



WYNNUM FAMILY DAY CARE

ANNUAL GENERAL REPORT 2012

Each year in preparation for the CCI AGM we take the opportunity to reflect on the past 12 months and in 2012 the Wynnum Family Day Care team is proud of its achievements in offering a high quality service to our community. Every week 520 children from 405 families experience the commitment of 76 registered educators. 10,000 hours of education and care occurs each week throughout our expanding geographical area.

Please enjoy reading a review of our past 12 months.

HUBWORKS!

One achievement that we are really happy to report is the full implementation of the HubWorks! web based CCMS platform after three years of development, with all educators and families using the program from the 4th of July 2012. The result is that all educators and families have access to the same information received from DEEWR via CCMS and held by the service, such as family CCB percentage entitlements, breakdown of CCB/CCR/JET/ISS payments, booking schedules and child registration forms - now conveniently accessible whenever required just by logging into HubWorks!.

Due to the success of CCMS and HubWorks!, processing of childcare attendances is now done weekly on Monday. The actual compliance check of the data takes two to three hours and is sent immediately to CCMS. The return information is received less than 12 hours later, with payments to educators completed the following day. The management of this program has led to greater system efficiency, saving large amounts of time, and facilitating professionalism and cost effectiveness.

HubWorks! allows parents to update their own family information including contact details, emergency persons, and medical and health information. There is no double handling of data and a log shows each stakeholder a message about the change. We can therefore be confident that we have the most up to date family information at all times.

Our communication pathways have been strengthened as we no longer have to maintain a separate data base to record and edit current family and educator email addresses. Using the HubWorks! message centre allows us to easily send emails to all or selected families and educators.



CHILD DEVELOPMENT INITIATIVE (CDI)

The Child Development Initiative (CDI) continues to support children in care who have a range of needs. Coordinators meet weekly to discuss how to support children, parents and educators and have also continued to network with local health services. A number of strategies will be developed in the next year in order to expand the program.

TRAINING AND EDUCATION

On release of the draft legislation we were faced with the deadline of 2014 for all educators to complete or be working towards a Certificate 111 in Children's Services. To support this requirement we devised strategies including gaining access to funding and offering support for educators in studying, with the outcome that only 2.6 % of educators have not yet committed to studying. Educators have shown dedication by not only undertaking the Certificate 111, but also choosing to further their studies by completing the Diploma and Advanced Diploma, with some educators seriously considering tertiary studies.

In the past year all staff completed the Certificate IV in TAE (Adult Training and Education) through Franklyn Scholar. The skills developed have been valuable for educator training such as small group training and one-on-one sessions.

Educators and staff have committed to attending professional development including the International Family Day Care Conference, the WFDC Conference held in March and sessions for educators and parents including Child Protection and Behaviour Guidance. Our focus is to enable communication pathways between the service, families and educators and we see the offering of training as a vital strategy in fostering these professional relationships.

Since early this year the WFDC office has developed a weekly EYLF newsletter which is sent to educators by email. This newsletter has covered a range of topics related to the EYLF and is responsive to the needs of educators.

WEBSITE

Wynnum Family Day Care was successful in receiving a grant of \$5000 from the Gambling Community Benefit Fund towards the rebuilding of the website www.wynnumfdc.org. Natasha facilitated the management of this project and has seen the new website launch in October. Conveying the culture of our wonderful service is the focus of the new website. As a marketing tool to promote WFDC, we have expanded the website's information to assist families requesting childcare and to outline the prerequisites for persons interested in becoming an educator. Other pages within the website include: a community hub showing services available to families, links to fact sheets on child care subsidies, our licensing body, playgroups, safe play, healthy eating, activity and developmental checklists, events i.e. Families Week, our annual Trivia Night, NAIDOC



Week celebrations, our annual Children's Christmas Party and CCI AGM, news including an archive of family newsletters and instructions on how to update family information with WFDC, and the 'Contact Us' page reflecting the vast skills and knowledge of the coordination unit and the projects each team member manages. This has been a wonderful process to reflect on who we are and how we want to market our business.

