

DET Kindergarten Capacity Survey Process

Frequently Asked Questions (FAQs)

May 2019

1. Introduction

This document provides a summary of questions which may be asked by Local Government Areas (LGAs), Approved Providers, and/or Services over the course of Ernst & Young's delivery of the Kindergarten Capacity Survey Program.

The responses to FAQs below should be used to respond to queries raised. Any questions not answered below should be referred to Ernst & Young for a response and addition to the list of FAQs.

Throughout these responses, there is reference to a Pre-Survey Guideline and Pre-Survey Tool. These have been provided separate to this document.

For any enquiries regarding the kindergarten capacity survey please contact the Ernst & Young Project Office at det.kinder.pmo@au.ey.com or 03 9288 8100.

For any enquiries regarding the kindergarten reform program more generally, please contact DET at 3YO.kindergarten@edumail.vic.gov.au.

PART ONE – QUESTIONS FOR SERVICES

FAQs for Services	
Question	Response
What is the capacity survey process?	<p>To ensure that the Government is investing in the most effective ways possible and to provide the right support to services, we need a more detailed understanding of services' physical facilities and current workforce.</p> <p>From May 2019, every kindergarten and long day care facility in Victoria will take part in a survey about their existing infrastructure and workforce capacity. Those services in the 2020 and 2021 roll-out areas, as well as those in the parts of the state experiencing high growth, will be the first priority. This will enable DET to be as responsive as possible to local needs.</p> <p>As part of the survey, Services will be asked to answer a range of simple questions regarding the dimensions and condition of their facilities, the number of enrolment places on offer, and workforce requirements.</p> <p>Ernst & Young has been appointed to partner with DET in undertaking this survey. Services will be contacted in the coming weeks regarding specific arrangements, which will include representatives coming to meet with services to work through survey questions together.</p>
Which LGAs are in the 2020 and 2021 roll-out areas?	<p>The six LGAs in the 2020 roll-out areas are Buloke, Hindmarsh, Northern Grampians, South Gippsland, Strathbogie and Yarriambiack.</p> <p>The 15 LGAs in scope for service delivery in 2021 are Alpine Ararat, Campaspe, Central Goldfields, Colac-Otway, Corangamite, East Gippsland, Glenelg, Hepburn, Indigo, Loddon, Murrindindi, Southern Grampians, Towong, West Wimmera.</p>
I am in one of the first roll-out areas. How does this impact my survey?	<p>If you are in one of the first roll-out areas, your on-site visit will be scheduled earlier in the Survey Program. If you have not already received a call about this, a representative from Ernst & Young will be in touch soon to book in a visit which suits you and your team.</p> <p>All Services will be asked the same questions – regardless of which LGA they operate in.</p>

