



Annual Survey Action Plan

| Area | Result | KPI or Deliverable | Strategic Priority / Critical Outcome | Due |
|---------------------------------|--|--|---|------------|
| Compliance related-interactions | I was made aware that I had an opportunity to respond before regulatory officers made decisions that impact our service (+47%) | Communication is provided to the sector, through ESB bulletins on compliance practices | 3 – Enable willing parties to improve compliance and quality | 30/06/2025 |
| | The way processes were conducted was clearly communicated in advance (+43%) | | | |
| Engagement with the sector | Demonstrates an understanding of the current issues and needs of the sector (+41%) | Issues and needs are sought and understood through the ESBs Engagement Program | 1 – Engage with the sector to improve understanding of our regulatory role | 30/06/2025 |
| | Seeks the sectors perspective on key issues (+35%) | | 3.1 – Build and leverage partnerships with peak bodies to support delivery of our regulatory priorities | |
| | Considers the administrative burden any new initiatives may have on the sector (+21%) | | | |
| Information provision | How to appeal decisions (+38%) | Outcome notification language is improved to include clearer information on how to appeal decisions. | 3 – Enable willing parties to improve compliance and quality | 31/03/2025 |
| | | Information on how to appeal decisions is shared with the sector | 4 – Build the capability of our people | 31/03/2025 |



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|-------------|--|---|--|------------|
| Performance | Timeliness of responses to enquiries (+50%) | Service standards are published on the ESB website | 4 – Build the capability of our people | 30/06/2025 |
| | Promotes continuous improvement in the provision of quality early childhood education and care services (+55%) | Case studies or information is published on continuous improvement or quality provision | 3 – Enable willing parties to improve compliance and quality | 30/06/2025 |