

# Emerging Minds Focus **user guide**

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## Introduction

Welcome to **Emerging Minds Focus**. Focus is a web-based platform that takes organisations on a quality improvement journey in supporting the social and emotional wellbeing and mental health outcomes of infants, children and their families.

Focus will help you to identify where your organisation is succeeding in supporting infants, children and families, and which areas require action, resourcing and greater attention. This user-friendly tool has been created for service managers, organisational executives and other staff to inform, motivate, plan and track quality improvement, all in one place.

Through a survey of your 'Change Team' as well as the broader organisation, you can identify consensus and differences in staff members' perspectives and priority areas for capacity-building. These results will help to inform your decision-making on how internal structures, systems and processes can be refined, so you can better support infants, children and families.

Once your priorities are identified, Focus provides a list of recommended 'actions' for capacity-building and takes you through a structured planning process, to develop an 'action plan'. You will be supported to explore the activities, barriers and facilitators, resources needed and identify who needs to be involved,

for each action you select. The 'action plan summary' should be shared with organisational leadership to establish an authorising environment for your quality improvement journey.

Organisational change takes time; contexts, priorities and funding contracts change, and staff come and go. Emerging Minds Focus is responsive to the realities of organisational change, allowing your action plan summary to be flexible and refined over time to reflect these changes without losing your progress. The time and effort invested, as well as the intellectual knowledge and staff wisdom gained along the way are retained within Focus. If the process is stopped or stalled, your journey can be picked up again right where you left off.

This user guide will define relevant terms used in Emerging Minds Focus, outline its functionality and provide an overview of the quality improvement process: forming your Change Team; conducting your surveys; analysing your results and creating your action plan; completing the actions; and tracking change over time.

# Emerging Minds Focus

# Key terms

## Facilitator

The **Facilitator** is a member of your organisation who acts as the project manager for quality improvement, and has additional responsibilities and privileges within the Focus platform. They are someone who has been given the authorisation and time to become familiar with Focus. They should also have basic project management skills and the capacity to coordinate the work of the 'Change Team'.

## Change Team

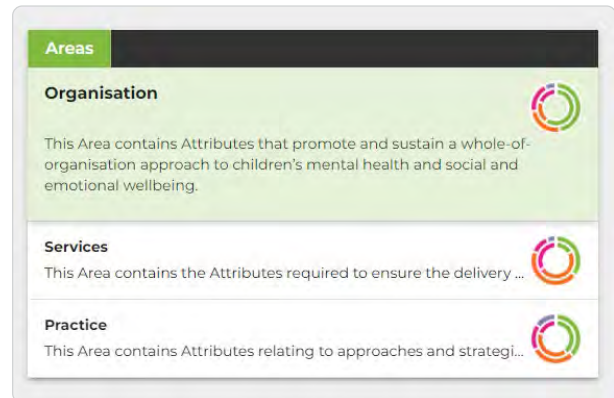
A **Change Team** is a group of people within your organisation who use Focus to drive quality improvement. Members of the Change Team have the capacity and are given the time to take an active role in the process. The Change Team co-develops the action plan, assigns individual actions for team members to lead and meets on an ongoing basis to review their progress.

The Change Team is most effective when members represent the full diversity of experience, areas of work and perspectives across your organisation.

## Areas

**Areas** are a way of organising the different parts of an organisational system that are required to support infant, child and family social and emotional wellbeing and mental health outcomes. Each of these areas contains several 'attributes' that play a role in shaping your organisation's response to infants, children and families as a whole.

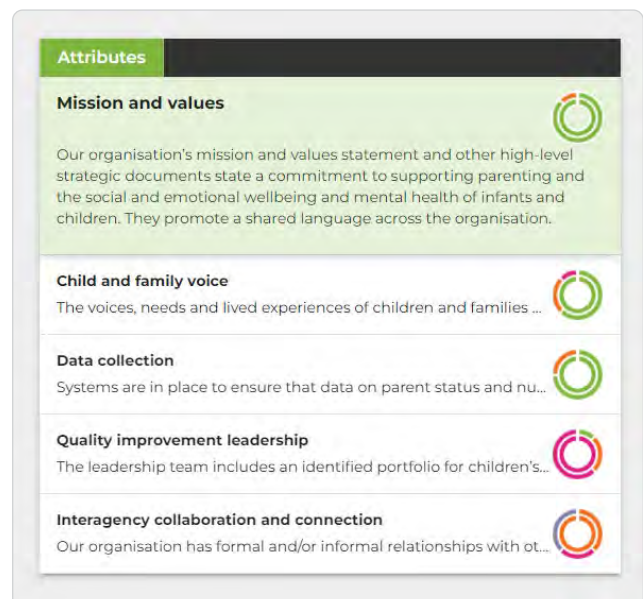
Areas can include aspects of service delivery, organisational structures, practices or the experiences of infants, children and families.



## Attributes

**Attributes** are aspirational statements for your organisation that are reflected upon and responded to by your Change Team and staff. The results of these surveys help create a snapshot of how your organisation supports infant, child and family social and emotional wellbeing and mental health, and inform the next steps in your quality improvement journey.

Attributes can include policies and procedures, strategic documents, organisational values, practices, communication, organisational culture, learning and supervision.



## Ratings

Each attribute is assigned a **rating**.

In place ▼

**In place (green):** This attribute accurately reflects the present structures and processes within my organisation.

Partially in place ▼

**Partially in place (orange):** This attribute somewhat reflects the present structures and processes within my organisation, but more support or action is needed.

Not in place ▼

**Not in place (pink):** This attribute does not reflect present structures and processes within my organisation.

Unclear ▼

**Unclear (purple):** I am unsure whether this attribute reflects the present structures and processes of my organisation, if it is relevant, or what it looks like.

Not relevant ▼

**Not relevant (grey):** I do not believe that this attribute is relevant to my organisation.

## Change Team Survey

The **Change Team Survey** is undertaken by the Change Team within the Focus platform. Change Team members assign a rating to each attribute, and can add comments to provide additional context. Over time, the Change Team can re-rate these attributes and update their comments as the quality improvement journey progresses and change is observed.

## Organisational Survey

The **Organisational Survey** is completed by staff across your organisation who are not part of the Change Team. This survey contains the same attributes that the Change Team respond to, so results can be directly compared. By reviewing these results, you will develop a holistic understanding of your strengths and

opportunities for quality improvement in relation to supporting infants, children and families.

The Organisational Survey is anonymous so your staff can respond honestly. This will provide you with a genuine understanding of where your organisation is at.

## Results Wheel

The **Results Wheel** is a multi-layered, visual illustration of the collective ratings of your organisation and Change Team. It allows you to compare ratings between (a) you and the Change Team, (b) you and your organisation, and (c) between the Change Team and your organisation.



## Actions

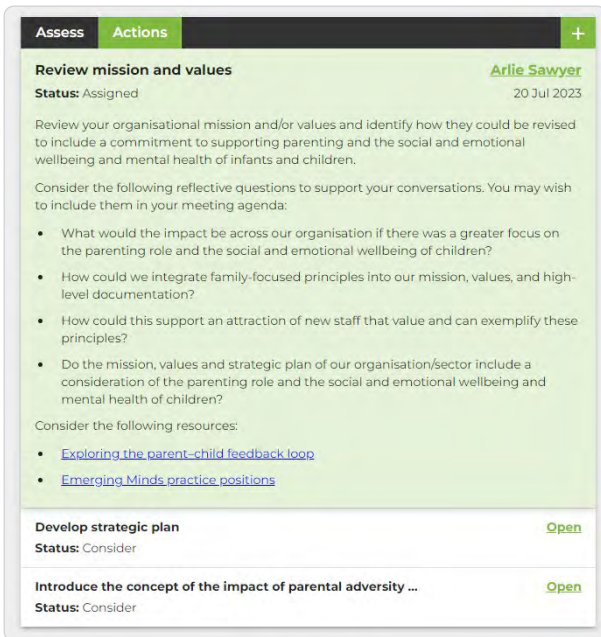
**Actions** are the practical tasks that guide Change Teams in making each attribute a reality. Actions contain reflective questions, tailored resources and other considerations to support the quality improvement process.

Actions can be assigned to Change Team members and given a due date and priority level. For all actions you select, you will be supported to identify:

- steps to completion
- barriers and facilitators
- internal and external resources needed; and
- who needs to be involved.

Actions can involve creating or revising a policy, a reflective discussion or assigning your staff to complete an Emerging Minds learning pathway.

If the recommended actions are not relevant, you can create your own to meet the unique needs of your organisation.



### Action status

The coloured bar alongside each action refers to its status:



**Consider (yellow):** This is the default option. This action has not yet been decided on, is currently under investigation, and/or may be acted on in the future.



**Assigned (blue):** This action has been assigned to a member of the Change Team, with a priority level, and due date.



**Completed (green):** This action has been completed by the assigned member or Facilitator.



**Not relevant (grey):** This action has been deemed not relevant to the organisation and will not be included in any 'progress updates'.

