**Call with Viviana Osborne (External)-20250717\_080303-Meeting Recording**

July 17, 2025, 12:03AM

38m 48s

 **0432310628** 0:03  
All.

 **Sweetheart Claire Anggon** 0:06  
OK, perfect. Now it's now recorded. By the way, Viviana, thank you so much for meeting with me today. Again, my name is Sweet. I'm the assistant to your assessor and today is your competency conversation.

 **0432310628** 0:23  
Yeah. Thank you very much.

 **Sweetheart Claire Anggon** 0:24  
In this part of your course, I'll be asking you like a few questions about your work practices, experiences, and then the decision making in early childhood education and care. So the goal is to confirm your understanding of the key skills, responsibilities, and professional standards in your role.  
You'll be asked to reflect on your experiences and then explain how you've applied your knowledge in real situation. So if anything is like unclear or you need me to repeat or explain a question, please don't hesitate to ask.  
This is meant to be a relaxed conversation, so don't be scared, OK? It's just me.

 **0432310628** 1:05  
OK. Thank you. Thanks.

 **Sweetheart Claire Anggon** 1:07  
So this call may take around an hour, but don't you worry if we needed like more time, we can just pause and continue at the at another time. Or if needed, I will just go ahead and reach out to you, OK?

 **0432310628** 1:24  
OK, no worries.

 **Sweetheart Claire Anggon** 1:25  
Thank you. And by the way, just a note, I'm not the one that is assessing you. It's still going to be your assessor, Brendan. He will still be the one handling the final sign off and then the the assessing of your course, so.

 **0432310628** 1:39  
OK.

 **Sweetheart Claire Anggon** 1:43  
He he will be the one responsible for that, but me, I will be the one to like support you throughout until you get that certificate, OK?

 **0432310628** 1:55  
OK, sounds good. Yep.

 **Sweetheart Claire Anggon** 1:57  
So if in case that the Brendan actually after this call need more information, I'll just reach out to you. Would that be OK?

 **0432310628** 2:06  
Yeah, that's fine, definitely.

 **Sweetheart Claire Anggon** 2:08  
OK, perfect. And then also as part of the CHC 50121 Diploma of Early Childhood Education and Care, there's actually a direct observation component for this course. So what we need is like you provide, there's going to be 3 units that you need to like.  
To provide us on how you actually do it. So either you we we book another call, another scheduled call and that's going to be like through a video chat. So you will like do those 3 units and then I will observe you.

 **0432310628** 2:31  
Yeah.

 **Sweetheart Claire Anggon** 2:44  
Or the other option is um for those 3 units you will just uh take a video and then send us. What do you prefer?

 **0432310628** 2:44  
Yeah.  
I'm happy to do the videos. Yeah, that's fine. Yeah, yeah.

 **Sweetheart Claire Anggon** 2:55  
Video OK for for those 3 videos, how long would you think that you are able to send it?

 **0432310628** 3:05  
I can probably get it done either today or tomorrow.

 **Sweetheart Claire Anggon** 3:10  
OK, thank you. So by the way, I already like talked to your third party also. I think it was yesterday or the other day I talked to your third party, so I already did a verification with her.

 **0432310628** 3:11  
Thank you.  
Yeah.

 **Sweetheart Claire Anggon** 3:25  
So that's already good. So technically, once we're done with this, we're just going to wait for your direct observation that you will send to us, OK.

 **0432310628** 3:25  
OK.  
Yeah. OK. Perfect.

 **Sweetheart Claire Anggon** 3:35  
OK, thank you. And by the way, in the same e-mail I will also like send you.  
A template of your section C, but you don't have to do anything for that document for the section C template. It's actually just there for your reference, so you don't have to do anything for that because the section C it's more on like the questions that we are going to do now instead.

 **0432310628** 3:56  
OK.  
Yeah, OK.

 **Sweetheart Claire Anggon** 4:03  
This call is going to be like summarize for that document.

 **0432310628** 4:09  
OK. Yeah, that sounds good.

 **Sweetheart Claire Anggon** 4:10  
OK. OK. Thank you. I'm just going to send it to you just in case you will have questions after this call.

