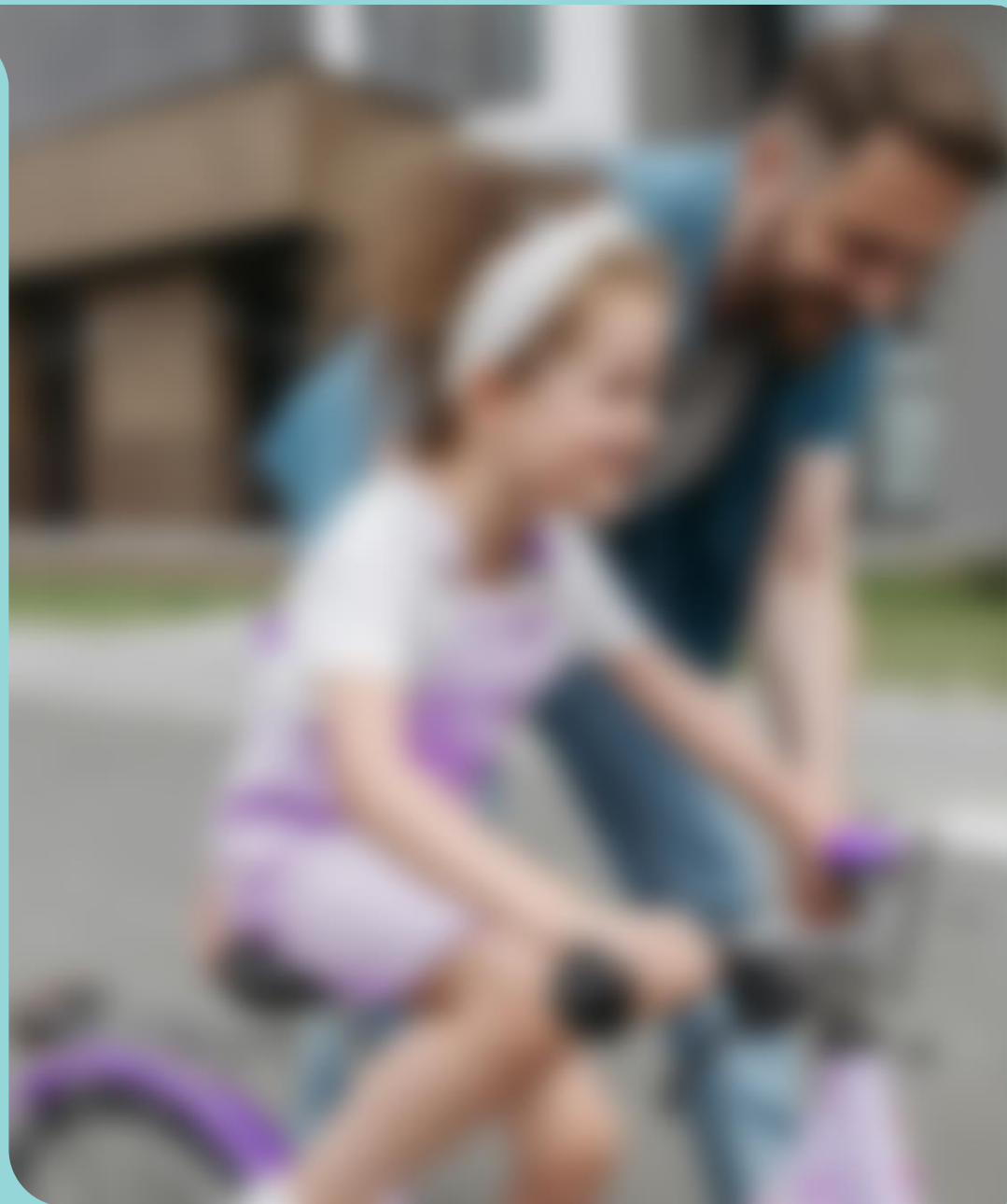




Parent perspectives on engagement

23 June 2026



Acknowledgement of Country



We acknowledge the Traditional Custodians of the Land we live on in the Australian Capital Territory. We pay our respects to the Elders past, present and emerging, for they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander peoples across the nation.

Respect and understanding of Aboriginal and Torres Strait Islander cultures develops an enriched appreciation of Australia's cultural heritage and can lead to reconciliation. This is essential to the maturity of Australia as a nation and is fundamental to the development of an Australian identity.



