

Business Capability Development Program

Scenario 2 – Seaside Long Day Care

Seaside Long Day Care is an established long day care service located in a Business Capability Development Program trial location, and the approved provider operates 5 services. The service is potentially eligible to participate in the test and trial program and is invited to apply.



A conversation with the local Department of Education team

The Seaside team are contacted by their local representative from the Department of Education's Local Reform and Commissioning (LRC) team and are provided with a walkthrough of the eligibility criteria, the benefits of participating in the program and have an opportunity to ask questions about how participation in the program will work.

A successful application to participate in the program

With endorsement from the approved provider, the nominated supervisor at Seaside completes an application and self-assessment in SmartyGrants. They identify areas of challenge, make a record of their goals and highlight opportunities for change that align to the program's objectives.

Stage 1 – developing an action plan

Seaside's application is assessed as successful for participation in Stage 1. The approved provider signs their funding agreement and receives 12 hours in access payments to support their participation in the program. Seaside uses the access payment to supplement wages for staff participating in Stage 1 activities outside of work hours.

In collaboration with the allocated program partner, an in-depth business review is conducted. The Seaside team provides insights into their business management and operations by sharing information and materials about the service's governance, administration, communications, staff management, operational and business strategies and planning. This supports the creation of the action plan.

The action plan identifies opportunities to uplift the service's administrative processes through improvements to record keeping, and the establishment of efficient and clear procedures.

Stage 2 – capability development

Seaside is assessed for ongoing participation in Stage 2 and allocated 20 hours of capability development activities and access payments. The approved provider signs the updated funding agreement and receives 20 hours in access payments which are used to supplement wages for approved activities undertaken outside of work hours.

Seaside's capability development activities focus on uplifting, developing and embedding improved administrative processes:

- The nominated supervisor attends reflective practice workshops and learns about record storage and retention as well as some practical strategies for creating and maintaining policies and procedures.
 - The supervisor gains insight into administrative best practice and ways to simplify and reduce time spent on administrative tasks.
- The team is supported to make an informed decision to move to a digital platform which is suited to the needs of the service.
- The Seaside team members receive training and are supported to develop new process documents and training guides, which are used to upskill current and future employees.
- The team is supported by the allocated program partner while they transition to and implement the digital platform.

Outcomes

The Seaside team have strengthened their knowledge and capabilities and successfully embedded improved administrative practices in their daily operations.

The implementation of the digital platform means that all administrative tasks are completed electronically. This results in tasks being completed more efficiently and accurately, and documents and information are now readily available. The decreased administrative burden increases staff wellbeing and increases service efficiency.



Learn more

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