 **0432310628** 4:20  
OK. Thank you.

 **Sweetheart Claire Anggon** 4:32  
Just bear with me, OK? Thank you.

 **0432310628** 4:35  
Yeah, no worries.

 **Sweetheart Claire Anggon** 4:37  
By the way, Viviana, I just wanted to check in. How are you? But how are you feeling now? Cause I know that's the other day or last time is you were unwell, right? You you were a sick.

 **0432310628** 4:43  
It's.  
Yeah, I'm. I'm feeling a lot better now. Yeah, thank you. I've just had a bit of a cold and yeah, I needed needed some time off when I was looking after my toddler at home as well.

 **Sweetheart Claire Anggon** 5:01  
Mhm.

 **0432310628** 5:02  
Yeah, but yeah, I'm a lot better now.

 **Sweetheart Claire Anggon** 5:03  
But you're oh, you're you're you're already good. That's actually, um, that's actually good. Um.

 **0432310628** 5:08  
But.

 **Sweetheart Claire Anggon** 5:14  
She.  
Sorry, um, let me just.

 **0432310628** 5:16  
Thank you.  
Yeah, that's right.  
OK.

 **Sweetheart Claire Anggon** 5:30  
Sending it to you right now.  
OK, let me know if you receive it. Just wanted to make sure.

 **0432310628** 5:36  
You.  
2.  
OK, let me have a look.  
Mhm.  
Nothing's come through yet, but it might take a few minutes.

 **Sweetheart Claire Anggon** 6:14  
Let me know, um, just to make sure you have it before we like start.

 **0432310628** 6:14  
Yeah.  
Yeah, um, it hasn't come, hasn't come through yet. I'm just refreshing and.  
Don't. I don't have anything yet.

 **Sweetheart Claire Anggon** 6:27  
Um.

 **0432310628** 6:30  
Oh yeah, hang on, I think it's come through.  
Yeah, just about the videos.

 **Sweetheart Claire Anggon** 6:41  
Yep. Mhm.

 **0432310628** 6:42  
Yeah, yeah, I've got it.

 **Sweetheart Claire Anggon** 6:44  
OK. And then, so yeah, perfect. Do you have any like questions so far or like clarification?

 **0432310628** 6:54  
Not so far, no.

 **Sweetheart Claire Anggon** 6:59  
OK, so let's start.

 **0432310628** 7:03  
Yeah, sounds good.

 **Sweetheart Claire Anggon** 7:05  
OK, perfect. So just wanted to before I ask the question, I just wanted to check in with you in your room or in your class, how many staffs are you in just in your room?

 **0432310628** 7:15  
Yeah.  
Um, usually three of us.

 **Sweetheart Claire Anggon** 7:23  
Three, OK.

 **0432310628** 7:25  
Yeah.

 **Sweetheart Claire Anggon** 7:27  
And how about the, um, kids that you handle?

 **0432310628** 7:33  
Um.

 **Sweetheart Claire Anggon** 7:33  
Like how? How? What's the age? What are the ages?

 **0432310628** 7:38  
The age range about 1 1/2 to 2 1/2.

 **Sweetheart Claire Anggon** 7:48  
OK, how many kids do you handle a day?

 **0432310628** 7:56  
We have up to 15, but it depends on the day, yeah.

 **Sweetheart Claire Anggon** 7:59  
15.  
OK. Thank you so much.  
OK, so let's start for leadership and team management. How do you promote team collaboration? Like how do you help your team work well together and support each other?

 **0432310628** 8:16  
Yep, I'll just have a think about that.

 **Sweetheart Claire Anggon** 8:19  
Yeah, sure. No dramas.

 **0432310628** 8:44  
So I do that by open communication with the team. We have team meetings often, being kind to each other and just making sure we're all working as a team and know what.