### Action plan summary

All the actions that you assign are automatically collated into an **action plan summary**, where they are listed in order of area, priority level and due date. A high-level summary is also available that captures your completed actions over time, your survey results and the number of responses received, and priorities of assigned actions.

This document is designed to be shared with your Executive Team or Board of Management so they have a good understanding of what you're trying to achieve, and so they can authorise and resource your proposed quality improvement journey.

### Progress updates

**Progress updates** capture your achievements and milestones along your quality improvement journey. There are two types of progress updates: Organisational Survey progress updates and Change Team progress updates.

While the Change Team might feel that they are making progress, this may not be understood amongst other staff. Periodic Organisational Surveys provide evidence that quality improvement is being felt across your organisation. The first Organisational Survey progress update is your baseline for tracking your change and achievements over time.

Change Team progress updates are conducted more regularly and capture the achievements and results of the Change Team over time. These progress updates are used to reflect on your team's successes, inform the review of your action plan summary and demonstrate the effort you've invested. Please note, these progress updates can be backdated to any point in time, which will present your Change Team's results and progress from that day.

# The quality improvement process

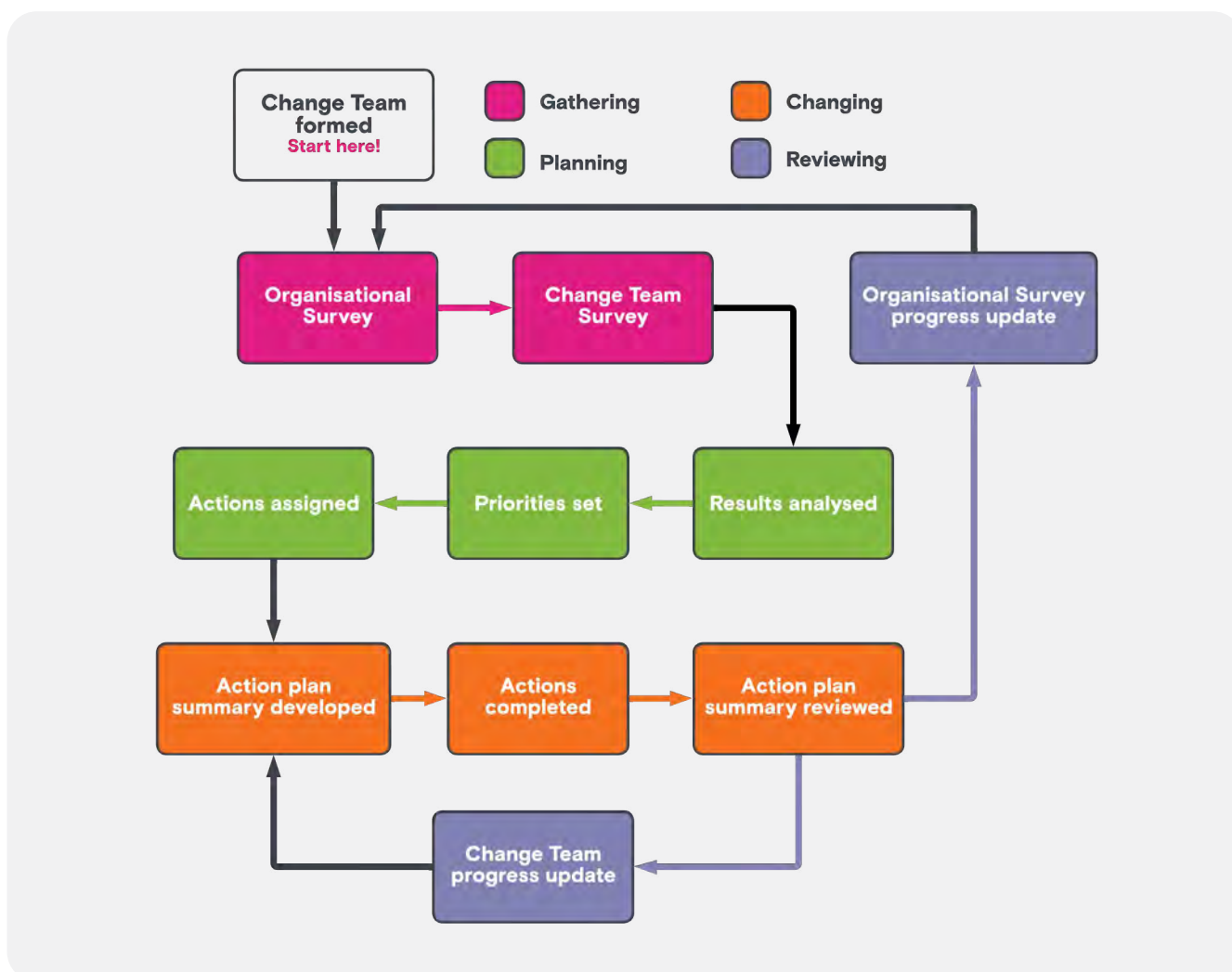
The following graphic outlines the quality improvement process, which begins with the formation of your Change Team and completion of your Change Team and Organisational Surveys.

Using the survey results, you can analyse and prioritise attributes that your Change Team will work towards. Within these attributes, recommended actions are provided to help you kickstart your journey, which you can assign to Change Team members. Each action that you select allows you to identify the activities and steps, barriers and facilitators, internal and external resources required, as well as who needs to be involved to achieve it.

All this information is collated in your action plan summary, which can be printed off and

shared with your Executive Team or Board of Management for approval. Actions can then be undertaken and completed by the Change Team, and should be reviewed on a regular basis.

Over time, you can make progress updates to track change from your baseline, and determine if change has translated across the organisation. Change Team progress updates capture the more incremental progress that the Change Team makes and allow you to consider whether there is capacity to assign and authorise new actions. Organisational Survey progress updates are more formal opportunities to review where your organisation is at by re-surveying your staff and using that data to inform and update your action plan summary.



# Forming your Change Team

After your organisation has submitted an [expression of interest](#) to join Emerging Minds Focus, someone from Emerging Minds will be in touch to get you set up and invite your nominated Facilitator.

Once the Facilitator has access to Focus, they will need to invite Change Team members to access the platform. Both the Facilitator and Change Team members are given temporary passwords for security purposes, which they are prompted to change when they login for the first time.


## First time login

Your invitation email will include a temporary password for security purposes. Follow these steps to update your password and complete your registration.

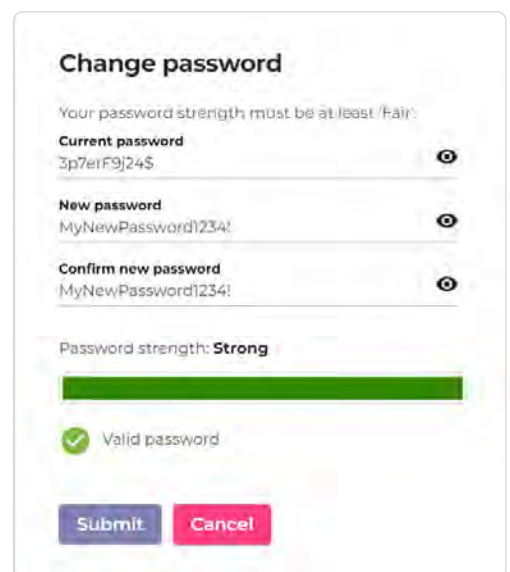
- 1 Use the access link in the email ('You can access Focus [here](#)') or go to [www.focus.emergingminds.com.au](http://www.focus.emergingminds.com.au)
- 2 Enter your email address and the temporary password in the 'Password' field.
- 3 On the next page, enter the temporary password again in the 'Current password' field.
- 4 Create a new password by entering it in the 'New password' and 'Confirm new password' fields. Note the security suggestions, as your password must be rated 'Fair', 'Good' or 'Strong' to be valid. This new password will be what you enter for all future logins.
- 5 Press  . You will be redirected to the Focus homepage.

This new password will be what you enter for all future logins.

## Inviting a Change Team Member

- 1 Select the 'Members' option in the navigation menu.
- 2 Select the  icon.
- 3 Enter the member's first and last name, as well as their email.
- 4 Select  .

Focus will automatically send an invitation email to the new Change Team member that includes the login link and their temporary password. If they cannot find the email, it may be in their spam or junk folder.



Changing password on first login



View when creating a Change Team member



# The Gathering phase

The 'Gathering' phase involves the completion of the Organisational and Change Team surveys. This data is brought together to highlight your organisation's strengths and identify how the Change Team can motivate and sustain quality improvement.

This change occurs within the context and confines of your work and as a compliment to your organisation's ongoing priorities – with the goal being incremental quality improvement.




## Organisational Survey

The initial Organisational Survey establishes a baseline for your quality improvement journey over time.