FIRE DVD

After collaborating with a community grant officer from PSCQ, a fire professional from Queensland Fire Services, script writer/producer and a director, Wynnnum Family Day Care completed production of a fire safety DVD. This interactive training resource enables viewers to be prepared for a fire emergency by teaching safe and efficient evacuation techniques. Since the use of the interactive training DVD, children have begun to take responsibility for their own safety by role-playing fire drills during play episodes as well as questioning their families' home fire plans. One child used fire evacuation techniques when faced with a real life emergency, insisting that the family "get down low and go, go, go" to a safe place. The fire safety DVD has therefore been a huge success in developing an understanding of fire evacuation techniques and concepts for lifelong learning.

TRIVIA NIGHT

The Trivia Night continues to be a most valued function that is extremely well managed by Jenny Phillips and her team of volunteers. This year we were able to use the funds raised to buy toys for the toy roster, pay for parent/educator training, and contribute to the Children's Christmas Party. The annual trivia night is an opportunity to celebrate the success of the service in creating lasting partnerships with current and past families and supporters of WFDC from our local community. We thank all of those involved in planning, hosting and attending this fabulous night!

PLAY SESSION

Play session continues to be a valuable tool for learning, socialisation, modelling and networking for all attending educators and children. It continues to be guided by the Early Years Learning Framework (EYLF). Creating an active learning environment linked to this framework was targeted to develop better outcomes for children as well as providing a learning environment for educators. Weekly observations were introduced to assist in linking play session practice to learning outcomes. These are displayed at play session as well as being emailed to educators and families of the children appearing in the documentation.

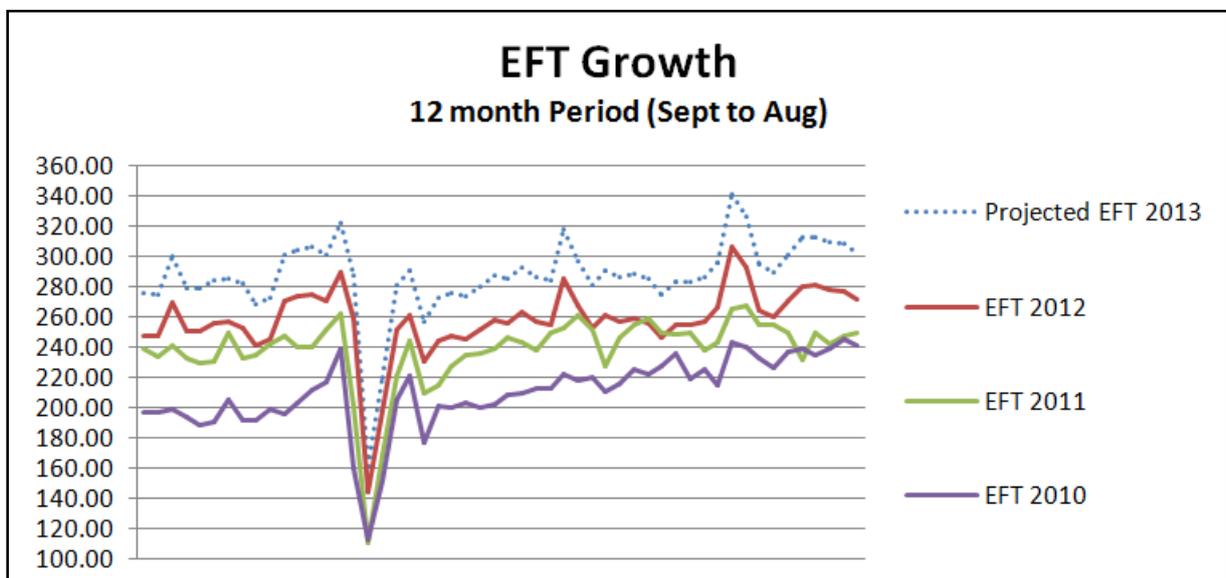
January 2012 saw the instalment of 2 reverse cycle air-conditioners in the play session hall. During the summer months this climate control has greatly contributed to the comfort and wellbeing of educators and children.



In March of 2012 a relationship was established with a neighbour to allow the children to be involved in the ongoing life cycle of the chicks born through the playgroup hatchling program. He built a brooding hutch and allows the chickens to free range in his yard. Feeding the chickens and collecting freshly laid eggs and savouring their taste helped teach the children their role in a sustainable future.