 **Sweetheart Claire Anggon** 8:53  
Mhm.

 **0432310628** 9:00  
Everyone's doing at all times.

 **Sweetheart Claire Anggon** 9:04  
Mhm.  
And how do you lead and support team members?

 **0432310628** 9:12  
Yes.

 **Sweetheart Claire Anggon** 9:15  
Like how do you guide and help your team in their work?

 **0432310628** 9:22  
And I do this by delegating, communicating, leading by example.  
Yeah.

 **Sweetheart Claire Anggon** 9:36  
If if in case that like hypothetically there's like like a new staff that came in going to work with you in the class, like how would you like guide and support them in their first day?

 **0432310628** 9:46  
Yeah.  
I do this by showing them around, showing them the things that we do, being helpful and kind, help them with their induction.  
Help them with their induction.  
Making them feel welcome.  
Yeah.

 **Sweetheart Claire Anggon** 10:09  
OK, thank you. And since you have like like co-workers, right? So there's going to be a time that there is like a miscommunication perhaps or like disagreement. So how do you resolve conflicts within a team? Like what do you do when team members don't agree or have a problem with each other?

 **0432310628** 10:20  
OK.  
Yeah.  
No.  
We make sure we listen to each other's point of views, reflect on what's gone wrong, have like consistently have conversations regarding the issue and.  
Yeah, reflect on that. See how we can work together and collaborate to work well.

 **Sweetheart Claire Anggon** 10:54  
OK. And for health and safety, Um, for health and safety, how do you maintain a safe environment for Um for children? Like how do you keep the children safe while they're at your care?

 **0432310628** 11:09  
We have daily checklists for cleaning.  
And compliance checks. We do sleep checks on the on children.  
Uh.

 **Sweetheart Claire Anggon** 11:25  
Mhm.

 **0432310628** 11:27  
We're always supervising and qualifications are always kept up to date and we're regularly doing head counts, making sure we have all the children and are accounted for.

 **Sweetheart Claire Anggon** 11:44  
And how do you and can you like provide me like 1 policies and procedures regarding health or safety in your center and like how do you use it?

 **0432310628** 11:59  
Yeah, let me just have a think about that.

 **Sweetheart Claire Anggon** 12:02  
No dramas.

 **0432310628** 12:25  
Yeah, so we have a safe sleep policy and all the staff do training on safe sleep every year and we also do 15 minute sleep checks on the children during nap time.

 **Sweetheart Claire Anggon** 12:41  
Hmm.  
Thank you so much for that. And how do you ensure like compliance with health procedures since you have like different policies and procedures in your center, right? So how do you make sure health and hygiene rules are followed?

 **0432310628** 12:45  
No.  
Yeah.  
Again, it would be daily checklists, daily cleaning. We have policies around illnesses such as gastro following a twenty-four hour exclusion period.

 **Sweetheart Claire Anggon** 13:17  
Mhm.

 **0432310628** 13:17  
And yeah, we regularly sanitize toys.  
And yeah, just keep the environment clean at all times.

 **Sweetheart Claire Anggon** 13:22  
OK.  
Perfect. Do you do like like checklist also in your class?

 **0432310628** 13:32  
Yeah, we have daily checklists that we complete.

 **Sweetheart Claire Anggon** 13:36  
Yeah. Can you walk me through how you use it and what what's in it and what's like the purpose of it?

 **0432310628** 13:43  
Yep, no worries. Let me have a think.  
So the purpose of the checklist is to make sure everything's up-to-date and nothing falls behind. We know what we're we're staying compliant. We know what we're what we need to cover each day. Yeah.

 **Sweetheart Claire Anggon** 14:01  
Mhm.  
OK. Thank you. And at the age that you are handling right now, it's 1 1/2 to 2 1/2, right? So basically at that age, they love like running around since they just like started like.

 **0432310628** 14:21  
Yes.  
Yeah.

 **Sweetheart Claire Anggon** 14:28  
Walking. So they they like running around, climbing up. So how do you respond? How do you respond to like critical incidents? Like what do you do when something serious or unexpected happens like an injury or emergency? Can you like give an example also?

 **0432310628** 14:44  
Yeah. So we have incident reports that we need to fill out on Story Park. We would provide first aid and contact the parents and make sure we follow the policies and procedures.

