



Supporting the provision of quality, inclusive children's services

# National Quality Framework Preparation Working Groups Session 4

# ...and how exactly are we going to do that?

## Every week

- Revise and debrief-Revisit code of conduct, NQF on the couch- therapy sessions, questions that have come up;
- Content, group inquiry and reflection;
- Homework;
- Questions and comments from the current session;
- Summary for the following week and an agreement on what will be covered.



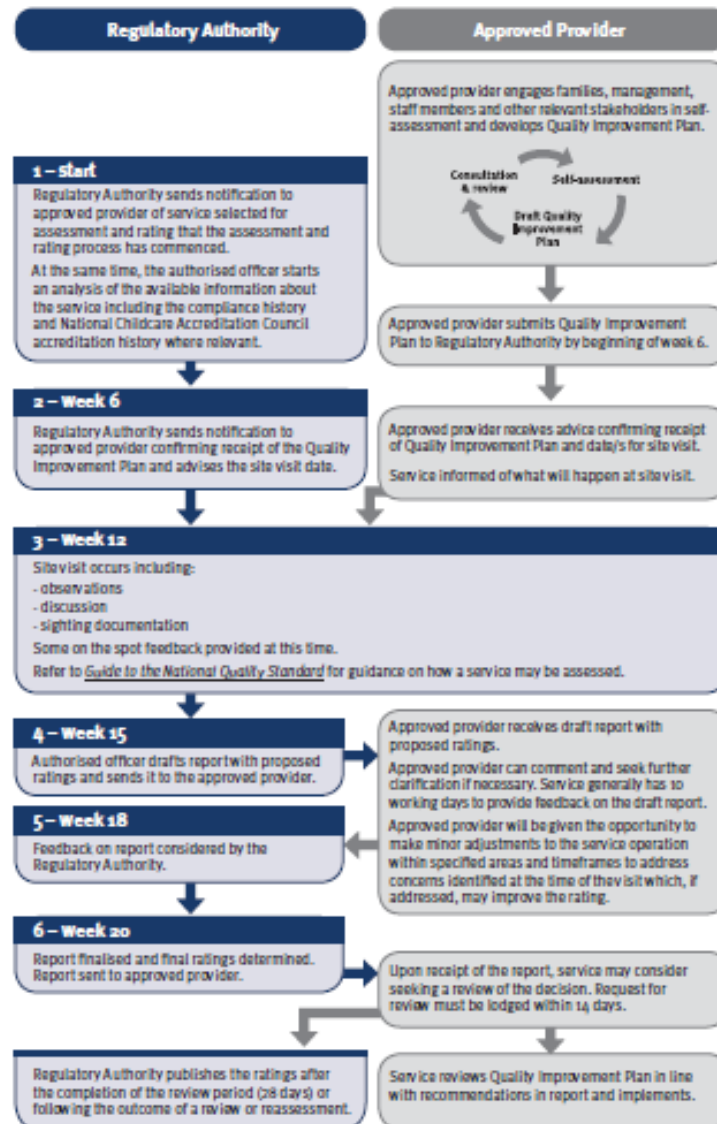
# Objectives for week 4

- Review the assessment and rating process
- Discuss and document concerns and issues relating to the QIP ;
- Engage in content learning on writing and documentation;
- Develop FAQs team members on the assessment by ACOs;
- Engage in peer reflection and analysis on Quality Improvement Plans



# The assessment and rating process

The flow chart below outlines the *National Quality Standard* assessment and rating process, including the self-assessment and Quality Improvement Plan process steps.



# NQF on the Couch

*Your Assessment and Compliance officer has come to assess your service.*

*In Thinking pairs explain how you undertook the self assessment process and development of the QIP and why it is contributing to quality.*

What are your thoughts and what are you thinking?

