



## Assess your practice first.

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

### Exceeding – Embedded Practice

Service policies, procedures, and management systems drive continuous improvement by changing policies after investigating incidents and complaints to prevent recurrence. We regularly review registers to identify adverse patterns and always address complaints and feedback, even if no changes are made. Continuous improvement is supported through family questionnaires, policy reviews, audits, complaint procedures, and record-keeping. Regular meetings and recruitment practices also ensure a culture of improvement.

If you are doing similar practices to the example, use the below question to help you write your '**exceeding practice for embedded**' description so you can add it to your QIP or SAT (NSW only).

For **Exceeding** the QIP and Self-Assessment Tool (SAT)

**Embedded Practice** - Please discuss how service policies, procedures and other management and administrative systems help drive continuous improvement in relation to incidents, complaints and feedback from families.

**If you and your educators need to learn how to achieve exceeding – embedded practice, proceed here and do below.**

**Week 24, 5 to 9 August 2024** – 7.1.2. Management Systems. Copyright Centre Support Pty Ltd 2024 The service who has purchased this product is the only service that can use this document. No part of this document can be copied, distributed, passed on or given to a friend outside the service who has not purchased the Centre Support Product. If this occurs Centre Support will take legal action against you personally and the person who has received it.

The following section outlines the steps to ensure you are exceeding in Embedded Practice. If you have already successfully completed the previous section demonstrating how you are exceeding in Embedded Practice, you do not need to complete this section.

### Look at the words in detail to identify what is exceeding.

Please discuss how service [policies, procedures and other management and administrative systems help drive continuous improvement in relation to incidents, complaints and feedback from families.](#)

**Part 1 of the question above:** Continuous improvement is a process of ongoing and incremental enhancement in various aspects of an organisation or service. It involves identifying areas that need improvement, implementing changes, and continuously evaluating and adjusting practices to achieve better outcomes. The goal of continuous improvement is to create a culture of learning, innovation, and efficiency, leading to higher quality, increased effectiveness, and better customer satisfaction over time.

**Part 2 of the question above:** This is asking for a discussion about how the various elements within a service, such as policies, procedures, and administrative systems, contribute to driving continuous improvement. Specifically, the discussion should focus on how these aspects help in handling and addressing incidents, complaints, and feedback received from families. The aim is to understand how the service's management practices and systems play a role in promoting ongoing improvement in the quality of care and services provided to children and their families.

It is important to ensure that we make it **very clear how these above concepts have created change in your service.**

Please discuss how service [policies, procedures and other management and administrative systems help](#)

[drive continuous improvement in relation to incidents, complaints and feedback from families.](#)

Service policies, procedures, and management systems play a vital role in driving continuous improvement and provide a structured framework for identifying areas that require improvement, implementing changes, and evaluating the effectiveness of these adjustments. Here are some practice examples:

**Incident Management**

**Policy:** The service has a comprehensive incident management policy that outlines the process for documenting and reporting incidents involving children, staff, or the premises.

**Procedure:** When an incident occurs, staff follow the established procedure to document the event, notify relevant parties, and conduct a thorough investigation.

**Improvement:** The service reviews the incident records periodically to identify patterns or recurring issues. If there are common themes, staff training or changes in safety protocols may be implemented to prevent future occurrences.

**Complaint Handling**

**Policy:** The early childhood service has a clear and transparent complaint handling policy that ensures all complaints are taken seriously and addressed promptly.

**Procedure:** When a family lodges a complaint, the service acknowledges receipt and assigns a staff member to investigate and resolve the matter.

**Improvement:** The service tracks and analyses the types of complaints received. If a specific concern arises frequently, the service uses this feedback to adjust practices, policies, or communication strategies to address the issue and enhance family satisfaction.

**Feedback from Families**

**Policy:** The early childhood service encourages open communication and actively seeks feedback from families through various channels, such as surveys, suggestion boxes, or parent-teacher meetings.

**Procedure:** When feedback is received, the service ensures that it is documented and shared with relevant staff for consideration.

**Improvement:** The service reviews feedback trends to identify areas where improvement is needed. For

example, if multiple families provide positive feedback about the implementation of a new educational program, the service may expand or refine the program to further enhance children's learning experiences.

**Management Systems**

**Service Policy:** The early childhood service has policies in place for staff management, professional development, and performance evaluation.

**Procedure:** Regular staff meetings are conducted to discuss challenges, share best practices, and identify opportunities for improvement.

**Improvement:** Through these meetings, staff can suggest improvements in daily routines, teaching methodologies, or communication practices. The management considers these suggestions and implements changes where appropriate.

**Your turn. Select a point from above and break it down into the subsections.**

Please discuss how service policies, procedures and other management and administrative systems help drive continuous improvement ...

...in relation to incidents, complaints and feedback from families....