



annual report 2007-2008

BAYSIDE FAMILY DAY CARE

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'Our Passion is to assist children to grow to be confident and socially competent members of the community, who positively embrace the world and engage respectfully with the people in it ...'

Contact Our Professional Team Members for Assistance or Advice



Linda Harnett
MANAGER
Mobile 0403 265 344

Quality of Services, Encourages
Feedback on Quality of Services to
Parents, Carers, and Children



Adele Moon
TEAM LEADER
Mobile 0412 170 991

Behaviour Guidance, Child
Protection, Placements, Referrals to
Support Agencies



Samantha Jackson
PLAYGROUP COORDINATOR
Mobile 0401 525 773

Educational Playgroup Programs,
Updates & Extensions, Individual
Children's Interests



Clare Robinson
**ADMINISTRATIVE
OFFICER**
Tel 3393 4444

Help with Fees, Child Care Benefit,
Financials, Carer Business Support,
General Inquiries



Sharon Richards
**COORDINATOR,
REDLANDS PLAYGROUP**
Mobile 0423 773 612

Child Development,
Settling Children into Care,
Redlands Playgroup Programs,
Children with Disabilities



Philippe Foubert
**NETWORK SUPPORT,
WEBMASTER, CONSULTANT**
Mobile 0432 061 603

Network Configuration, Workstation
Support, Website Development &
Internet Business Strategy

‘Creating Communities of Families’

CONNECTION

Bayside Family Day Care builds positive relationships, connecting children, families, carers, neighbourhood groups and community services.

INCLUSION

We embrace people of diverse cultures, religions, and abilities, and we embody this in everyday practice

- ★ through playgroup experiences for children
- ★ childcare services to families with various needs
- ★ emergency childcare for families in crisis
- ★ all children of differing abilities:
disability, cultural and linguistic, behavioural.

COMMUNICATION

We maintain daily communication between the child's parents and the carer about the child's experiences, physical and emotional well-being, and behaviour.

The Bayside Coordination Unit and Carers communicate regularly.

The Coordination Team plans increased contact with families in the coming year.

We consult an Advisory Committee of staff, carers and families who use our service.

Management Committee meetings include community members of varied skills, as well as staff, carers and families who use our service.

RESPECT

We value children, and families, of all cultures, religions and abilities.

We respect and honour the original people of Australia and their many cultures and languages, in particular the Turrbal people of this land.

FAIRNESS

We are governed by social justice principles of fairness, equality, accessibility and advocacy, and we build these principles into policies and practices.

LEARNING

We are a learning organisation which places high value on continuing self improvement through education and training.

We strive for excellence to bring better outcomes for children in care, and to improve service delivery to families.

ETHICAL CONDUCT

All information relating to children and families is handled confidentially and securely protected.

We take care to meet our obligations under the Department of Communities and the legislative framework designed to assure safe delivery of high quality child care.

We maintain organisational accountability to these standards with protective policies and processes.

TRUST

Each child develops trust that their immediate emotional and physical needs will be met.

Families can have confidence and comfort in the knowledge that this organisation has strategies in place to ensure at all times the safety and well being of children in care.

We consult with all stakeholders when reviewing policies and practices relating to the delivery of services to children.

CHILD PROTECTION

You can have confidence that our service will deal with any concerns in a timely and appropriate manner.



★ OPPORTUNITIES

BAYSIDE FAMILY DAY CARE WELCOMES THE NEW 'NATIONAL QUALITY FRAMEWORK FOR EARLY CHILDHOOD AND CARE'

In July 2009 the federal government will implement a national quality framework for early childhood education and care that streamlines and integrates licensing, regulation and accreditation systems to increase national consistency in the delivery of early childhood services.

Their reform agenda is based on consistent evidence-based research demonstrating that **early childhood development provides the foundations for life and learning**, both inside and outside the family home environment.

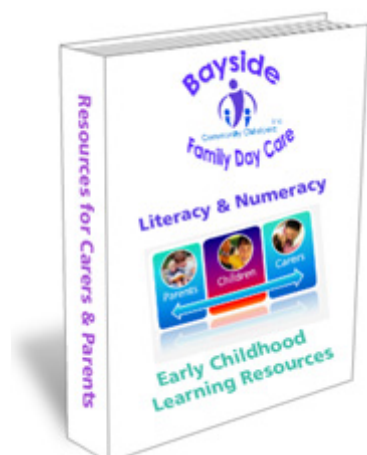
The Commonwealth government's plan for early childhood includes:

Improving quality of early childhood education and care, across all service types, including preschool, Family Day Care, Outside School Hours Care, and Centre Based Care through:

- Strong National Quality Standards
- A-E Rating
- Support for education and training of the early childhood workforce
- The development of an Early Years Learning Framework (curriculum)

Consultations have already begun across Australia and Bayside Family Day Care Coordination Unit has attended the Brisbane consultation.

