

Self-assessment for quality improvement



Services in NSW are asked to share their self-assessment information or submit a Quality Improvement Plan (QIP) in preparation for their Assessment and Rating (A&R) visit.

Self-assessment creates a great opportunity to:

- showcase your service's unique aspects
- support educators to reflect on and better understand their current practices
- identify opportunities for improving quality outcomes for children and families.

Self-assessment and quality improvement are most productive when everyone involved is open, honest and feels comfortable to be reflective and critical.

Effective communication and a positive workplace culture will allow all involved the opportunity to participate and have a voice.

Significant feedback from the sector indicates educators are more confident and engaged with authorised officers and the A&R process, when actively engaged in the self-assessment for quality improvement process.

Your service's self-assessment information will be used to guide the A&R visit as the authorised officer looks to confirm and assess your service practices against the National Law and Regulations and the National Quality Standard (NQS).

The department established a Quality Support Team, now known as the 'Continuous Improvement Team' (CIT) to assist services and providers prepare their self-assessment information so that A&R is part of the service's continuous improvement journey.

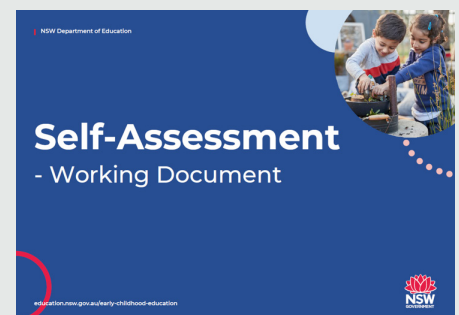
Benefits of engaging with the CIT:

- one on one support sessions with a dedicated authorised officer
- the opportunity to have your service's key practices reviewed
- increase staff and family engagement around the quality improvement process
- empower staff to talk about the 'what, how and why' of their work with greater confidence.

To contact the Continuous Improvement Team, call 1800 619 113 or email ecequalitysupport@det.nsw.edu.au

The NSW Self-Assessment Working Document is designed to support approved providers, service leaders and educators assess the quality of their education and care practices and procedures, against the NQS and the National Law and Regulations.

Designed to contribute to the quality improvement planning process, the working document supports service teams to reflect on and identify their current practices against the NQS and legislation, and to plan for quality improvements. Self-assessment is a key step in identifying your service's strengths and areas for improvement as an ongoing process.



The working document is available for free on the [NSW Department of Education](https://www.education.nsw.gov.au) website.

Frequently asked questions

Is providing a service's self-assessment information compulsory?

No. If you choose not to share your self-assessment information in preparation for your A&R visit, you will continue to complete the service context form and submit your service QIP. However, the majority of services that have undergone the self-assessment process have felt more engaged and confident in showcasing their practices during the A&R visit.

How do we submit our self-assessment information?

Services will receive access to the online 'service context' and 'self-assessment form' with their notification of assessment and rating.

The online form is a replica of the NSW Self-Assessment Working Document. Services using this editable PDF document will simply cut and paste their key practices into the online form.

For services not using the working document, you can also cut and paste information into the online form. However, you will need to review your key practices to ensure information is within the character count.

Is there a limit on how many key practices we can provide?

Yes. The self-assessment form allows up to 5 key practices for each element in every standard. There is a 500 character limit (for each) to support services clearly articulate their different key practices.

Can services access the online self-assessment form prior to receiving their assessment and rating notification?

No. Currently services are encouraged to use the NSW Self-Assessment Working Document to support them to prepare their self-assessment information. This form will make the process of moving information into the online version easier.

We are hearing feedback from the sector that services would like access to the online form so they can use it as an ongoing tool to maintain and review self-assessment.

We are also conscious of reducing the administrative burden for services and are exploring options to enable services to readily access a secure portal shortly.

Do I need to submit my Quality Improvement Plan (QIP) if I am submitting my self-assessment?

No. All NSW services that choose to submit their self-assessment information via the online self-assessment form will not be required to submit a QIP.

Do I need to maintain a QIP as well? Is this increasing administrative burden?

No. Regulation 55 requires services to develop a Quality Improvement Plan that includes an assessment by the provider of your practices against the NQS and Regulations, areas for improvement and your philosophy.

The NSW Self-Assessment Working Document has been designed to meet the requirements of Regulation 55 and if you are maintaining this record, it is considered to be your QIP.

Where can I get more information about self-assessment?

In addition to contacting the NSW Continuous Improvement Team, peak bodies such as CELA and other organisations offer training and support relating to self-assessment and the A&R process. Other resources related to self-assessment and A&R can be found on the ACECQA website.

When can we contact the Continuous Improvement Team?

The Continuous Improvement Team is available at anytime to support services with their self-assessment. You do not have to wait for your notification of A&R.