

## **Questions To Guide Reflection On Practice For Standard 7.1**

- **What are the strengths of our management and administration systems that contribute to delivering a quality service for children and their families?**
- **How does our service's governance contribute to the development of a service vision and purpose?**
- **How do we determine the appropriate management and governance structure at our service?**
- **How do we support the development of effective leaders at the service?**
- **What is the process for making decisions within the service and is this process fair and equitable?**
  - **How can we improve the efficiency and effectiveness of our systems and processes?**
  - **Does our management of confidential information meet requirements?**
- **To what extent does our statement of philosophy reflect our purpose, guide our practice and show a commitment to continuous improvement?**
- **How and when is our statement of philosophy reviewed?**
- **How do we address complaints? How is the complaints management process used to identify strategies for quality improvement?**