The Early Years Framework will provide opportunities for the improvement of quality outcomes for our service, and we look forward to the long anticipated introduction of a **National Curriculum for Early Childhood Care & Education**. This will be a significant achievement for both the government and the early childhood field when completed.



\$40,000 PROFIT this financial year | expansion achievements 1

For twenty-four years, Bayside Family Day Care has delivered High Quality Childcare to ever-expanding local communities.

Bayside Family Day Care now services 24 suburbs in South East Brisbane.

★ ACHIEVEMENTS

FUNDING: NET PROFITABILITY

The \$94,000 decrease to Operational Funding by the previous federal government meant that the scheme had to expand and grow to remain viable.

The scheme delivered a \$40,000 profit this financial year compared to a \$40,000 loss in the previous financial year. This represents a complete 'reversal of our fortunes' -- and is a track that we will continue to take in the coming year.

CONTINUED EXPANSION OF SERVICES IN TO THE BRISBANE SOUTH-EAST COMMUNITY

In August 2006 the federal government dissolved the boundaries of Family Day Care. This service made the decision to expand into the Redlands area. Bayside Family Day Care now provides services to twenty-four suburbs in the Brisbane South East Region. Our area of operation covers from Wynnum Manly to Camp Hill in the north to Redland Bay in the south. The decision has proved to be the right one for this service. Whilst there are costs associated with an expansion of our operational area, it has allowed our service to remain viable. The service now has 27 Carers in the Brisbane City Council area and 27 Carers in the Redlands area. There are now a majority (28) of the Carers approved under the Bayside Family Day Care license living outside of the 7 suburbs previously designated as the Bayside Family Day Care geographical area (26).

WEB SERVICES EXTENDED TO CORE CLIENTS

Bayside Family Day Care in conjunction with our Web Developer, Philippe Foubert of PC Partners, has introduced many new features on our website this year at www.baysidefamilydaycare.com. We now offer **interactive forms** to new customers wishing to **Request Childcare**, to complete **Enrolment Forms** online, to **Pay Fees** through our PayPal facility, and to **Become a Care Provider** through an online application process.

Over 90% of families are now choosing to complete Enrolment Forms online.

Families have welcomed the opportunity to connect with the scheme from the workplace, from outlying suburbs, and after hours. Life is busy and fast-paced for working families with young children; and the convenience of interactive online facilities are especially helpful to those living in the Redlands area.

We have also introduced a **Carer Location Directory** on the website to enable parents to find a Carer in a suburb close to the family home or workplace.

An increased share of referrals is now coming from Website. For example, last month the **majority of referrals came through the Website**. The website now rivals requests for care coming from word of mouth, which had always previously exceeded other methods of marketing our service.

Two new websites have been built especially for our Playgroups at Manly West and in Redland Bay. These websites are interactive, allowing for more contact and informational updates to flow between Families, Carers and the Service.

BAYSIDE FAMILY DAY CARE RE-LICENSED

The scheme met all of the criteria to be successfully re-licensed by the Department of Communities again this year (Licence is appended).

BUSINESS PLANNING DAY

Di Nailon, Lecturer in Business and Leadership at Queensland Institute of Technology, facilitated the Bayside Family Day Care **Business Planning Day**.

The planning session was attended by the President, Coordination Team, Care Provider representative, and Financial Advisor. The Business Plan aimed at providing innovative leadership and practices within the service. Many tasks have already been completed and others are in process. Such Business Planning Days are held each year to ensure that our practices are reviewed and updated as the drivers of our business change.

ACCREDITATION OF STAFF IN CHILD RESTRAINT FITTING

Linda Harnett and Adele Moon have now been accredited as Child Restraint Fitters under the Australian Child Restraint Resource Initiative. Sharon Richards will be accredited in October 2008. Due to a lack of qualified child restraint fitters, Linda Harnett sourced a training course in Melbourne that would provide accredited training to three of the coordination team in time for the annual inspections required by the National Childcare Accreditation Council.

START-UP GRANTS

Each Carer who started with the Bayside Family Day Care service this year has successfully applied for a Start-up Grant through the Department of Education, Employment and Workplace Relations. These grants are designed to assist Carers with the costs of establishing a Family Day Care Service in their home.

