



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. Educators actively support families and the community to suggest improvements to governance and administrative systems, and decision-making processes. For example, we display the “Partnerships with Families” document and post it online inviting feedback. We conduct successful regular “service information” and “meet your children’s educators” nights and use the information gained from families. Our ISBAR was developed with the assistance of families.

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. Please discuss how you and your team actively support families and the community to suggest improvements to governance and administrative systems, including decision-making processes.

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

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.

Please discuss how you and your team actively support families and the community to suggest improvements to governance and administrative systems, including decision-making processes.

Part 1 of the question above: The first part of the sentence is asking for a discussion on how "you" (referring to the person or organisation being addressed) and "your team" actively encourage and assist families and the community in providing suggestions for enhancing governance and administrative systems. The focus is on the proactive measures taken to involve families and the broader community in the process of suggesting improvements to how the service is managed and governed.

Part 2 of the question above: The second part is specifying what aspects of governance and administrative systems should be addressed in the discussion. It highlights the need to consider decision-making processes within the organisation. The emphasis is on how suggestions from families and the community can impact the decision-making practices and contribute to better governance and administration of the service.

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.

Please discuss how you and your team actively support families and the community to suggest improvements to governance and administrative systems, including decision-making processes.

Open Communication Channels: Establish open and accessible communication channels, such as suggestion boxes, regular meetings, or online platforms, where families and the community can easily provide feedback and suggestions. Ensure that these channels are promoted and actively encouraged to engage families in sharing their ideas.

Engagement and Participation: Actively engage families and the community in discussions about governance and administrative matters. Conduct focus groups, surveys, or community forums to gather insights and ideas from various stakeholders. Encourage participation from diverse perspectives to ensure comprehensive feedback.

Transparent Decision-Making: Demonstrate transparency in the decision-making processes. Share information about upcoming changes or decisions with families and the community, allowing them to provide input and share their perspectives before finalising any plans.

Feedback Acknowledgment: Show appreciation and acknowledgement for the feedback received. Thank families and community members for their valuable input, regardless of whether their suggestions are immediately implemented. Demonstrate that their contributions are valued and respected.

Regular Updates: Provide regular updates on actions taken based on the feedback received. Inform families and the community of any changes or improvements resulting from their suggestions. Transparency about the impact of their input will encourage continued engagement.

Educational Workshops: Organise workshops or information sessions for families and the community on governance and administrative aspects. Educate them about decision-making processes and the significance of their involvement in shaping policies and procedures.

Cultural and Linguistic Sensitivity: Ensure that the feedback process is culturally sensitive and accessible to all families, including those with diverse linguistic backgrounds. Provide translation services or interpreters, if necessary, to accommodate varying needs.

Collaborative Planning: Involve families and the community in strategic planning and policy development. Seek their opinions and perspectives to align the service's vision and goals with the expectations and needs of those it serves.

Celebrate Collaboration: Celebrate successful collaborations and improvements resulting from family and community input. Highlight the positive impact of their contributions, reinforcing the importance of their role in the service's development.

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

Please discuss how you and your team actively support families and the community...

... to suggest improvements to governance and administrative systems, including decision-making processes...