FAQs for Services

Question	Response
What do we need to prepare for the on-site survey?	<p>You will be sent an email confirming arrangements for the survey at your site; this email will include a Pre-Survey Guide and Pre-Survey Tool. You are encouraged to read through both documents, and prepare responses to questions in the Pre-Survey Tool where possible. In addition, you may receive completed Pre-Survey Tools from your LGA or Approved Provider (where relevant) to be passed on to the Ernst & Young field officer during the survey. We expect that the time the Ernst & Young field officer spends on site will be minimised if you are able to pre-prepare.</p> <p>If you are unable to prepare for the survey, it's okay. The Ernst & Young Field Officer will guide you through the process while on site.</p> <p>Please contact the Ernst & Young project management office if they have any further questions on how to prepare for the survey via email det.kinder.pmo@au.ey.com or phone 03 9288 8100.</p>
Who from my Service should be involved in the on-site survey?	An appropriate person should be nominated to act as the representative of your service for the on-site survey. The representative should have knowledge and understanding of your Service's operations, licence conditions, facilities and future plans. This may be the manager, a representative from the Committee of Management, or another nominated person. The representative will generally not be a kindergarten teacher or educator.
Will Ernst & Young's field officers have a Working with Children Check?	Yes. Ernst & Young's field officers will present their valid Working with Children Check upon arrival at site. They will comply with your instructions to ensure the safety of children at the service is prioritised at all times.
What if I don't have the answers to the questions Ernst & Young will be asking?	<p>You may not know the answers to all questions in the survey. It is suggested that LGAs, Approved Providers, and/or Services work together to prepare as much information before the on-site survey as possible. If you are unable to answer a question during the on-site survey, the Ernst & Young field officer will record 'unknown' and move on to the next question. There will be no implications for LGAs, Approved Providers, and/or your Services if information is unknown at the time of the on-site survey.</p> <p>It is strongly recommended that LGAs, Approved Providers, and/or Services do their best to have as much information as possible ready for the field officer; this will ensure information gathered and provided to DET is accurate and meaningful.</p>
My Approved Provider is already planning for the subsidised three-year-old kindergarten. Ernst & Young should talk to them.	<p>As part of the capacity survey process, Ernst & Young is meeting with Approved Providers before on-site surveys of their Services are completed. This will allow the Approved Provider to complete aspects the Pre-Survey Tool and forward it to you before the on-site survey is performed. Ernst & Young's field officer will record answers from the Pre-Survey Tool during the on-site survey.</p> <p>Ernst & Young have been requested by DET to visit every service to take measurements of rooms, and to better understand any potential spaces that may be used for the subsidised three-year-old kindergarten program. We appreciate that you already may have some of this information; the field officer may be able to use this information but may still need to take measurements to ensure consistent data is available to DET at the end of the state-wide survey process.</p>
How long does it take to complete the survey?	It may take up to 4 hours on site to complete the on-site survey. We expect that this time will be reduced if Services prepare for the survey in advance. This preparation should include reviewing the Pre-Survey Guideline and Pre-Survey

FAQs for Services	
Question	Response
	<p>Tool that is emailed to Services after the survey is booked, and preparing responses for as many questions as possible.</p> <p>Ernst & Young will be meeting with your LGA and/or Approved Provider (if relevant) prior to the on-site survey. During this meeting, Ernst & Young will provide your LGA and/or Approved Provider with a Pre-Survey Tool, which will prompt them to provide you with the information you need to answer survey questions.</p> <p>Where you have been provided with this information by your LGA and/or Approved Provider, it is expected that the on-site survey will take less than 4 hours to complete.</p>
Doesn't DET already have the information Ernst & Young is asking for?	DET has access to some information (e.g. floor area), however the information to be collected through this survey process will ensure there is a consistent set of data for all Services. This will include information that will more accurately indicate infrastructure capacity (e.g. available space), workforce capacity (e.g. number of existing workers interested in upskilling) and future plans relating to three-year-old kinder.
Will the outcomes of this survey have an implication on our licence?	The outcomes of the survey will not have any implication on your licence. The survey does not form any part of DET's compliance activities.
What will DET use this information for?	DET will use the information gathered through the survey to get an in-depth picture of where infrastructure projects, and workforce capacity building efforts will need to be prioritised. The information will be used to ensure DET is investing in the most effective ways possible and to provide the right support to services.
Will any information be collected about the children attending our Service?	The field officer will collect data regarding enrolment numbers per room or group at your Service. No information relating to individual children will be collected.
Can we provide information to Ernst & Young in advance to, or following, the on-site survey?	In order to most efficiently complete the large number of on-site surveys that need to be completed in a short timeframe, Ernst & Young's field officers will gather information relating to each service while on site. This will ensure that information is verified, and provided to DET in an accurate and timely manner. Unfortunately, Ernst & Young won't be in a position to collect data before or after the scheduled on-site survey date for a service. By reviewing and preparing responses to the questions in the Pre-Survey Tool before the field officer arrives, you can maximise the opportunity to provide as much information as possible.
The date I had agreed to for the on-site survey no longer suits. What should I do?	If you need to reschedule or cancel your survey, please contact the Ernst & Young project management team at det.kinder.pmo@au.ey.com or 03 9288 8100 as soon as possible. Any reschedule requests will be communicated by Ernst & Young to DET for approval as soon as possible.
Will the survey affect my service's quality rating?	The purpose of the visit is not to assess service quality under the National Quality Framework, which is work undertaken by the Department's Quality Survey & Regulation Division (QARD). This visit is about understanding current capacity in services, to support planning for the introduction of subsidised kindergarten for three-year-olds, which will be progressively rolled out over the next decade.