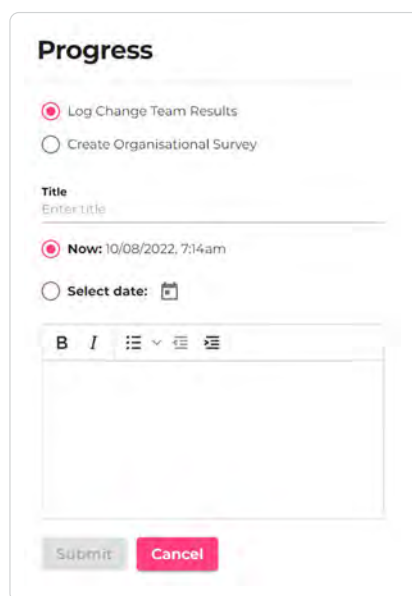
The Facilitator generates a link to the Organisational Survey on the 'Progress' page, which is sent out using your internal communication processes. The Organisational Survey should be sent to all relevant staff outside of the Change Team, such as practitioners, executives, front-of-house staff, human resources and administrative staff. Set a closure date for the survey and prompt staff with a follow-up email leading up to the deadline.

Email templates are available on the [Emerging Minds website](#) to support these communications.

### Creating an Organisational Survey

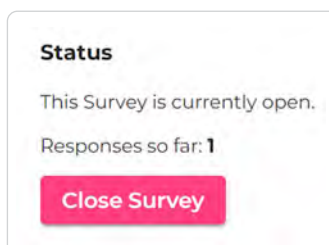
- 1 Select 'Progress' in the main navigation menu.
- 2 Select the  icon.
- 3 Select 'Create Organisational Survey'.
- 4 Enter a title and description for your survey.
- 5 Select .
- 6 Once your survey has been created, you can copy the link and email it to all relevant staff.
- 7 The total responses received will appear next to 'Responses so far'. Once the Change Team Survey is completed, and you're satisfied with the number of Organisational Survey responses, you can close the survey using the  button.

Please note that an Organisational Survey cannot be re-opened after it has been closed. Refer to the following section, 'Cross-check before closing the Organisational Survey' for guidance.



The screenshot shows the 'Progress' page with two radio buttons: 'Log Change Team Results' (selected) and 'Create Organisational Survey'. Below the radio buttons is a 'Title' field with the placeholder 'Enter title'. There is a date field showing 'Now: 10/08/2022, 7:14am' and a 'Select date:' button with a calendar icon. Below the date field is a rich text editor with bold (B), italic (I), bulleted list, numbered list, and link icons. At the bottom are 'Submit' and 'Cancel' buttons.

Creating Organisational Survey



The screenshot shows the 'Status' page with the text 'This Survey is currently open.' and 'Responses so far: 1'. At the bottom is a 'Close Survey' button.

Current survey responses and 'Close Survey' button

## Change Team Survey

The Change Team Survey is completed on the 'Assessment' page in Emerging Minds Focus, and it contains the same areas and attributes from the Organisational Survey.


The Facilitator and Change Team members assign ratings to each attribute across the available areas. They can include a comment with their rating to generate further conversation.

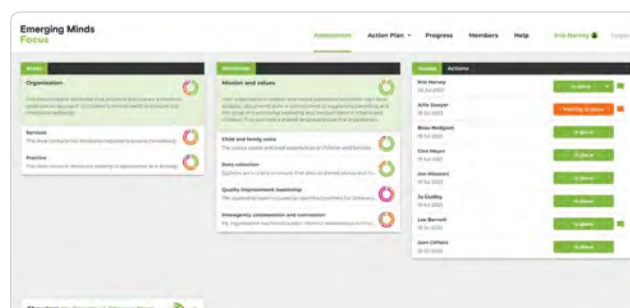
### Navigating the Assessment page

- 1 Select an area in the first column to reveal its description.
- 2 A second column will appear, listing the area's associated attributes. The area you have selected will be highlighted in green.
- 3 Select an attribute to reveal its description.

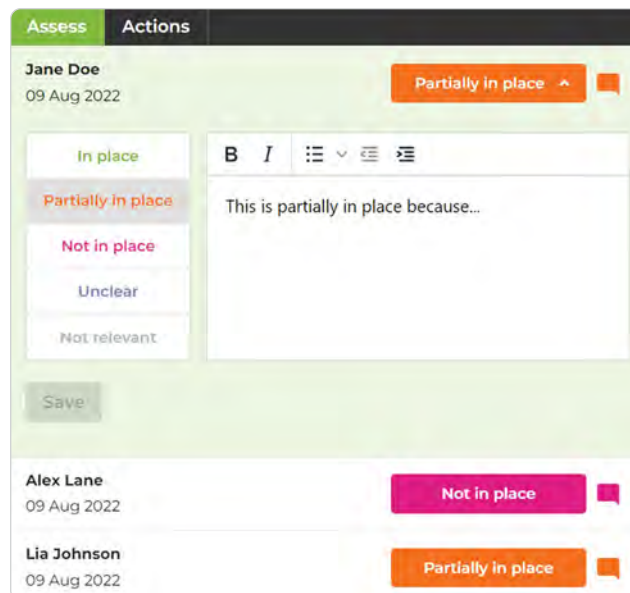
A third column will appear, where you will submit a rating (under the **Assess** tab) as well as view its associated actions (under the **Actions** tab). The attribute you have selected will be highlighted in green, indicating that the rating and actions relate to it.

### Submitting a rating

- 1 Select an attribute in the second column to reveal its description. A third column will appear, listing the available rating options and a text box.
- 2 Select a rating option for the attribute, which is highlighted in green.
- 3 Consider writing a comment in the textbox about why you selected the rating option.
- 4 Select the **Submit** button.
- 5 Please note that Change Team members can see ratings and comments once submitted. If comments have been made by other Change Team members, select the  icon next to the rating option.



Navigating the 'Assessment' page



Submitting a rating

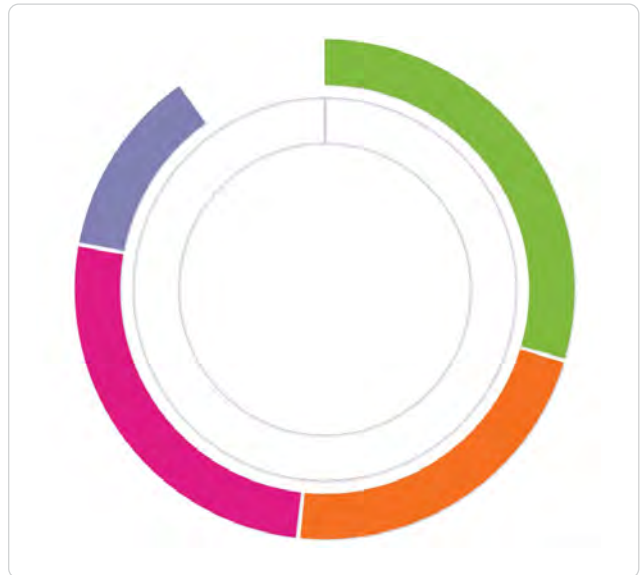
### Cross-check before closing the Organisational Survey

Before you close the Organisational Survey, ensure that all Change Team members have submitted ratings for every attribute, otherwise the survey results will be incomplete. To do this:

- 1 Go to the 'Assessment' page in the navigation menu.
- 2 Open each area and review the Results Wheels for each attribute to see if either the inner or outer wheels are incomplete or missing (see images).
- 3 If an attribute's outer wheel is incomplete, someone from the Change Team has not rated it. Click on the attribute to open the **Assess** tab, determine whose name is missing, and ensure they rate the attribute.
- 4 If an inner wheel is missing, it is because you have not rated the attribute yourself yet. Click on the attribute, assign a rating and add a comment if appropriate, then select **Submit**.
- 5 After this cross-check is complete, you can close the Organisational Survey.



*Incomplete Results Wheel for Change Team member's missed attribute*



*Incomplete Results Wheel for attribute you have not rated*

# The Planning phase

Once your Organisational and Change Team surveys are completed, the 'Planning' phase will take you through a structured process to review your survey results and develop your action plan.

The Change Team come together to discuss the survey results and comments across the attributes, and explore priorities. Recommended actions are available for each attribute to evoke curiosity, create conversations for action planning and help you consider how you can move forward. Where these suggested actions are not relevant, you can create your own.

The action plan summary collates your key actions for change, and identifies what will be required to support quality improvement. The action plan summary can be saved as a PDF or printed in a convenient format to share with your Executive Team or Board of Management for endorsement.


## Viewing and printing your baseline survey summary

Once you've closed the Organisational Survey on the 'Progress' page, you will be provided with a high-level summary of the results between your Change Team and organisation. This is a good starting point for analysing your results and determining which attributes you want to prioritise.

The double-ringed Results Wheel depicts the results in a visual format, while the 'Assessment summary' table compares the results of the Change Team and organisation numerically across each area. The TEAM column portrays the Change Team's results, and the ORG column portrays the Organisational Survey results.

Please note, the 'Action plan progress' graph will not be relevant for your baseline survey as actions have not yet been assigned or completed.

To print your progress update:

- 1 Ensure the baseline survey is selected in the list in the left-hand panel.
- 2 Select the  icon in the top right corner of the progress update window.
- 3 Select 'Save as PDF' or your local printer, and follow your system's prompts.



