



Tips for when you hit bumps in the road



A map for working better together

There are times when working together for inclusion may not go smoothly. Pinpointing where things have gone wrong will help you to find a starting point to get back on track.

Working together is not always easy, but it *is* possible, it *is* best practice, and it *is* worth it.



“Our communication seems to have broken down.”

Getting communication back on track will help you work better together.

Communication is the foundation for a respectful, productive and positive team environment. Communication will be impacted by when, where, and how the inclusion team talks, listens, meets, problem-solves and makes decisions.

To get communication working well and the inclusion team back on track:



- ▶ **Listen to understand** rather than simply listening to reply. This is known as **active listening**. It involves being fully present, paying attention to verbal and non-verbal cues, and clarifying, reflecting and summarising. It helps team members feel valued and heard and builds meaningful, shared understanding.
- ▶ Ensure all team members can regularly communicate with each other. This might be in person, online, by phone, email, or text.
- ▶ Find out the preferred communication method for each team member so that communication is easier for everyone.
- ▶ Ensure timeframes and expectations for responding to communication are agreed and manageable (e.g. weekly, monthly etc.).
- ▶ Continue to use the *Inclusion Together* map...

Have a shared conversation



Share hopes, needs, problems, thinking, goals and ideas.

Find common ground



Find common ground to focus on, together.

Agree on the path forward



Agree on next steps and 'who does what'.

Keep connected



Check in and keep working together as the journey continues.



“I need some more help.”

If the inclusion team needs further help, access these inclusion support organisations and resources:

Family
and Carers

- ▶ [Family Advocacy](#)
- ▶ [Kindred](#)
- ▶ [Reimagine Australia](#)
- ▶ [Thrivary](#)

Early
Childhood
Intervention
Professionals

- ▶ [PRECI: Professionals and Researchers in Early Childhood Intervention](#)
- ▶ [Reimagine Australia](#)
- ▶ [Thrivary](#)

Early
Childhood
Education
and Care
Services

- ▶ [Disability Discrimination ACT \(1992\) resources](#)
- ▶ [Inclusion Agencies](#) provides free tailored inclusion support to educators in Commonwealth funded centre-based day care, family day care and out of school hours care services across Australia.
- ▶ [Reimagine Australia](#)
- ▶ State funded programs provide inclusion support to community-based kindergartens and preschools. The structure and focus of these programs vary from state to state. For example,
 - New South Wales – [Sector Capacity Building Program](#)
 - Queensland - [Kindergarten Inclusion Support Scheme](#)
 - Victoria - [Kindergarten Inclusion Support \(KIS\) Contacts](#)Contact your relevant state or territory education department for information and contact details.
- ▶ [Thrivary](#)

Click [here](#) to find out more about *Inclusion Together* or go to <https://inclusionagencynswact.org.au/about/inclusion-together>