrangements

STANDARD 4.1	Staffing arrangements enhance children's learning and development and ensure their safety and wellbeing.
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Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Sight	Staff hold qualifications in First Aid and child protection.	Yes
QIP	Observe	Educator schedules ensure tasks are being completed whilst ensuring supervision and ratio is met.	Yes
QIP	Sight	Qualified staff are employed at the service.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations		Confirm
R.120 R126 R.129-135 R.136	For long day care or preschool or outside school hours care services - Ensure that educators who are under 18 years of age do not work alone and are adequately supervised? Ensure that educators required to meet the ratio hold or are actively working towards the qualifications applicable in your state and territory? Ensure that at all times children are in attendance at the service there is at least one person with a first aid qualification available, and that at least one person who has completed training in the management of asthma and anaphylaxis?	Yes
R.119 R.127-128 R.136 R.144	For family day care services, Ensure that all educators and educator assistants are at least 18 years of age? Ensure that all coordinators have an approved diploma level qualification? Ensure that all educators have or are actively working towards an approved certificate III level qualification? Ensure that all educators and educator assistants hold an approved first aid qualification and have completed training in the management of asthma and anaphylaxis?	NA
R.122-124	Ensure that the educator to child ratio is maintained and that only educators working directly with children are included in ratio?	NA

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Other	Educators	One educator collects the Kindergarten children up from their classroom. When walking back to the service the groups becomes separated as children walk at varying paces.	Observed	Collected	EV0536978
Documentation	Educators	The responsible person and first aid officer are identified on the staff roster.	Sighted	Collected	EV0543159
Documentation	Educators	Educators arrival and departure times from the service are recorded as well as their time working directly with children.	Sighted	Collected	EV0543164
Service	All Groups	A roll check is completed when children transition inside in the afternoon after outdoor play. A sign in sheet is checked to ensure all children who have not yet been signed out are accounted for.	Observed	Collected	EV528227
Service	Educators	There are 72 children in attendance with sufficient educators.	Observed	Collected	EV528228
Indoor	Educators	An educator completes duties in the kitchen although they are the only staff member in the room supervising.	Observed	Collected	EV528229

Policy	Educators	The service follows a 1:15 staff to child ratio and this is adjusted on excursions to 1:10.	Sighted	Collected	EV528230
Service	Educators	37 children are in attendance with 5 educators, including the nominated supervisor and an administrator.	Observed	Collected	EV528231
Entrance	All Groups	Educators photos are displayed with their position and information about their education, experience, hobbies, interests and what they love about OOSH.	Sighted	Collected	EV528232
Indoor	Educators	There are 24 children inside completing homework and drawing with one educator supervising. Another educator is setting up experiences next door.	Observed	Collected	EV528233

STANDARD 4.2	Educators, co-ordinators and staff members are respectful and ethical.
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Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Discuss	Policies and regulations are available to staff and they are aware how to access these.	Yes
QIP	Sight	Professional development is provided to staff.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations	Confirm
For this standard, information was not recorded.	

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Service	Educators	Tasks are shared among educators including serving food, cleaning and supervision.	Observed	Collected	EV0542281
Documentation	Educators	Staff meetings are used to share information and discuss the services procedures.	Sighted	Collected	EV0542284
Service	Educators	Educators all have input into recording observations on children and planning experiences.	Observed	Collected	EV0542285
Service	Educators	Educators are assigned to activities they are responsible to implement. This is usually based on their skills and preferences.	Discussed	Collected	EV0542287
Documentation	Educators	Duties are delegated on the staff roster each day including the completion of the daily journal.	Sighted	Collected	EV0543031
Documentation	Educators	A job description guides educators practices.	Sighted	Collected	EV0543152
Service	Educators	Professional resources are available to educators in the store room.	Observed	Collected	EV0543218
Service	Educators	The consulting services of an administration company is engaged to support educators to implement professional practices and review current routines.	Observed	Collected	EV0543345
Outdoor	Educators	An educator has experience in sports coaching.	Observed	Collected	EV528182
Service	Educators	Rolls are printed for educators to use as children arrive in the afternoon. Educators then sign children in on the digital kiosk.	Observed	Collected	EV528234
Service	Educators	Educators communicate throughout the service using walkie talkies.	Observed	Collected	EV528235
Indoor	Educators	An educator signs children in and out for extra curricular activities.	Observed	Collected	EV528236
Policy	Educators	A staff code of conduct promotes respect and a commitment to families, the company and colleagues.	Sighted	Collected	EV528237
Documentation	Educators	At 4.25pm duties assigned for the 3.10-4.00 pm period have not been recorded on the educators duties checklist.	Sighted	Collected	EV528238