CCMS PILOT

Bayside Family Day Care participated in a Pilot for the new Child Care Management System. The scheme completed the CCMS Learning Package, engaged in the Simulation Phase where duplicate CCMS processing was entered into the CCMS online system without live payments, have received the start-up pack and will implement the new system in October.

BRISBANE CITY COUNCIL COMMUNITY GRANT

Bayside Family Day Care successfully applied for a Brisbane City Council Community Grant for \$2,500 to purchase Child Safety equipment. Twelve Child Restraints were purchased for the children in our care.

SELF STUDY REPORT & NCAC SURVEYS

Bayside Family Day Care has submitted a Self Study Report and survey forms to the National Childcare Accreditation Council as the first step in the Quality Assurance assessment process. We are now awaiting our Validation Visit which will be delayed due to the implementation of the new Childcare Management System (CCMS).



*'We See Opportunities in our Challenges'***★ CHILD CARE MANAGEMENT SYSTEM (CCMS) - CHANGES TO FUNDING DELIVERY**

With the implementation of the new Child Care Management System (CCMS) a major change will be made to the way Child Care Benefit will be paid to services. It will be paid in arrears rather than in advance. This change will start in our service until 27 October 2008 so we do not yet have an accurate idea of how the new system will affect our cash flow.

★ RECRUITMENT & RETENTION

Recruitment, training and retention of excellent Care Providers are vital areas of endeavour for our service. We are very happy with the standard of Childcare provided to families by Bayside Family Day Care; and we strive to maintain our high standards while assuring that we have an adequate number of Care Providers working in our service. This is a challenge and an area of focus for the coming year.

Retention has been an issue for our service over the past few years. We engaged a Consultant to undertake a survey of 'exited' Care Providers to establish why they left the service, and to determine what if anything we could have done differently to prevent them from leaving.

We have used this information to improve some of our service delivery to existing Care Providers, and we are currently reviewing the material to improve our practices even more.

Matching supply and demand remains an issue. We have a higher demand for childcare in the local area but a lower supply of childcare places due to lower numbers of Care Providers.

Our expansion into the Redlands and surrounding areas has delivered more Care Providers than we have requests for childcare.

Reasons include the high number of childcare centres and lower recognition of Bayside Family Day Care in that area. After two years of marketing in the Redlands area, we are starting to become better known and recognised, but the number of Carers responding to advertising has declined. This is truly a challenge for juggling marketing and recruitment strategies.

★ INCLUSION SUPPORT AGENCY

Changes to the application process for support payments to Carers who care for a child with a disability, continue to drain resources from our service. The applications for funding are detailed and lengthy. Inclusion Support Facilitator, Ann Thomason, has been extremely helpful and informative and she continues to assist us with our applications. This year, Linda Harnett supported the need for changes to the Inclusion Support Subsidy Program, through a written submission to a federal review of the ISS program in March and constructed a detailed letter on behalf of the Brisbane South Family Day Care Regional Group to the Federal Member for Bonner, Kerry Rea, in April.

★ QUALIFICATIONS REVIEW CONSULTATION

A 2007 Queensland government review of childcare workers' qualifications recommended all family day care workers under 55 years undertake a certificate three in children's services within two years. The age requirement recognises the experience of senior child care workers, and aims to mitigate the risk of them leaving the industry if required to fund an education. The recommendations were tabled in parliament at this time last year but have not yet been taken through a consultation phase with the childcare sector. The delay may be a result of the federal government's early years framework which will integrate federal and state responsibilities for the early childhood sector and incorporates training requirements.

★ AUSTRALIAN GOVERNMENT CHILD CARE CENSUS 2006

The Australian Government Child Care Census 2006 has been released and Family Day Care continues to shrink in relation to long day care services. From 2004 to 2006 Long Day Care services increased by 14% while Family Day Care decreased by 6%. In those two years, Family Day Care Providers declined in numbers from 12,018 in 2004 to 11,080 in 2006. Children in care reduced from 89,300 to 84,350; while the overall number of services declined from 318 to 305.



Family Day Care has benefits to children and families that can only be offered within a home-based setting.

The small number of mixed aged children in Family Day Care *offers a low stress, comfortable and natural environment in which to learn and grow.* Family Day Carers meet all of the same quality assurance requirements as in other services but are able to offer a higher level of interaction, care and attention.