Roadmap



What ACT Parents does

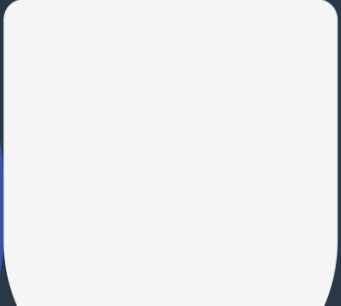
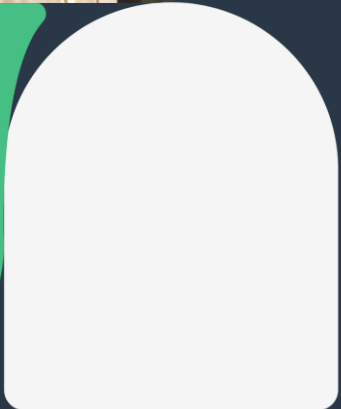


What we've learnt from families



What helps when conversations are hard





ACT Parents

Shaping Public Education Together

Since 1975

What we do



Supporting P&Cs



Practical advice for P&Cs on governance, operations, volunteering, OHSC and how to work constructively with school leaders

Shaping public education



Bringing the lived experience of public school parents and carers into government decision-making.

Parent advocacy service



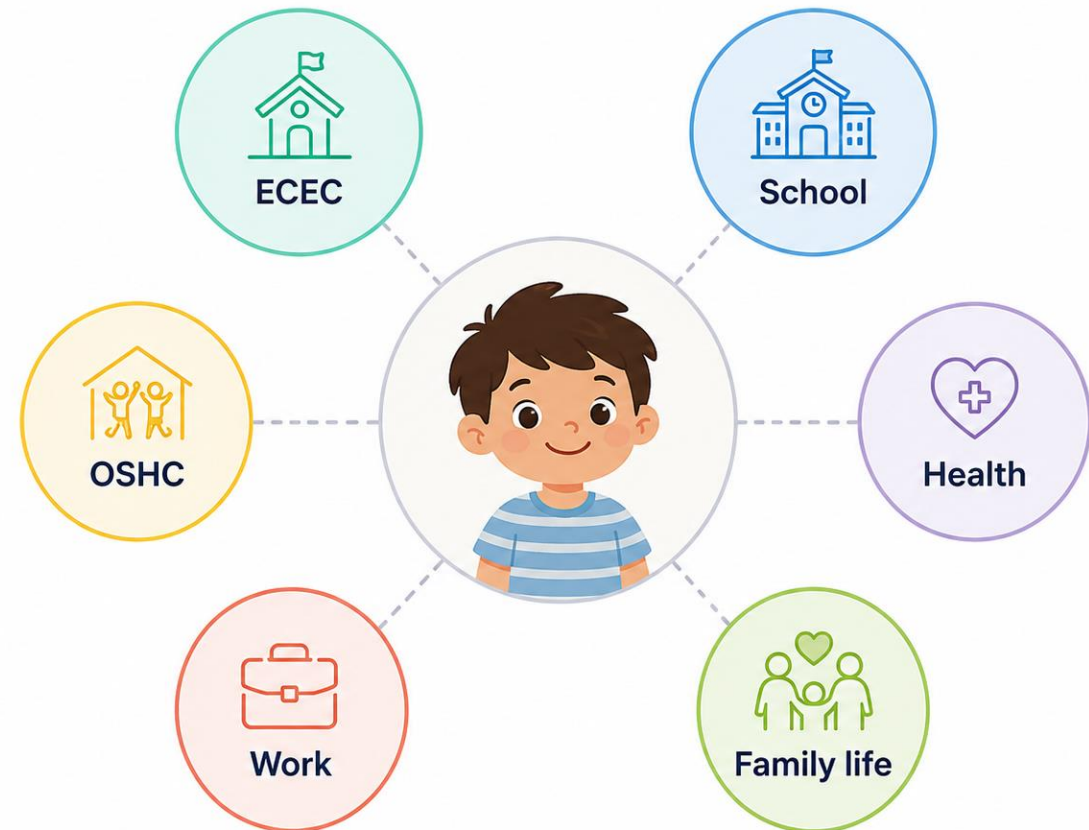
Helping families navigate public education when things are complex, emotional or hard to resolve.

One child

One family life



Families don't experience systems separately



Shaping Public
Education Together

Engagement



One parent at a time

“I don’t even know what I’m asking, I just need help.”