View of the Organisational Survey results

## Changing your Results Wheel

Focus can display different data in the Results Wheels across areas and attributes, on the 'Assessment' page. Comparing this data will identify consensus or differences in your ratings compared to the rest of your Change Team and your broader organisation. There are three comparison options:

- **My Results vs Change Team:** The inner wheel displays your own results, while the outer wheel displays the collective results of your Change Team.
- **My Results vs Organisation:** The inner wheel displays your own results, while the outer wheel displays the collective results of your organisation.
- **Change Team vs Organisation:** The inner wheel displays the collective results of your Change Team, while the outer wheel displays the collective results for your organisation. This option is the most important for informing your quality improvement journey.

To change your Results Wheel, select the pop-up in the bottom left corner of the 'Assessment' page and select another option. Please note that you must have completed an Organisational Survey to compare results with your organisation.

## Viewing an action

- 1 Select the **Actions** tab in the third column.
- 2 Select an action to reveal its description. If the action is assigned, it will also indicate the:
  - current status.
  - currently assigned member.
  - action's due date.
- 3 To assign an action to a Change Team member, the Facilitator can select the **Open** link, which will redirect them to the selected action on the 'Manage actions' page.

Once the action has been assigned, the name of the person responsible will appear here in the **Actions** tab as a link for the Facilitator and assigned Change Team member.

**The Results Wheel: How it works**

The options below allow you to change how your Results Wheels are displayed in the inner and outer Wheels.

**Compare your Results Wheel**

- My Results vs Change Team
- My Results vs Organisation
- Change Team vs Organisation**

**Inner Wheel:** Showing Change Team  
**Outer Wheel:** Showing most recent Organisational Survey

**Legend:**

- In place
- Partially in place
- Not in place
- Unclear
- Not relevant

### Changing your Results Wheel view

**Assess** **Actions**

**Review mission and values** Arlie Sawyer  
20 Jul 2023

Status: Assigned

Review your organisational mission and/or values and identify how they could be revised to include a commitment to supporting parenting and the social and emotional wellbeing and mental health of infants and children.

Consider the following reflective questions to support your conversations. You may wish to include them in your meeting agenda.

- What would the impact be across our organisation if there was a greater focus on the parenting role and the social and emotional wellbeing of children?
- How could we integrate family-focused principles into our mission, values, and high-level documentation?
- How could this support an attraction of new staff that value and can exemplify these principles?
- Do the mission, values and strategic plan of our organisation/sector include a consideration of the parenting role and the social and emotional wellbeing and mental health of children?

Consider the following resources:

- [Exploring the parent-child feedback loop](#)
- [Emerging Minds practice positions](#)

**Develop strategic plan** Open

Status: Consider



**Introduce the concept of the impact of parental adversity ...** Open


Status: Consider

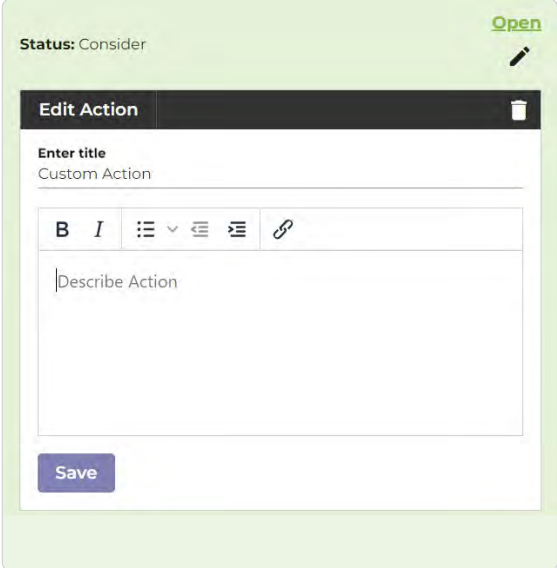
### Viewing an attribute's associated actions

## Adding an action

If an attribute's recommended actions are not relevant to your organisation, the Facilitator can create custom actions to add to your action plan. To do this:

- 1 Select the  icon in the **Actions** tab at the top of the third column.
- 2 Enter a title and description for the action in the text box.
- 3 Select .

Once you select , the custom action is added to the associated attribute, and will appear in the left-hand panel on the 'Manage actions' page. These custom actions can be assigned and completed by a Change Team member, and included in the action plan summary.






The screenshot shows the 'Edit Action' interface. At the top, it says 'Status: Consider' with an 'Open' button and a pencil icon. Below that is a dark header 'Edit Action' with a trash icon. The main form has a title field 'Enter title' containing 'Custom Action'. Below the title is a rich text editor with a toolbar containing bold (B), italic (I), list (bulleted), link, and unlink icons. The text area contains the placeholder 'Describe Action'. At the bottom left is a 'Save' button.

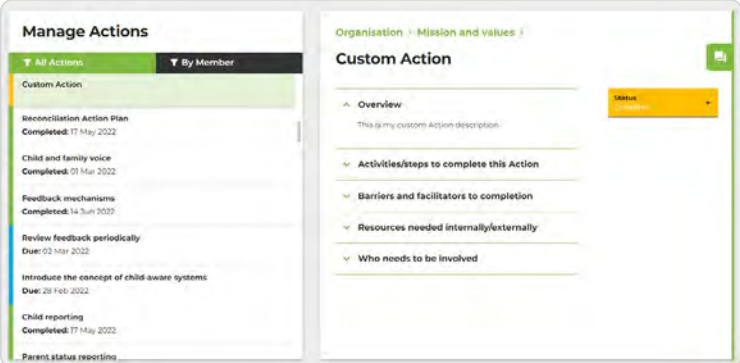
Adding, editing and deleting an action

## Editing and deleting an action

Please note: You can only edit actions you have created, and only delete actions if they have not yet been edited on the 'Manage actions' page.

You can hide an action that you did not mean to create by changing its status to 'Not relevant'.

- 1 Select an action in the **Actions** tab that you previously created.
- 2 Select the  icon.
- 3 Make any desired changes to the action's title or description and select  or select the  icon to delete the action if it has not yet been edited on the 'Manage actions' page.



The screenshot shows the 'Manage Actions' page. The left panel is titled 'Manage Actions' and has tabs for 'All Actions' and 'By Member'. It lists several actions with their completion dates: 'Reconciliation Action Plan' (Completed: 17 May 2022), 'Child and family voice' (Completed: 01 Mar 2022), 'Feedback mechanisms' (Completed: 14 Jun 2022), 'Review feedback periodically' (Due: 02 Mar 2022), 'Introduce the concept of child aware systems' (Due: 28 Feb 2022), 'Child reporting' (Completed: 17 May 2022), and 'Parents status reporting'. The right panel is titled 'Organisation > Mission and values > Custom Action' and shows a 'Status' dropdown menu. Below that is an 'Overview' section with a description 'This is my custom Action description.' and several expandable sections: 'Activities/steps to complete this Action', 'Barriers and facilitators to completion', 'Resources needed internally/externally', and 'Who needs to be involved'.

Custom action on the 'Manage actions' page

## Manage actions

The 'Manage actions' page is your project management tool for assigning, planning, coordinating and completing your actions. During the 'Planning' phase, the 'Manage actions' page is used to build your action plan summary. Change Team members will be assigned to identified actions, and the Change Team will work together to fill out the action planning fields and map out the quality improvement journey.

### Viewing your actions

Facilitators have access to all recommended actions from Emerging Minds, along with your organisation's custom actions; these can be presented at Change Team meetings for all to see. Change Team members can only see their currently assigned actions in order of due date, and those they have already completed.

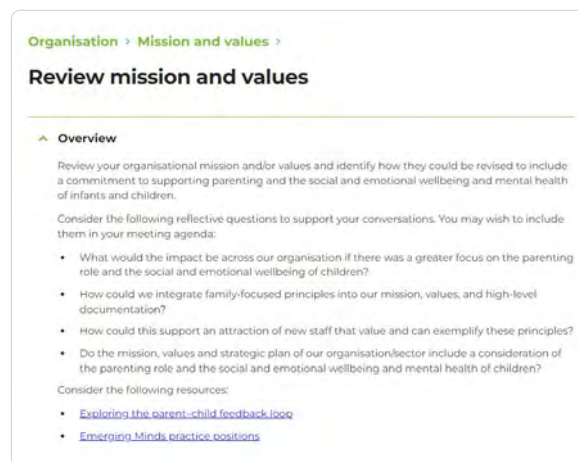
- 1 Select 'Action plan' from the main navigation menu.
- 2 From the drop-down list, select 'Manage actions'.
- 3 A list of actions will appear in the panel on the left side of this page. In the panel on the right, you will find each action's description under the 'Overview' accordion menu.
- 4 For further context on an action, you can select the green linked titles at the top of the right-hand panel to view the action's associated attribute and/or area.

The action status can be changed at any time to 'Consider', 'Assigned', 'Complete' or 'Not relevant' using the 'Status' drop-down.



