

PHYSICAL ENVIRONMENT AND PARENT JOURNEY AUDIT PROCEDURE

Busy-ness! It's a biproduct of the current cycle and circumstances of delivering early years education. Unfortunately, we can't be everywhere at once and as a result things 'slip through the cracks'. When this happens another biproduct emerges. It's called 'car park conversation'. If your Service looked, felt or smelt different today you can bet a few parents made a passing comment or two in the carpark. If positive, it was a few...if it was negative...a full and complete conversation took place. It's for this reason we like to suggest you regularly complete a *Parent Journey Audit*.

Working in conjunction with the *Physical Environment Policy*, this procedure provides steps for management to gain feedback from families regarding the physical environment of the service.

Education and Care Services National Standards NQS QA 3 and 6: Element 3.1, 3.2, 3.3 and 6.1.2 Physical Environment and Collaboration with Families and Communities practices and procedures.

Related Policy: Physical Environment Policy

STEP ONE - PREPARATION		
1	Schedule the Physical Environment and Parent Journey Audit every 6 months	
2	To prepare for the audit ask 2-3 parents in advance to set time aside, about 30 mins to complete to audit	

STEP TWO - COMPLETING THE AUDIT FORM		
1	Advise the parents of the Audit format and procedure	
2	As the audit document indicates, ask the parent to start approximately 50m away from the building and work their way through each stage. It's worth reminding them that the intention is not to look too deeply. First impressions and issues that resonate instantly are the key to a successful audit of this type.	
3	<u>The Journey</u> : all items in this column simulate a typical visit to the facility from the point of approach, walk to the entry and a stroll through each area.	
4	<u>Rating 1</u> - Needs attention as soon as possible: in most cases this would apply to something which impacts on health, safety or hygiene. In reality an issue rated in this category should have already been found by staff and acted upon	

5	<u>Rating 2</u> – Improvement required: if there are any unsatisfactory items, this is where it will most likely be recorded. Examples can be cluttered floors, lack of resources, unpleasant odours, confusing presentations etc. Issues rated in this category should be submitted to your Quality Improvement Plan process.	
6	<u>Rating 3</u> – Meeting standards and expectations: being rated in this category represents an acceptable level. The ‘auditor’ (parent) is comfortable with the standard	
7	<u>Rating 4</u> – Exceeding expectations: being rated into category 4 is the goal. It shows that you are providing a high-quality service in the eyes of the parent completing the audit.	
8	Notes / Actions: parents should be encouraged to make brief suggestions in this space	

STEP THREE – REVIEW

1	Once the Audit has been completed ask the parent to date and initial where indicated. Thank them for their participation.	
2	Take steps to immediately fix any items rated as a ‘1’. It’s important to follow up any areas of concern immediately. It can work against you if a recognised issue remains untouched. In contrast it can work for you if a swift remedy is applied.	
3	Confirm other actions required and schedule completion. Record on the Action Plan	
1	Core issues or those requiring a longer-term solution, submit to the continuous improvement process (Q.I.P.)	
2	Question whether or not a related policy or procedure should be reviewed based on an issue raised. If a policy is to be reviewed use a <i>Policy Evaluation Worksheet</i> (Organic Policy Cycle)	
3	Acknowledge any items that receive a ‘4’ rating with the team – more 4’s = more referrals	
4	Consider meeting with the parent/auditor to review the completed audit and directly address any identified issues	
5	File the completed audit in your Audit folder – it becomes part of your compliance trail	

Review of procedure

Date procedure created	March 2022	To be reviewed	March 2022
Approved by	Tracey Davey	Signature	