FAQs for Services	
Question	Response
How will the survey impact children's learning?	<p>The survey has been designed so that it is not expected to disrupt teaching time. If the only staff on site are educators, an alternate representative from the Approved Provider should be arranged to attend.</p> <p>On the day of the survey, the Ernst & Young field officer will need to be shown through the service, and will take measurements of each teaching room. The remaining aspects of the survey can be performed away from areas where children are being educated and cared for.</p>

PART TWO – QUESTIONS FOR APPROVED PROVIDERS

FAQs for Approved Providers	
Question	Response
What is the capacity survey process?	<p>To ensure that the Government is investing in the most effective ways possible and to provide the right support to services, we need a more detailed understanding of services' physical facilities and current workforce. From May 2019, every kindergarten and long day care facility in Victoria will take part in a survey about their existing infrastructure and workforce capacity. Those services in the 2020 and 2021 roll-out areas, as well as those in the parts of the state experiencing with high growth, will be the first priority. This will enable DET to be as responsive as possible to local needs.</p> <p>As part of the survey, services will be asked to answer a range of simple questions regarding the dimensions and condition of their facilities, the number of enrolment places on offer, and workforce requirements. Approved Providers and LGAs (where relevant) will be asked to contribute responses to some of these questions.</p> <p>Ernst & Young has been appointed to partner with DET in undertaking this survey. Services will be contacted in the coming weeks regarding specific arrangements, which will include representatives coming to meet with services to work through survey questions together.</p>
How will Approved Providers be engaged throughout the process?	<p>Ernst & Young will meet all Approved Providers with more than one service prior to the on-site survey. During this information session, Approved Providers will be given an overview of the survey process, and will be encouraged to complete aspects of the Pre-Assessment Tool, which is to be forwarded to services before it's on-site survey. In addition, Ernst & Young will ask Approved Providers questions relating to their plans for expansion, anticipated challenges in building the required workforce for a subsidised three-year-old kindergarten program, and perceived barriers to implementing the kindergarten reform.</p> <p>Standalone Services will not be required to attend an information session, as the required information will be covered during the on-site survey. A representative from the Approved Provider should therefore be available during the on-site survey to respond to questions that are not able to be answered by the Service.</p>
I've been invited to a workshop, rather than a one-on-one meeting with Ernst & Young. Why?	<p>Approved Providers with between two and nine services are invited to participate in a workshop where they will be given an overview of the survey process, and will be encouraged to complete aspects of the Pre-Assessment Tool, which is to be forwarded to services before their on-site survey. In addition, Ernst & Young will ask Approved Providers questions relating to their plans for expansion, anticipated challenges in building the required workforce</p>

