

# STRIVING FOR EXCELLENCE

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**Our service improvement journey – Georgina Harrisson**

Primary Principals' Association State Council

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# Today we share with you...

- Our highlights of 2018 – quick recap and update on my progress
- Our priorities for 2019 – where to next?



# Educational Services - Our purpose

- The learning and wellbeing of students is the focus of our work.
- We deliver high-quality and responsive policies and services to schools to improve student learning outcomes.



# In 2017, we asked you...

Is Educational Services giving schools the support they most need to improve student outcomes?



- What support most improves student outcomes?
- Is our focus on that support?
- Is our support high quality? Are there gaps?
- Is accessing our support a positive experience?

# In 2018, four priority areas of improvement emerged, with 15 commitments to our system



Quality teaching  
to improve every  
student

Tailored support  
to improve every  
school

Prioritising  
teaching time

Leading the  
improvement  
journey

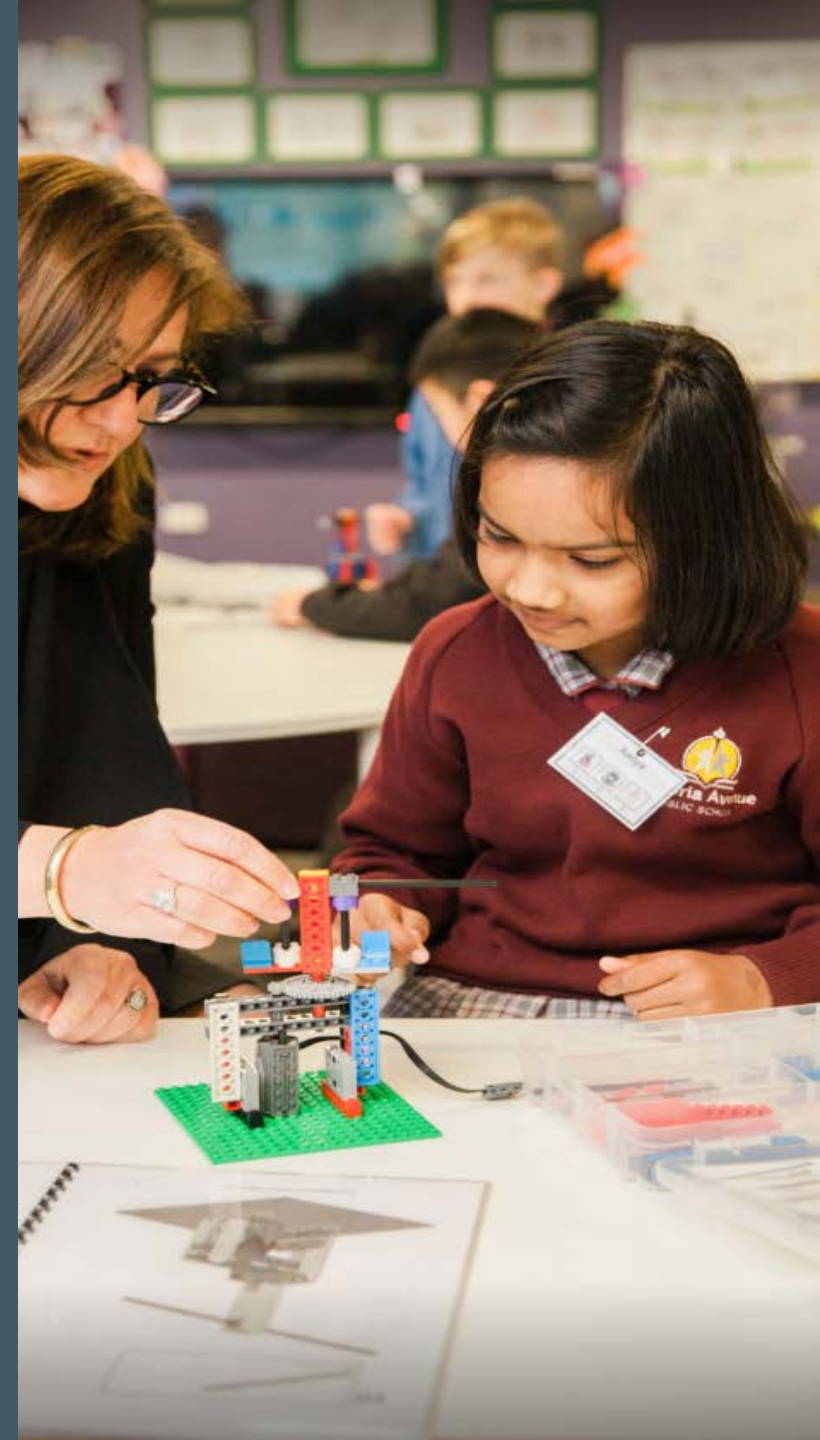


# 16 projects have commenced...

Quality teaching to improve every student	Tailored support to improve every school	Prioritising teaching time	Leading the improvement journey
<ul style="list-style-type: none"><li>• Quality professional learning</li><li>• Curriculum support – Literacy and Numeracy</li><li>• Curriculum support – New syllabus implementation</li><li>• Early career teacher journeys</li></ul>	<ul style="list-style-type: none"><li>• Strategic planning process and tailored support to schools</li><li>• Support Resources</li><li>• Streamlined Customer Service - CRM</li></ul>	<ul style="list-style-type: none"><li>• Policy performance and review</li><li>• Service Navigator</li><li>• Consistent wellbeing</li><li>• Access request redesign</li><li>• Confidence with complexity (formerly complex case management)</li></ul>	<ul style="list-style-type: none"><li>• Workforce strategy</li><li>• Communication and engagement</li><li>• Educational Services Collaboration model</li><li>• Professional learning and support for the division</li></ul>

