

Workforce Council - PSCQ - Relationship Management Strategy Policy

SCOPE: Child Care services, Indigenous Professional Support Unit, Professional Support Service Providers, Inclusion Support Agencies, National Childcare Accreditation Council, Department of Family and Community Services, Queensland Department of Communities (and other relevant State Government Departments), and Peak organisations for child care services.

Related Documents:

- Workforce Council's *Code of Ethics*
- Workforce Council's *Access and Equity* Policy
- Workforce Council's *Rural and Remote* Policy
- Workforce Council's *Guiding Principles*
- Workforce Council's *Conflict of Interest* Policy
- Workforce Council's *Risk Management* Policy

Purpose: To guide the development, implementation, and monitoring of PSCQ's effective and efficient Relationship Management Strategy.

Guiding Principles:

Workforce Council MISSION: To provide leadership, information and assistance to relevant stakeholders in the areas of policy, access, development and implementation as these impact on training in the Workforce Council.

The following Workforce Council Guiding Principles are relevant to the PSCQ's Relationship Management Strategy:

Creating alliances, collaboration and connections that lead to credibility:

Localised, regionalised systems and processes
Co-operative rather than competitive community training arrangements
Build relationships with other peak bodies, industry stakeholders and regional networks and organisations.

Being a voice to influence government, industry, work and training policy:

Provide a means for the diverse voices of local and regional groups to be heard
Maintain broad representation, empower the board to act and use their networks and organisations.

Creating opportunities for community skilling:

Working with others to change and grow Innovation and learning
Empowering communities and building local capacity
Develop and contribute to social capital

Developing the capacity and quality of our workforces:

Providing better links between training, work and careers
Building the connections between work, the industries and our impact on communities
Assist with workforce planning and development in the community services and health industries

Procedures:

The PSCQ holds the pivotal role in the above framework for the Inclusion and Professional Support Program. For the efficient functioning of this service delivery model, PSCQ establishes and sustains collaborative working relationships with the following clients and stakeholders:

- Eligible child care services (service staff, carers, directors, coordinators, owners and management committee members)
- Professional Support Service Providers (PSSP)
- Inclusion Support Agencies (ISA) and Inclusion Support Facilitators (ISF's)
- Commonwealth and State government departments (such as Commonwealth Department of Family and Community Services and Queensland Department of Communities)
- National Childcare Accreditation Council (NCAC)
- PSCQ Advisory Committee
- Child Care Forum
- Peak Child Care Organisations of QLD
- National Professional Support Alliance
- Indigenous Professional Support Unit (IPSU)

The following details PSCQ's strategies to sustain these collaborative relationships.

- The PSCQ sustains their professional support relationship with Queensland child care services, through the following PSCQ services: toll free phone support, website, resource and specialist equipment loans,

regional networks, contracted learning activities and the PSCQ six monthly newsletter.

- All requests for professional support are channelled through PSCQ to ensure consistent, timely and appropriate support to child care services, and to allow for monitoring of requests for reporting purposes. The PSCQ works closely with the contracted PSSPs, ISAs and the IPSU to achieve the best possible outcomes from this model. Child care services requiring inclusion support only can request assistance directly with the ISA.
- The PSCQ conducts annual extensive needs analyses, through the collaborative work with regional networks and peak organisations for child care services. The data from these needs analyses then inform the annual professional support implementation plans to ensure that the services PSCQ contracts meet the changing requirements of Queensland child care services.
- Child care services are encouraged to contact the PSCQ's toll free phone line 1800 112585 rather than PSSPs directly. Once a service has been referred to a PSSP for specific support or training, it is expected that the two parties will work directly with each other on that specific support need. Additional support needs would be discussed with PSCQ.
- The PSCQ sources Professional Support Service Providers (PSSP's) who can provide professional support that meets current needs in child care services across all defined service and management types and regions of Queensland. PSCQ refers relevant professional support needs to respective PSSP's as identified through annual needs analyses; NCAC reports; ISA feedback and telephone and internet enquiries.
- The PSCQ facilitates collaboration between PSSP's through networking events and contracting collaborative projects to ensure the best possible expertise is combined to deliver high quality learning and capacity building experiences for the child care sector.
- The PSCQ facilitates regular communication with the Inclusion Support Agencies (ISA), (via phone, email and meetings) to identify and address current and emerging professional support needs of the inclusion priority groups (culturally and linguistically diverse background, indigenous, and disability).
- PSCQ is responsible for managing the professional development of Inclusion Support Facilitators (ISFs). The PSCQ will be in regular communication with the ISAs individually and as a collective. This will ensure that the ISAs have the opportunity to communicate ISF professional development needs to PSCQ, to ensure that support is responsive to local issues.
- The PSCQ's collaborative working relationships with relevant commonwealth and state government departments (such as
- Commonwealth Department of Family and Community Services and Queensland Department of Communities) are sustained through regular dialogue (e.g. meetings, representation on advisory mechanisms, e-mail

and telephone) regarding current issues of workforce development and professional support for child care services.

- The PSCQ has regular (at least monthly) dialogue with the National Childcare Accreditation Council to identify Quality Assurance professional support and training as required. NCAC provides monthly communication on the Quality Area trends and contact details of services that are not accredited that inform PSCQ on current accreditation-related professional support needs. PSCQ also attends regular meetings with NCAC where relevant information that supports workforce development is shared.
- PSCQ is an active contributor to the National Professional Support Alliance (comprising of each state and territory's PSCs), via attendance at regular Alliance meetings where issues around: planning and coordination, management and service delivery, and budget management are discussed.
- PSCQ works collaboratively with IPSU to ensure appropriate relationships are supported and the necessary exchange of information is achieved.
- PSCQ Advisory Committee will comprise of representatives from each regional network and the key peak child care organisations in QLD. The advisory committee will meet regularly to guide the work of the PSCQ and provide feedback on the success of the implementation of the PSC project in QLD.
- Workforce Council acknowledges that there is the capacity for risks evolving with client and stakeholder relationships. To safeguard against risks QCS&H ITC abides by the following risk management objectives:
 - *Maintain the highest possible integrity for services provided by the organisation;*
 - *Safeguard the organisation's assets – people, financial, and property;*
 - *Create an environment where all employees assume responsibility for managing risk;*
 - *Improve the ability to deliver outcomes in a timely, efficient and effective manner;*
 - *Identify resources and operational capabilities for responsible and efficient deployment;*
 - *Ensure that the Workforce Council can appropriately deal with risk; and*
 - *Demonstrate transparent and responsible risk management processes aligned with accepted good practice standards and methods. (excerpt from Workforce Council's Risk Management Policy)*