FAQs for Approved Providers

Question	Response
	<p>for a subsidised three-year-old kindergarten program, and perceived barriers to implementing the kindergarten reform.</p> <p>Approved Providers with ten or more services will be offered a one-on-one information session. Standalone Services will not be required to attend an information session in addition to their on-site survey.</p>
I can't attend the workshop or meeting I had previously agreed to.	If you need to reschedule or cancel your information session or workshop, please contact the Ernst & Young project management team at det.kinder.pmo@au.ey.com or 03 9288 8100 as soon as possible.
Who needs to attend the meeting with Ernst & Young?	It is recommended that the Approved Provider's operations manager (or equivalent) meets with Ernst & Young. Approved Providers are welcome to invite others as relevant to the meeting also. Those attending the meeting should be familiar with the Approved Provider's operations, plans for expansion, workforce issues, and views regarding the kindergarten reform.
What do we need to prepare before our meeting with Ernst & Young?	<p>Ernst & Young will send Approved Providers the Pre-Survey Guideline and Pre-Survey Tool prior to the meeting. Approved Providers are welcome to read through these documents before the meeting, however it should be noted that the Ernst & Young facilitator will take the Approved Provider through these documents during the meeting.</p> <p>Responses to questions in the Pre-Survey Tool do not need to be prepared before the meeting. The Pre-Survey Tool should be completed after the meeting, after the Ernst & Young facilitator has provided guidance on how this is to be completed.</p>
I am an Approved Provider, and have not been allocated an information session. Why don't I get one?	<p>Approved Providers with only one service are strongly advised to attend the on-site survey at their service. <i>(Note: if an Approved Provider has more than one service and has not been allocated an information session, please contact Ernst & Young ASAP at det.kinder.pmo@au.ey.com or 03 9288 8100 for this matter to be investigated.</i> Ernst & Young will be in touch with you to book this in at a time which is suitable for you and/or your team, if they haven't already.</p> <p><i>(Note: if an on-site visit for an Approved Provider with only one service has been booked in without the Approved Provider's knowledge, please contact Ernst & Young ASAP at det.kinder.pmo@au.ey.com or 03 9288 8100 for this matter to be investigated).</i></p>
I am an Approved Provider with multiple services, is it expected that I will need to be present at each on-site visit?	<p>While it would be beneficial, it is not expected that you will be present at the on-site survey for each of your services.</p> <p>During your information session, the Ernst & Young facilitator will provide you with clear guidance regarding how you should support your services to effectively prepare for the on-site survey. This will include reference to the Pre-Survey Guideline and Pre-Survey Tool. Services will be well supported if you are able to complete as much as you can of the Pre-Survey Tool, and provide this to services in advance to their scheduled on-site visit.</p>
How will the survey impact children's learning?	<p>The survey has been designed so that it is not expected to disrupt teaching time. If the only staff on site are educators, an alternate representative from the Approved Provider should be arranged to attend.</p> <p>On the day of the survey, the Ernst & Young field officer will need to be shown through the service, and will take measurements of each teaching room. The</p>

FAQs for Approved Providers	
Question	Response
	remaining aspects of the survey can be performed away from areas where children are being educated and cared for.
How do I know when on-site surveys have been scheduled for my services?	During your information session, Ernst & Young will provide you with an understanding of when the on-site visits have been scheduled for your services. However, at the time of your information session, not all services may have a confirmed date and time for their survey. Approved Providers will be kept informed of the schedule of site visits as scheduling progresses.
Will any information be collected about the children attending our Services?	The field officer will collect data regarding enrolment numbers per room or group at your Services. No information relating to individual children will be collected.
Can we provide information to Ernst & Young in advance to, or following, the on-site surveys?	In order to most efficiently complete the large number of on-site surveys that need to be completed in a short timeframe, Ernst & Young's field officers will gather information relating to each service while on site. This will ensure that information is verified, and provided to DET in an accurate and timely manner. Unfortunately, Ernst & Young won't be in a position to collect data before or after the scheduled on-site survey date for a service. By ensuring you forward the Pre-Survey Tool with completed questions to each Service before the field officer arrives, you can maximise the opportunity to provide as much information as possible.

PART THREE – QUESTIONS FOR LOCAL GOVERNMENT AREAS

FAQs for Local Government Areas (LGAs)	
Question	Response
What is the capacity survey process?	<p>To ensure that the Government is investing in the most effective ways possible and to provide the right support to services, we need a more detailed understanding of services' physical facilities and current workforce. From May 2019, every kindergarten and long day care facility in Victoria will take part in a survey about their existing infrastructure and workforce capacity. Those services in the 2020 and 2021 roll-out areas, as well as those in the parts of the state experiencing with high growth, will be the first priority. This will enable DET to be as responsive as possible to local needs.</p> <p>As part of the survey, services will be asked to answer a range of simple questions regarding the dimensions and condition of their facilities, the number of enrolment places on offer, and workforce requirements. LGAs and Approved Providers (where relevant) will be asked to contribute responses to some of these questions.</p> <p>Ernst & Young has been appointed to partner with DET in undertaking this survey. Services will be contacted in the coming weeks regarding specific arrangements, which will include representatives coming to meet with services to work through survey questions together.</p>
How will LGAs be engaged throughout the process?	Ernst & Young will meet with the LGA before any on-site surveys are undertaken in their municipality. During this information session, LGAs will be given an overview of the survey process, and will be encouraged to complete aspects of the Pre-Assessment Tool for services for which they are an asset owner or Approved Provider. The completed Pre-Assessment Tool is to be forwarded to services before their on-site survey.

