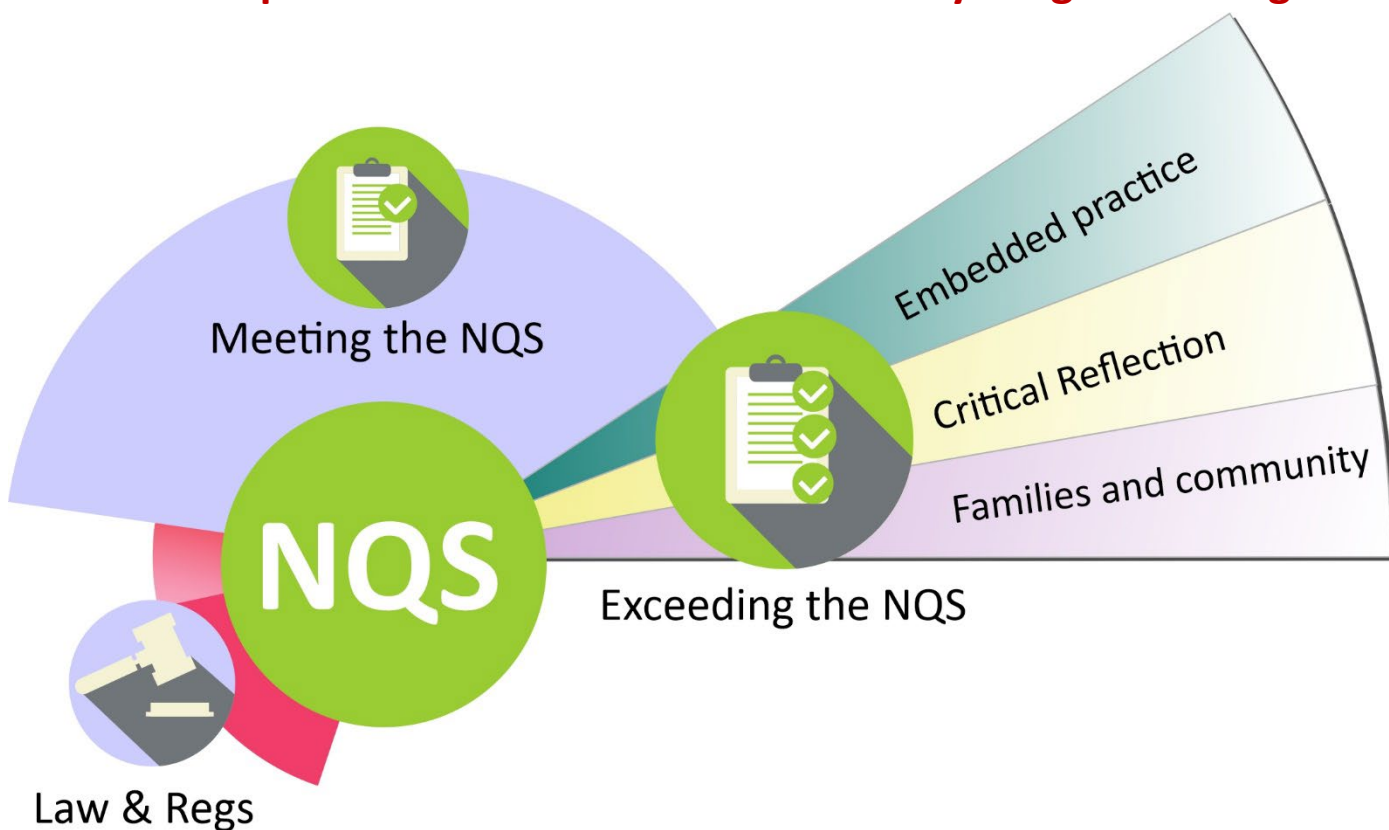


## Section 2. Experienced educators – ensure everything is meeting.



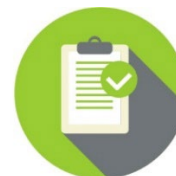
**First step:** We must ensure the Law and Regulations are always met. **Second step:** then we look at the NQS and work through the process of meeting the element. **Third step:** then we can look at and complete the exceeding themes. The logo above shows the effort required to do these three components. It should be easy and take little time to meet the Law and Regulations once you know what is required. Meeting then can become everyday practice, while exceeding takes a lot more time, thinking, connecting to families and community and practice change.



### Law & Regs

There are too many Regulations related to Element 7.1.2 Service Management to add here and most are related to the Approved Provider and Nominated supervisor, however her is a condensed version for educators.

Educators are responsible for ensuring children's safety and well-being by maintaining adequate supervision and meeting ratios. They must also protect privacy through secure enrolment records and follow service policies and procedures, including discipline and staff qualifications. Prompt notification to the regulatory authority of any significant changes, complaints, or incidents is crucial for compliance and effective service management.



### Meeting the NQS

**Looking at the element in detail** - Element 7.1.2 Management Systems is understood by educators as having 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.

## Assess your practice first.

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

**Meeting** – We prioritise the **privacy and confidentiality** of children and families. To ensure their privacy, we securely store all personal and sensitive information in a locked filing system with limited access only to authorised staff members. We obtain written consent from parents or guardians through consent forms before collecting any personal information, clearly outlining the purpose and use of the data. All staff members sign confidentiality agreements to emphasise the importance of maintaining privacy. Communication practices are designed to avoid accidental disclosure.

**When a complaint** is made against our service or by a parent, we handle it with a structured and respectful process. We promptly acknowledge the receipt of the complaint, expressing our commitment to address their concerns. Conducting a thorough investigation, we seek all relevant information from involved parties while maintaining objectivity and impartiality. We maintain open and transparent communication with the complainant throughout the investigation, keeping them informed of the progress and steps taken to resolve the issue. Our goal is to find a fair and satisfactory resolution, and we view complaints as opportunities for continuous improvement.

We **actively contribute to reviews of service policies** and procedures through various steps. We provide feedback and suggestions based on my experiences with children and families, sharing insights on what works well and areas that may need improvement. Actively participating in team meetings and policy review sessions, We contribute my ideas and perspectives, collaborating to identify potential changes or updates. Through reflective practice, We assess how policies impact my work with children and identify areas for adjustment or enhancement. I share insights from professional development sessions and research with colleagues, enriching policy discussions. Staying informed about current research and theories in early childhood education, I advocate for children's well-being, development, and individual needs, ensuring a child-centred approach in all aspects of service provision.

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 <b>MEETING</b> QIP and Self-Assessment Tool (SAT)  |
|--|
| <i>Please give an example of the way you ensure the privacy of children and families.</i>                                    |
|  |
| <i>Please give an example of the steps you take where you have a complaint or there's been a complaint made against you.</i> |
|  |
| <i>Please discuss how you contribute to reviews of service policies and procedures.</i>                                      |
|  |

**If you and your educators need to learn how to do the above to achieve meeting, proceed to the next page.**