

# Engaging Families with Service - Nominated Supervisor

## NQS 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 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 outcome if it's a service wide issue? ☐ Yes ☐ No ☐ NA

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

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

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Actions required