

## NRCoP & ANZSOG present: Regulators as Raters

### Q&A Session

Gabrielle Sinclair

Chief Executive Officer of the Australian Children’s Education and Care Quality Authority

**Have you done any analysis on how increases or decreases in a business’ rating changes ratings of competitors in that locality?**

*No. Our analyses include reporting on the ratings by jurisdictions, service types and approved provider categories (e.g. private for profit, not for profit, school operated etc). The National Quality Framework requires all services to strive for continuous quality improvement and we see that the overall quality is improving i.e. 89% of services are meeting or exceeding the National Quality Standard. We also publish the ratings for each service so families can choose a location, for example, and compare the quality rating for each service in that community.*

**Do you assess the rating system over time to understand weaknesses or failures or that they remain fit-for-purpose (e.g. issues as a result of emerging technology)**

*The nine governments through our Regulatory Practice Committee regularly consider both trends and emerging issues from their monitoring, compliance and ratings visits, as well as how the ratings system assists services to improve. The last changes to the National Quality Standard to ensure it remains contemporary were made in 2018, noting that any changes come at a cost to services e.g. training, information, adjusted systems.*

**What did you do to understand the decision-making process for customers, and how did that affect your approach?**

*We regularly conduct national surveys of parents and families who have used, are using or intend to use an approved service. We also undertake analyses of complaints/incidents in collaboration with the eight Regulatory Authorities to gauge how well parents/families understand and use the rating system and adjust our website and communications accordingly.*

Andrew Davies

Manager, Local Government Unit, NSW Food Authority

**Have you done any analysis on how increases or decreases in a business’ rating changes ratings of competitors in that locality?**

*The NSW Food Authority does not have access to such granular level data in this regard, as the individual ratings are provided by participating local councils and are retained locally. We anticipate future developments for the program will allow for collective ratings to be centralised meaning this very useful analysis can be undertaken.*

**Do you assess the rating system over time to understand weaknesses or failures or that they remain fit-for-purpose (e.g. issues as a result of emerging technology)**

*We seek local councils’ feedback every 3-4 years to understand any barriers to adoption, pain points and what value is derived from participating in the scheme. As examples where we have acted upon feedback - In 2022 we revised the guidelines and promotional materials to give them a fresh and contemporary look, and also agreed to more business and consumer marketing that was needed to raise the profile of the program. I think it is important to continually do some reviews and seek stakeholder input to ensure the program is improved and delivers a value proposition.*

**What did you do to understand the decision-making process for customers, and how did that affect your approach?**

*An assessment was undertaken of similar programs in other jurisdictions to inform how the NSW program should look. A small pilot was introduced with local councils to trail the program for 12 months. Feedback from businesses, consumers and local councils was considered and reflected in the final program where necessary.*

*We continually engage with local councils on the program and seek feedback on the positive or negative elements associated in implementing the scheme. We have acted upon feedback in recent times such as refreshing the promotional resources and will look to engage more broadly with businesses and consumers. I think having a review process, perhaps even have external assistance to remove bias, will ensure the program remains competitive in a very business marketplace.*

*The Scores on Doors materials can be found here:*

<https://www.foodauthority.nsw.gov.au/retail/scoresondoors>