

# Collaborative Partnerships - Service Operations

## Nominated Supervisor

NQS 6.1.1 Engagement with the service

NQS 6.1.3 Families are supported

Name of the person conducting the checklist: \_\_\_\_\_ Date: \_\_\_\_\_

### Communication

Have you developed a plan to communicate with families eg how often, in what way?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Is there evidence you regularly ask families for their views on service communications or provide information on opportunities to be involved in service operations (eg every 6 months)?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you tell families about staff changes before they happen where possible?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Is there a book in each room for educators to communicate with families?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Are policies and procedures readily accessible to families (in hard or soft copy)?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
NB Centre Support policies are copyrighted and must only be accessible to service families if placed on your website or social media			
Do you ask families for feedback about any proposed changes to policies/procedures	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Is there evidence policy changes are communicated to families at least 14 days before they're implemented?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Is information provided easy to understand eg no acronyms?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you implement a home visit program so educators can get to know children and families in their home environment and exchange information?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Is there evidence you tell families about the requirements and expectations of local schools and the relationships you have established with these schools?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Is there a family information area with current resources about parenting and family wellbeing?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Are these displays attractive and tidy?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you diarise and regularly review to ensure information in the family area and contact details are current?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA

### Community and Support agencies

Do you tell families educators/you can help them with issues affecting their child eg developmental, social, health?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you offer to connect families with professional support in the community?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you provide families with current information on relevant parenting topics?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you make sure educators work with families and outside professionals to develop/implement support plans?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA

### Display

Do you display/provide the following in an area where families can easily see them	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
• weekly "Partnerships with Families" notice from Centre Support (which contains information about quality improvement processes)?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
• service policy under review?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
• the QIP?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
• service philosophy?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
• information about EYLF/MTOP eg Learning Outcomes?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
• information about the NQS eg Quality Areas?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
• the weekly menu?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
• service Code of Conduct?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
• 'Information the Service must display' (Reg 173) near the entrance?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA



• emergency/evacuation floor plans/instructions near exits?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
• employee names and roles eg photos?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA

Actions required