

## PSC Quality Assurance Support

PSC Quality Assurance support is collaborative support provided by a professional consultant and an early childhood service. The consultant is contracted by PSC to further develop the services capacity for obtaining and maintaining the standards set by the National Childcare Accreditation Council.

### What QA support is offered?

- Telephone support / consultation.
- Face to face visits.
- Quality Improvement Support Planning.
- Capacity building and strength based approaches to ensure that the service is supported and encouraged in their knowledge and autonomy in relation to Quality Assurance.
- Identification of professional development and support.
- Attendance at staff meetings and educator networking meetings.
- Support for early childhood settings to develop their Self Study Report.
- Support for early childhood settings to implement any required changes within the early childhood environment, policy and daily routines.
- Provide referral to other relevant recognised authorities for further information or resources.
- Referral to PSC

WA: Helpline Support-1800 783 768

Email support- [pscwa@childaustralia.org.au](mailto:pscwa@childaustralia.org.au)

NT: helpline support- 1800 138 662

Email support: [info@childaustralia.org.au](mailto:info@childaustralia.org.au)

### Priority of Access:

- If a Service has received a not accredited decision from NCAC.
- A new registration service requiring support.
- Services needs support appealing the not accredited decision by NCAC.
- Service identifies professional support directly to PSCWA.
- Service is referred to PSC for professional QA support through ISF.

**Fees:**General QA support:

This includes Professional Development, consultancy and assisting a service to write a continual improvement plan.

\$60 per hour.

Self study support:

PSC contacts services that are due to submit their self study within the next 6 months. These services are offered 5 free hours support.

Self Study Support includes:

- talking to Early Childhood Educators about the Quality Practices Guide and EYLF;
- assistance on how to write a self study;
- reviewing policies and whether practice reflect policies;
- observing typical practices of educators and the environment in relation to the Quality Practices Guide;
- providing feedback on programming documentation.

**“Not Accredited” Support:**

This includes support for those services intending to appeal the NCAC not accredited decision.

First time not accredited services or new registrations will receive 10 hours of free support.

Second time not accredited services will receive 5 hours of free support. Third or more consecutive times not accredited a service fee of \$60 per hour will be charged.

Within the support options services have a choice of:

- receiving a Continuous Improvement Plan based on the validation report;
- receiving a written extension of the NCAC recommendations letter, or
- receiving a three hour face to face visit and report on typical practice. On acceptance of this support an additional request form will be sent to the service to complete.

\*Service visits will be organised by the discretion of PSC staff to support services with their accreditation process. If PSC are unable to provide a face to face visit within a specific timeframe PSC will ensure that the service is supported by other means e.g. teleconference, email etc.