# Quality Teaching to improve every student

- ...because our schools are not 'one-size-fits-all'



# Tailored support to improve every school

- ...because we know this makes the greatest difference to student success





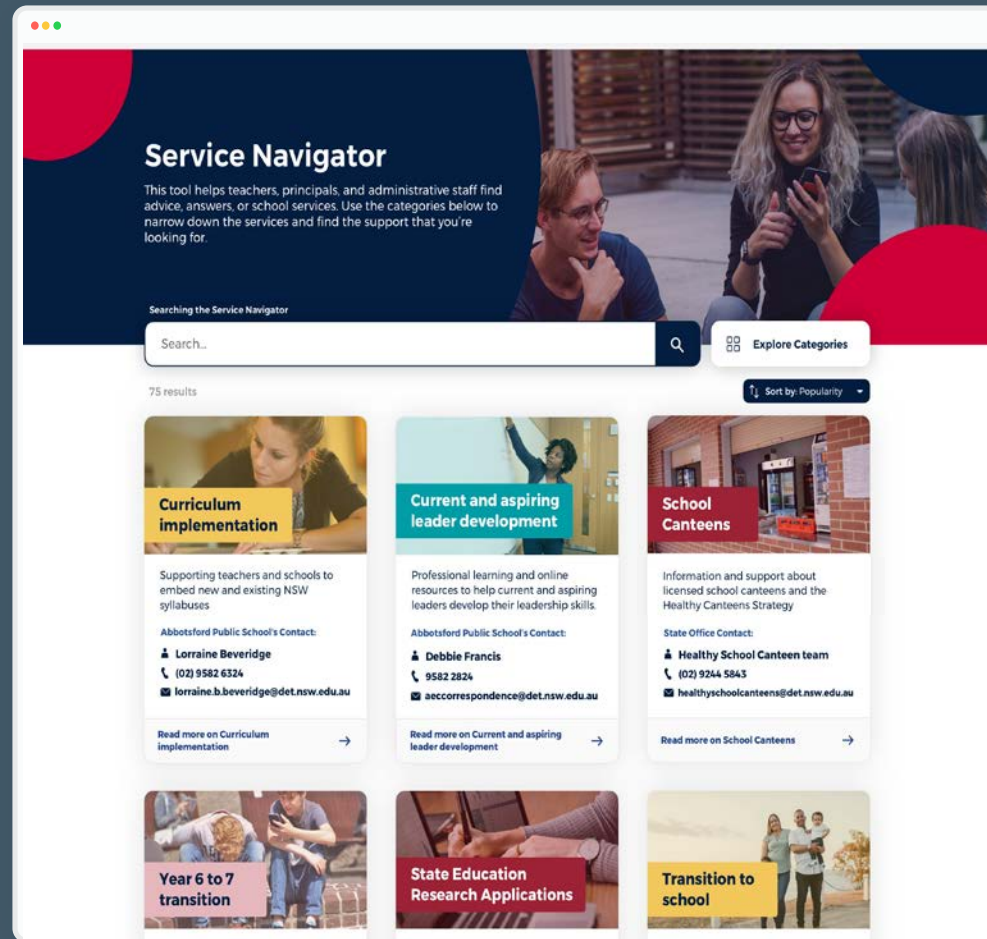
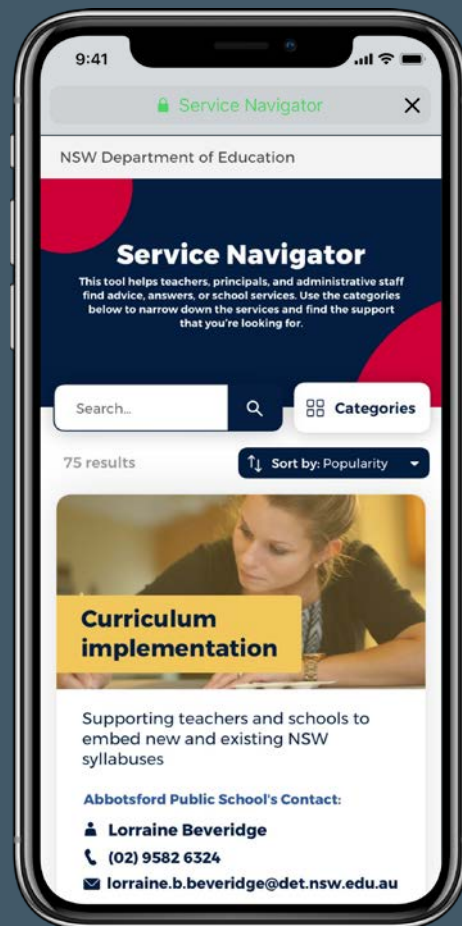
# Prioritising teaching time

- ...because we want teachers focussed on their greatest skill



# The new Service Navigator

Informed by user research conducted with educators and school executives, the new service navigator will feature more services, broadened information, personalised department and school services contact details, real-life scenarios and improved search.



Screenshots are for illustrative purposes only. Final release designs, layout and information may differ.

# Leading the improvement journey

- ...because as communities evolve, so do the needs of our schools





