



Assess your practice first.

Read the below description and evaluate it in relation to your practices.

Meeting – Example of ensuring the privacy of children and families: We ensure the privacy of children and families by using administrative areas for private conversations, providing breastfeeding areas, and designing practical bathrooms for nappy changing and toileting. We address inappropriate behaviour privately and display medical plans only with parental consent. Children's portfolios are not openly accessible, and we use first names in documentation. Confidential information is locked in office cabinets, and we have strict social media and photography policies.

Steps taken for complaints: When a complaint arises, educators follow our Complaint Procedure. First, they discuss the issue privately with the person involved. If unresolved, they escalate it to the complaints officer, who responds within 24 hours, notifies the regulatory authority if necessary, investigates, and provides a written outcome within seven days. Any required changes are communicated and implemented promptly to address the complaint and improve our practices.

Contributing to policy and procedure reviews:

Educators contribute to policy and procedure reviews by participating in weekly policy review sessions through Centre Support professional development. Additionally, policy reviews are conducted after any incident or complaint to ensure that our policies remain relevant and effective. This collaborative approach ensures continuous improvement and adherence to regulations.

If you are doing similar practices to the example, use the below questions to help you write your 'meeting' description so you can add it to your QIP.

A MEETING QIP and Self-Assessment Tool (SAT)

Please give an example of the way you ensure the privacy of children and families.

Please give an example of the steps you take where you have a complaint or there's been a complaint made against you.

Please discuss how you contribute to reviews of service policies and procedures.