

Attachment 2 –Resolution of concerns regarding Practices or Procedures in the delivery of the program

Instructions:- When any staff member identifies an issue or area of concern that there isn't immediate agreement on, the issue or concern is to be written in the first column by the person identifying the issue or concern. Each staff member is to write their perspective/concern/reasoning in their column. All staff are then to read the thoughts of other staff members. A discussion is then to take place to determine if understanding the other staff member's view/s assist in coming to an agreed action/solution. That is to be documented in the fifth column, unless there is no agreed outcome, in which case the sheet with all notes is forwarded via email to the Operations Manager at the ECKA office for assistance to resolve. **All issues are to be raised respectfully, listened to respectfully and responded to respectfully whether verbally or in writing.**

| Identified Issue or concern & Date |(name) View on the issue or concern |(name) View on the issue or concern |(name) View on the issue or concern. | Outcome/Action that has been agreed upon | Could not come to Agreement (Please refer issue to ECKA) |
|---|--|--|---|--|--|
| EG; Parent Teacher interviews booked for 2.15pm (dismissal time) 25/07/2018 | Convenient for parents. Will wait until all parents and children are at least into the bag-room on the way home. | Very difficult for supervision of any remaining children, with families and children still in bag-room and late collection of some children. | N/A | A. teacher will not start parent interview until all families have left the kinder building B. teacher will explain to any parents waiting for their interview that it cannot start until all families have left the service C. If parents are spending time in the foyer talking and not leaving the premises, educator will let teacher know that a degree of supervision is still required 28/07/2018 | |

Date issue referred to ECKA (either completed for further assistance: **28/07/2018**)

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