The screenshot shows the 'Manage Actions' interface. At the top, there are two tabs: 'All Actions' (selected) and 'By Member'. Below the tabs is a list of actions, each with a colored bar on the left indicating its status: green for 'Review mission and values' (Due: 16 Aug 2023), yellow for 'Develop strategic plan', orange for 'Introduce the concept of the impact of parental adversity ...', blue for 'Custom Action title', light blue for 'Mechanisms to hear from children, parents and families' (Due: 15 Feb 2024), dark blue for 'Child and family partnerships' (Due: 07 Mar 2024), and green for 'Collecting child data' (Completed: 03 Aug 2023).

Action list with colours indicating status





The screenshot shows the 'Review mission and values' action description. At the top, there are two tabs: 'Organisation' and 'Mission and values' (selected). Below the tabs is the title 'Review mission and values' and an 'Overview' section. The overview text reads: 'Review your organisational mission and/or values and identify how they could be revised to include a commitment to supporting parenting and the social and emotional wellbeing and mental health of infants and children. Consider the following reflective questions to support your conversations. You may wish to include them in your meeting agenda:'. There are three bullet points: 'What would the impact be across our organisation if there was a greater focus on the parenting role and the social and emotional wellbeing of children?', 'How could we integrate family-focused principles into our mission, values, and high-level documentation?', and 'How could this support an attraction of new staff that value and can exemplify these principles?'. Below the bullet points, there is a section 'Consider the following resources:' with two links: 'Exploring the parent-child feedback loop' and 'Emerging Minds practice positions'.

Action with description open and linked titles

## Assigning a member, priority and due date to an action

To assign an action:


- 1 From the 'Status' drop-down list, select 'Assigned'.
- 2 From the 'Member' drop-down list, select the person from your Change Team you would like to assign the task to.
- 3 From the 'Priority' drop-down list, select the desired priority option.
- 4 Select the  icon and choose a due date for the action.
- 5 Select  .

Once the action has been set to 'Assigned,' it is automatically added to the action plan summary.

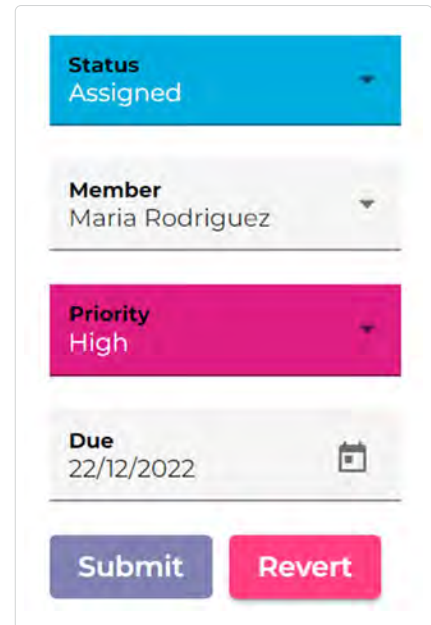
## Filling in the action planning fields

The four action planning text boxes below the 'Overview' heading are informed by the collective wisdom of the Change Team. The Facilitator or assigned Change Team member will then fill in the fields.

- **Activities/steps to complete this action:** Consider what needs to be done and in what order, for this action to be completed.
- **Barriers and facilitators to completion:** Reflect on the challenges associated with this action, as well as what is working well and what could help you complete it.
- **Resources needed internally/externally:** Identify financial resources, human resources, time, training, communication resources, technology and other supports. It may be useful to name your existing practice strategies and frameworks and how they relate to this action, so you can connect with existing resourcing.
- **Who needs to be involved:** Identify key stakeholders (whether within or outside the Change Team, or external to the organisation) who have expertise and value to add in this area of work.

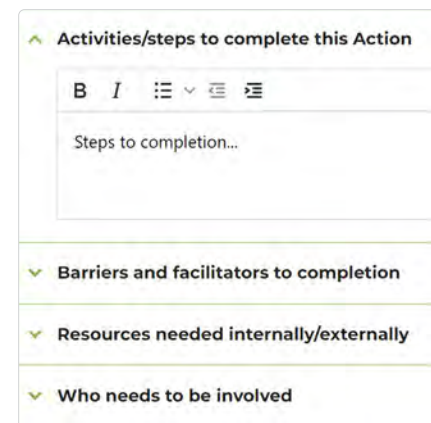
Once you have entered text in any of the fields and wish to save it, select  .

Please note that the text from these fields is automatically translated to the action plan summary once submitted or updated.



The form for editing an action consists of several fields and buttons. At the top is a blue 'Status' dropdown menu currently set to 'Assigned'. Below it is a 'Member' dropdown menu showing 'Maria Rodriguez'. The next field is a pink 'Priority' dropdown menu set to 'High'. Below that is a 'Due' date field showing '22/12/2022' with a calendar icon. At the bottom are two buttons: a purple 'Submit' button and a pink 'Revert' button.

Form for editing an action



The view of action planning fields shows a list of four sections, each with a dropdown arrow. The first section, 'Activities/steps to complete this Action', is expanded to show a text editor with a toolbar containing 'B', 'I', a list icon, a dropdown arrow, a link icon, and an unlink icon. Below the toolbar is a text input field with the placeholder text 'Steps to completion...'. The other three sections are collapsed: 'Barriers and facilitators to completion', 'Resources needed internally/externally', and 'Who needs to be involved'.

View of action planning fields



## Action plan summary

All the actions that the Facilitator assigns to the Change Team are automatically collated in the action plan summary, which includes the Change Team's contributions to the four action planning fields. The Facilitator sets a due date and priority level for each assigned action, which orders them accordingly in the action plan summary.

The action plan summary is your organisation's central quality improvement document. It can be printed off or presented live to your Executive Team or Board of Management to develop the authorising environment for change to happen, and so you can acquire the necessary resources to achieve your actions.

### Viewing your action plan summary

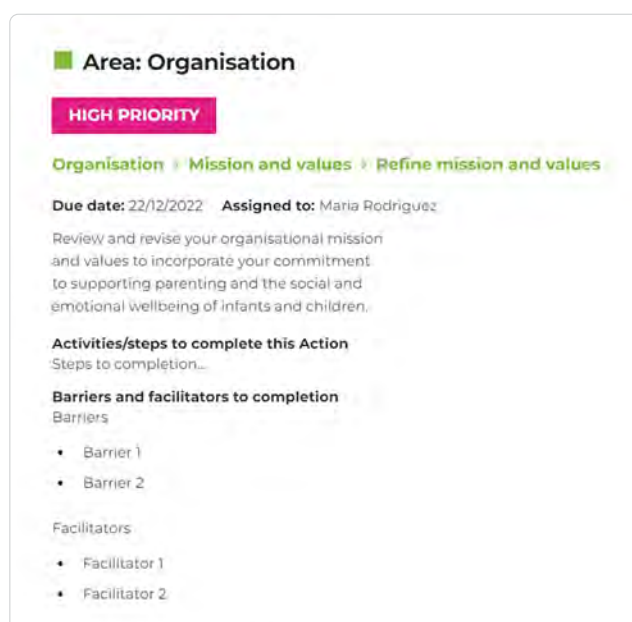
- 1 Select 'Action plan' from the main navigation menu.
- 2 From the drop-down list, select 'Action plan summary'.
- 3 On the left, you can see a high-level overview of data, split into four sections:
  - **Completed actions:** the number of actions completed over time.
  - **Survey engagement:** the number of responses from the most recent Organisational Survey, number of Organisational Surveys conducted, as well as the number of all-time responses.
  - **Action priorities:** a prioritised breakdown of currently assigned actions.
  - **Results summary:** the Results Wheel comparing the Change Team's (inner) and your organisation's (outer) results.

On the right, you will see your assigned actions. These are sorted by due date in ascending order within each area and priority, meaning actions that are nearest to their due date or those that are most overdue appear first.

For further context on an action, you can select any of the green linked titles. The first and second links will direct you to the action's associated area or attribute on the 'Assessment' page. The third link will direct you to the selected action on the 'Manage actions' page, where you can make modifications as needed.




