



Dear families,

As part of our commitment to continuous improvement and ongoing professional development, we use a range of techniques, resources and opportunities to help our educators refine their skills and expand their repertoires. One of the tools that we utilise is a program called LoveHeart AI. This is a platform that is designed to elevate an educator's ability to analyse, describe, and build on a child's learning.

How does it work?

The LoveHeart process always starts and ends with the educator's voice. You will never read the words of a robot, because LoveHeart requires the educator to detail their own observations before suggesting some elaborations, with the educator then fine-tuning this to ensure it reflects exactly what they are trying to express. LoveHeart may assist with the wording, or offer some prompts, but this is no different than the manual processes that educators go through when they personally refer to different guiding documents or sources to seek out particular phrases or ideas. What LoveHeart does is *save time* with this process, so that instead of an educator flipping through pages or scrolling down a screen, the provision of that professional vocabulary happens almost instantly. The reason that this is so valuable is that every minute an educator saves by using LoveHeart is *a minute that is returned directly to the children*. Being truly *present* for and with the children is always our top priority. It is a necessity that our educators sometimes have to step out of the classroom to document each child's development and share our program, but we do want to keep that time away from children to a minimum. LoveHeart helps our educators get back where they truly belong – in the classroom, beside your child.

LoveHeart's efficiency also protects educator well-being by performing the more laborious, and less inspiring, aspects of documentation. That process of synthesising sources and optimising professional language does not tend to be a satisfying or joyful experience for our team members. These passionate individuals became educators because of their desire to help children learn, grow and thrive – not because they love looking up synonyms to ensure that they aren't repetitive when describing a child's activities. Educator burnout is a significant problem in the early childhood sector, and the pressure of documentation is consistently identified as one of the biggest factors fuelling dissatisfaction for educators, or their departure from the field. To promote the well-being and fulfilment of our educators, and to preserve the consistency of our teams to provide continuity of care to children, we are proud to invest in a program that makes documentation a pleasure to enjoy instead of a chore to endure.

Other advantages:

One of the aspects of LoveHeart that deeply appeals to us is its ability to undermine unconscious bias through the introduction of objective ideas and alternate perspectives. When an educator writes their documentation, this is usually a solitary process, and sometimes this can lead to a self-fulfilling cycle where an educator's existing priorities and interpretations are reinforced each time they write. LoveHeart acts as a gentle provocation for the educator to look at their observations differently and to consider alternative avenues to explore. This helps the personal and professional development of our educators, while also ensuring our children are receiving a broader and deeper range of experiences than they might encounter if our educators always wrote their observations and plans in solitude.

LoveHeart also has finely tuned language features, which can translate text into different language and can also enable the educator to verbally describe an observation before the program transcribes and expands on it. These features are hugely beneficial to our educators who speak English as a second language and therefore find it much easier to write (or speak) in their first language knowing that LoveHeart will accurately and contextually translate it to English. On the other hand, our English speaking educators can translate their observations into the home languages that our families speak. This increases inclusion and access for a more diverse range of individuals, and even ensures that extended family members like grandparents can understand a child's learning journey.

LoveHeart also includes an AI 'Coach' who integrates principles and practices from the Early Years Learning Framework, National Quality Standards and other pedagogies, philosophies and publications in order to prompt educators to engage in critical reflection. The AI Coach does not give answers, but asks questions and offers perspectives from these sources to inspire the educator to reconsider their assumptions, refine their understanding and reach new realisations.

Ultimately, LoveHeart AI is child-centred, in that it focuses on the professional development of the educator with the ultimate goal of elevating practice to improve outcomes for children. That aim is aligned with our own values, and we will continue to embrace tools that help us achieve the best possible outcomes for the children in our care. We are proud to utilise LoveHeart as one of the many tools that support our educators, children and families.

A note about privacy:

Although this is an extremely secure platform, we recognise that some families may still feel an instinctive uncertainty about any new technology. To protect your peace of mind, we therefore take some extra precautions regarding privacy. We do not include any identifying details about children within LoveHeart AI. We use a first name only if we are working on an observation, but we do not input surname, date of birth, address or contact details and we do not upload photos to the program.