Indoor	Educators	An educator communicates to other educators that they are leaving and says goodbye.	Observed	Collected	EV528239
Indoor	Educators	An educator communicates with other staff and calls out each task to identify duties that have been completed and marks them of the list.	Observed	Collected	EV528241
Service	Educators	Educators are guided by job descriptions for their roles.	Sighted	Collected	EV528242
Online	Educators	A staff face book page enables the nominated supervisor to post informative information and track who has seen it.	Discussed	Collected	EV528305

Quality Area 5: Relationships with children

STANDARD 5.1 Respectful and equitable relationships are developed and maintained with each child.

Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Observe	Staff participate in experiences with children.	Yes
QIP	Observe	Staff engage in conversations with children.	Yes
QIP	Observe	The service values play and social interactions.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations		Confirm
R.155	Ensure that educators interact with children in a way that Encourages children to express themselves and their opinions? Supports children to develop self-reliance and self-esteem? Maintain the dignity and rights of each child? Provides positive guidance and encourages acceptable behaviour? Reflects each child's family and cultural values? Is appropriate for the physical and intellectual development and abilities of each child?	Yes

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Indoor	Children	An educator interacts in a jovial nature with children talking about their drawings and responds to other children as they join in and also show their work to the educator.	Observed	Collected	EV528144
Outdoor	Children	An educator provides positive reinforcement to a child attempting the obstacle course and said "Your so good at it that was really fast".	Observed	Collected	EV528240
Indoor	Children	An educator talks with and comforts a child who appears sad after being dropped of in care. They are assisted to settle into an experience with other children.	Observed	Collected	EV528252
Indoor	Children	An educator is completing a roll call and the group is unsettled. A child tells the educator they need a reward to listen. The educator replies "We should listen anyway we shouldn't get a reward for doing something you should be doing anyway".	Observed	Collected	EV528253
Service	Educators	Educators join in with children's activities such as craft, construction and sports.	Observed	Collected	EV528254
Outdoor	Educators	An educator redirects children's attention after an altercation by distracting them with a ball game.	Observed	Collected	EV528256
Policy	All Groups	The interactions with children policy identifies how educators interactions with children effect their self esteem and sense of belonging.	Sighted	Collected	EV528258
Program	Children	Children participated in an activity making 'emoji' faces. During this experience children spoke about how they were feeling.	Sighted	Collected	EV528260

Indoor	Educators	An educator checks how a child is following a minor accident the previous day.	Observed	Collected	EV528262
Indoor	Children	An educator and child interact in a jovial nature as the educator packs away the breakfast cereals. The child laughs and says "I wanted the cornflakes, no just joking".	Observed	Collected	EV528263
Indoor	Children	An educator responds to a child efforts and says "good job".	Observed	Collected	EV528265
Service	Children	When a child first attends the service they are introduced to staff and assisted to join in group activities.	Discussed	Collected	EV528270

STANDARD 5.2	Each child is supported to build and maintain sensitive and responsive relationships with other children and adults.
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Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Observe	Peers are encouraged to engage in activities with students from variety of age groups.	Yes
QIP	Observe	Staff discuss with children how to resolve conflicts.	Yes
QIP	Discuss	Children are aware of the behaviour expectations.	Yes
QIP	Discuss	Staff communicate with students regarding behavioural issues.	Yes
Compliance History	Observe	Behaviour management concerns have been previously identified.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations		Confirm
R.156	Ensure that the size and composition of each group of children provides them with the opportunity to interact and develop respectful and positive relationships with each other and educators?	Yes

