

Standard 9 Continuous improvement

NPAQ has implemented the Child Safe Standards and is committed to regularly reviewing policies and procedures for continuous improvement. This is a process of constant reflection with a standing child safety and wellbeing agenda item at each staff meeting.

Policies and procedures will be reviewed at least every 6 months to ensure concerns, challenges and gaps are addressed to improve child safety and wellbeing, as well as to ensure cultural safety for Aboriginal and Torres Strait Islander children and young people.

NPAQ seeks the participation of volunteers, staff, children, carers and communities in its reviews of policies, procedures and practices.

- Concerns, complaints and safety incidents will be analysed to identify causes and systemic failures. They will be reported on to inform continuous improvement practices.
- NPAQ will ensure data from evaluations, complaints and program participant surveys are reflected in the adjustment and development of policies and practices. This includes feedback from children and young people in appropriate forms of language.
- NPAQ will provide regular updates to staff and volunteers as changes occur from these reviews and improvements.

PARKS CONNECT



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