Educational Leader

Systems are in place to manage risk and enable the effective management and operation of a quality service.

Looking at the element in detail - A service reviewed what the NQF Guide said about element 7.1.2 and understood educators have a role in supporting and improving governance systems that effectively:

- manage risks to children and families
- protect the privacy of children and families
- ensure compliance with the National Law, Regulations, NQS and Service policies and procedures
- ensure the Regulatory Authority and parents are notified on time, where required under the Law/Regs
- address complaints by staff and families.

Have you ever had trouble getting educators to listen to your advice, and then to actually change their practice? This week we're looking at the problem solving approach counsellors may use to help people change their habits and/or achieve their goals.
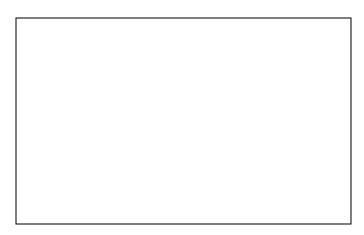
This approach works best when people want to change their behaviour but need help working out how to do this. It emphasises the importance of first analysing the problem the person is facing, so an appropriate solution can be identified. The counsellor's role is not to act as an expert, but to mobilise the person's own resources to accurately identify problems, and then design strategies to solve them. There are three distinct phases:

1. Problem exploration and clarification: a detailed and thorough exploration of the problems; breaking 'global insolvable problems' into carefully defined soluble elements
2. Goal setting: identifying how the person would like things to be different; setting clear, behaviourally defined and achievable goals
3. Facilitating action: developing plans and strategies through which these goals can be achieved.

Some people may not need to work through each stage. Others may be able to work through all the stages very quickly, while others may take several sessions. Whichever the case, it's important to deal with each stage thoroughly and in order.

For example, you may have an educator who's very poor at writing learning documentation. You speak to them and discover they want to do better but need help. Talking to them more you discover they hated English at school, disliked written assessments and are very conscious of their poor spelling. They want to show families all the amazing learning that comes from the activities they implement, and to experience of sense of pride in their work – but they're scared of being ridiculed, and unsure how to proceed. Together you explore possible solutions which include developing a documentation template, a list of phrases and words educators could choose from to describe the learning, and focusing more on using photos to document learning. You also decide to teach all educators how to identify relevant indicators under the left side of the learning outcomes (what children know, can do and understand), and right side (how educators extend learning), and then use these to easily document learning.

What problems are your educators facing? How could you use the problem solving approach to help them improve?

Problem solving approach source: Morrison, Bennett, Butow, Mullan, Sharpe Introduction to Health Psychology in Australia

Governance Policy

The Governance Policy outlines our Service structure, roles and responsibilities and adopts several governance principles including:

- clearly defined reporting relationships
- effective delegation guidelines
- regular communication between managers to ensure compliance and best practice
- ethical and responsible decision making consistent with our Code of Conduct, policies and the National Education and Care Law and Regulations
- robust financial management and reporting to ensure effective administration and prevent fraud, including in relation to Child Care Subsidy payments
- making timely and balanced disclosures eg as required under National Law and Regulations
- rights of children and families to be involved in decision making eg through regular requests for feedback and provision of information
- recognising and managing risk eg through risk assessments, WHS and hygiene procedures, compliance with policies and procedures.

Fees Policy

Includes information about:

- various Service fees eg daily fees, late fees
- administrative and other requirements and obligations relating to Service fees
- Child Care Subsidy, Additional Child Care Subsidy and related administrative requirements
- notice periods required to terminate enrolment or cancel casual bookings
- process for recovering overdue fees.

Do you have any feedback or comments about this policy? Please include below.

Educator's Name	Educator's Signature

We have a comprehensive Procedure Pack (in addition to the procedures already included in the policies) which is currently part of our HR Toolkit. Please contact us on admin@centresupport.com.au if you would like a quote for the Kit.