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Outdoor	Children	An educator communicated to a child using a hand signal to advise them not to comment negatively about a child's ability during an sporting activity.	Observed	Collected	EV0536962
Other	Children	An educator asks the kindergarten children to wait in the designated circle although a child leaves this space. The educator asks the child to come back but they do not listen.	Observed	Collected	EV0536984
Documentation	All Groups	Children's rights are acknowledged in the service handbook including promoting a caring atmosphere, to have fun and feel comfortable and be treated with respect.	Sighted	Collected	EV0543211
Outdoor	Children	A child asks to go to the toilet although they are told that they will need to wait because a group has only just gone earlier.	Observed	Collected	EV528117
Indoor	Children	An older child is observed to communicate and interact with a younger child throughout the afternoon.	Observed	Collected	EV528243
Outdoor	Educators	An educator asks a child not climb down the railing of the stairs. The child continues to do so until they reached the bottom.	Observed	Collected	EV528244
Entrance	All Groups	The 'child friendly' UN Convention on the Rights of the Child is displayed.	Sighted	Collected	EV528245
Other	Children	Although an educator reminds the children not to walk in front of him as they walk back to the service they do and the group becomes separated.	Observed	Collected	EV528246
Outdoor	Children	A child who repeatedly continues a behaviour that they have been asked to stop by an educator is asked to go and sit down.	Observed	Collected	EV528247
Indoor	Children	A child collects an ice pack for another child who has injured themselves in an activity.	Observed	Collected	EV528249

Program	Children	Children participated in an experience about "What makes a good friend?"	Sighted	Collected	EV528250
Indoor	Children	Children participate in an musical experience 'freeze'. The children are in control of the music and who is out. An educator looks on and provides support as required.	Observed	Collected	EV528251
Outdoor	Children	Children are separated into two small groups for a game of soccer.	Observed	Collected	EV528255
Indoor	Children	After a child sneezes an educator exclaims "Gross".	Observed	Collected	EV528257
Indoor	Children	A poster is displayed that identifies to children what they need to do about bullying and how to stop it.	Sighted	Collected	EV528259
Service	Children	An educator asked a child if they would like to be in the photo although at other times educators are observed to take photos of children without their knowledge.	Observed	Collected	EV528261
Indoor	Educators	An educator attempts to reduce the noise level by saying "shhhh".	Observed	Collected	EV528267

Quality Area 6: Collaborative partnerships with families and communities

STANDARD 6.1 Respectful and supportive relationships with families are developed and maintained.

Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Discuss	Families are involved in the centre and in decision making procedures.	Yes
QIP	Discuss	Current information about the service available for families.	Yes
QIP	Sight	Notices are displayed for families.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations		Confirm
R.157	Respect the right of parents to enter the service when their child is in attendance unless - Allowing the parent to come into the service poses a risk to the safety of children or staff? Allowing the parent to come into the service would prevent you or educators and staff from carrying out your normal duties, such as supervising children, delivering the program or meeting health and safety needs? Or You reasonably believe that allowing them entry would contravene a court order?	Yes

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Indoor	Families	A mail box has been provided for families to leave feedback and suggestions.	Observed	Collected	EV0543220
Service	Families	An event was held at the start of the year to welcome families and invite them to join the management committee.	Discussed	Collected	EV528266
Online	All Groups	The service handbook is available online. This includes information about the management structure, program, staffing, grievances and service policies and procedures that relate to families and children.	Discussed	Collected	EV528268
Email	Families	Emails are sent to families throughout the year to advise them of events and important information.	Discussed	Collected	EV528269
Service	Families	Families are invited to participate in a tour of the service. During this time children's needs are discussed and there is an opportunity to learn about each family.	Discussed	Collected	EV528271
Other	Families	An information evening is held by the school and information is provided about the service.	Discussed	Collected	EV528272
Service	Families	During orientation service policies and procedures are discussed and they are provided with a family handbook. Families are shown where information is displayed and important areas of the service.	Discussed	Collected	EV528277
Online	Families	A website provides information about the service to families.	Discussed	Collected	EV528279

Online	Families	Dates and times for management committee meetings are emailed to families and displayed on the service website to encourage families to attend.	Discussed	Collected	EV528280
Policy	Families	Enrolment forms are completed online and these are updated each year when families re-enrol.	Sighted	Collected	EV528281
Service	All Groups	A management committee is established with parent representatives.	Sighted	Collected	EV528322

STANDARD 6.2	Families are supported in their parenting role and their values and beliefs about child rearing are respected.
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Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Observe	Educators communicate with families.	Yes
QIP	Sight	There are shared decision making procedures to support children's learning and wellbeing.	Yes
QIP	Discuss	Community resources are accessible to families.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations	Confirm
For this standard, information was not recorded.	

