

Displaying your Family Day Care service's quality ratings poster

As you may know, from the beginning of next year all Family Day Care educators must display their service's quality ratings poster in their service at home.

The poster you must display will look like one of these, depending on the rating of your Family Day Care.

If your service is rated
Exceeding the National
Quality Standard



If your service is rated
Meeting the National
Quality Standard



If your service is rated
Working Towards the
National Quality Standard



This brochure explains:

- what you must do as an educator
- why you must do it
- what might happen



What you must do as an educator

Display the quality ratings poster

From the beginning of 2021, you must display your service's quality ratings poster. The legal requirement is that you must display this 'prominently'. NSW Family Day Care Association suggests you put it up near where your families sign in. The poster must be displayed at all times you have children in your care.

Have conversations about the quality ratings poster with families if they ask about it

If your service is rated as Exceeding the National Quality Standard, talk to your families about the things you and your service provider have done to make your service exceed the National Quality Standard.

If your service is rated as Meeting or Working Towards the National Quality Standard, some families might ask you questions about why the service is not rated higher. This brochure will help you to be prepared to answer these questions.

Give families the family flyer if they want more information

The NSW Department of Education has sent your service provider flyers for families about the quality ratings poster. If families are asking you questions about the poster, give them a copy of this flyer. You may even want to give them a copy of the flyer even if they do not ask questions.

Why do I have to do this?

- ◆ Your poster shows your rating in an easy-to-follow graphic.
- ◆ The NSW Department of Education has made the decision that educators need to show their service's rating poster because it will help families understand your service's rating and be part of your service's quality improvement.
- ◆ The NSW Department of Education believe that when you talk about the quality ratings poster it will help families understand the importance and benefits of early childhood education and what quality practice looks like.

What might happen

Families may notice the quality ratings poster and ask questions.

Some of these questions might be easy and some might be hard. Below (in blue) are some questions they might ask. We have also put some possible answers you could give. These are just suggestions.

The NSW Department of Education has suggested to families that they ask the following questions:

What is the quality rating of this FDC?

*The overall quality rating is
Our service was rated as
overall, and we were rated as
in the quality areas about
and We are always working on
improving our quality.*

How is the FDC meeting the requirements of the National Quality Standard?

That would be a really good question to talk to the co-ordinator/manager of (your service name) about. Do you have their number? We are always trying to improve our quality.

How will you include their child's interests in the broader educational program?

I always work to make sure what we do suits your child and what he/she is interested in. We did last week and next week I am planning to do I think your child will really enjoy and learn from this experience.

What is your FDC's plan for quality improvement?

We are always trying to improve quality. The service is carefully planning improvement in certain areas. We have training sessions, and we are looking at our procedures.

Not all families will ask these questions. Some families will not ask any about the quality ratings poster at all. Some families will ask additional questions.

Families might also ask:

Does this mean this FDC is not as good as it could be?

No. It means that on the day we were rated, there were some things we could have done better. We are working on improving those things.

Does this mean that things are going to change in this FDC?

Things are always changing because we are always trying to improve and provide the best quality education and care for your child and for every child.

I know you are a great educator – what does it matter how other educators in this FDC were rated?

Thank you. There are too many FDC educators for the government to rate each individually. They rate the service as a whole because we are all part of the one service. I try and help other educators in our service improve as well.

Will our fees go up now you have a star?

No. We have always been rated; we just did not have to show the poster at each educator's home.

How are other FDC services rated?

9% of all FDC services in NSW are Exceeding the National Quality Standard; **36%** are Meeting the National Quality Standard; and **47%** are rated as Working Towards the National Quality Standard.

Who else can I talk to about this?

You can talk to the Manager or Co-ordinator of (your service name). Do you have their number?

Where can I get more information about this?

I have a flyer I can give to you (your service has been given flyers for families) or you can go to the NSW Department of Education website at www.education.nsw.gov.au or go to www.startingblocks.gov.au

Do you need more information?

Videos

NSW Family Day Care Association is producing videos of conversations between educators and families – we will send you a link to them early next year.

Sample conversations flyer

The NSW Department of Education has sent your service a flyer about sample conversations. Ask your service for a copy. (These are also being translated into Chinese, Arabic, Vietnamese, Korean, Hindi and Persian.)

Webinar

NSW Family Day Care Association hosted a webinar for educators to learn more about the Quality Ratings Poster and what educators need to do. A recording of this webinar is on our website at:

www.nswfdc.org.au/qualityratings



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