

# Family Engagement with the Service - Nominated Supervisor

## NQS 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?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you ask families if there are any support services the child uses, and share this with educators if so?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you tell families they are welcome to discuss any issues with you at a convenient time?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you invite families to ring and check on their child at any time?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you encourage families to spend as long as they wish with their child as they settle in?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA

### Display and Feedback

Do you display the following where families can easily see it?			
service philosophy	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
information about the NQS and service rating	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
information about EYLF or MTOP	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Can families easily access your Quality Improvement Plan?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> 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).	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you encourage families to provide feedback on your service philosophy?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you encourage families to identify goals for your Quality Improvement Plan?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you involve families in reviews of service policies and procedures eg by displaying the weekly 'Partnerships with Families' page from Centre Support?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Are educators and staff names and roles clearly displayed eg through photos?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA

### Communication

Do you ask families for their communication preferences and communicate with them regularly in this way?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you provide information in families' home languages if possible or use an interpreting service?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you respond to families' suggestions/queries quickly and professionally?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do families receive a Handbook containing relevant information about service operations?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you invite families to participate in events eg information evenings, excursions, committee meetings etc?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Is there a communication book in each room which families and educators can use if they choose?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Is information given to families easy to understand eg no acronyms?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA

### Other Management Practices

Do you involve families who have relevant professions/trades in service improvements and maintenance eg electrical work, landscaping?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
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## Actions required