

3.0 Leadership and Service Management Policy

Policy Rationale

This policy provides clear guidelines, expectations and commitments to the Training, Professional Development and management supervision of The Empathy Initiative staff as they deliver The Empathy Initiative's Programs. This policy provides organisational commitment for the:

- Training and professional development of staff in the delivery of safe, compliant and well-informed programs.
- Reporting structures and active supervision of staff in the delivery of safe, compliant and well-informed programs.

Staff Training and Professional Development

The Empathy Initiative requires all staff to attend and actively engage in training and professional development sessions.

The Empathy Initiative's Director provides quality education and care training sessions to staff.

Continuous Improvement and Guidance

The Empathy Initiative believes in continual assessment and evaluation of the program by management, client schools, and students as an integral part of planning and development. It is also critical to running a high-quality education program that meets community needs and the achievement of key learning outcomes for children.

Procedures

- Staff will be offered an evaluation form at the end of each program. Children are also welcome to provide verbal or written feedback to staff members at any time during the program.
- A variety of survey techniques will be used with children, which may include informal discussions, a suggestion box, written surveys and group discussions.
- Staff members provide regular feedback on all aspects of the program. Staff members critically reflect on program experiences, day to day procedures, OH&S matters, interactions with children and service delivery in

general to ensure that the program continues to reflect the needs of our community.

- The Empathy Initiative's Director will discuss and evaluate the previous program and plan for the next program; and review and consider staff member feedback.
- All feedback forms the basis of future program planning and development.

Staff Grievance Procedures

The Empathy Initiative is a Fair Work Place and as such commits to fostering and cultivating positive relations across all staff including, program staff and management. The Empathy Initiative aims to create an environment where all staff feel valued and supported. Each staff member has the right to a trusted and supportive platform to raise grievances. In supporting all staff, this platform should provide a clear process for grievance resolution. In respecting all staff, The Empathy Initiative commits to resolve disputes, issues or concerns in a manner that minimises the impact on the program, clients and/or other staff members.

Procedures

- The Empathy Initiative seeks to promote through induction, training and general information the creation of an environment where open communication and discussion is encouraged.
- Where staff member/s have complaint/s or grievance/s, he/she/they are encouraged to discuss the issue with the Director.
- Should a resolution still not be reached, the matter may be referred to an Independent Mediator.
- Any grievances received will be responded to within 2 working days wherever possible.
- All grievances will be handled in a professional and confidential manner.
- Every effort will be made to resolve the complaint in a satisfactory manner.
- All steps will be documented to ensure that outcomes or processes can be evaluated and amended as necessary to inform continuous service improvement.

The Empathy Initiative is committed to maintaining up to date and relevant policies and policy implementation. Policy documents are developed in line with State and Commonwealth legislation, industry regulations and practice, and current research on child development.

Service Management Procedures

Procedure:

- The Empathy Initiative provides all organisational policies to all staff on request. (R185)
- The policies are reviewed on a regular basis, at least annually.
- Any policy changes will be in line with the program philosophy, quality practices and to ensure the safety and wellbeing of children.
- Staff members will be informed of changes to service policies through direct contact.

References

- ACECQA National Quality Framework Resource Kit (2012)
- Quality Area 7 – Leadership and Service Management
- Education and Care Services National Regulations (2011), R 73, 74, 75, 177 & 185
- Education and Care Services National Law Act (2010), S 165

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