BUSINESS MANAGEMENT

The graph below is reflective of the strong business growth the service has experienced in the last 3 years, which is an average annual rate growth 11.38%. We anticipate strong growth in 2013, which is reflected in the graph below. Also note the 4 peaks indicating school holiday periods and the decline for Christmas and New Year closures.



LEGISLATION

Our focus for the past 2 years has been on attempting to work on the draft legislation to understand it and put it into practice. The regulations were not confirmed until the 24th of December 2011 and we found that the document had changed considerably from the original information that we had been given. The first six months of this year were focused on understanding and delivering material that was pertinent to the changes. This has not been an easy task for the educators, the advisory committee, and coordination unit, given the uncertainty around the changes in the legislation. However due to the input of the team members and the focus on simplifying the implementation of the legislation, educators are able to focus on the job of delivering quality education and care services.



NATIONAL QUALITY STANDARD ASSESSMENT AND RATING REPORT

In December 2009, all Australian governments, through the Council of Australian Governments, agreed to a partnership to establish a National Quality Framework for Early Childhood Education and Care (National Quality Framework). This new system replaces State and Territory licensing and quality assurance processes. The National Regulations prescribe the rating levels within the national quality assessment and rating process. Wynnum Family Day Care was successful in receiving the highest possible rating of **EXCEEDING NATIONAL QUALITY STANDARD**. Further to this is the opportunity to apply for a rating of EXCELLENCE, the criteria for which is yet to be determined.

Summary comments (taken from report 29/08/2012)

Your service is commended on its achievements in providing quality outcomes for children.

In particular the relationship with children, families, communities and the extensive support of the coordination unit demonstrates a commitment to quality by Educators and the Coordination unit staff.

It is recommended that the Coordination unit, Educators and families continue to reflect on current practice to maintain the quality outcomes evident during this assessment and rating process.

OVERALL RATING: Exceeding National Standard

Achieving this rating was possible due to a carefully defined plan of action for working through the new assessment process. Significant pressure was felt by all involved however the process was made easier through the collaboration of our powerful 85 person team comprising educators and coordination unit staff. Adding to this change management was the development and implementation of HubWorks!, an Australian-first web based program.

Some of our strengths that contributed to this outcome include our organisational culture, inclusive practices, philosophy review, relationships with government departments, envisioning the process in practice, and opening the service up to partnerships with other professionals.

Reflecting on this, we can see that our organisation is highly committed to the principles of the EYLF: relationships, partnerships, high expectations, equity, diversity, and ongoing reflection.

Special recognition must be given to the amazing team of educators who are dedicated to the provision of quality child care and education and for proudly representing Wynnum Family Day Care.



Thank you to our practice partners including David Salajan and Ruby O'Rourke from HubWorks!, Penny Gordon and Associates; Tere Vaka Psychology; Peter Melrose from Third Circle; Michael Pecic from In Safe Hands; Olaf Bauer from RingIT; Rochelle Chisholme of Clever Bookkeeping Services; Paul and Emma Morris from The PM Safety Training; Wynnum Manly Leagues Club; Vince Kartelo from Sciacca's Lawyers and Consultants; Peta McNally from Family Day Care Association of Queensland; and Kym Groth from Family Day Care Training Australia.

ACKNOWLEDGEMENTS

Years of Service

Each year we recognise those educators who are celebrating the anniversary of 10, 15, 20, and 25+ years of service. This year we are delighted to acknowledge the commitment of educator Michelle James for 10 years of registration with WFDC. Previous to this, Michelle was an educator with another family day care service, adding up to a total of 16 years in the sector. Congratulations Michelle!

Advisory Committee

The committee members have worked extremely hard this year on the development of all new forms and educator and parent manuals as well as giving feedback on updated policies. Meeting monthly, the advisory representatives engage in professional conversations about some of the operational facets of our service. This is a huge commitment from volunteers, including educators, parents and community representatives. Thank you to the Advisory Committee 2012.

Community Childcare Incorporated

Taking on the responsibility of an executive and committee member's position for a community volunteer organisation is a serious undertaking. We appreciate your commitment to this committee and for your support in maintaining a high quality service. Thank you to the Management Committee 2012.