




Quality Improvement Plan for POM FDC - Key improvements sought for Quality Area 4

Improvement Plan

Standard / element	Issue identified during self-assessment	What outcome or goal do we seek?	Priority (L/M/H)	How will we get this outcome? (Steps)	Success measure	By when?	Progress notes
4.1	COVID 19 restrictions are likely to have significant impact on the method and quality of home based monitoring and support.	<p>1. To ensure that continuity of monitoring, support and practice development is protected until restrictions are lifted.</p> <p>2. To identify, as a service, what new methods of support can be adapted for long term effective use.</p>	M	Identify possible non contact methods of support and adapt to suit a FDC model and needs.	<p>1. Home based monitoring and support continues to be effective during this crisis.</p> <p>2. The scheme adopts and continues to utilise more flexible methods of maintaining educator contact.</p>	<p>1. April</p> <p>2. By 2021</p>	<p>The day after conference QLD was sent into lockdown. The focus of 2020 has become all about supporting educators. We are focusing on understanding COVID, illness and infection, Job Keeper, CCS funding changes etc.</p> <p>Mar-Jun – Maintain clear communication with Eds via FB, email and <i>Friday News</i>. In high information times Monday update was sent to educators by the end of day.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Coronavirus response 13 March </div> <div style="text-align: center;">  Door or gate poster.pdf </div> </div> <p>30.03.20 Team meeting to address restricted home visits and monitoring/support possibilities. PM's determined the best way to communicate with educators - Visits are remote with lots of phone calls, emails. Conversation focus on educator wellbeing. Wellbeing and supporting educators remotely is the major focus. Twice weekly email updates to educators. Facetime calls were attempted. All visits for educators were scheduled phone calls.</p> <p>Develop base tools to support PM to operate from home on an emergency/temporary basis.</p> <p>ZOOM was added as a way to communicate with Educators in groups and for individual visits.</p> <div style="text-align: center;">  Family Day Care COVID-19 Response </div>

06.04.20 Commence PM home based trial for one week.

April –
Supporting transition to Child Care Relief Package and Job Keeper. Sole traders need to apply for themselves so this has created additional stress for educators.

weekly Zoom team meetings.

Restriction saw staff moving permanently to working from home. Office staff will not visit educators to ensure social distancing and low the risk for themselves and educators. Staff supported educators during this time from home by:

- Stay connected zoom, email, phone.
- Helen admin role remained at the office to support educators. Helen also typed up procedures that you do as part of your role and save in procedures folder in common.
- Continue to process incoming documents remotely
- Update PSC document for when visits recommence
- Keeping all UpToDate and informed about COVID constantly changing situation including financial considerations specific to FDC.

Educator support plan included:

- All staff available for support by email, phone, ZOOM etc. Scheduled contact by phone to ensure doing ok and answering any questions. Make contact with all educators over the month by phone, facetime, zoom
- Wellbeing
- Reflection task –
- Available to educators on email and phone.
- Added Monday COVID-19 update
- Friday News
- Send weekly COVID updates to educators Monday and Friday

- ZOOM yarning circle Q&A - Build a sense of community
- Maintain Facebook presence with educators
- FB live discussions (eg Q & A. reflection on Facebook)
- 1/4ly assessments review and contact educators re program. Get 2 weeks of program 13-24th April instead of usual assessments.

21.04.20 First Zoom Yarning Circle.

12.05.20 – Back in office team meeting to reflect, review and plan forwards on educator contact for May and June.

26.05.20 – Discuss during Team Meeting developing tools to support a flexible model of home visit monitoring and support into the future.

Support plan for April continued with staff working from home supporting educators via phone and email and planned ZOOM meetings. All educators had a scheduled contact. During May the team conducted remote visits via phone and photos, zoom, facetime etc. During the remote contact we reviewed program in action, discuss wellbeing, monitoring health and safety, observing approved spaces, and ensure paperwork requirements continue to be current. We observed programs through submission of assessments for learning. These were requested to send two weeks of your recent program by the 27th April. Educators could send anything they have done (program, assessments for learning) e.g. take a photo of your program dairy and send that.

