



Assess your practice first.

Read the below description and evaluate it in relation to your practices.

Exceeding – Family and Community Links. Supporting families and the community in suggesting improvements:

We actively support families and the community in suggesting improvements through weekly "Partnerships with Families" documents, questionnaires, service information nights, and parent committees. Feedback from partnerships with community organisations, complaints, and incident outcomes is also considered. This inclusive approach ensures that families and the community have a voice in improving governance and administrative systems.

If you are doing similar practices to the example, use the below question to help you write your **'exceeding practice for families and community connection** description so you can add it to your QIP or SAT (NSW only).

For **Exceeding** the QIP and Self-Assessment Tool (SAT)

Families and community links. Please discuss how you and your team actively support families and the community to suggest improvements to governance and administrative systems, including decision-making processes.

If you and your educators need to learn how to achieve exceeding – families and community, proceed here and do below.

The following section outlines the steps to ensure you are exceeding in families and community. If you have already successfully completed the previous section demonstrating how you are exceeding in families and community, you do not need to complete this section.

Look at the words in detail to identify what is exceeding.

[Please discuss how you and your team actively support families and the community to suggest improvements to governance and administrative systems, including decision-making processes.](#)

Part 1 of the question above: The first part of the sentence is asking for a discussion on how "you" (referring to the person or organisation being addressed) and "your team" actively encourage and assist families and the community in providing suggestions for enhancing governance and administrative systems. The focus is on the proactive measures taken to involve families and the broader community in the process of suggesting improvements to how the service is managed and governed.

Part 2 of the question above: The second part is specifying what aspects of governance and administrative systems should be addressed in the discussion. It highlights the need to consider decision-making processes within the organisation. The emphasis is on how suggestions from families and the community can impact the decision-making practices and contribute to better governance and administration of the service.

Now that we have examined the words in detail, we can start exploring what these concepts could look like for you. It is important to ensure that we make it very clear how these concepts have **created change** in your service.

[Please discuss how you and your team actively support families and the community to suggest improvements to governance and administrative systems, including decision-making processes.](#)

Regular Parent Meetings: We hold monthly parent meetings where families can voice their opinions and suggest improvements to our governance and administrative systems. These meetings are structured to ensure every family has the opportunity to speak, and all suggestions are carefully documented and reviewed by our management team.

Feedback Forms: Feedback forms are distributed to families on a regular basis, allowing them to share their thoughts and suggestions anonymously if they prefer. These forms cover various aspects of our service, including administrative processes and governance. The collected feedback is analysed, and actionable items are prioritised for implementation.

Engaging Local Businesses for Feedback:

We visit local businesses annually to gather input from a broader range of stakeholders, including community members and organisations. This helps us understand the community’s perspective on our governance and administrative practices and identify areas for improvement. The feedback collected during these visits is shared with families, along with our action plans based on their suggestions.

Open House Events: During open house events, we provide families and community members with the opportunity to tour our facility, meet with staff, and participate in workshops where they can discuss and suggest improvements. These events foster a sense of community and partnership, encouraging collaborative decision-making.

Family Advisory Committee: We have established a Family Advisory Committee composed of volunteer parents and community representatives. This committee meets regularly with our management team to discuss policies, procedures, and administrative systems, ensuring that family and community voices are directly involved in governance decisions.

Digital Communication Platforms: We utilise digital platforms such as email newsletters, social media groups, and our website to keep families informed and provide them with easy ways to offer feedback

and suggestions. These platforms are monitored regularly, and all input is reviewed and considered in our decision-making processes.

Parent-Teacher Conferences: During parent-teacher conferences, educators not only discuss children's progress but also actively seek feedback from parents on our administrative and governance practices. This feedback is compiled and discussed in staff meetings, ensuring that family insights contribute to our continuous improvement efforts.

Your turn. Select a point from above and break it down into the subsections.

Please discuss how you and your team actively support families and the community...

... to suggest improvements to governance and administrative systems, including decision-making processes...