

Director Responsibilities Service Operations

NQS 2.2.2 Incident and emergency management

NQS 3.1.1 Fit for purpose

NQS 3.1.2 Upkeep

NQS 4.2.2 Professional standards

NQS 6.1.3 Families are supported

NQS 6.2.3 Community engagement

NQS 7.1.2 Management systems

NQS 7.2.1 Continuous improvement

NQS 7.2.3 Development of professionals

NB There are other responsibilities. This is not intended to cover all Director responsibilities

		Meetings
		Do you regularly
yes	no	<ul style="list-style-type: none"> meet with the Educational Leader/Room Leaders/ECTs to discuss programming and children's needs/interests?
yes	no	<ul style="list-style-type: none"> meet with Room Leader to review how well placement of furniture/equipment and outdoor spaces are working?
yes	no	<ul style="list-style-type: none"> meet with Room Leader to talk about ways to improve play areas or resources?
yes	no	<ul style="list-style-type: none"> hold staff meetings which include work, health and safety information and a review of relevant policies and procedures?
		Communication
yes	no	Have you developed a plan to regularly communicate with families eg by email, social media, newsletter etc?
		Learning
yes	no	Do you diarise to regularly review portfolios (eg every month)?
yes	no	Do you make sure learning is based on each child's developmental needs, interests and experiences?
yes	no	Do you pass information received about children's lives and interests on to Room Leaders/educators?
yes	no	Do you make sure each child is able and encouraged to participate in the program eg by modifying the environment where possible and/or providing access to appropriate support?
yes	no	Do you budget for resources which promote children's culture and interests?
yes	no	Do you use relationships developed with other groups/ organisations to help educators plan programs that connect children with their everyday lives?
yes	no	Do you organise excursions to extend learning and connect children to their community?
		Professional Development
		Do you regularly
yes	no	<ul style="list-style-type: none"> organise mentoring/training for educators who need help implementing EYLF?
yes	no	<ul style="list-style-type: none"> provide professional development/training opportunities for all employees or to meet specific employee development needs?

yes	no	Do you have written professional development/training plans for employees?
yes	no	Do you maintain subscriptions to organisations providing professional development?
		Teamwork and Continuous Improvement
yes	no	Do you include ideas and feedback from all families to help build your QIP eg use issues raised at parent meetings/ information nights, feedback forms, conversations, responses to displays of information
yes	no	Do you regularly (weekly) include ideas and feedback from all employees to help build your QIP eg use Centre Support weekly learning activities to gather feedback/ideas from educators?
		Service premises
yes	no	Do you make sure the service is always clean, uncluttered and visually appealing?
yes	no	Do you make sure there's current information displayed about local services, activities, groups and parenting?
yes	no	Do you implement a building and equipment maintenance program?
		Administration and Regulations
yes	no	Do you implement a diary note system to ensure necessary actions occur eg reminding families to update child's medical information, checking first aid kits and hazardous substances?
yes	no	Do you ensure ratios are always met?
yes	no	Do you ensure records of incidents, administration of medication etc are filed appropriately in registers/folders of the same name?
yes	no	Are you clear about what incidents and complaints need to be reported to Regulator and in what time frame (refer Incident, Injury, Trauma and Illness Policy)?
yes	no	Do you make sure families pay their fees on time eg do not accrue debts to the service?
yes	no	Do you implement emergency response rehearsals for each potential emergency at least once every 3 months?
yes	no	Do you have a medical management plan, medical risk minimisation plan and medical communication plan for each child with a specific health care need, allergy or medical condition?
		Policies and Procedures
yes	no	Do you ensure all employees and volunteers follow service policy and procedures?
yes	no	Do you follow the service grievance procedure and deal quickly and impartially with all complaints from families or employees?
yes	no	Do you ensure all staff only report to one manager?
yes	no	Do you respect the reporting arrangements which should apply at the service eg all staff report to only one manager meaning educators report to their Room Leader not you?
yes	no	Do you set clear procedures and expectations so there is no need to micro-manage every situation that may arise?
		Staffing and Leadership

yes	no	Do you consider each employee's skills, experience and preferences when developing rosters and allocating staff eg pairing new staff with experienced staff?
yes	no	Do you understand the difference between managing a service and leading a service (operational versus inspiring staff in a shared vision) and encourage staff to be their very best and continually improve?
yes	no	Do you always model positive and respectful interactions?
yes	no	Do you encourage teamwork and implement activities to promote effective teamwork (eg training or social activities)?
yes	no	Do you actively manage the performance of staff who aren't meeting expectations/standards you or their Room Leader set?

Actions required			
Date actions to be completed	.../.../..	Date actions completed	.../.../