



# Relationships by design

How systems, culture and practice shape outcomes for children and families.

Leane Townrow, Garv Luthra, Alice Hoefer

# Why do some services build strong relationships...



# and others struggle?



Systems

+

Culture

+

Conditions

=

Relationships



# The problem



 Time

 Presence

 Capacity



# Leadership lens



First  
contact

Tours and  
orientation

Communication

Trust

# You can't expect strong relationships

from unsupported educators

- Above award conditions
- Programming time
- Pedagogical leadership team
- Reduced admin

*"We couldn't do our jobs without the beautiful staff at Kirinari who take such wonderful care of our boys."*

*"O", Kirinari parent*



# Family perspective

“P has settled in so well, and it’s 100% because of how much care and attention the educators pay to her.

They’ve made every effort to understand what calms her and what makes her feel welcome, comfortable and engaged.

We really appreciate the ongoing and transparent communication and collaborative approach.

”



# Educator lens - Time



Less paperwork

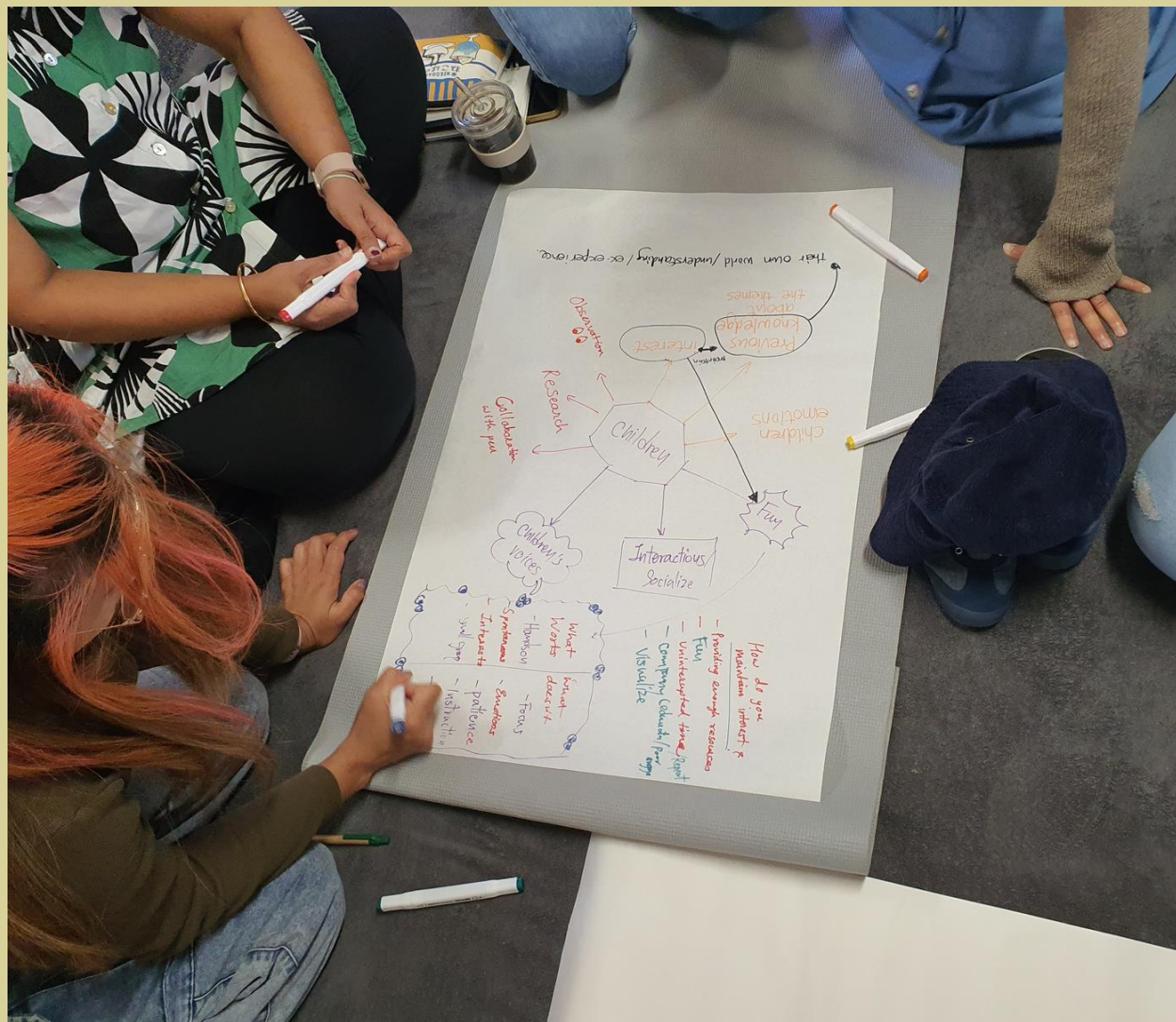


More presence



# Consultation and shared leadership

Strong relationships within teams matter too



- Open dialogue and reflective practice.
- Decisions made with educators, not just for them.
- Educator voices shaping change.
- Pedagogical Leadership Team supporting consultation and connection.

# The chain

Leadership decisions



Educator conditions



Daily practice



Family trust



Child wellbeing

# What this means

Design  
for  
relationships

Support  
educators

Align systems  
with  
values



**Strong relationships don't happen by accident.**

They are built through intentional decisions,  
supportive conditions, and everyday interactions.