

## Reflective Questions

This *optional* resource is designed for services to reflect on aspects of their service operation to support their participation in the Assessment and Rating process.

Services may choose to complete the templates and share them with the Authorised Officer (AO) or use them to support discussions.

If this evidence is submitted prior to your service visit, the AO will consider the information in conjunction with evidence gathered during the A&R.

During A&R Authorised Officers gather evidence in a range of ways including sighting documentation, discussions with educators, staff and service leaders and through observations of daily practice.

### Staffing Arrangements and Professionalism (QA4)

What is the service's process for rostering and arrangements of staff? How does this support continuity for children and families?

How do your staffing arrangements promote the engagement of all children?

How do you communicate staffing and changes in staffing to children and families?

What strategies does the service have to promote the retention of staff?

What opportunities for collaboration or mentoring does the service provide for educators?

What strategies are in place to facilitate educators collaborating to share tasks and exchange information about children, messages from families or events at the service?

What professional standards, publications or resources are accessible to educators at the service? How are these shared?

### **Collaborative Partnerships (QA6)**

How does the service support families and children through the enrolment/ orientation process?

How does the service collect information about each child, their family, culture, beliefs and knowledge?

How does the service collect information from families regarding their child's routines, interests, abilities and needs?

What information is available for families to support them in their parenting role?

How does the service provide opportunities for families to contribute to service decisions?

How does the service share information with families about events, resources and programs available at the service and within the local community?

How does the service support children and their families during transitions?

How does the service collaborate with families/ schools to share information about children during transitions?

What strategies are in place to assist children and families who require additional support to participate in the program?



What strategies are in place to build connections with the local community and support children's access to the local community?

How does the service incorporate Aboriginal and Torres Strait Islander perspectives into everyday practice?

**Governance (QA7)**

How did your service's statement of philosophy come about?

What is the process for reviewing the statement of philosophy and who is involved in this process?

How are policies and procedures shared with educators and families?

Can you explain the service's complaints and grievances procedure? Do you have any examples of a time when a complaint informed a change to a policy or procedure?

What strategies does the service have in place to ensure educators and others working directly with children have current WWVP checks?

How does the service support educators through periods of change?

Can you describe the induction process for new educators?

How are changes to service policies, procedures or operations shared with all staff?

What strategies are in place to assist children and families who require additional support to participate in the program?

What strategies are in place to build connections with the local community and support children's access to the local community?

What is the process of developing your service's QIP? Who is involved?



Can you provide an example of an improvement to the service that has come about because of your QIP?

**Educational Leader Questions**

What processes does the service have in place to support staff learning and development?

How do you support and mentor educators?

How do you build educators' knowledge of the approved learning framework?

How do you encourage educators to engage in reflective practice?

What are your goals for the service? How are you working with educators to achieve these?

How do you work with families and the local community to promote positive outcomes for children?

How do you build on your own knowledge to continue to support educators?

How are you supported by the approved provider to continue to develop your knowledge and skills?

**Contact details**

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