

For further information

**Email:** qip@csyw.qld.gov.au

**www.csyw.qld.gov.au/qip**

What is a

Continuous Quality

Improvement process?



The three stages of the CQI process

Stage 1 – Preparation

The preparation stage has a number of

elements including:

* Confirming the QIP team.
* Engaging with the Regional Director and CSSC Manager to identify key activities, responsibilities and timelines for the CQI process.
* Obtaining contextual information from the CSSC relevant to the process.
* Gathering and analysing CSSC information including performance and HR data, specific case review and survey information.
* Developing an individual CSSC data profile.
* Inviting a range of key stakeholders to provide feedback.
* Developing a schedule of discussions with staff and some key stakeholders for stage 2 (the site visit).
* Distributing pre-site visit information including the CSSC profile (to CSSC Manager, Regional Director and Regional Executive Director) and process information to CSSC staff and key stakeholders

Stage 2 – Site visit

The purpose of the site visit is to collect information from CSSC staff and key stakeholders, including young people, parents, carers, government and non-government organisations.

The site visit will commence with an introductory meeting to introduce CSSC management and staff the QIP team, provide an overview of the process, and to respond to any questions.

Engagement with CSSC and regional staff will include:

* Facilitating individual and group discussions with staff to gather information and seek feedback.
* Observation of child protection practice and processes e.g. practice panels, Suspected Child Abuse and Neglect (SCAN) team meetings.
* Facilitating individual and group discussions with some key stakeholders including young people, parents, foster and kinship carers, and non-government and government partners.

Further feedback and observations are provided to the CSSC management team prior to finishing the site visit. The feedback focuses on CSSC strengths, areas of good practice and opportunities for improvement.

Stage 3 – Follow-up

The QIP team will collate and provide a summary report that includes an analysis of the information received during the site visit and the data provided in the CSSC profile. The report is used to inform the development of an improvement plan.