 **Sweetheart Claire Anggon** 14:49  
Mhm.  
Mhm.

 **0432310628** 15:02  
If it's a reportable incident, we'd have to follow the guidelines and report it to the department.  
For example, if a child falls and bumps their head, I'd follow the steps that I just mentioned.

 **Sweetheart Claire Anggon** 15:18  
OK, thank you. And what about holistic development and well-being? How do you support children's emotional, social and cognitive well-being? Like, how do you help children feel good, make friends, and learn new things?

 **0432310628** 15:19  
OK.  
No.  
Yeah, by getting to know each child individually, being kind, having regular conversations with them, making sure I'm approachable and friendly, also getting to know their family and parents.  
So I can really get an idea of the background.

 **Sweetheart Claire Anggon** 15:58  
Mhm.  
And how do you like promote positive behavior and interaction? Like how do you encourage children to be kind, respectful and play well with others, specially at at that age?

 **0432310628** 16:13  
Yeah, so I'd role model kind of respectful behaviour, communicate with them appropriately, ask them questions, like open-ended questions.

 **Sweetheart Claire Anggon** 16:18  
Mhm.

 **0432310628** 16:29  
Um.  
I'd remind them of the right behaviours verbally.  
Yeah.

 **Sweetheart Claire Anggon** 16:39  
Do you have any like cause for for that, especially that age, there's going to be kids that are are not yet like talking or if they are talking, it's like just minimal, right? So do you have any like chart for that also like regarding behaviors or feelings?

 **0432310628** 16:45  
Mhm.  
Yeah.

 **Sweetheart Claire Anggon** 16:59  
And how do you use it?

 **0432310628** 17:02  
Sorry, could you repeat the question?

 **Sweetheart Claire Anggon** 17:05  
Do you have any like chart perhaps or like visual aids that you use for those kids regarding emotions, behaviors, since they can't like explain what they are feeling yet, like they cannot say it.

 **0432310628** 17:10  
Stop.  
Uh, yeah.  
Yeah, yeah, we have like posters with emotional recognition pictures, like facial expressions. We also do Australian sign language.

 **Sweetheart Claire Anggon** 17:27  
Mhm.

 **0432310628** 17:35  
Um, yeah.

 **Sweetheart Claire Anggon** 17:43  
OK, perfect. And like, how do you um?  
How do you include like well-being in daily routines? Like I know you have like different activities every day, right? You have different kinds of activities that they do every day. How do you include things that supports children's health and happiness also?

 **0432310628** 17:58  
OK.  
OK.

 **Sweetheart Claire Anggon** 18:05  
Can you give me like one example of activity that you include health and happiness?

 **0432310628** 18:12  
Yeah, so we include indoor and outdoor activities so the child, the children can play and meet all of their physical, emotional, cognitive needs.  
We also encourage sleep at rest times and we follow healthy eating guidelines.

 **Sweetheart Claire Anggon** 18:33  
Mhm.

 **0432310628** 18:40  
And encourage, yeah, encourage them to stay hydrated.

 **Sweetheart Claire Anggon** 18:46  
Mhm.

 **0432310628** 18:47  
Um, yeah.

 **Sweetheart Claire Anggon** 18:49  
OK, thank you. And when it comes to creativity and play-based learning, how do you nurture creativity in children? Like how do you encourage children to use their imagination and come up with their own ideas?

 **0432310628** 19:05  
So when we're engaged in activities, I'll always ask open-ended questions, being present with them and joining in the play, making sure they're feeling listened to.  
And.  
Yeah, I keep asking open-ended questions and use open-ended resources as well.

 **Sweetheart Claire Anggon** 19:30  
OK, perfect. And how do you help like young children feel safe to try new different things during creative play, even if they make mistakes? Like how do you support children to try new things in art, play or activities, even if it doesn't go perfectly like it's supposed to be like in an activity they they they need to do this.

 **0432310628** 19:30  
Yeah.  
OK.

 **Sweetheart Claire Anggon** 19:50  
And they accidentally didn't do it.

 **0432310628** 19:53  
Yeah, so I'd always encourage them to try again and let them know that it's not a problem. If things go wrong, they can keep trying until they get it right. Have multiple different activities available for them to try. So if they don't like one thing, they can do something else.