Action plan summary data

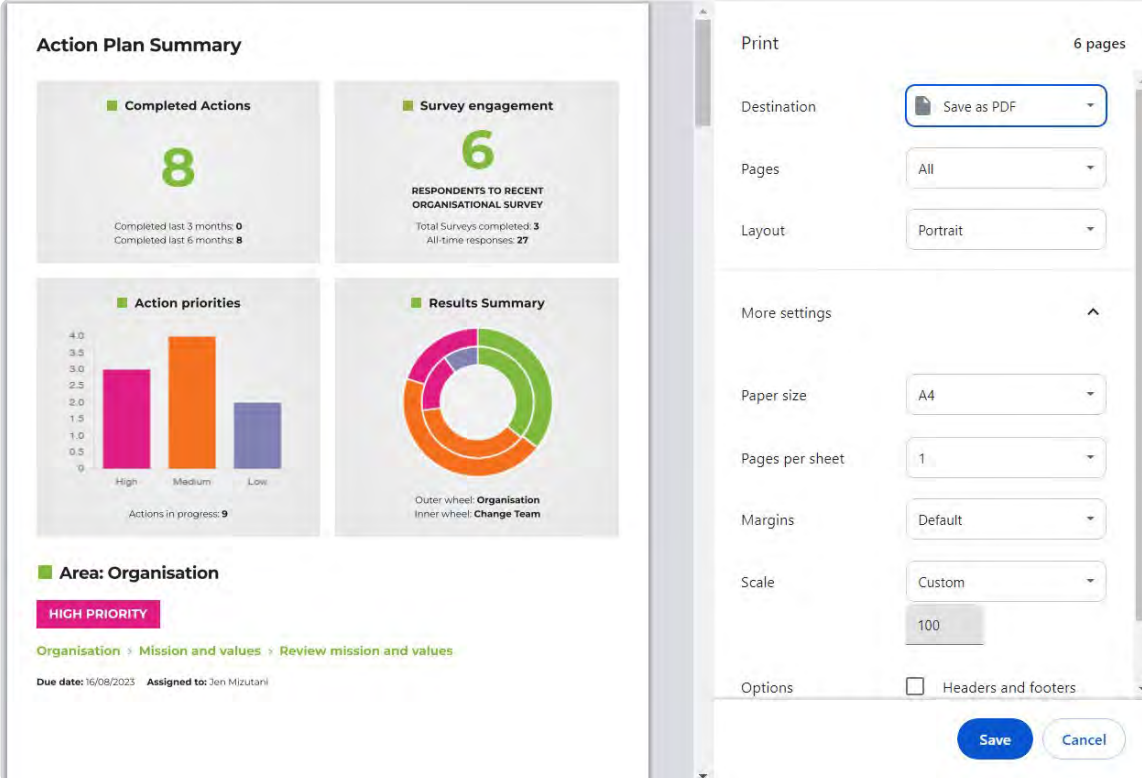


Action plan summary overview

## Printing your action plan summary

To print a copy of your action plan summary:

- 1 Select the  icon in the top right corner of the action plan summary.
- 2 Select 'Save as PDF' or your local printer, and follow your system's prompts.



**Action Plan Summary**

**Completed Actions**  
8  
Completed last 3 months: 0  
Completed last 6 months: 8

**Survey engagement**  
6  
RESPONDENTS TO RECENT ORGANISATIONAL SURVEY  
Total Surveys completed: 3  
All-time responses: 27

**Action priorities**  
4.0  
3.5  
3.0  
2.5  
2.0  
1.5  
1.0  
0.5  
0  
High Medium Low  
Actions in progress: 9

**Results Summary**  
Outer wheel: Organisation  
Inner wheel: Change Team

**Area: Organisation**  
**HIGH PRIORITY**  
Organisation > Mission and values > Review mission and values  
Due date: 16/08/2023 Assigned to: Jen Mizutani

Print 6 pages

Destination: Save as PDF

Pages: All

Layout: Portrait

More settings

Paper size: A4

Pages per sheet: 1

Margins: Default

Scale: Custom 100

Options:  Headers and footer

Save Cancel

*Print preview of action plan summary*

# The Changing phase

The 'Changing' phase involves the undertaking and completion of actions. The Facilitator and Change Team members will utilise the 'Manage actions' page as they complete the assigned actions.

The Facilitator acts as a project manager, and brings the Change Team together to explore and follow up on progress. Change is a highly dynamic process, so Change Teams should come together regularly to share ideas, reflect and examine areas for further consideration.

Emerging Minds Focus does not replace the relational aspect of change. People play a fundamental role in any transformation, and their engagement, collaboration and support are vital for the success of the action plan and quality improvement overall. Throughout this process, open communication and feedback mechanisms should be established to support collective wisdom, and to inform the review and adaptation of your priorities. More importantly, Change Teams should find ways to celebrate their progress and achievements to keep their motivation and passion alive.

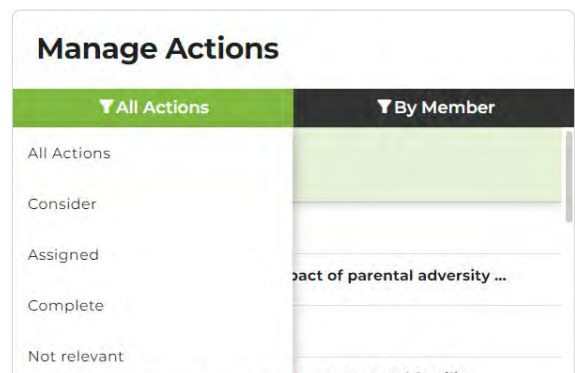
## Filtering actions

To filter actions by status:

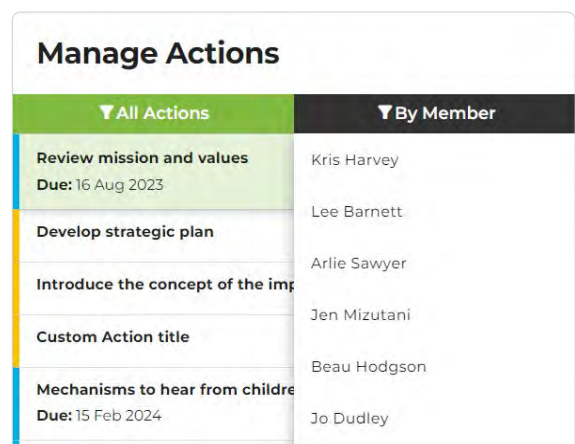
- 1 Select the **▼ All Actions** button at the top of the actions list.
- 2 Select the status you would like to filter by from the drop-down list.
- 3 To reset the filter, select the **▼ By Status** button again and choose **▼ All Actions** from the drop-down list.

To filter actions by assigned member of the Change Team:

- 1 Select the **▼ By Member** button at the top of the actions list.
- 2 Select the member you would like to filter by from the drop-down list.
- 3 If you are a Facilitator, you can communicate with the member on the progress of the action (or for any other reason) from this screen.
- 4 To reset the filter, select the **▼ By Status** button at the top of the actions list and choose **▼ All Actions** from the drop-down list.





Filtering actions



Filtering by member

## Commenting on an action

As members work through their actions, they can submit updates or leave a comment for the Facilitator. To do so:


- 1 Select the  icon in the rightmost section of the 'Manage actions' page.
- 2 Enter a comment in the text box.
- 3 Select  to post your comment for the Facilitator.

Please note that only the Facilitator, currently assigned member, and any member previously assigned to that action can view these comments.

You will be notified of any new comments from the Facilitator if you are a member, or from a member if you are the Facilitator, both in the actions list pane on the left side of the page, as well as on the green conversation tab.

## Marking an action as 'Complete'

Once the tasks associated with an action have been completed, it can be marked 'Complete' by the Facilitator or assigned Change Team member. To do this:

- 1 Locate and select the action in the panel on the left side of the 'Manage actions' page.
- 2 Select the 'Complete' option from the 'Status' drop-down.
- 3 Select  .

Once an action is set to 'Complete', it will be removed from the action plan summary and counted as a completed action. It can be re-added to the action plan summary by changing its status back to 'Assigned'.

### Discussion about this Action

Type a comment...

Save

*Commenting on an action*

**Practice inclusions**

**Due:** 24 May 2022



*New message notification*

**Status**  
Complete

**Member**  
Travis Gibson

Submit

Revert

*Marking an action as 'Complete'*

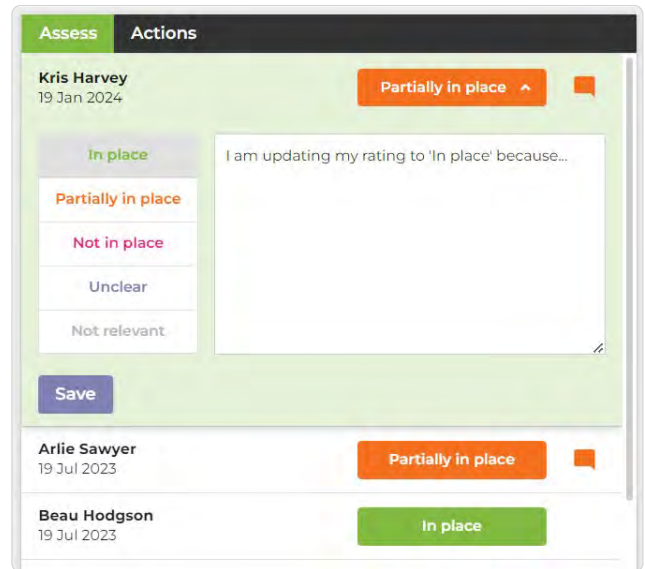
## Re-rating your attributes and updating your comments

Over time, you can re-rate your attributes or change your comments in the **Assess** tab if there is a perceived change, and as actions are completed.

To re-rate an attribute:

- 1 Select the attribute you want to re-rate. This will open the Change Team's ratings in the **Assess** tab, where your own rating will appear at the top.
- 2 Select the area where your name appears.
- 3 Your current rating is highlighted in grey. Select a new rating option, if appropriate.
- 4 Edit your comment, if appropriate.
- 5 Select **Save** to update your rating and comment.

After re-rating the attribute, your Results Wheels will change. The new rating and comment will now be displayed for other Change Team members as well.