NOTE - Scheme WPHS plan was drafted as staff prepared to return to the office. (saved COVID file)

			L	<p>PM team will develop possible tools that support a work from home model to present at future team meeting.</p> <p>KA to contact Nicole Channels, or KB to make contact with her colleague, to discuss possible consultant arrangement.</p>		<p>July</p> <p>End 2020</p>	<p>June 2020 – Health and Illness WPHS plan implemented.</p> <p>June July - New educators commence training. Staff return to the office under the WPHS COVID plan. While returning to work visits were still deemed a high risk. The goal is to step up remote contact with educators to:</p> <ul style="list-style-type: none"> • Re-establish connection with peers • Ensure wellbeing • Ensure health and safety of the educator and children • see their space, • ensure they have a program, • ensure their paperwork requirements have not expired and support them to get up to date. <p>This will be achieved through:</p> <ul style="list-style-type: none"> • Zoom Yarning Circle • Remote visits via phone and photos, zoom, facetime etc. • Reflection tasks <p>Practice Mentors will all:</p> <ul style="list-style-type: none"> • Continue to support educators during the COVID-19 pandemic. • engage in remote contact with a set number of educators over the month. Evidence of the contact will be saved for the educator. • process incoming documents remotely • Maintain Facebook presence with educators • Gather QIP evidence for Janet when requested • Type up procedures that you do as part of your role and save in procedures folder in common. <p>In addition Kerrie in the ESUL role will:</p> <ul style="list-style-type: none"> • Send weekly updates to educators on Friday (and Monday when necessary) • Make contact with PM’s each day they are working. • Respond to all educators who send in assessments for learning.
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						<p>July and August Supporting return to CCS Planning for first visits post COVID lock down was carefully considered and WPHS was implemented. It was decided that due to less physical visits in 2020 Premise Safety visits and documentation will be completed over the two months. At least one visit will be conducted and other month contact will be made via phone and email during the process of completing PSC.</p> <p>Additional support included - Yarn Circle 19.8.2020</p> <ul style="list-style-type: none"> • reflecting on COVID lock down and what a second wave might mean using VIC as a reference point, • how social distancing may effect children's relationships • how we are ensuring children have a healthy understanding of germs and hand hygiene without causing stress or anxiety. • Educator Wellbeing as essential workers • Financial impacts and considerations <p>How social distancing may effect children's relationships</p> <p>September – All PSC visits were completed. Planned to visit all educators and conduct small play sessions to facilitate re-establishing connections. The first week of September – QLD closed borders and restrictions increased again. Visits were reassessed and contact made with each educator in the manner most effective for that educator. Visits, calls and emails provided support for educators including:</p> <ul style="list-style-type: none"> • Follow up PSC – • COVID support including wellbeing • Transporting children – new laws • Program evident • Assessments due for everyone 1st week of October (can send programs or assessments for learning).
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			<p>Scheme planning week to review existing forms and processes and assess against new goals and support possibilities.</p>		<p>Sept 15-17</p>	<p>Planning days agenda included</p> <ul style="list-style-type: none"> • Go digital? <ul style="list-style-type: none"> ○ Educator folders - Visit and BM folders ○ Harmony – Online enrolment ○ Devices ○ Going digital platform • 2020 reflection – success and surprises 😊 • Re registration process and form <ul style="list-style-type: none"> ○ Digital ○ Forms review ○ Contract review • Company direction philosophy, values, goals. Review and make them lived • Policy and procedure review • QIP update • Website update • Governance, model and roles - Review model and roles. • 2020 planner – <ul style="list-style-type: none"> ○ Educator support Model. ○ Goals: <ul style="list-style-type: none"> ▪ Go digital ▪ Review policy document ▪ Build community and family links ▪ Targeted support for each educator ▪ procedures ▪ Conferences for March and October ○ Visit focus per quarter inc PSC ○ To do each quarter <ul style="list-style-type: none"> ▪ handbook ▪ QIP ▪ Update PSC ▪ Kit update ▪ Policy review planned including ▪ Procedures to develop and review including ○ Yarn circle topics to relate to visit topics <p>Forms and policy review completed by November 2020. Forms consolidation means educaotrs should have less documents to complete:</p>
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						<ul style="list-style-type: none"> • TEABRA and consent • Premise BRA (inc water hazards, swimming etc). • Premise MP if applicable. • Emergency BRA • Animal BRA with inclusion plan • Animal consent and water acknowledgement to enrolment form and enrolment update. <p>POM Educator Support model drafted and finalised to trial for 2021 (saved ESU 2021 visits)</p>
				<p>Experimenting with various models of support and monitoring have strengthened and increased the “tools” available to the PM team. The scheme is more resourced to respond individually to educator support needs.</p>		<p>Jan 2021. Home visits and usual support methods have returned virtually to “normal”.</p>

Evidence and reference material



POM Educator Support Model.docx



Planning Days 2020 for 2021.docx



be-you-wellbeing-plan-for-educators.pdf



9 - Educator support through 20



Health and Illness - WPHS Plan.docx



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COVID 19 Department of Educ



JobKeeper_frequently_asked_questions



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