

## Continual Monitoring and Improvement Policy

<b>Published</b>	<b>July 2018</b>
<b>Review Date</b>	<b>January 2020</b>
<b>Sources</b>	Education and Care Services National Regulations, October 2017 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017 Guide to the National Quality Standard, October 2018 Guide to Developing a Quality Improvement Plan, June 2014 Guide to the National Quality Framework, February 2018

### Aim:

To establish and maintain effective evaluation and self-review procedures that enable the service to continuously improve their policies, procedures and practices.

### Responsibilities:

#### In relation to Co-ordination Unit Staff:

- Abide by their obligations under the current Education and Care Services National Regulations and the current National Quality Standard in relation to continual monitoring and improvement
- Prepare a Quality Improvement Plan that:
  - Includes an assessment of the service against the National Quality Standard and the National Regulations
  - Identifies the services strengths
  - Identifies any areas that may require improvement
  - Contains a statement of philosophy of the service
- Review and revise the Quality Improvement Plan at least annually, and as directed by the Regulatory Authority
- Ensure the current Quality Improvement Plan for the service:
  - Is kept at the principal office of the Family Day Care Service
  - Is available for inspection by the Regulatory Authority or an authorised officer
  - Is made available on request to parents of a child enrolled at the service or who are seeking to enrol a child at the service
- Establish procedures that enable the service, Educators and staff to self-assess their performance in delivering quality education and care, and plan future improvements for their education and care service
- Maintain a consistent process of reflection and evaluation that will enable the service to gain an informed picture of their current practice and the quality of education and care experienced by children and families
- Utilise the reflective questions in the "Guide to the National Quality Standards" to assist in the self-assessment process
- Be open, honest and critically reflective when undertaking the self-assessment and quality improvement planning processes
- Use a collaborative approach to self-assessment and the development of the Quality Improvement Plan, involving wherever possible children, families, educators and staff
- Use a variety of means to gather self-assessment information from children, families, Educators and staff
- Complete the annual Self-Assessment Form
- Complete the Staff Performance Plan annually

- Assist new Educators with the completion of the Educators Commencement Performance Plan during their first 3 months of work
- Ensure Educators complete the annual Educators Performance Plan

**In relation to gathering Self-Assessment Information:**

- Self-Assessment information will be gathered in a variety of ways from children, families, Educators and staff

**Families:**

Self-Assessment information will be gathered from families through:

- Annual Client Satisfaction Surveys
- Adhoc Feedback
- Complaints

**Educators:**

Self-Assessment information will be gathered from Educators through:

- Educator Induction Feedback
- Educator Commencement Performance Plan
- Educator Diary
- Annual Self-Assessment
- Annual Educator Performance Plan
- Complaints

**Staff:**

Self-Assessment information will be gathered from staff through:

- Annual Self-Assessment
- Annual Staff Performance Plan
- Staff Meetings
- Complaints

**In relation to Educators:**

- Abide by their obligations under the current Education and Care Services National Regulations and the current National Quality Standard in relation to continual monitoring and improvement
- Within the first 3 months of starting work as a Family Day Care Educator complete the Educators Commencement Performance Plan
- Complete the annual Self-Assessment Form
- Complete the Educator Performance Plan annually
- Utilise the Educators Diary to give feedback to the service every 6 months by:
  - Providing input for the Quality Improvement Plan
  - Reviewing the diary – the strengths and areas for improvement
  - Reviewing the Individual Learning and Development Assessments Records and/or the Wellbeing, Development and Learning Evaluations – the strengths and areas for improvement

**In relation to Families:**

- Fill in the annual Client Satisfaction Survey to enable the service to assess their current practices
- Provide both written and verbal feedback to the service as required

**Continual Monitoring and Improvement:**

Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Co-ordination Unit Staff accessing current relevant information
- Co-ordination Unit Staff and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems

**Policy Review**

<b>Date Revised</b>	<b>Comments</b>
January 2014	Scheduled Policy Review – No changes made
July 2015	Scheduled Policy Review – No changes made
January 2017	Scheduled Policy Review – No changes made
June 2018	Updated sources