

Terms of Reference – OOHC audit and integrity check feedback meetings

Name	District Audit/Integrity Check Feedback Meeting
Attendees	<ol style="list-style-type: none"> 1. District Quality Assurance and Continuous Improvement Caseworker (QACI CW) 2. Manager Casework (MCW) 3. Caseworker (CW)
Frequency	<p>Audits and Integrity checks are completed at different times throughout the month based on district governance models. To maintain information relevance, best practice is to ensure feedback meetings are conducted within two weeks of a finalised audit/integrity check. Timeframes may be extended due to qualifying circumstances i.e. leave, training arrangements, capacity etc.</p> <p>Timeframes for re-audit feedback meetings vary from 6-12 weeks depending on district governance models and progression of audit recommendations. Re-audit timeframes should be flexible, taking into consideration the time needed to complete identified tasks and time required for a re-audit to be carried out.</p>
Location	<p>MCW office or another suitable meeting room that is conducive to learning and provides an adequate level of privacy.</p> <p>Face-to-face meetings are preferable however feedback can be delivered over MS TEAMS depending on district preference and circumstances.</p>
Purpose	<ul style="list-style-type: none"> - Ensure children in OOHC are receiving a casework service that meets the NSW Child Safe Standards for Permanent Care (the OOHC Standards). - Support MCW and CW to understand how their casework is contributing to compliance with the OOHC Standards for an individual child. - Use the structured audit and integrity check tools to share information about progress achieved towards each OOHC Standards. This feedback should be consistent with the feedback provided in writing prior to the meeting. - Provide feedback on areas requiring uplift and areas of strength in order to guide the CW and MCW on practice areas where further support may be required. - Agree on key casework actions required based on audit/integrity check recommendations.
Member roles and responsibilities	<p>Quality Assurance Caseworker</p> <ul style="list-style-type: none"> - Book feedback meeting in consultation with MCW and CW availability. If there is no response to a meeting request within a

fortnight, this should be escalated to the MCS via CSC MCW or QACI manager.

- Canvass whether the CW requires any additional support to participate in the feedback meeting and discuss with MCW as required.
- Provide audit/integrity check documents to MCW and CW at least one day prior to the feedback meeting, ensuring adequate review time. Audit integrity check documents may include the audit/integrity check summary, audit/integrity check action plan and any support material i.e. How to guides, mandates etc.
- Facilitate meeting by referring to audit/integrity check outcomes.
- Make recommendations about future casework actions that would support attainment of the OOHC Standards.
- Record agreed actions in audit action plan and provide an updated copy of this plan, via email, to meeting participants following the feedback meeting.
- Ensure feedback is strengths based to encourage motivation, engagement and performance.

Manager Casework

- Chair the meeting
- Review audit/integrity check material prior to feedback meeting
- Approve and formally allocate casework recommendations for the individual child.
- Assist the caseworker in the prioritisation of work – prioritisation will occur during supervision and work load planning meetings when the tasks for the individual child subject of the audit can be looked at against other children on the CWs workload and prioritised accordingly.
- Ensure CW is supported around any additional training/learning/cultural needs during and after the meeting.

Caseworker

- Review audit/integrity check material prior to feedback meeting.

All participants

- Actively work together to book feedback meeting.
- Actively participate in the meeting discussion.
- Minimum governance behaviours include adherence to the Code of Ethics and Conduct for NSW Government Sector Employees, the NSW Department of Communities and Justice values of service, trust, accountability, integrity and respect and the principles of the NSW Practice Framework.

	<ul style="list-style-type: none"> - Actively work together to agree on a re-audit and re-audit feedback meeting timeframe. Best practice is to conduct a re-audit and re-audit feedback meeting within 6-12 weeks from the first feedback meeting. Timeframes should consider how long recommendations will take to progress, CW capacity etc. The same process is followed for re-audit meetings. <p>Other</p> <ul style="list-style-type: none"> - Feedback meetings should not focus on caseworker performance and/or discuss performance concerns/expectations. - Feedback meetings should not incorporate the audit tool table results unless specifically requested by the MCW and CW. If required, compliance tables can be accessed by leadership teams via dashboards. - Feedback meetings should not incorporate the Quality Assurance Management Tool, noting that QAMT meetings should be separate meetings conducted by leadership teams within district.
<p>Other Participants</p>	<p>At the MCW discretion, other attendees may be invited to participate in the feedback meeting. Other attendees may be considered when specific insight, advice or support is required.</p> <p>Other participants may include:</p> <ul style="list-style-type: none"> - Casework Specialist - Casework Support worker - QACI MCW
<p>Documents /references</p>	<ul style="list-style-type: none"> - <u>NSW Child Safe Standards for Permanent Care</u> - <u>NSW Department of Communities and Justice Code of ethical Conduct</u> - <u>NSW Department of Communities and Justice values</u> - <u>NSW Practice Framework</u> - <u>The Quality Assurance Management Tool (QAMT)</u>: The QAMT sits within DCJ's corporate information warehouse (CIW) and draws live data from ChildStory. It helps practice leaders have oversight of their teams' work with children and young people in OOHC, and can inform conversations about practice quality, systems, planning and prioritisation of work.
<p>Quorum</p>	<ul style="list-style-type: none"> • Feedback meetings are not to be conducted without the presence of a MCW or other suitable management delegate (i.e. Manager Client Services).
<p>Version</p>	<ul style="list-style-type: none"> - Draft v1.0