Selecting a new rating and updating comment

# The Reviewing phase

The 'Reviewing' phase is an opportunity to reflect on the Change Team's progress and successes using follow-up Change Team and Organisational surveys, which are called 'progress updates'. It is also a chance to update your action plan summary, and consider whether there is capacity to assign and authorise new actions.




Progress updates are recorded on the 'Progress' page and help demonstrate your quality improvement journey. High-level data from your survey results and your action plan progress is presented in a visual and statistical summary. Each progress update has a description, where major achievements and milestones can be included to build a storyline of your quality improvement journey.

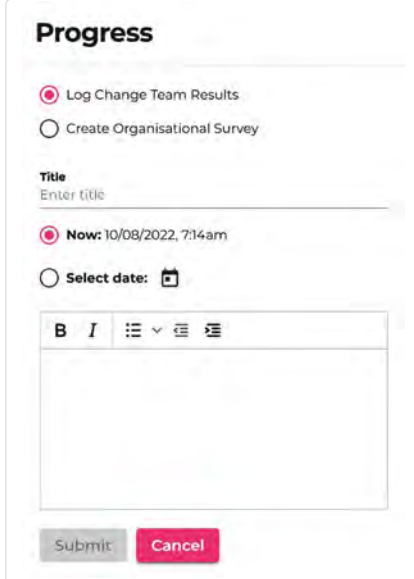
## Change Team progress updates

Change Team progress updates are periodic snapshots of your Change Team's progress. As actions are completed, the Change Team should be re-rating the attributes on the 'Assessment' page to reflect how those attributes are changing over time. As the results change, your Change Team's Results Wheels will change too. Change Team progress updates capture the Change Team's perspective on the progress and achievements.

Change Team progress updates only show the results from your Change Team, and do not require you to re-survey your staff. These progress updates should occur more regularly than Organisational Survey progress updates, to capture the more incremental progress in relation to the attributes and action plan.

### Logging Change Team results

- 1 Select the  icon.
- 2 Select the  button.
- 3 Enter a title for the progress update.
- 4 Select a date to capture your results from the 'Now' option captures your Change Team's current results. If you select a past date, the results represent what they were at 11:59PM on that day.
- 5 Enter a description for the progress update. You are encouraged to include your achievements and milestones here – this will appear in the progress update's 'Results and progress overview' section once generated.
- 6 Select  .




The screenshot shows a 'Progress' form with the following elements:

- Two radio buttons: 'Log Change Team Results' (selected) and 'Create Organisational Survey'.
- A 'Title' field with the placeholder text 'Enter title'.
- A date and time selection field showing 'Now: 10/08/2022, 7:14am'.
- A 'Select date:' field with a calendar icon.
- A rich text editor with a toolbar containing Bold (B), Italic (I), bulleted list, numbered list, and link icons.
- 'Submit' and 'Cancel' buttons at the bottom.

Logging Change Team results

### Deleting Change Team progress updates

To delete a progress update, select it from the list in the panel and select the  icon.

## Organisational Survey progress updates




The data from the first Organisational Survey offers a baseline for your quality improvement journey. The aim of quality improvement is to review and refine processes, systems, performance and outcomes; understanding the level of awareness around how these are changing is critical. While the Change Team might feel that they are making progress, this may not be understood or seen amongst the broader organisation.

Once the Change Team determines that they've made several forward strides, you can conduct another Organisational Survey. These progress updates can be compared, which will become a genuine indicator of quality improvement from the perspective of your whole organisation.

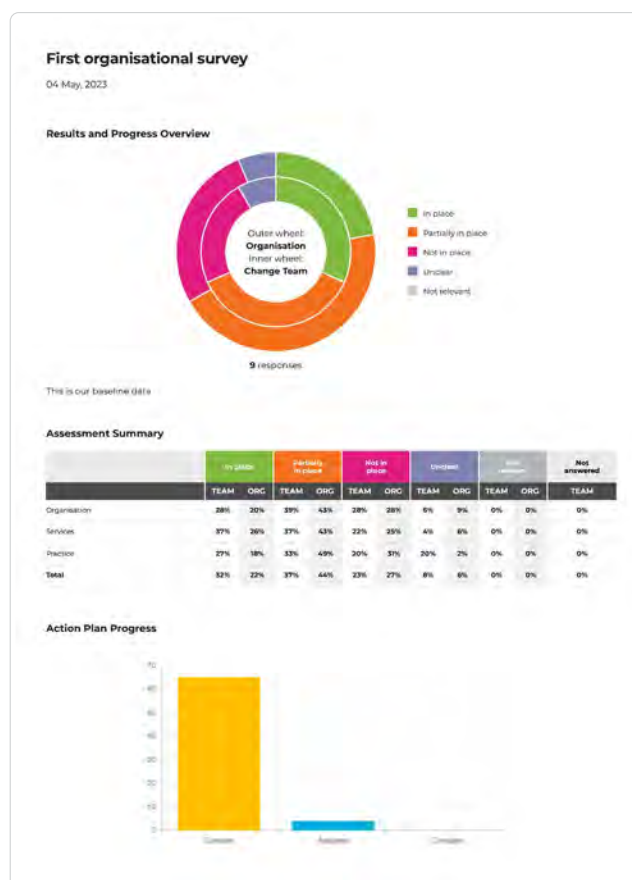
We recommend that you only conduct Organisational Surveys once or twice a year to avoid overloading your workforce.

### Creating and closing Organisational Survey progress updates

To create an Organisational Survey progress update:

- 1 Select the  icon.
- 2 Select 'Create Organisational Survey'.
- 3 Enter a title and description for your survey. We recommend including your achievements and milestones here – this will appear in the progress update's 'Results and progress overview' section.
- 4 Select .
- 5 Once your survey has been created, copy the link and email it to all relevant staff. It is recommended that you provide enough time for staff to respond and send a few reminders prior to the survey deadline.
- 6 We recommend that the Change Team review their ratings and comments for the attributes, so their own results are up-to-date when the Organisational Survey is closed. Refer to the 'Re-rating your attributes and updating your comments' section to support you.
- 7 Once you're satisfied with the number of Organisational Survey responses, you can close the survey using the  button.



Organisational surveys cannot be re-opened after they have been closed. Follow the steps in the 'Cross-check before closing the Organisational Survey' section to ensure no Results Wheels are incomplete.




Organisational Survey progress update

### Editing a progress update's title and description


Both types of progress updates require a title and description. To add one:

- 1 Select the progress update you would like to edit from the list in the left-hand panel.
- 2 Select the  icon in the top right corner of the progress update window.
- 3 Edit your progress update's title and description using the text box.
- 4 Select  to save the progress update.

### Printing your progress updates



- 1 Select the progress update you would like to print from the list in the left-hand panel.
- 2 Select the  icon in the top right corner of the progress update window.
- 3 Select 'Save as PDF' or your local printer, and follow your system's prompts.

### Deactivating a member

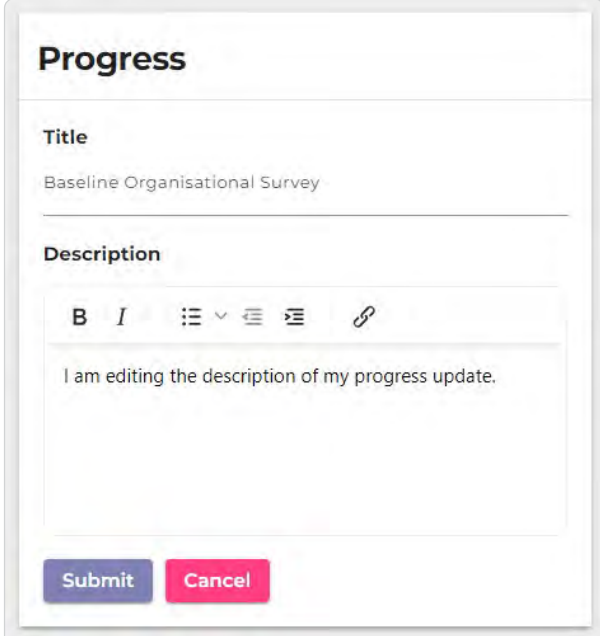
- 1 Select the  icon that appears next to the member's name.
- 2 The member will shift to the bottom of the list, and their user icon will change from black to grey. Once a member is deactivated, they will not be included in current or future Change Team surveys and progress updates.

### Reassigning a Facilitator

If you are the Facilitator, you can reassign the role to another member of the Change Team:

- 1 Select the  icon next to the member's name.
- 2 Select the  button. This will transfer your existing permissions to that member.

This should occur when, for example, an existing Facilitator leaves an organisation.





**Progress**

**Title**  
Baseline Organisational Survey

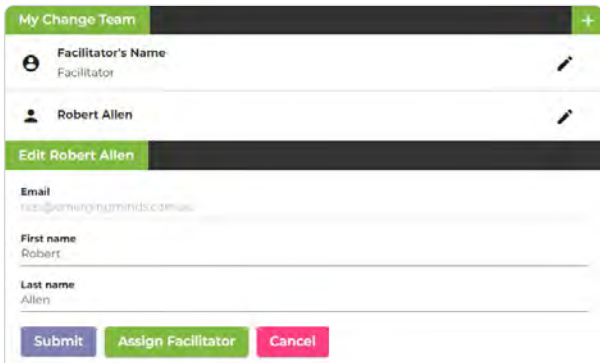
**Description**

B I [List Icons] [Link Icon]



I am editing the description of my progress update.



