# 7.1.2 Management systems

Systems are in place to manage risk and enable the effective control and operation of a quality service. This includes systems that effectively:

* manage risks to children and families
* protect the privacy of children and families
* ensure compliance with the national law and regulations, the NQS, and service policies and procedures
* ensure the regulatory authority and parents are notified, where required under the law/regs, on time
* address staff and family complaints.

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| To **MEET** QIP and Self-Assessment Tool (SAT) | To **EXCEED** the QIP and Self-Assessment Tool (SAT) |
| *Please give an example of the way you ensure the privacy of children and families.* | *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.* |
| 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. | 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. |
| *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 all educators are encouraged to suggest improvements to governance and administrative systems, including decision-making processes, and how this feedback is respectfully considered.* |
| **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. | **Encouraging educators to suggest improvements:** Educators are encouraged to suggest improvements to governance and administrative systems. Weekly policy reviews and professional development sessions cover all NQS elements, including service operations, governance, and leadership. Contributions to the Quality Improvement Plan (QIP) arise from these sessions. Staff meetings and questionnaires also provide opportunities for educators to share their feedback, which is respectfully considered and implemented where appropriate. |
| *Please discuss how you contribute to reviews of service policies and procedures.*  | *Please discuss how you and your team actively support families and the community to suggest improvements to governance and administrative systems, including decision-making processes.*  |
| **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. | **Supporting families and the community in suggesting improvements:** We actively support families and the community in suggesting improvements through weekly "Partnerships with Families" documents, questionnaires, service information nights, and parent committees. Feedback from partnerships with community organisations, complaints, and incident outcomes is also considered. This inclusive approach ensures that families and the community have a voice in improving governance and administrative systems. |
| *The service must comply with the national law and regulations, and operate in an efficient and effective way. Give two examples of practices implemented at the service to ensure this occurs.*  | *Please give several examples of ways in which service management and record-keeping systems support proactive risk management and continuous improvement, for example, incident processes/responses, recruitment, diary note systems.* |
| **Ensuring compliance with national law and regulations:** To ensure compliance with national law and regulations, we conduct weekly professional development sessions that cover relevant laws and regulations, including a compliance quiz. We also regularly refer to the National Quality Framework (NQF) Guide and strictly follow our policies and procedures, which are designed to reflect current laws and regulations. Compliance audits are conducted to verify adherence and identify areas for improvement. | **Management and record-keeping systems for proactive risk management:** Our management and record-keeping systems support proactive risk management by identifying patterns in complaints and incidents, regularly updating the QIP, and conducting risk assessments for new activities. The Nominated Supervisor (NS) and admin manager use a diary system to track important tasks. Regular meetings between NS, room/group leaders, and educators help identify and manage issues. Checklists are used to pinpoint areas of concern and implement necessary changes. |
| *Please give an example of an incident or event in which you were involved that demonstrates your understanding of notification requirements and timeframes.*  | *Please give an example of ways in which changes to management and governance systems are implemented collaboratively with all staff to ensure their voices are heard, they understand the changes, and can effectively implement them.*  |
| **Example demonstrating understanding of notification requirements and timeframes:** Our Incident, Injury, Trauma, and Illness Policy ensures that serious incidents, complaints alleging serious incidents, and breaches of national law or regulations are notified within 24 hours. Additionally, any circumstances posing a risk to a child's health, safety, and wellbeing are reported within seven days. This prompt action reflects our understanding of notification requirements and our commitment to maintaining a safe environment for children. | **Implementing changes collaboratively with staff:** Changes to management and governance systems are implemented collaboratively to ensure all staff voices are heard. For example, during COVID-19, we adapted staffing rosters, meeting formats, and training requirements. Changes affecting children included delivery and collection procedures and online learning. Communication channels like staff meetings and team meetings, with agendas and minutes, ensure everyone understands and can effectively implement changes. Staff can add discussion items to meeting agendas, promoting a collaborative environment. |