



Engaging Families with Service Nominated Supervisor

NQS Element 6.1.1 Engagement with the service

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

Pre-enrolment/Interest Shown in Service

Do you encourage families to visit the Service with their child before the child starts so they can begin to build connections with relevant staff? Yes No NA

Orientation

Do you implement an orientation process for all new families to ensure they're familiar with the premises, staff and key processes and policies etc? Yes No NA

Are your orientation processes detailed in writing so no aspect can be missed? Yes No NA

Do you make sure Room/Group Leaders meet new families and discuss things like room routines, children's routines and families' values and expectations for their child's care and learning? Yes No NA

Do you discuss any specific medical/behaviour/nutrition/physical activity/learning needs children may have and any related services they access with families and ensure educators are familiar with these needs and provide required support? Yes No NA

Do you discuss family needs like those involving Court Orders and ensure educators understand how they must support families with these needs? Yes No NA

Do you talk to new families about ways they may like to contribute to service operations eg policy, procedure and philosophy reviews, QIP contributions, committee participation if relevant, and building curriculum by sharing their culture, jobs, interests etc? Yes No NA

Do you show families where/how they can access the Service's policies and procedures? Yes No NA

Do you talk to families about the settling in process for their child, and how they and educators can help the child happily settle at the Service as soon as possible? Yes No NA

Are you confident the techniques and communication practices educators use to help settle children and families into the Service are based on the individual needs of each child and family and achieve the best possible outcome? Yes No NA

Are you confident educators involve the child's family in the settling in process ie consider families ideas and views? Yes No NA

Do you give families easy to read information about the service and service operations including information about inclusion and learning eg current, comprehensive Parent Handbook? Yes No NA

Communication

Do you regularly tell families that you're happy to speak with them about any issues, concerns, suggestions eg at orientation, in newsletters, in letters and emails? Yes No NA

Are you open and welcoming when families visit the Service? Yes No NA

Do you know parents' names and do you always use them in conversation and other communications? Yes No NA

Are you confident educators understand what respectful, professional communication looks like and always engage with families, children and colleagues this way? Yes No NA

Have you asked families about their preferred method of communication (eg email, phone, social media) and do you always use it? Yes No NA

Do you have a suggestion/communication box which families can use? Yes No NA

Do you respond to families' questions, concerns and requests quickly and professionally (including those in the communication box)? Yes No NA

Do you address/action anonymous suggestions, concerns, and advise all families of the Yes No NA



outcome if it's a serviced wide issue?

Do you hold regular sessions where you or your staff can share information and engage families in decision-making processes eg family information nights, portfolio evenings? Yes No NA

Do you provide information to families about service operations, and how they may contribute, in their home language if they're not fluent in English, or use an interpreting service? Yes No NA

Do you work with families who have professional skills/trades the service needs eg electrical, landscaping? Yes No NA

Actions required