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Documentation	Children	Information about children is gathered from their enrolment forms.	Discussed	Collected	EV528273
Policy	All Groups	A policy advises a community directory is available although one has not been developed.	Discussed	Collected	EV528287
Email	Families	Information is sought from families and they are emailed when necessary.	Discussed	Collected	EV528288
Program	Families	Families are encouraged to read the daily journal and write comments to provide input and feedback.	Discussed	Collected	EV528289
Indoor	Families	There are some community brochures available including Kumon classes, home GP, speech pathology and scouts.	Observed	Collected	EV528290
Service	Families	Educators have verbal conversations with families to gain information about children.	Discussed	Collected	EV528291
Service	Families	Businesses in the community deliver leaflets to the service to promote upcoming events and the service is happy to display these.	Discussed	Collected	EV528296

STANDARD 6.3	The service collaborates with other organisations and service providers to enhance children's learning and wellbeing.
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Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Sight	Volunteers may be engaged at the service.	Yes
QIP	Discuss	The diversity of the community is reflected in the service.	Yes
Other	Discuss	A child with additional needs will be enrolling in the vacation care program.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations	Confirm
For this standard, information was not recorded.	

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Online	All Groups	Emails and publications are received from industry groups.	Discussed	Collected	EV528274
Service	Support services	The service is a member of Network and seek advice and support as required.	Discussed	Collected	EV528275
Policy	All Groups	There are policies to guide the inclusion of children including staffing changes and special requirements to meet their needs.	Sighted	Collected	EV528278
Other	Children	The senior students who are a part of the 'SMASH' club participate in excursions within the local community.	Discussed	Collected	EV528282
Other	Community	Local businesses are supported by purchasing their goods for use at the service and during excursions.	Discussed	Collected	EV528283
Service	Support services	The nominated supervisor is currently working with KU Children's Services in preparation to support a child who will be enrolling at the service in the future.	Discussed	Collected	EV528284
Service	All Groups	The nominated supervisor recently met with the school principal to discuss strategies for a child who will be attending the service in the future and will require additional support.	Discussed	Collected	EV528285
Service	Community	Donations are made to the local Bowling Club as they provide a program to teach children how to play lawn bowls.	Discussed	Collected	EV528286
Service	All Groups	The service has not developed a Reconciliation Action Plan.	Discussed	Collected	EV528292
Service	All Groups	Cultural days in the community are celebrated at the service throughout the year.	Discussed	Collected	EV528293
Service	Support services	KU Children's Services regularly visit the service to provide information and support.	Discussed	Collected	EV528294
Service	All Groups	A relationship is maintained with teachers at the school and discussions are held with teachers and the principal if any concerns about children are identified.	Discussed	Collected	EV528295

Service	All Groups	The school office is very supportive in passing on information about children.	Discussed	Collected	EV528298
Service	Community	Volunteers from the Duke of Edinburgh award are hosting by the service each year.	Discussed	Collected	EV528299
Other	Management Team	The administration agency hosts meetings at various services and this enables the nominated supervisor to meet with other people in similar roles and view other services.	Discussed	Collected	EV528307

Quality Area 7: Leadership and service management

STANDARD 7.1	Effective leadership promotes a positive organisational culture and builds a professional learning community.
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Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Discuss	The induction process is comprehensive.	Yes
QIP	Sight	WWCC verifications are completed all for staff.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations		Confirm
R.118 R.148	Ensure that a suitably qualified and experienced individual has been appointed as the educational leader at the service and that this person's name is included in the staff record?	Yes
R.173	Ensure that all of the information included in Regulation 173 is displayed so that it is clearly visible from the main entrance to your service?	Yes
R.146 R.147 R.154 R.163	Ensure that, where applicable, records of working with children clearances are kept for - The nominated supervisor, educators, coordinators and staff ? Family day care educator assistants? Adults living in a home used to provide a family day care service?	Yes