The parent perspective

Looking for
reassurance

Shaping Public
Education Together





Two questions

1 Do you know my child?

2 Do you have my child's best interests at heart?

Small things matter



Drop-off & pick-up

The engagement at drop-off and pick-up

Noticing changes

Whether you notice changes in their child



Follow-through

Whether you follow through on what has been committed

Communications vs lived experience

Whether documentation matches the lived experience



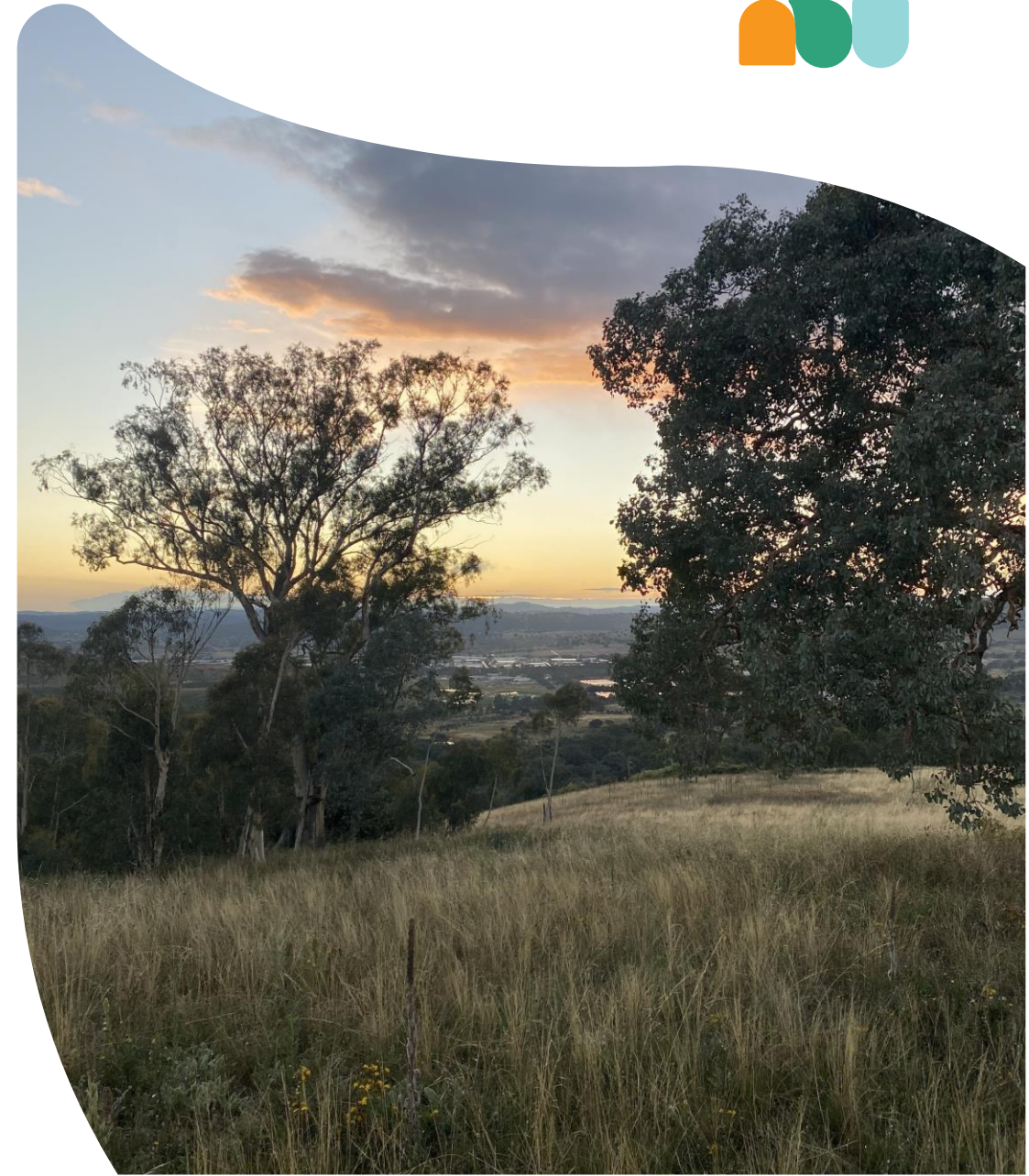


Curiosity

Keeps the
conversation open

Honesty

Keeps the
partnership intact





What helps in the moment



Keep the conversation open



Acknowledge the concern



Be clear about what happens next



How

“Thank you for telling me”

“I want to understand what happened”

☐I don’t have the answer, but I’m taking this seriously☐

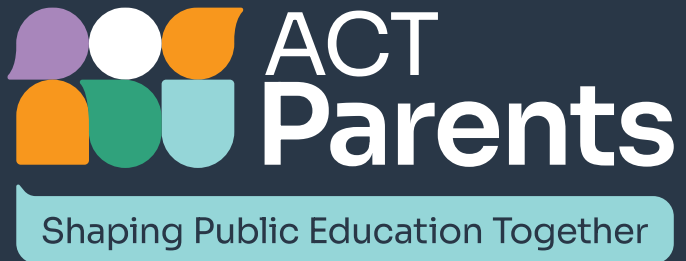
“Here’s what I’m going to do next”





Safe services
are responsive services





Thank You

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