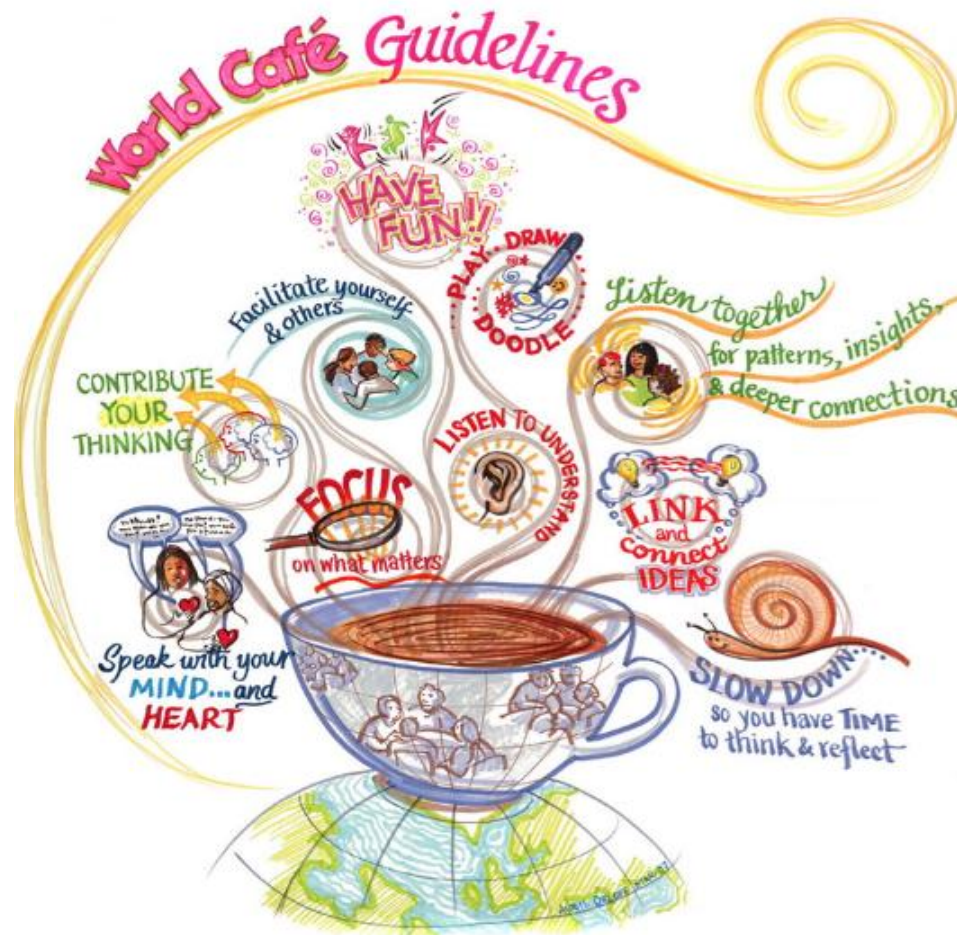


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# World Café-Concerns and Issues



# Writing for clear communication

1. Clearly state your main message and don't bury it in detail.
2. Structure your text to place the most important information first.
3. Pay attention to design and layout as well as to the language.
4. Use a formal but friendly tone.
5. Use short, familiar words, rather than long words to sound impressive.
6. Prefer the active to the passive voice.
7. Be ruthless on clutter — remove words and details that add little value.
8. Use sentences which average 15–20 words, and vary them to be between 10 and 35 words.
9. Check for errors in spelling, grammar and punctuation.



# What is plain English?

Plain English is a flexible and efficient writing style that readers can understand in one reading. It combines clear, concise expression, an effective structure and good document design. The term 'plain English' was coined by Sir Ernest Arthur Gowers, who in the 1940s was asked by the British Treasury to write a guide on avoiding pompous and over-elaborate writing.

A working knowledge of plain English is a must for people who write as part of their everyday work. Clients and customers expect that organisations will communicate with them clearly, fairly and ethically.

This is increasingly becoming a legal obligation, as well as preferred business practice, in both public and private sectors around the world.

Plain English, also known as plain language or plain writing, is compulsory for government and public documents in countries like the UK, South Africa and the US. The US [Plain Writing Act of 2010](#) requires federal agencies:

to enhance citizen access to Government information and services by establishing plain language as the standard style for Government documents issued to the public.

Plain English Foundation is working to pave the way for a similar law in Australia.

## Fancy pants job titles

## Everyday word

knowledge navigator

teacher

vision clearance  
engineer

window cleaner

garbologist

garbage  
collector

destination counsellor

travel agent

revenue protection  
officer

ticket inspector

[Modern Manqlish](#)





# The benefits of using Plain English

(<http://www.plainenglishfoundation.com/index.php/plain-english/benefits>)

## Readability

Good writing is also easy to read and absorb at one sitting. We often dress up our language to sound authoritative, but don't consider the costs to readability.

## Efficiency

Effective writing is succinct. Most organisations can reduce their documents by up to one-third. The benefits of writing less, of having less to read, and of reduced paper and printing costs all improve workplace economy.

## Accountability

Accountability is increasingly important in the public and private sectors. Yet elements in officialese writing, such as the passive voice, reduce the capacity to call anyone to account.

## Credibility

Plain English writing strengthens your professional credibility. A study by the Royal Mail in the UK estimated that British businesses lose up to £5 billion a year because of pretentious, inappropriate or error-ridden writing.

Suitspeak	Meaning
incentivation	motivation
improve our synergy	work well together
pathways	directions
leverage our knowledge capital	have a new idea

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# Writing the QIP-Looking at each element



Australian Children's  
Education & Care  
Quality Authority

## Appendix 2: Quality Improvement Plan template

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# SMART goals



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# Setting SMART goals

**Specific:** To incorporate sustainable practices.

**Measurable:** We will measure our success by having the worm farm, compost and paper recycling as part of everyday practice.

**Attainable:** We will work with the children to recycle paper, collect compost and set up a worm farm.

**Realistic:** We will investigate paper recycling options, types of compost bins and worm farms; including costs and set up.

**Timely:** We will achieve this by June.








# Homework

## Information and knowledge

- Consider ongoing self assessment



Where are you on your  
NQF journey?



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