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Service	Educators	The 2IC holds a Diploma in Children's Services and has experience in LDC, OOSH and as a private nanny.	Discussed	Collected	EV0541931
Documentation	Educators	The acceptance of certified supervisor for an educator is not available. A minor adjustment was offered and the acceptance of the position was signed by the educator.	Sighted	Minor Adjustment Offered	EV0543034
Service	Educators	Educators have recently resigned from their positions as they have now completed their studies and some educators are absent as they are currently completing practical experiences elsewhere. Casual and part time educators are able to fill these shifts.	Discussed	Collected	EV0543037
Documentation	All Groups	Working With Children Check verifications are completed for staff members engaged with the administration company.	Sighted	Collected	EV0543438
Service	Educators	Working with children check verifications are stored in staff files and a spreadsheet is recorded to identify expiry dates.	Discussed	Collected	EV528300
Service	Educators	New staff are able to follow a senior staff member for their first few shifts.	Discussed	Collected	EV528303
Service	Educators	Staff under the age of 18 are not employed by the service.	Discussed	Collected	EV528306
Service	Management Team	The nominated supervisor and second in charge complete similar tasks and work in partnership to plan the menu, activities and complete administrative tasks.	Discussed	Collected	EV528310

Service	Educators	The nominated supervisor holds a Diploma in Community Services and has worked at the service for 18 years.	Discussed	Collected	EV528311
Service	Educators	During induction educators are informed about child protection responsibilities, the code of conduct, WHS and sun protection.	Discussed	Collected	EV528312
Service	Educators	Reference checks are completed for new staff members.	Discussed	Collected	EV528314
Online	Educators	WWCC verifications are completed by the nominated supervisor.	Discussed	Collected	EV528315
Service	Educators	Staff are provided with consistent and regular shifts to meet their needs.	Discussed	Collected	EV528317
Service	Educators	The service has access to casual and part time staff members to replace leave as required and can also contact the administration company for support if required.	Discussed	Collected	EV528318
Documentation	Educators	During the orientation period staff complete an induction checklist outlining policies, responsibilities and service procedures.	Discussed	Collected	EV528319
Online	Educators	Educators are provided with fact sheets, information about MTOP, discussion from last meeting and updates to the industry regulations and policies.	Discussed	Collected	EV528320
Documentation	Educators	A handbook provides staff with information about the operations of the service including management, policies and service procedures.	Sighted	Collected	EV528321
Policy	Committee	The roles of the president, treasurer and public officer are identified.	Sighted	Collected	EV528323
Service	Educators	Educators are provided with the opportunity to give input to the operations of the service and the program and are given responsibility of these tasks.	Discussed	Collected	EV528324
Service	All Groups	The educational leader communicates with the second in charge who is responsible for the development of the program.	Discussed	Collected	EV528325
Service	Committee	The management committee meet formally 4 times per year and support the strategic operations of the service.	Discussed	Collected	EV528326
Service	Management Team	The administration agency provides support for compliance matters and reviewing process.	Discussed	Collected	EV528334
Service	Educators	There is the opportunity for staff to step up into positions of leadership.	Discussed	Collected	EV528336
Service	Educators	Social events are organised for staff.	Discussed	Collected	EV528342
Service	All Groups	An administration company, Becklan, is engaged in a consulting role to support the operations of the service.	Discussed	Collected	EV528354

STANDARD 7.2 There is a commitment to continuous improvement.

Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Sight	A QIP wall is displayed.	Yes
Previous Rating	Sight	Performance appraisal procedures are implemented.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations		Confirm
R.31 R.55-56	Ensure that your Quality Improvement Plan - Contains a statement of the service philosophy? Is reviewed and revised at least annually?	Yes

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Service	Families	Families have the opportunity to complete staff evaluations.	Discussed	Collected	EV0542925
Documentation	Educators	Goals are identified by educators during the appraisal process although these are not evaluated or followed up. For the past two appraisals an educator identified the same goal and no steps have been taken to achieve this.	Sighted	Collected	EV0542933
Documentation	Families	Parent feedback has been sought for educators appraisals although they are not dated.	Sighted	Collected	EV0543138
Indoor	All Groups	A notice board is displayed to advise families of the QIP and how they can become involved.	Sighted	Collected	EV0543185
Service	All Groups	A menu review process is currently identified as a current QIP focus area. Feedback is being gathered from children by using a tally board each day.	Sighted	Collected	EV0543190
Service	Families	Families are advised that they can contribute to the QIP by providing feedback on the service practices and responding to surveys and other distributions. There are no specific areas identified for families to review.	Sighted	Collected	EV0543196
Documentation	Educators	Dates for educators next appraisals are identified in a staff summary.	Sighted	Collected	EV0543200
Documentation	Families	A survey was completed with families in 2016 to gather information about families satisfaction with the operations of the service.	Sighted	Collected	EV528276
Other	Educators	Educates may attend training by services such as Community Child Care Cooperative.	Discussed	Collected	EV528297
Service	Educators	Professional development and training is organised through the administration company and programs have been provided for food handling, first aid courses and behaviour management.	Discussed	Collected	EV528302
Service	Educators	The nominated supervisor and second in charge aim to extend educators in their roles and encourage them to try something different. This may be discussed during appraisals.	Discussed	Collected	EV528304

Other	Management Team	Director network meetings are regularly held and information is shared about QIP's.	Discussed	Collected	EV528308
Service	All Groups	The philosophy was originally developed in reference to the nominated supervisors personal philosophy and ideas were brainstormed about what we want children to achieve and to be provided.	Discussed	Collected	EV528327
Policy	All Groups	The service policy advises that the philosophy is reviewed annually when the QIP is reviewed and it requires input from key stakeholders including staff and management although the nominated supervisor advised that it is reviewed every two years.	Sighted	Collected	EV528328
Indoor	All Groups	A copy of the QIP has been printed for display. It is dated August 2017.	Sighted	Collected	EV528329
Policy	Educators	Performance appraisals are implemented every two years to measure performance, improving staff performance and to identify their training needs.	Sighted	Collected	EV528330
Service	Management Team	The QIP is reviewed by the nominated supervisor and second in charge. Items are added as they are identified particularly after staff meetings.	Discussed	Collected	EV528331
Service	All Groups	The nominated supervisor advised that there have been no changes to the service philosophy.	Discussed	Collected	EV528332
Service	Children	A few children are randomly selected to complete an appraisal on educators using a 'smiley face' rating system.	Discussed	Collected	EV528333
Documentation	Educators	Management completes an employee appraisal based on similar indicators in the educators self appraisal.	Sighted	Collected	EV528335
Service	Educators	An educator advised that service policies and the QIP is discussed at staff meetings.	Discussed	Collected	EV528337
Service	All Groups	The first formal review on the service philosophy was completed last year in consultation with educators and the committee. Children's input was also considered by asking them during roll call what they like doing at the service and family input was taken from a past survey completed.	Discussed	Collected	EV528338

STANDARD 7.3 Administrative systems enable the effective management of a quality service.

Quality Improvement Plan / Compliance History / Previous Ratings

The items in the table below were checked and used by the officer to inform discussions, observations or sighting of documents during your service's assessment visit.

Category	Collection Mode	Notes	Confirmed
QIP	Sight	Policies and procedures are reviewed regularly.	Yes
Compliance History	Observe	Policies and procedures are followed.	Yes

Law and Regulations

The regulatory requirements below show the officer's assessment of the service's compliance with the relevant Law and Regulations at the time of the assessment visit.