FAQs for Local Government Areas (LGAs)

Question	Response
	In addition, Ernst & Young will ask LGAs questions relating to any council plans for using existing or building new infrastructure to accommodate a subsidised three-year-old kindergarten program, as well as questions relating to Approved Providers such as anticipated challenges in building the required workforce for a subsidised three-year-old kindergarten program, and perceived barriers to implementing the kindergarten reform.
My LGA is not an Approved Provider and does not own any buildings used for kindergarten. Do I still need to be involved?	DET would value the opportunity to meet with every LGA, even if they are not an Approved Provider and don't currently own any buildings used for kindergarten. You may have insights into any relevant developments in the planning process, or likely demand for subsidised three-year-old kindergarten in your municipality.
I need to reschedule the meeting I had previously agreed to with Ernst & Young.	If you need to reschedule your meeting with Ernst & Young, please contact the Ernst & Young project management team at det.kinder.pmo@au.ey.com or 03 9288 8100 as soon as possible.
Who needs to attend the meeting with Ernst & Young?	<p>It is recommended that appropriate representatives from the LGA's infrastructure and human services/early childhood teams participate in the meeting. This is because questions to be asked by Ernst & Young will relate both to infrastructure and workforce capacity, as well perceived barriers to the successful implementation of the kindergarten reform.</p> <p>A representative from the regional DET team is likely to join the meeting. They will be in touch with you to confirm their attendance.</p>
What do we need to prepare before our meeting with Ernst & Young?	<p>Ernst & Young will send LGAs the Pre-Survey Guideline and Pre-Survey Tool prior to the meeting. LGAs are welcome to read through these documents before the meeting, however it should be noted that the Ernst & Young facilitator will take the LGA through these documents during the meeting.</p> <p>Responses to questions in the Pre-Survey Tool do not need to be prepared before the meeting. The Pre-Survey Tool should be completed after the meeting, after the Ernst & Young facilitator has provided guidance on how this is to be completed.</p>
What do we need to prepare for the on-site survey?	LGAs are encouraged to complete relevant aspects of the Pre-Survey Tool before scheduled service surveys for which they are an asset owner or Approved Provider. Ernst & Young will work through these documents in detail (in particular the Pre-Survey Tool) during the scheduled information session, and explain how they are to be used to prepare services for their on-site survey, and to ensure DET receives accurate information through this survey process.
How do I know when on-site surveys have been scheduled in my municipality?	During your information session, Ernst & Young will provide you with an understanding of when the on-site visits have been scheduled in your municipality. However, at the time of your information session, not all services may have a confirmed date and time for their survey. LGAs will be kept informed of the schedule of site visits as scheduling progresses.
How will the survey impact children's learning?	<p>The survey has been designed so that it is not expected to disrupt teaching time. If the only staff on site are educators, an alternate representative from the Approved Provider should be arranged to attend.</p> <p>On the day of the survey, the Ernst & Young field officer will need to be shown through the service, and will take measurements of each teaching room. The</p>

FAQs for Local Government Areas (LGAs)

Question

Response

remaining aspects of the survey can be performed away from areas where children are being educated and cared for.

Will any information be collected about the children attending Services?

The field officer will collect data regarding enrolment numbers per room or group at Services. No information relating to individual children will be collected.

About EY

EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

EY refers to the global organisation and may refer to one or more of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. For more information about our organisation, please visit [ey.com](https://www.ey.com).

© 2019 Ernst & Young, Australia
All Rights Reserved.

ED 0419

In line with EY's commitment to minimize its impact on the environment, this document has been printed on paper with a high recycled content.

Ernst & Young is a registered trademark. Our report may be relied upon by the Department of Education and Training for the purpose of distributing answers to FAQs raised as a result of the Kindergarten Capacity Survey Program only pursuant to the terms of our engagement letter dated 25 March 2019. We disclaim all responsibility to any other party for any loss or liability that the other party may suffer or incur arising from or relating to or in any way connected with the contents of our report, the provision of our report to the other party or the reliance upon our report by the other party.

Liability limited by a scheme approved under Professional Standards Legislation.

[ey.com](https://www.ey.com)