

# Communication Families - Nominated Supervisor

## NQS 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?)	<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

#### Educator and Management Communication\*

##### \*Following also applies to managers

Do educators always communicate in a positive way with families eg are they open, friendly, respectful, sensitive, empathetic? Do they ask how their day has been?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do educators adapt the style of communication to families' needs and abilities eg they don't use acronyms like EYLF or MTOP– they explain what they mean to families	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do educators match body language to the words eg facing 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 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 educators show they're happy talking with families eg never roll their eyes or sigh?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do 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 educators maintain eye contact when talking with families?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do educators wait until families have finished talking before responding?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do educators actively listen eg paraphrase what they've heard to demonstrate interest and ensure understanding?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do educators thank families for sharing information with them?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do 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 educators use words that convey their partnership with families eg "we" and "us"?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Are educators always honest when talking with families	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA

## Actions required

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