



Family & Child Consultants

Training | Consultancy | Supervision

Having Difficult Conversations: Communication for Early Childhood Settings

Information and Pricing Guide for South Australian Early Childhood Services



PRESCHOOL BOOST	PROGRAM TYPE	DELIVERY
Approved Menu Supplier	Educator & Leadership Upskilling	Live Online, In-Person or Blended

Funding can be used by eligible services

Eligible Flying Start partner services can use Preschool Boost funding to purchase evidence-informed menu programs and supports. Services should add chosen supports to their Preschool Boost plan and obtain OECD Local Team approval before purchase.

Format	4 x 2-hour interactive group workshops, usually delivered fortnightly or monthly.
Participants	Up to 20 participants per cohort, with additional participants quoted per person.
Focus	Trauma-informed communication, conflict resolution, family engagement, team culture and emotionally safe conversations.
Price	Full program \$4,700 ex GST for up to 20 participants. Additional participants \$235 ex GST each. Travel may apply; see pricing page.

ABOUT THE PROGRAM

What is Having Difficult Conversations?

Having Difficult Conversations: Communication for Early Childhood Settings is a practical, evidence-based professional learning program for early childhood educators and leaders. It builds confidence to manage sensitive, emotionally charged and high-stakes conversations with children, families and colleagues.

Family & Child Consultants delivers the program as whole-service professional learning for ECEC and preschool settings. The program is suited to services wanting to strengthen communication culture, trauma-informed practice, family partnerships, team relationships and educator confidence when concerns need to be raised early and respectfully.

At a glance

Audience	Early childhood educators, leaders, service directors, educational leaders and teams.
Preschool Boost category	Educator upskilling; family and parenting support; group child support; leadership and mentoring.
Intervention level	Tier 1 universal, whole-service professional learning.
Primary AEDC domain	Social Competence.
Secondary AEDC domains	Emotional Maturity; Communication skills and general knowledge.
Availability	All areas of South Australia through live online, in-person or blended delivery.

Why services choose this program

- It gives educators practical language and frameworks for raising sensitive issues clearly and respectfully.
- It supports earlier, more constructive conversations about behaviour, development, wellbeing, family stress and team dynamics.
- It strengthens trust with families and builds a more consistent approach to communication across the service.
- It complements play-based, teacher-led preschool programs by improving the relational climate that supports belonging and participation.
- It supports Preschool Boost priorities, AEDC domains and whole-service quality improvement conversations.

Not an individual child therapy program

The program is delivered as educator professional learning and implementation support. It is not a diagnostic assessment, clinical treatment or one-to-one child intervention.

OUTCOMES AND EVIDENCE-INFORMED PRACTICE

What participants learn

Use clear conversation frameworks Prepare, structure and close sensitive conversations with confidence.	Support emotional regulation Use communication approaches that reduce defensiveness and support calm, respectful dialogue.
Partner with families Raise concerns about behaviour, wellbeing or development while protecting trust and connection.	Strengthen team culture Use reflective, respectful communication for feedback, conflict and staff collaboration.
Respond through a trauma-informed lens Use emotionally safe language and consider the lived experiences of children and families.	Embed whole-service practice Use shared scripts, checklists and action planning to apply learning consistently.

Expected outcomes

Children	Greater emotional safety, stronger peer relationships and more consistent adult responses that support participation in play and learning.
Educators	Greater confidence to manage sensitive conversations, use trauma-informed communication and respond early to concerns.
Families	Stronger trust, clearer communication and improved engagement when services discuss children's needs, wellbeing and development.
Services	More consistent communication culture, stronger team relationships and improved whole-service capacity to address social competence and emotional maturity.

Evidence-informed foundation

- Grounded in social and emotional learning, trauma-informed practice, conflict resolution and evidence-based communication frameworks.
- Directly targets Social Competence, with secondary benefits for Emotional Maturity and Communication skills and general knowledge.
- Builds educator capability to model respectful communication, support emotional regulation and strengthen family partnerships.
- Aligns with the National Quality Standard, whole-service wellbeing, inclusion and quality improvement.

Plain-language promise
The program is practical and reflective. Sessions use role-play, case examples, guided discussion, scripts, checklists and action planning so educators can use the strategies immediately.