Law/Regulations		Confirm
R.92 R.99 R.177 R.178	Ensure that records related to children contain all the required information including authorisations for the administration of medication, medical treatment, the collection of children from the service and excursions?	Yes
R.165	Ensure that records of visitors to a family day care residence or approved venue are maintained?	NA
R.168-169 R.170-171	Ensure that all policies required by Regulation 168, and where applicable R.169 are in place, implemented and available at the service?	Yes
R.172	Ensure that families are informed at least 14 days before changes are made to service policies or procedures that might have a significant impact on them, including changes in fees and the way they are collected?	Yes
R.87 R.158-162	Ensure that all records relating to children at the service are maintained, including enrolment records, attendance records, health information, records of illness or accident?	Yes
R.181-184	Ensure that records are stored appropriately to ensure confidentiality and are retained for the period indicated in R.183?	Yes
R.174-176	Ensure that changes to the operation of the service, serious incidents and complaints which allege a breach of Law or Regulations are reported to the Regulatory Authority within the required timeframes?	Yes
R.185	Ensure that a copy of the Law and Regulations can be accessed by educators, staff, volunteers and families, including those seeking to enrol their child at the service?	Yes
R.145-154	Ensure that all records relating to staff at the service are maintained and include all of the required information? including - Records for the nominated supervisor, each educator, educator assistant, co-ordinator and staff member, volunteer and student. The name of the educational leader and responsible person. A record of educators working directly with children. A record of access to an early childhood teacher (if required by R.152). A register of family day care educators (where applicable).	Yes
R.29 R.180	Keep information about public liability insurance for your service on the premises?	Yes

Evidence of Practice

This table lists relevant examples of practice gathered by the officer, through discussions, observations or sighting documents, during the assessment.

Location	Group	Evidence	Mode	Status	Ref #
Service	All Groups	Complaints received are not recorded unless they are received by email.	Discussed	Collected	EV0542337
Documentation	All Groups	Families have been advised that children will be accessing alternatives spaces during the bathroom renovations although no permission has been gained from families for children to do so.	Sighted	Collected	EV528154
Service	All Groups	The service is currently affected by changes to the premises whilst bathroom renovations are being completed. This was not notified to the regulatory authority.	Discussed	Minor Adjustment Offered	EV528309

Service	Committee	In 2015 a new committee was established and service policies and procedures were reviewed.	Discussed	Collected	EV528316
Policy	All Groups	A policy guides the reporting responsibilities for serious incidents.	Discussed	Collected	EV528339
Online	All Groups	An online administration program, BASYS, developed by the administration company is used by the service for attendance records, bookings, statements, payroll and enrolment forms.	Discussed	Collected	EV528340
Documentation	Educators	Templates have been developed at the service and are used to support the daily operations.	Discussed	Collected	EV528341
Policy	All Groups	Policies refer to National Quality Standards, Regulations, related policies and sources.	Sighted	Collected	EV528343
Indoor	All Groups	Confidential records are stored in a locked filing cabinet. The keys are kept in the administration area although the room is padlocked and is only used by the service.	Discussed	Collected	EV528344
Service	Educators	Alarms are set on phones to provide reminders for educators.	Discussed	Collected	EV528345
Policy	All Groups	Polices are reviewed every two years with most policies due to be reviewed soon or in 2018. Staff meeting records do not show the review of any policies recently.	Sighted	Collected	EV528346
Service	All Groups	Grievances and complaints are received at the service in person or by phone and email. The nominated supervisor responds to issues raised and involves the administration company and management committee as required.	Discussed	Collected	EV528347
Service	All Groups	Amendments to polices are made when it is identified that something is not working.	Discussed	Collected	EV528348
Policy	All Groups	Two years ago a major review of policies were completed. Each week management would review three polices and they were discussed at staff meetings before being provided to the committee for endorsement.	Discussed	Collected	EV528349
Service	All Groups	The nominated supervisor is aware of the required time frames to report serious incidents.	Discussed	Collected	EV528350
Service	All Groups	The nominated supervisor is responsible to make notifications to the regulatory authority and they are aware of reporting responsibilities including serious incidents, major complaints, changes in the committee and changes to the service.	Discussed	Collected	EV528351
Other	All Groups	Archived records are stored offsite and are maintained by the administration company.	Discussed	Collected	EV528352
Service	All Groups	Policies are available at the centre and on the service website.	Discussed	Collected	EV528353