 **Sweetheart Claire Anggon** 20:03  
Mhm.

 **0432310628** 20:13  
else, but also not forcing them to take part in something they don't want to do, and encourage them by using like positive language and letting them know they've done a good job.  
Yeah.

 **Sweetheart Claire Anggon** 20:29  
OK, perfect. And then um.  
What creative experiences have you provided? Cause I I I know you have done like a lot of activities with the kids, right? Can you give me like one example of like an activity that that you remember that it's really like fun and creative that you have done with the kids?

 **0432310628** 20:44  
OK.  
Yeah, let me just have a think.  
So.

 **Sweetheart Claire Anggon** 20:58  
Sure thing.

 **0432310628** 21:20  
So we did an experience with clay where we let them use like open-ended resources and they could gather their own natural materials from outside like sticks and leaves and bark and stuff. And then they use that with the clay and they.  
Kind of brought in other toys to use as well and just let them use their imagination with it and see where things went.

 **Sweetheart Claire Anggon** 21:49  
Thank you. And how do in like inclusion and diversity since there's like multiple kids there, right? How do you ensure inclusion of all children? Like how do you make sure every child feels welcome and included no matter their ability or background?

 **0432310628** 22:00  
Yeah.  
I would.  
Make sure everyone is heard. Make sure everyone feels equal. I'd make sure that activities are provided that are appropriate for people of all abilities.  
And build relationships with families and get the family input on what their children like to do or what they're able to do.  
Bing.  
Um, I'd encourage them, but not force them and pivot experiences to suit different levels.

 **Sweetheart Claire Anggon** 22:44  
Mhm.  
Perfect and.

 **0432310628** 22:49  
And yeah.

 **Sweetheart Claire Anggon** 22:50  
Uh, yeah, go ahead.

 **0432310628** 22:53  
Sorry, I was also gonna say I'd be being culturally aware and incorporate families cultures into their daily routines.

 **Sweetheart Claire Anggon** 23:03  
And how do you support families from diverse backgrounds? Like how do you help and respect families with different cultures, languages or beliefs?

 **0432310628** 23:14  
Yeah, so I'd make sure I'd communicate with them regularly to get, get to know them, make sure I'm aware of what their routines are at home and kind of try and incorporate that into the daily routines at daycare.  
So that the child feels the most at home here.

 **Sweetheart Claire Anggon** 23:38  
Mm-hmm. And can you provide any like activities or like program or themes that that you have given with to the kids regarding?  
Um, different cultures.

 **0432310628** 23:57  
Yeah. So, sorry, let me just have a think about that.

 **Sweetheart Claire Anggon** 24:05  
Sure.

 **0432310628** 24:17  
Yep. So each morning we do an acknowledgement to country. We also sing in Maori at group time and incorporate Australian sign language into daily routines.

 **Sweetheart Claire Anggon** 24:33  
Mhm.  
And did you like have like night dog week also?

 **0432310628** 24:39  
Yes, we did take part in that, yeah.

 **Sweetheart Claire Anggon** 24:42  
OK, awesome. Can you provide me like any like activities that the kids have done on that week?

 **0432310628** 24:51  
Uh, Yep, let me just think.  
So we had someone come out and do, uses didgeridoo and teach the kids how to use it. It was Jason from Didge for Kids. We also did some rock painting and different art activities.

 **Sweetheart Claire Anggon** 25:28  
Mhm.

 **0432310628** 25:29  
And what?

 **Sweetheart Claire Anggon** 25:31  
And let's see, how do you work in partnership with families?

 **0432310628** 25:38  
By regularly communicating with them, making sure I'm aware of what's going on in the child's life at home. We also use the Storypark app to communicate and give them updates each day.

 **Sweetheart Claire Anggon** 25:42  
Mhm.  
Mhm.

 **0432310628** 25:53  
Like we write a little story and give them photos of the children. Make sure it's always honest and open communication and regularly ask for the family's input and feedback so that we can.  
Make sure their child's getting the most they can out of daycare.