 

*View when editing a progress update*



**My Change Team**

 **Facilitator's Name**  
Facilitator 




 **Robert Allen** 

**Edit Robert Allen**

**Email**  
rsz@emergingminds.com.au

**First name**  
Robert

**Last name**  
Allen

*View when editing a member*



# Other features



## Forgotten your password?

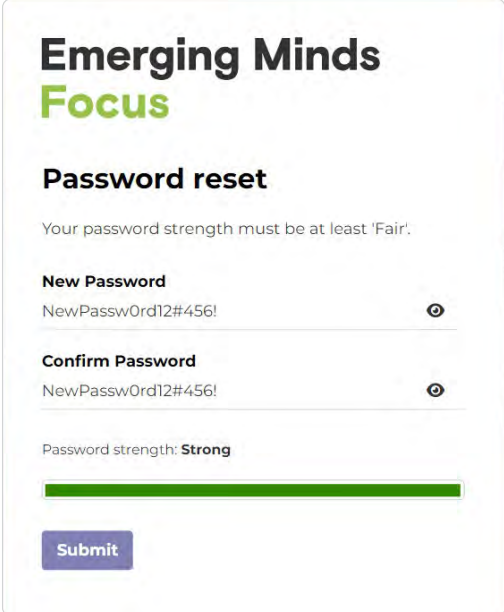
If you forget your password, you can reset it by following these steps:

- 1 Navigate to the [Emerging Minds Focus login page](#).
- 2 Select the [Reset it](#) link at the bottom of the login box, next to 'Forgotten your password?'
- 3 Enter your email and select [Send email](#). You will be sent an email with a unique link to reset your password, which will be valid for 30 minutes. If you cannot locate it, check your spam or junk folder.
- 4 Follow the link from the reset password email and enter your new password in the 'New password' and 'Confirm password' fields. Note the security suggestions, as your password must be rated 'Fair', 'Good' or 'Strong' to be valid.
- 5 Select [Submit](#). Your password has now been reset. If you still have the Focus homepage open in another tab, you can close this tab. Otherwise, navigate to the homepage at [www.focus.emergingminds.com.au](http://www.focus.emergingminds.com.au)

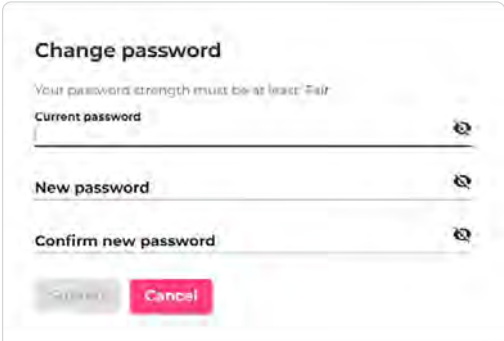
## Changing your password within Focus

You can change your password while you're logged into Focus. To change your password this way:

- 1 Select your name in the top right corner of the navigation menu.
- 2 Select the  icon, in the row with the  icon.
- 3 In the pop-up window, enter your current password in the 'Current password' field.
- 4 Set yourself a new password by entering it in the 'New password' and 'Confirm new password' fields. Note the security suggestions, as your password must be rated 'Fair', 'Good' or 'Strong' to be valid
- 5 Press [Submit](#). This will reset your password for all future logins.




Resetting your forgotten password



Changing your password within Focus


## Deactivating and reactivating a Change Team member

When a Change Team member leaves your organisation, it is important that they are deactivated. To do this:

- 1 Select the 'Members' page in the navigation menu.
- 2 Select the  icon that appears next to the member's name.


The member will shift to the bottom of the list, and their user icon will change from black to grey.

Once a member is deactivated, they will be prevented from logging in and their survey results will be excluded from current and future progress updates.

To reactivate a Change Team member, select the . This will allow them to login again and will restore their ratings in the overall survey results.

## Reassigning a Facilitator

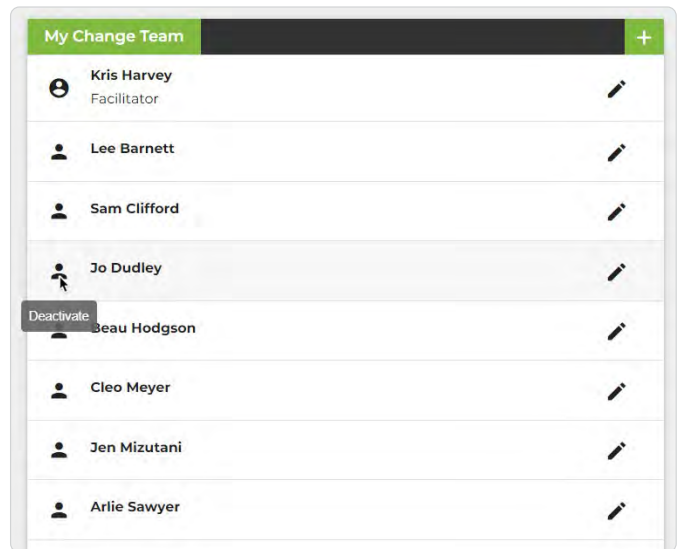
If you are the Facilitator, you can reassign the role to another member of the Change Team:

- 1 Select the  icon next to the Change Team member's name.
- 2 Select the **Assign Facilitator** button. This will transfer your Facilitator role to the selected Change Team member.

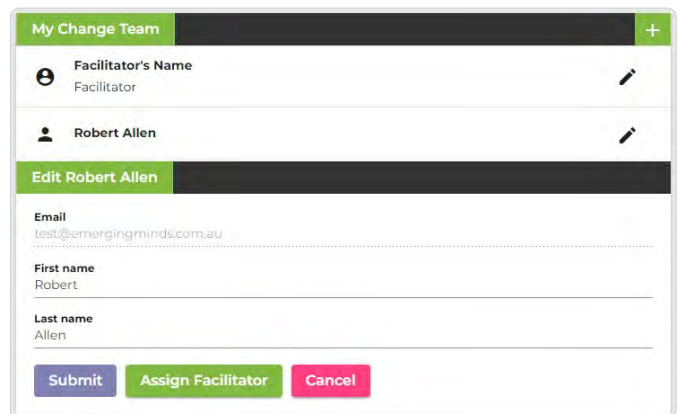
This should occur when, for example, a Facilitator leaves an organisation.

## Viewing contact information for the Facilitator and Emerging Minds

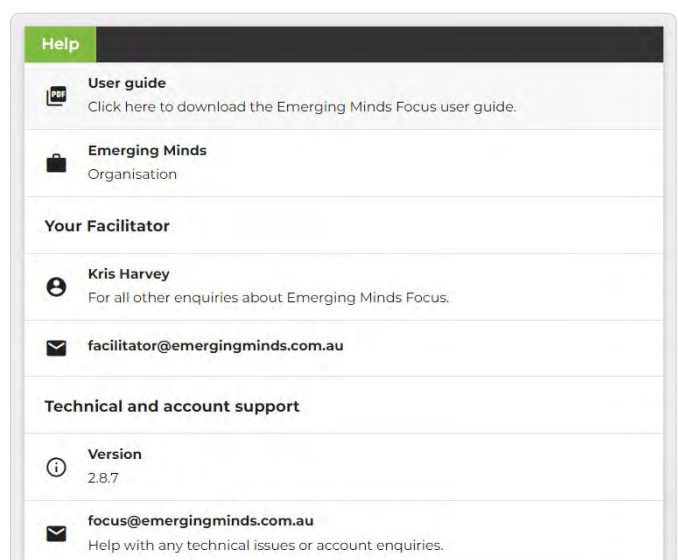
Select the 'Help' option in the navigation menu. There, you will find the Facilitator's name and contact information, along with how to get in touch with Emerging Minds for technical support.



Deactivating a Change Team member



View when reassigning the Facilitator



Contact information for the Facilitator and Emerging Minds

## The path forward

Emerging Minds Focus is integral to informing, motivating, planning and tracking your quality improvement journey. When sustained, your organisational commitment can create generational change for the social and emotional wellbeing and mental health outcomes of infants, children and their families.

Quality improvement is not about perfection, it's about continuous learning and adaptation. This journey is sustained by a positive vision and deeply passionate people who are willing to come together and make a difference for infants, children and families.

**Emerging Minds Focus** can be your vehicle to making this change. Focus captures all of your progress, achievements and learning gained along the way, and allows you to adapt as circumstances and priorities change.

As you embark on your quality improvement journey, refer to the [Emerging Minds Focus resources](#) on our website, which are available to download for free. You will find a list of Frequently Asked Questions, fact sheets, videos and other supporting resources.

If you require further support, please email us at [focus@emergingminds.com.au](mailto:focus@emergingminds.com.au)

**Emerging Minds**  
**Focus**

