**FACILITATOR ROLE, SKILLS AND QUALITIES TRANSCRIPT**

[Music]

Dean Wrobel: So I guess the skills that we're looking for in a supported playgroup facilitator are - I guess communication is key. That's one of our main skills that you need when you're running and facilitating a group and working with families and children. Making sure they have good communication skills; making sure that they're able to facilitate engaging activities to make sure that the children are developing their skills, but also that the parents are able to engage as well, because we do work with the parent and the child. It's not just the child that we're focusing on, which is our main focus but it's also building the relationship with the parent and child there as well.

Andrew McMahon: In my view the important role of a supported playgroup facilitator mainly is to be reliable, to be approachable, to show initiative and basically be trustworthy to the families. Because we deliver supported playgroups all across Queensland, our supported playgroup facilitators come to us with different skillsets, but we can support those skillsets as long as they have a few of those initial qualities.

Dean Wrobel: So the stakeholder management plan that we have in place for our service is pretty simple. It's I guess location-based and our facilitators will be completing this form and then they'll send it to me to have a look at, and see if the relevant services are there. But they will do their research in regards to the location that we're at for starters, and then looking at the immediate services within that area, and then also surrounding services as well.

 It's more just a focus in on that area. So if we are working with a family at that group they obviously would be in that area so we're able to refer them on to a service that's relevant to them and more accessible to them.

 We have Early Years Learning Framework checklists as well that we have - the team does those on an individual child so it works on their developmental areas. So it goes through a number of different areas, and through observations from the educators they will then I guess go through these questions and rate where that child currently sits.

Andrew McMahon: I've always been a big believer of our job in our organisation is to empower the facilitator, and if we can empower the facilitator to feel valued, to professionally develop, they then have the relationship with the families that then transfers to them. That's how you get those successful outcomes.

[Music]