 **Sweetheart Claire Anggon** 26:15  
And do you like, do you do parents and teacher meeting perhaps or like do you do that? If if you do that, how frequent it is?

 **0432310628** 26:22  
OK.  
Sorry, can you repeat that please?

 **Sweetheart Claire Anggon** 26:32  
Um, do you have any parents and teachers? Um, meeting perhaps? Mhm.

 **0432310628** 26:36  
Oh, OK, so every day on on when they drop their kids off and on pick up, we just touch base about what's going on with the children in the morning and then how their day went at the end of the day. If we need to, we'll give them a call during the day as well and update them on story part.  
We also use like daily communication books if the family needs to leave a message for the educators.

 **Sweetheart Claire Anggon** 27:04  
Perfect. Thank you. And when it comes to educational program and curriculum, how do you decide what activities and learning experiences to do with the children? Like what helps you choose the right games, lessons or play ideas for the children?

 **0432310628** 27:11  
Yes.  
M.  
OK, um, let me just have a blink.  
So we use child-led learning, so we base the programs on child's interests. We also gather information from the family and they they input ideas to extend on the children's interests to build the program.

 **Sweetheart Claire Anggon** 28:02  
OK.  
OK, since you've mentioned you base it on like the children's interest, right? So how do you use the children's interest or action to plan future activities?

 **0432310628** 28:12  
Yes.  
Yeah.  
OK.  
By regularly observing them and engaging in activities with them to see what they enjoy, making sure I get to know each child like one-on-one to kind of cater to their individual needs.  
Regularly document their interests so that we have everything to look back on and can kind of go through that to to create the program.

 **Sweetheart Claire Anggon** 28:44  
Mhm.  
Mhm.  
And let's say you already have like an interest. You already find like an interest of the kids and you have already like plan what you need to do. How do you check that the things that you do with the children are helping them learn and grow? Like how do you make sure that the activities you plan help children reach their learning goals also?

 **0432310628** 29:07  
OK.  
Yeah, uh, let me just think.

 **Sweetheart Claire Anggon** 29:47  
OK.

 **0432310628** 29:52  
So we have a lot of frameworks that we go by. So we have the early years learning framework, we have the being, belonging and becoming and we have milestones that we look back on.

 **Sweetheart Claire Anggon** 30:10  
Thank you. And how about environmental sustainability? How do you include eco friendly or earth friendly habits in your daily work with children?

 **0432310628** 30:16  
Yeah.

 **Sweetheart Claire Anggon** 30:20  
Jen.

 **0432310628** 30:20  
Yes. So we have, we have a worm farm here. We also have gardens that we water and involve the children in that we use composting, recycling water.  
And we use natural resources for play.

 **Sweetheart Claire Anggon** 30:40  
Mm-hmm.

 **0432310628** 30:41  
OK.

 **Sweetheart Claire Anggon** 30:42  
And how do you help children learn to look after nature and the world around them?

 **0432310628** 30:51  
So by always role modelling, looking after the environment, making sure they're taking part in looking after the worm farm, the plants, reminding them to be kind to nature.

 **Sweetheart Claire Anggon** 30:56  
Mhm.

 **0432310628** 31:10  
Um, yeah.

 **Sweetheart Claire Anggon** 31:14  
And what earth friendly ideas or activities have you started or taken the lead at your center with the kids?

 **0432310628** 31:22  
Uh, sorry, let me just have a think.  
So we we take the children up to have a look at the worm farm, let them get involved and like open up the lid, have a look at the worms and what we're feeding them, let them feed them and yeah, just get them involved with that.

 **Sweetheart Claire Anggon** 32:01  
OK, awesome. And let's see here.  
For compliance, uh, how do you help make sure that the rules and regulations are being followed in your workplace? Like what do you do to make sure your center is following the rules and staying up to standard?

 **0432310628** 32:20  
Um, yeah. Let me just have a think.  
So when it comes to other staff, I'd role model the right policies. But if I see something that I think is wrong, I'd follow the grievance policy and let management know to make sure something's done about it.