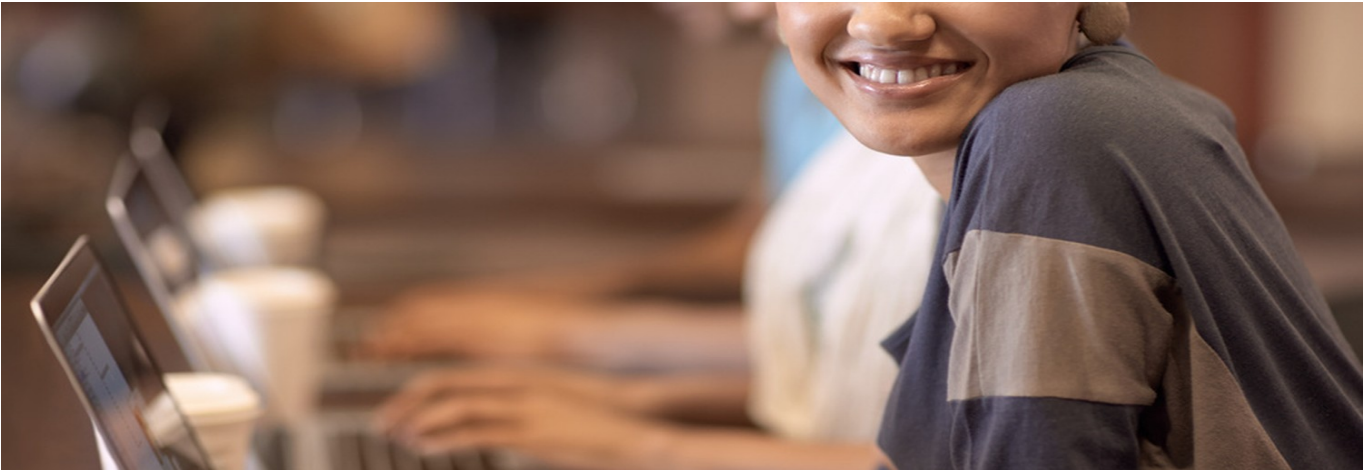
DELIVERY MODEL

How the program is delivered

Total duration	8 hours of professional learning.
Session structure	Standard format is 4 x 2-hour interactive group workshops.
Scheduling	Fortnightly, monthly or flexible blocks to suit the service.
Delivery modes	Live online, in-person or blended delivery.
Group size	Up to 20 participants per cohort, with additional participants quoted separately.
Facilitation	Delivered by experienced Family & Child Consultants facilitators with expertise in ECEC, trauma-informed practice, cultural responsiveness and communication.
Completion	Certificate of completion provided for participants who complete the program requirements.

What is included

Learning components • 4 facilitated interactive workshops • real ECEC case examples and role-play • guided reflection and group discussion • conversation frameworks, scripts and checklists	Implementation support • reflection journals and feedback templates • action planning for everyday practice • resources to support implementation • certificate of completion
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Designed to fit service realities Services can request online delivery to support regional access, in-person delivery for whole-team engagement, or a blended model. Scheduling can be shaped around rosters, term demands and staff availability.
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PRESCHOOL BOOST AND PRICING

Approved for the Preschool Boost Menu

Family & Child Consultants is approved as a Preschool Boost Menu Supplier for Having Difficult Conversations: Communication for Early Childhood Settings. Eligible Flying Start partner services can use Preschool Boost funding to purchase evidence-informed menu programs and supports. Services should include selected supports in their Preschool Boost plan and seek OECD Local Team approval before purchasing. All menu prices exclude GST.

1 Identify need Use AEDC, QIP and local context to confirm your focus.	2 Select support Choose this program from the Preschool Boost menu if it aligns to your plan.	3 Seek approval Add the program to your plan and obtain OECD Local Team approval.	4 Book delivery Request a quote and agree dates, mode and participant numbers.
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Pricing summary

Item	Basis	Inclusions / notes	Price ex GST
Full program package	Per service/cohort	4 x 2-hour workshops, up to 20 participants, resources, feedback and implementation support.	\$4,700
Additional participant	Per participant	Additional participant price where cohort size exceeds 20, subject to facilitator capacity and agreed delivery format.	\$235
Indicative 21-participant quote	Package + 1 participant	Shown for transparency. Final quote confirms participant numbers, GST and delivery mode.	\$4,935
Travel - in-person delivery	Outside 25 km from Adelaide CBD	Travel may apply for in-person delivery outside metropolitan Adelaide and is quoted before booking.	Quoted as required
GST	Invoice item	All quoted prices are exclusive of GST unless stated otherwise.	Additional

Pricing note for services This guide provides public-facing pricing information. Please request a formal quote before adding final costs to your service plan. Multi-site or multi-program bookings may be discussed by negotiation, and travel is quoted only where relevant.
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NEXT STEPS

How to request more information or a quote

To help us prepare accurate advice and a quote, please include the following details in your enquiry:

- service name and location
- whether you are a Flying Start partner service intending to use Preschool Boost funding
- number of participants and preferred delivery mode
- preferred term, dates or scheduling constraints
- any priority AEDC/QIP focus areas or team communication goals
- whether you require online, in-person or blended delivery.

Contact Family & Child Consultants

Phone	08 7134 028
Phone	1300 789 649
Email	nikigent@familyandchildconsultants.com
Website	www.familyandchildconsultants.com
Program webpage	www.familyandchildconsultants.com/ecec
Suggested email subject	Having Difficult Conversations Preschool Boost enquiry - [Service name]

Suggested wording for your Preschool Boost plan

We will engage Family & Child Consultants to deliver Having Difficult Conversations: Communication for Early Childhood Settings as whole-service educator professional learning. The program will strengthen trauma-informed communication, family engagement, conflict resolution, emotionally safe conversations and team communication culture, aligned to the AEDC domain of Social Competence and secondary benefits for Emotional Maturity and Communication skills and general knowledge.

Source notes

- Program content and delivery model are based on Family & Child Consultants Having Difficult Conversations Preschool Boost supplier response and evidence documents.
- Pricing is based on the Appendix 1 Pricing Schedule supplied for Having Difficult Conversations. All prices shown are exclusive of GST unless stated otherwise.
- Preschool Boost funding guidance is based on the Office for Early Childhood Development Preschool Boost pages accessed in June 2026.
- Final quotes may vary by participant numbers, delivery mode, service location, scheduling and travel requirements.

Official Preschool Boost information: Preschool Boost for early childhood services | Preschool Boost menu suppliers

Current as at June 2026

Preschool Boost funding and menu arrangements can change. Services should check the current Office for Early Childhood Development guidance and confirm plan approval requirements before purchasing.