



## Service Support and Professional Development Package for Services Working Towards National Quality Standards

### ***Do you want to improve your 'Working Towards' rating to 'Meeting' the National Quality Standards?***

Community Child Care Association (CCC) has put this support package together for services who would like to take a streamlined approach to improving their rating against the National Quality Standards (NQS). We will work intensively with your service over a 3 month period to support the service in meeting the NQS. Through mentoring, professional conversations and training, one of our experienced professional consultants will work closely with your team, sharing their expertise, practical strategies and resources, allowing you to prepare efficiently for your next assessment.

This package can be adapted to suit your specific needs. Contact us for a quote on [03 94863455](tel:0394863455) or [reception@cccinc.org.au](mailto:reception@cccinc.org.au)

#### ***Step One: Review of Documentation***

We will review your assessment and rating report and Quality Improvement Plan in preparation for a site visit.

#### ***Step Two: Observation and Coaching Site Visit***

We will spend a full day on site observing current practice. For outside school hours care services this time can be split across sessions. Staff will have the opportunity to ask questions and receive on the spot coaching in areas they are looking for support in.

#### ***Step Three: Action Plan Report***

We will provide your service with a customised report and detailed action plan outlining steps you can take to move towards Meeting NQS. It will be a tool for you to update your QIP and will include a service professional development plan and information about resources that will assist you in preparing for your next assessment and rating visit

#### ***Step Four: Mentoring Coaching with Leadership and Management Team***

We will provide two mentoring and coaching sessions for your leadership team which will focus on Quality area 7, including service practice and roles and responsibilities.

#### ***Step Five: Staff Meeting - Professional Conversation***

We will lead two professional conversations at your staff meeting where key areas for improvement will be unpacked. With our guidance, practices and strategies will be developed for implementation by the whole staff team, with a view to support continual improvement and embed ongoing quality practices in your service.

#### ***Step Six: Follow Up Mentoring Site Visit***

Eight weeks after the second professional conversation we will conduct a follow up visit to observe and discuss implemented changes and provide final recommendations for continued improvement.

