



Families



Community  
Links

## Section 8 - Exceeding – Family and Community Links

### Assess your practice first.

Read the below description and evaluate it in relation to your practices.

**Exceeding – Family and Community Links.** We assist families in comprehending the roles of educators, staff, and managers. This guidance is crucial when a child has additional needs, engages in harmful behaviour, or faces mental health challenges. Likewise, we extend our support when families seek emotional assistance due to illness, feel uncertain about their child's developmental progress, or encounter child protection concerns.

If you are doing similar practices to the example, use the below question to help you write your **'exceeding practice for families and community connection** description so you can add it to your QIP or SAT (NSW only).

For **Exceeding** the QIP and Self-Assessment Tool (SAT)

**Families and community links.** Give an example of a time you've supported a family to understand the roles and responsibilities of educators, staff or managers.

**If you and your educators need to learn how to achieve exceeding – families and community, proceed here and do below.**

**Week 25, 14 to 18 August 2023 – 7.1.3. Roles and responsibilities.** Copyright Centre Support Pty Ltd 2023 The service who has purchased this product is the only service that can use this document. No part of this document can be copied, distributed, passed on or given to a friend outside the service who has not purchased the Centre Support Product. If this occurs Centre Support will take legal action against you personally and the person who has received it.

The following section outlines the steps to ensure you are exceeding in families and community. If you have already successfully completed the previous section demonstrating how you are exceeding in families and community, you do not need to complete this section.

### Look at the words in detail to identify what is exceeding.

Give an example of a time you've supported a family to understand the roles and responsibilities of educators, staff or managers.

In the question, you are being asked to provide a specific instance where you've personally helped a family gain a better understanding of the roles and responsibilities held by educators, staff, or managers within the context of an early childhood education and care service.

Example Scenario: You will need to describe a particular situation where a family sought clarification or had questions about the roles and responsibilities of individuals working in the service. Your role would have been to provide explanations, information, or guidance to address their inquiries.

In your response, focus on providing details about the specific scenario, the family's questions or concerns, the information you shared with them, and how your support helped them better understand the roles and responsibilities within the service.

Remember, this is a chance to showcase your ability to communicate effectively with families and provide valuable information to ensure they have a clear picture of the service's operations.

Now that we have examined the words in detail, we can start exploring what these concepts could look like for you. It is important to ensure that we make it very clear how these concepts have **created change** in your service.

Give an example of a time you've supported a family to understand the roles and responsibilities of educators, staff or managers.

### Clarifying Educator's Role

**Scenario:** A parent expressed confusion about what the educators' responsibilities entail and how they contribute to their child's learning. They were unsure

about how educators plan activities and assess their child's progress.

**Response:** I scheduled a meeting with the parent to discuss the educator's role in detail. During the meeting, I explained how educators design age-appropriate activities, observe and document each child's development, and create individual learning plans. I also shared examples of recent activities and explained how they aligned with the curriculum. The parent left the meeting with a clearer understanding of how educators engage with their child's learning journey.

### **Addressing Staff's Responsibilities**

Scenario: A family voiced concerns about their child's safety during outdoor playtime, wondering who is responsible for supervising the children and ensuring their well-being.

**Response:** I met with the family and outlined the staff members' responsibilities during outdoor play. I explained that educators rotate supervisory duties and that our team follows a structured supervision plan to ensure every child is under vigilant care. I also shared information about our safety procedures, risk assessments and how we address emergency situations. The family appreciated the insights and felt reassured about their child's safety.

### **Managerial Responsibilities Explanation**

Scenario: A family asked about the role of managers in the service and how they contribute to the overall quality of care and education.

**Response:** I provided the family with an overview of managerial responsibilities. I explained that managers oversee curriculum development, staff training, policy implementation, and maintain regulatory compliance.

I highlighted how their work directly impacts the service's quality and ongoing improvement. The family gained a deeper understanding of how managerial decisions and efforts influence their child's experience in the service.

### **Your turn. Select a point from above and break it down into the subsections.**

Give an example of a time you've supported a family to understand the roles and responsibilities of educators, staff or managers....