



Family Engagement with the Service Nominated Supervisor

NQS Element 6.1.1 Engagement with the service

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

Orientation and Enrolment

Do you encourage families to spend time with their child at the service before they begin? Yes No NA

Do you ask families if there are any support services the child uses, and share this with educators if so? Yes No NA

Do you tell families they are welcome to discuss any issues with you at a convenient time? Yes No NA

Do you invite families to ring and check on their child at any time? Yes No NA

Do you encourage families to spend as long as they wish with their child as they settle in? Yes No NA

Display and Feedback

Do you display the following where families can easily see it?

• service philosophy Yes No NA

• information about the NQS and service rating Yes No NA

• information about MTOP Yes No NA

Can families easily access your Quality Improvement Plan? Yes No NA

Can families easily access service policies and procedures in hard copy or electronically? (NB Centre Support policies are copyrighted and must only be accessible to families on your website if they have to log in). Yes No NA

Do you encourage families to provide feedback on your service philosophy? Yes No NA

Do you encourage families to identify goals for your Quality Improvement Plan? Yes No NA

Do you involve families in reviews of service policies and procedures eg by displaying the weekly 'Partnerships with Families' page from Centre Support? Yes No NA

Are educators and staff names and roles clearly displayed eg through photos? Yes No NA

Communication

Do you ask families for their communication preferences and communicate with them regularly in this way? Yes No NA

Do you provide information in families' home languages if possible or use an interpreting service? Yes No NA

Do you respond to families' suggestions/queries quickly and professionally? Yes No NA

Do families receive a Handbook containing relevant information about service operations? Yes No NA

Do you invite families to participate in events eg information evenings, excursions, committee meetings etc? Yes No NA

Is there a communication book in each room which families and educators can use if they choose? Yes No NA

Is information given to families easy to understand eg no acronyms? Yes No NA

Other Management Practices

Do you involve families who have relevant professions/trades in service improvements and maintenance eg electrical work, landscaping? Yes No NA

Actions required

