



creating a better life
for children and young
people in care

Risk Management Quality Assurance Framework Practice Guide

Purpose

To outline the processes and policies that form the quality assurance framework at CREATE Foundation.

This document provides quality assurance to ensure that CREATE offers services and activities to aid children and young people to reach their highest potential.

Quality assurance is the systematic monitoring and evaluation of the various aspects of a project, service, or activity to maximise the probability that minimum standards are being achieved. Thus ensuring that the consumers CREATE serves are receiving relevant, useful and meaningful access to programs, activities and services.

CREATE operates in an environment of continuous learning, review and improvement. This document outlines the various elements that form its quality assurance framework.


Quality Assurance Framework Elements

Governance

- **Strategic Planning Process**
CREATE engages children and young people, staff, Board Members, and Key Stakeholders in the development of the organisations Strategic Plan. The current plan has a five-year life span.
- **Operational Plan and Action Plan to guide service delivery**
The Operational Plan and Action Plans are developed annually. The Operational Plan is created in consultation with Business Area Managers and identifies how CREATE will fulfil its Strategic Plan. This document then forms the Action Plans for each business area. These plans outline key organisational goals, key deliverables (KPI's), measures, and timeframes.
- **Data Reporting Tool**
The Data Reporting tool (DRT) is a mechanism to store data relating to KPI's and forms a part of the reporting process. The DRT is updated annually when the Operational Plan targets are developed and the data is reviewed monthly by Business Area Managers at the Operational and Leadership Committee (LC) Meetings.
- **Mandatory training -**
 - Facilitators Training (as appropriate)
 - Fire Safety Training
 - OWH&S Training
 - Prevention of Discrimination and Harassment
 - Cultural Awareness Training
 - Cultural Diversity Training
 - Child Safe Principles
 - Disclosure Training
 - Professional Boundaries TrainingLC is responsible for identifying mandatory training for each CREATE employee. HR is responsible for maintaining the Mandatory Training Register and ensuring compliance, thus ensuring staff are adequately trained to fulfil their roles.
- **Board Effectiveness Survey**
The Chairman conducts an annual Board Effectiveness Survey with all Board Members to determine the level of contribution of Board Members, and to seek feedback on the effectiveness of the Board.

Systems efficiency

- **Master Policy List and Schedule**
CREATE has comprehensive policies, guidelines and practice guides that inform operational and governance aspects of the organisation, ensuring compliance to Legislation, and



Regulation. The Master Policy List contains a list of all documents, a timeframe for review for each document, and links to an acknowledgement process where staff sign to say that they have read and understood the documents. Additionally, team meetings are held monthly to discuss policies that are new or amended.

- Financial processes and training
CREATE provides employees that have budget responsibility with comprehensive training. Refresher training sessions are provided at the Advisory and Planning Meetings. If identified, that additional training is required the Finance Manager will identify additional internal or external training. The Finance Manager meets regularly with employees that have budget responsibilities.
- Team meetings
Business Area Managers and State Coordinators are responsible for holding regular team meetings that have standing agenda items to capture workplace health and safety, and quality assurance items with their employees. Meeting minutes are kept and any issues identified are fed up to the appropriate Business Area Manager for action.

Staff retention and wellbeing

- Annual Staff Wellbeing Survey
Each year a survey is conducted with staff to capture their views and seek feedback about what is working and what could be improved at CREATE. Results are analysed and LC members are responsible for identifying areas of improvement and strategies that will be implemented. A follow up document is developed by HR and distributed to all staff so that all employees are aware of the focus and areas for change.
- Recruitment and Selection Policy
CREATE employs quality candidates and follows the process as outlined in the Recruitment and Selection Policy to ensure it employs staff with the skills, qualifications and abilities to work confidently, productively and efficiently at CREATE.
- Induction Checklists
To ensure employees are equipped and informed with the requirements of their roles, an in depth induction takes place for each employee. This is monitored at the three month check in and the 6 month probationary meeting.
- Supervision and Support
Eligible employees have an entitlement to formal supervision. Additionally, each employee is required to undertake an Annual Performance Review that captures their performance against job description key outcomes, any training needs required, as well as career goals.

