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| Assessment and ratings Providing feedback on the draft assessment and rating report   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | **Service Name** |  | | | **Service Number** | |  | | |  | | |  |  | | |  | | **Approved Provider Name** | |  | | **Approved Provider Number** | | |  | |  | | |  |  | | |  | | **Assessment and Rating Number** | | |  | **Date** |  | | |   You will receive a draft assessment and rating report approximately three to five weeks after the assessment visit. If you decide to provide feedback on the draft report, this must occur within 10 working days of when the draft report is issued by the regulatory authority.  Feedback on the draft report gives you the opportunity to comment on the accuracy of the report. You may contact the regulatory authority that conducted your visit if you require clarification of the draft report. Complaints or comments about the assessment visit or process should not be provided through your feedback on the draft report. Instead, these should be directed separately to your regulatory authority.  When providing feedback on your service’s draft report you should:   * identify any factual inaccuracies * include succinct and factual information that shows how your service met the element or was Meeting or Exceeding the standard, keeping in mind that for a standard to be rated Exceeding, [all three Exceeding themes must be demonstrated](http://files.acecqa.gov.au/files/NQF/NewGuidanceDetermingExceedingNQS.pdf):   + Exceeding Theme 1: Practice is embedded in service operations   + Exceeding Theme 2: Practice is informed by critical reflection   + Exceeding Theme 3: Practice is shaped by meaningful engagement with families and/or the community * only describe factors that existed at the time of the assessment visit, for example, something that the authorised officer missed on the day of the visit * provide your feedback in writing, supporting your feedback with evidence, such as documents or photographs, to support your request to change the assessment outcome for an element or standard. Only provide evidence directly relevant to your feedback.   If no feedback is received during the 10 day period, your report is considered final. This template will help you provide all the information the regulatory authority needs to consider your feedback. Alternatively, feedback can be provided online via the NQA ITS portal.  **DETAILS OF PERSON AUTHORISED BY APPROVED PROVIDER TO GIVE FEEDBACK**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Name & Role** |  | | **Contact Number** |  | | |  | |  |  | |  | |  |

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| Element/ Standard | Content from report | Factual reasons on how your service met the element or was Meeting or Exceeding the standard at the time of the service visit | Evidence |
| Quality Area 1 – Educational program and practice | | Press tab to provide feedback against a new element or standard | |
| Insert number | Copy the sentence or paragraph from the report that you are providing feedback on | Succinctly justify why your service met the element or was **Meeting** or **Exceeding** the standard at the time of the service visit, keeping in mind that all three Exceeding themes must be demonstrated for a standard to be rated **Exceeding.** | Only provide factual relevant evidence, which clearly demonstrates how your service met the element or was **Meeting** or **Exceeding** the standard at the time of the service visit.  If attachments are provided, clearly reference or number them to correspond with the relevant element/standard. |
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| Element/ Standard | Content from report | Factual reasons on how your service met the element or was ‘Meeting’ or ‘Exceeding’ the standard at the time of the service visit | Evidence |
| Quality Area 2 – Children’s health and safety | | Press tab to provide feedback against a new element or standard | |
| Insert number | Copy the sentence or paragraph from the report that you are providing feedback on | Succinctly justify why your service met the element or was **Meeting** or **Exceeding** the standard at the time of the service visit, keeping in mind that all three Exceeding themes must be demonstrated for a standard to be rated **Exceeding.** | Only provide factual relevant evidence, which clearly demonstrates how your service met the element or was **Meeting** or **Exceeding** the standard at the time of the service visit.  If attachments are provided, clearly reference or number them to correspond with the relevant element/standard. |
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| Element/ Standard | Content from report | Factual reasons on how your service met the element or was ‘Meeting’ or ‘Exceeding’ the standard at the time of the service visit | Evidence |
| Quality Area 3 – Physical environment | | Press tab to provide feedback against a new element or standard | |
| Insert number | Copy the sentence or paragraph from the report that you are providing feedback on | Succinctly justify why your service met the element or was **Meeting** or **Exceeding** the standard at the time of the service visit, keeping in mind that all three Exceeding themes must be demonstrated for a standard to be rated **Exceeding.** | Only provide factual relevant evidence, which clearly demonstrates how your service met the element or was **Meeting** or **Exceeding** the standard at the time of the service visit.  If attachments are provided, clearly reference or number them to correspond with the relevant element/standard. |
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| Element/ Standard | Content from report | Factual reasons on how your service met the element or was Meeting or Exceeding the standard at the time of the service visit | Evidence |
| Quality Area 4 – Staffing arrangements | | Press tab to provide feedback against a new element or standard | |
| Insert number | Copy the sentence or paragraph from the report that you are providing feedback on | Succinctly justify why your service met the element or was **Meeting** or **Exceeding** the standard at the time of the service visit, keeping in mind that all three Exceeding themes must be demonstrated for a standard to be rated **Exceeding.** | Only provide factual relevant evidence, which clearly demonstrates how your service met the element or was **Meeting** or **Exceeding** the standard at the time of the service visit.  If attachments are provided, clearly reference or number them to correspond with the relevant element/standard. |
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| Element/ Standard | Content from report | Factual reasons on how your service met the element or was Meeting or Exceeding the standard at the time of the service visit | Evidence |
| Quality Area 5 – Relationships with children | | Press tab to provide feedback against a new element or standard | |
| Insert number | Copy the sentence or paragraph from the report that you are providing feedback on | Succinctly justify why your service met the element or was **Meeting** or **Exceeding** the standard at the time of the service visit, keeping in mind that all three Exceeding themes must be demonstrated for a standard to be rated **Exceeding.** | Only provide factual relevant evidence, which clearly demonstrates how your service met the element or was **Meeting** or **Exceeding** the standard at the time of the service visit.  If attachments are provided, clearly reference or number them to correspond with the relevant element/standard. |
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| Element/ Standard | Content from report | Factual reasons on how your service met the element or was Meeting or Exceeding the standard at the time of the service visit | Evidence |
| Quality Area 6 – Collaborative partnerships with families and communities | | Press tab to provide feedback against a new element or standard | |
| Insert number | Copy the sentence or paragraph from the report that you are providing feedback on | Succinctly justify why your service met the element or was **Meeting** or **Exceeding** the standard at the time of the service visit, keeping in mind that all three Exceeding themes must be demonstrated for a standard to be rated **Exceeding.** | Only provide factual relevant evidence, which clearly demonstrates how your service met the element or was **Meeting** or **Exceeding** the standard at the time of the service visit.  If attachments are provided, clearly reference or number them to correspond with the relevant element/standard. |
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| Element/ Standard | Content from report | Factual reasons on how your service met the element or was Meeting or Exceeding the standard at the time of the service visit | Evidence |
| Quality Area 7 – Governance and Leadership | | Press tab to provide feedback against a new element or standard | |
| Insert number | Copy the sentence or paragraph from the report that you are providing feedback on | Succinctly justify why your service met the element or was **Meeting** or **Exceeding** the standard at the time of the service visit, keeping in mind that all three Exceeding themes must be demonstrated for a standard to be rated **Exceeding.** | Only provide factual relevant evidence, which clearly demonstrates how your service met the element or was **Meeting** or **Exceeding** the standard at the time of the service visit.  If attachments are provided, clearly reference or number them to correspond with the relevant element/standard. |
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