

Avalon College

FAMILY ENGAGEMENT AND CONSULTATION POLICY

1. Purpose

Avalon College recognises that strong family engagement and consultation are essential to supporting student success and wellbeing. As an English language college catering to international students, culturally responsive and inclusive communication with parents and guardians is a cornerstone of our approach. This ensures that families are informed, engaged and actively involved in key decisions about their child's education and boarding experience.

This policy aligns with the following frameworks and obligations:

- **Victorian Registration and Qualifications Authority (VRQA) standards**
- **Ministerial Order No. 1359: Child Safe Standards**
- **Child Wellbeing and Safety Act 2005 (Vic)**
- **National Principles for Child Safe Organisations**

2. Scope

This policy applies to:

- All Avalon College students and their parents/guardians
- School leadership, teachers, boarding staff and support personnel
- Engagement processes within academic, boarding and pastoral care programs

3. Principles of Family Engagement & Consultation

Avalon College is committed to the following core principles:

- **Inclusive & Accessible Communication**
Clear, timely, and culturally appropriate communication with families.
- **Active Parent & Guardian Involvement**
Encouragement of parent/guardian participation in school activities, decision-making and student support processes.
- **Respect for Cultural & Linguistic Diversity**
Recognition and inclusion of all cultural and linguistic backgrounds, fostering an environment of belonging.

- **Transparent Consultation Processes**
Provision of structured opportunities for families to provide feedback, participate in discussions and shape relevant school policies.
- **Child-Centred Decision-Making**
Ensuring student safety, wellbeing and learning outcomes are prioritised in all family engagement practices.

4. Family Engagement Strategies

4.1 Communication Channels & Accessibility

Avalon College ensures effective and inclusive communication through:

- Multilingual communication options for non-English-speaking families
- Orah boarding management system and secure parent portals
- Regular newsletters, email updates and translated documents
- Scheduled video conferencing and parent-teacher interviews for international families

4.2 Parent & Guardian Involvement in School Activities

We promote family participation in:

- School events, cultural celebrations and student exhibitions/showcases
- Learning plan discussions and academic progress reviews
- Collaborative family-school engagement support programs designed to enhance student success

4.3 Consultation & Feedback Mechanisms

Structured processes include:

- Annual parent satisfaction surveys to identify areas for improvement
- Regular family feedback sessions and consultation meetings
- Clear and transparent complaints process aligned with the **Avalon Boarding Pty Ltd Complaints & Grievances Policy (AB-GOV-010)**
- Families are invited to contribute feedback on the review and development of policies and procedures related to student safety and wellbeing
- Translation of key policy changes and updates and availability of parent feedback portal
- Inclusion of parent and student input in the review of policies related to safety and wellbeing
- Where appropriate, student and parent input will be considered during Avalon College's annual **Child Safety and Wellbeing Policy review**.
- Designated channels for raising concerns related to child safety, including:
 - Contacting the Child Safety Officer or Managing Director
 - Submitting formal complaints as per **AB-GOV-010**

All concerns are managed with confidentiality, respect and in compliance with child safety obligations.

5. Record Keeping & Compliance Monitoring

Avalon College ensures compliance and transparency through:

- Maintenance of records relating to parent feedback and engagement activities
- Annual leadership team reviews of engagement effectiveness
- Secure documentation of family contributions to policy reviews and safety consultations
- Regular assessments with **Ministerial Order No. 1359** and **VRQA parental engagement requirements**

6. Communication & Accessibility

This policy is supported by:

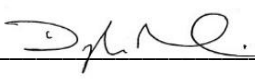
- Staff training in culturally responsive and inclusive engagement
- Parent orientation sessions explaining school policies and student wellbeing programs
- Availability of multilingual materials and translated information for non-English speaking families

7. Policy Review

This policy is reviewed annually by the Avalon College Leadership Team to ensure continued alignment with:

- **VRQA standards**
- **Ministerial Order No. 1359**
- Evolving best practices in international education, child safety and family engagement

Approved by: Avalon College Managing Director

Signature: 

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Approved By: Avalon College Managing Director