Consumer satisfaction

- Program and activity evaluations for children and young people
CREATE hosts a variety of events and programmatic activities for children and young people. It is vital that any CREATE activity is evaluated regularly through consultation with young people to ensure they are meeting the young people's needs.
- Communications and feedback mechanisms
CREATE's e-newsletter and the clubCREATE magazine are both publications that seek to provide information to consumers. CREATE seeks formal feedback through the clubCREATE magazine by referring consumers to our CREATE survey. Consumer feedback is also considered during the development of CREATE's Strategic Plan.
- Disclosure training and register
To ensure the safety and wellbeing of children and young people, CREATE has a number of mandatory training requirements for employees. These ensure staff are informed and confident to work with and support children and young people. Disclosure training is delivered regularly throughout the year by the Operational Team. The Mandatory Training register is maintained by HR.

- Youth Advisory Groups
Children and young people attend Youth Advisory Groups (YAGs) regularly in each state or territory. Each YAG is designed to provide information to children and young people about CREATE's advocacy and any progress made, as well as advising of upcoming events and activities. Children and young people are also afforded the opportunity to have a say and are encouraged to identify any issues they may be experiencing and are encouraged to provide their feedback about the services CREATE offers. YAG meetings are reported on through minutes that are saved centrally so that LC members and the Influencing Team can access. These minutes are reviewed and themes and any areas that relate to advocacy are identified and actions are taken. This review process ensures the voices of children and young people are heard and responded to throughout the organisation and appropriate actions taken. .

Risk

- Risk Management Policy, Schedule and Register
CREATE's risk management framework includes a Risk Management Policy, Guideline and Risk Appetite. Risk is reported monthly through the Operations Meeting, and quarterly through LC and Board Meetings. Risk Assessments are carried out for activities and events and are closely monitored. Any incidents are reported and kept on the Incident Register as per policy.
- Child Protection Policy, Child Safe Policy and training
Child safety is paramount at CREATE. It is a mandatory requirement that employees are familiar with the Child Protection Policy and Child Safe Policy. Employees are exposed to these policies through the induction process and mandatory child safe policy training. .
- Security Check Policy and Practice Guide
The safety and wellbeing of children and young people is paramount. Potential employees are asked to have a state specific Security Check in place before an offer of employment can be made. HR keep a register of all Security Checks and provides reminders ahead of time to employees to ensure that a valid Security Check current at all times.
- Work Place Health, Safety and Security Policy and Practice Guide
Workplace Health and Safety is a regular feature of Team Meetings and/ or office meetings. Additionally, employees are provided with training on what is expected of them in the workplace for reporting any issues that affect staff safety and wellbeing.

Process

As outlined above, CREATE has many mechanisms to ensure that it is constantly reflecting on efficiency and relevance to the consumers we serve and staff we employee. Additionally, CREATE is committed to seeking feedback from consumers and engaging staff to ensure that the services we provide are relevant and meaningful, and that improvements are made to enhance any areas of improvement that are identified.

Employees are involved in many aspects of the quality assurance framework through various mechanisms outlined above. During team or office meetings employees are able to identify any areas within policy or practice that might need improvement, or conversely identify areas that may be considered a gap to be filled.

Team / office meeting minutes should be saved appropriately and if action is required the appropriate person to facilitate the action should be noted. Issues may not be able to be resolved locally and this may mean referring the issue to an LC member or Line Manager for remedy/action. Issues referred to LC should be added to the Quality Assurance Register.

LC meeting minutes are saved in a shared file for all employees to access. The responses/ actions will be shared at the Operations Meeting and the SC teleconference. It is the responsibility of the Line Managers to inform employees of the actions taken.