 **Sweetheart Claire Anggon** 33:06  
Mhm.  
OK. Thank you and um.  
You mentioned like grievance, right? So if in case, uh.  
There's a parent that has a concern or worry or might be a complaint. How do you respond to that? Like what's the process?

 **0432310628** 33:31  
I'd make sure they feel listened to. I'd document the concern and let management know and we would would get back to them with with the kind of.

 **Sweetheart Claire Anggon** 33:40  
Mhm.

 **0432310628** 33:47  
That the steps we're taking to rectify it.

 **Sweetheart Claire Anggon** 33:54  
And how do you check that everyone is following the service policies and procedures? Like how do you make sure that staff are doing things the right way according to the center's rules?

 **0432310628** 34:04  
Yep. So we'd use the daily checklist to make sure we're following all the rules. We do regular staff meetings each month and weekly hallway meetings just to make sure we're all following.

 **Sweetheart Claire Anggon** 34:18  
Mhm.

 **0432310628** 34:21  
And regular policy reviews.

 **Sweetheart Claire Anggon** 34:28  
And when it.

 **0432310628** 34:29  
And regular memos as well.

 **Sweetheart Claire Anggon** 34:31  
Perfect. Thank you. And how about the research and professional development? How do you apply research to improve your practice? Like how do you use new new ideas, studies, or training to get better at your role?

 **0432310628** 34:42  
But.  
Yeah, uh, let me just have a think.  
I do this by using critical reflection, communicating with the team and professional development.

 **Sweetheart Claire Anggon** 35:17  
Mhm.

 **0432310628** 35:25  
Sorry, was there something else in that question?

 **Sweetheart Claire Anggon** 35:27  
Oh, oh, I thought that you you were going to add to add more. Sorry. So do you also have like in your center, do you do like might might be quarterly or yearly a professional like development plan?

 **0432310628** 35:32  
Um, sorry.  
Yeah.  
Yes, we do. We.

 **Sweetheart Claire Anggon** 35:49  
Mhm.

 **0432310628** 35:52  
Um.  
I'm just thinking we do regular appraisals with staff each year and have many things with the management.

 **Sweetheart Claire Anggon** 36:00  
Mhm.  
OK. And how do you, um, reflect on your own professional growth? Like how do you think about what you've learned and how you've improved at work over time?

 **0432310628** 36:17  
So I regularly reflect on the work I'm doing each month and also use Story Park for the reflections. Regularly ask for feedback from management to.  
Check that I'm doing everything right. Check check what else I can do to improve.  
Um, take part in professional development training if I need to improve.

 **Sweetheart Claire Anggon** 36:50  
Mhm.

 **0432310628** 36:50  
And yeah.

 **Sweetheart Claire Anggon** 36:52  
OK. And you mentioned like trainings also, right? And then you have like professional development plan. So what changes have you made based on like evidence, like what have you changed and how you work because of a fact, feedback or what you've learned from training or experience? Can you give me like one example or scenario?

 **0432310628** 36:57  
Mm.  
OK.  
OK.

 **Sweetheart Claire Anggon** 37:12  
You that happened like you have changed something in your work because you've learned something you you learn from some someone or somewhere about about that.

 **0432310628** 37:24  
Yeah, Yep, definitely. Um, let me just have a think about that.

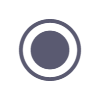
 **Sweetheart Claire Anggon** 37:28  
OK.

 **0432310628** 37:57  
So one that comes to mind is the transition between going inside to out, sorry, outside to inside. It all seemed a bit rushed, so I got some feedback on that and managed to change it so that we were having kind of a sit down outside singing some songs.  
and then slowly transitioning inside to make it feel less rushed and less stressed.

 **Sweetheart Claire Anggon** 38:26  
OK, awesome. Thank you. And how about?

 **0432310628** 38:28  
Yeah.

 **Sweetheart Claire Anggon** 38:33  
Let's see here.  
Oh, that's actually all.  
OK, let me let me just end the call.

 **Sweetheart Claire Anggon** stopped transcription