



Communication Families Nominated Supervisor

NQS Element 6.1.1 Engagement with the service

NQS 6.1.2 Parent views are respected

Name of the person conducting the checklist: _____ Date: _____

Management Practices

Have you asked families about their preferred method of communication eg email, newsletter, social media?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you communicate with families by their preferred communication method?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you have a suggestion/communication box?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you respond to families' suggestions/communications using their preferred communication method?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you tell families about staff changes before they happen if possible?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you introduce families to new staff (especially families in new educator's room/group?)	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you communicate changes to policies and procedures as soon as possible (you must give 2 weeks' notice about changes which affect fees or families' ability to use your service)?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you ask for feedback from families about proposed changes to policies and procedures if appropriate?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA

Communication Practices

Do you/educators always communicate in a positive way with families eg in an open, friendly, respectful, sensitive, empathetic way, and ask how their day has been?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you/educators adapt the style of communication to families' needs and abilities eg don't use acronyms like MTOP but explain what they mean to families?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you/educators match body language to the words eg face a person while saying "it's so nice to share this information with you"?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you/educators understand the importance of non-verbal communication eg smiles, nods, open arms?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you/educators show you're happy talking with families eg never roll your eyes or sigh?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you/educators react in a calm, professional manner when parents are anxious or upset?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do educators welcome constructive feedback about their practices?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you/educators maintain eye contact when talking with families?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you/educators wait until families have finished talking before responding?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you/educators actively listen eg paraphrase what you've heard to demonstrate interest and ensure understanding?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you/educators thank families for sharing information?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you/educators ask families open-ended questions that don't just need a yes or no answer?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you/educators use words that convey a partnership with families eg "we" and "us"?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Are you/educators always honest when talking with families?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA

Actions required

