



Office of the Senior Practitioner

Quality Assurance processes and tools

The OOHC Audit Tool has been the main tool utilised by districts to identify strengths and gaps in casework practice.

The Audit tool monitors compliance with the Child Safe Standards for Permanent Care (OOHC Standards). It is one of several quality assurance tools used by Districts to monitor practice quality and compliance with the standards. Quality Assurance and Continuous Improvement (QACI) teams complete these audits.

The OOHC Audit Dashboard provides districts with an overarching view of gaps and strengths within the group of children and young people under their care who were audited, and provides opportunities to identify and measure areas of practice improvement. Districts can measure information recorded at a state wide, district and CSC level, over a particular period of time.

Audit targets exist for each district. The current audit target is 1.5% of the district's total cohort of children and young people in OOHC per month.

Audit feedback meetings are held when an audit has been completed for an individual child or young person. QACI staff completed this audit and then share feedback with the relevant caseworker and manager casework – feedback is provided in writing and at a meeting. Feedback should highlight strengths and good practice, as well as talking about any additional casework that needs to be undertaken or recorded to demonstrate compliance with the OOHC Standards. Depending on the individual needs of caseworkers, QACI staff may provide coaching, training and/or practical support to support the casework and manager casework to meet the standards required.

These meetings focus on an individual child/young person in OOHC. The QACI worker is not privy to the caseworkers overall caseload and other casework priorities. These meetings therefore do not replace other systems that exist to support caseworkers to manage their overall workload. Like any meeting / consultation that is about a specific child, it remains the manager caseworkers responsibility to understand the caseworkers case load and to support them to prioritise tasks.

Other continuous improvement opportunities across districts

The Quality Assurance Management Tool (QAMT) is a Dashboard located within CIW. It is used to identify practice themes, gaps, and outstanding work. Some districts hold meetings to review QAMT data, however these are generally held between the MCS, MCW and QACI workers. The membership of these meetings can however differ across districts.

In addition, some districts use their combined management meetings (Directors, Managers Client Services and Managers casework Present), OOHC Practice Meetings (DCS present) and/or QACI meetings to discuss data to understand practice themes across teams, CSCs or the district. Caseworkers are generally not present during these forums.

Districts may also use CSC unit or team meetings to discuss practice themes and priorities across the child protection and OOHC continuum, where caseworkers would come together with managers and other practice support teams like QACI, casework specialists and permanency coordinators.