Raising & Resolving Concerns

Roles & Expectations

Parents can expect

- A safe learning environment
- Broad, balanced & developmentally appropriate curriculum
- Information about the curriculum & children’s learning
- Information about kindergarten policies & procedures
- Opportunities to put their point of view & express concerns
- To be treated fairly & equitably
- Opportunities to be involved & to participate in activities in the centre
- Confidentiality to be maintained

Staff and Management Committee can expect

- Support for kindergarten policies & procedures such as Anti bullying, Behaviour Management, Sunsafe and Health & Safety
- Parents to treat staff with respect & listen to their point of view
- Concerns will be raised at the kindergarten through the agreed channels including the kindergarten’s documented ‘Raising & Resolving Concerns’
- Confidentiality to be maintained

Confidentiality Statement

- It is important that your concerns are kept confidential, and although at times you may wish to seek support from friends or an advocate, it is important to do this wisely
- Staff are expected to keep confidential concerns that have been raised and must not discuss the issue/s in front of children. Staff would also expect the matters to be resolved appropriately with parents and caregivers.

Guidelines for Resolution of Concerns

1. Initially, arrange to talk to the person who knows about the situation. Depending on the nature or confidentiality requirements of your concerns you will need to ensure that the staff member is free to give their undivided attention to your discussion. You or the staff member may suggest making a time eg. after the session, when you can speak privately and without interruption.

2. If, after your discussion you do not believe that the issue has been resolved, make an appointment to speak to the Director.

3. Results of this meeting may include the following:
   a. The situation is resolved
   b. Further discussions are held with the people involved
   c. Outside support for the child/family may be sought
   d. Your suggestions for a change to centre policy may be brought to the Management Committee for broader debate

4. If at any stage through this process there is value in organising a follow up meeting to share successes or ongoing concerns, we urge you to do so. If the kindergarten does not receive further information, it is reasonable to assume that the issue has been resolved.

5. If after Steps 1-4 have been followed you are still dissatisfied, approach the DECD Assistant Director (see over for contact details) who will try to resolve the situation further. The expectation of the Assistant Director will be that the above steps have been followed.
Mediators are available in some communities to assist in the resolution of some concerns, such as councillors or social workers.

Advocates support might be enlisted in specific areas about particular concerns, such as children with disabilities.

Support people at times may be enlisted to assist in the resolution of concerns or to debrief with the person or attend meetings with another person.

Interpreters can be sourced to assist with the communication for families with a language other than English or for the Hearing Impaired.

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PARENT/CAREGIVER CONCERN

AT A MUTALLY CONVENIENT TIME MEET WITH NOMINATED SUPERVISOR TO DISCUSS CONCERN

RESOLVED

UNRESOLVED

APPROACH DIRECTOR TO ARRANGE MUTALLY CONVENIENT TIME TO DISCUSS CONCERN

RESOLVED

UNRESOLVED

CONTACT DECD Education Director TO DISCUSS CONCERNS

DECD – Richard Costi
Mount Barker Office
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