★ CHILD CARE ACCREDITATION SYSTEM (CCAS)

The National Childcare Accreditation System is due to undergo enormous changes. The federal government, under the National Quality Framework has proposed that the CCAS be overhauled to provide a five level A-E Rating System.

Issues raised by the design of an A—E quality rating system include:

- ★ The linkages with the standards — e.g. how the rating system measures quality based on the standards and whether the rating system should consider other elements of service provision in addition to the standards
- ★ The proposed model for streamlining or integrating licensing, regulation and accreditation — how the rating system may incorporate achievement of licensing and accreditation requirements
- ★ The 'qualities' of services at each level — how the levels reflect graduations in quality
- ★ Whether the same assessment processes are used for all ratings or whether higher ratings are made using processes such as peer review
- ★ Whether assessment at higher levels is a standard part of the assessment process which applies to all levels or takes place by voluntary participation.

The quality areas that have been proposed for assessment and national standards in the future include:

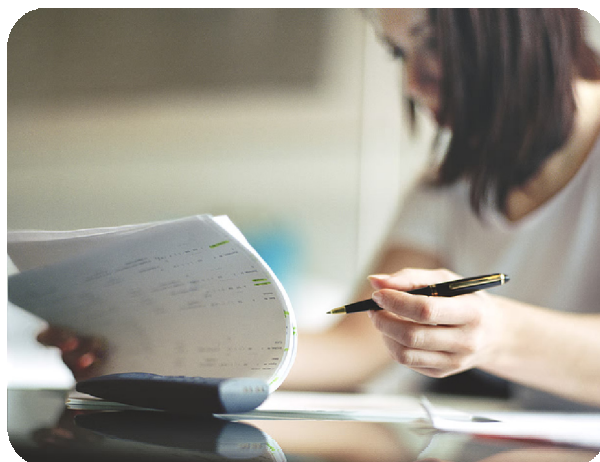
- **Leadership and management** – which would include service governance, commitment to continuous improvement, planning and evaluation, and business management
- **Relationships between staff and children** – this would include the extent to which a service promotes positive and meaningful interactions between staff and children and the engagement of children in the program

- **Family and community partnerships** – how a service promotes the engagement of families in the development and delivery of programs, and the development and maintenance of links to the community more generally
- **Differentiated play-based curriculum** – including the implementation of the new Early Years Learning Framework, and ongoing planning and evaluation of learning programs
- **Physical environment** – a service's physical space; the way in which the physical environment engages children in learning experiences, and the extent to which the physical environment reflects the context of the community.

The current and most recent proposals for assessment do not include safety for children. Safety is consistently the most important requirement identified by parents in our enrolment surveys.

In the existing Quality Assurance system there is an area entitled **Health, Hygiene, Nutrition, Safety and Wellbeing**.

Bayside Family Day Care will make a written submission asking that this area be retained in the interest of families and children.



We aim to support children by strengthening pathways to services in our community.

Our goals are to connect carers and their families with families requiring childcare in their neighbourhoods; and to develop community organisation partnerships to support children in our care.

★ **PARTNERSHIP BETWEEN BAYSIDE FAMILY DAY CARE AND THE 'COMMUNITY HEALTH DEVELOPMENTAL ASSESSMENT TEAM'**

Bayside Family Day Care has an agreement with the Bayside District Health Council:

The 'Community Health Developmental Assessment Team' visits our Playgroup twice a year, to be available to parents and Carers who have questions about a child's development.

The Developmental Assessment Team consists of an Occupational Therapist, Physiotherapist, and Speech Pathologist. Parents and Carers are notified in advance of this service through our Newsletter, and there is a high demand for advice from both parents and Carers. This is a very successful partnership in which:

- ★ There are referrals taken for developmental assessments and follow-up therapy; and
- ★ An Agreement from the Developmental Assessment Team to deliver Training early in 2008 to Carers and staff on "Developmentally At-Risk Children".

PARTNERSHIP BETWEEN BAYSIDE FAMILY DAY CARE, THE WYNNUM GOSPEL CHAPEL & THE SUDANESE COMMUNITY

The Wynnum Gospel Hall provides outreach services to the local Sudanese community. **Philippe Foubert** prepared an attractive and culturally appropriate invitation which was delivered to parents in the Sudanese community through the outreach worker at the church. We have had three Sudanese families attend Bayside Playgroup at Manly.



★ **PARTNERSHIP WITH LAKE SHERRIN HOME FOR THE AGED**



Residents of the Lake Sherrin Home for the Aged are regular visitors to Playgroup which benefit both children and the residents. The residents have an opportunity at Playgroup to interact and develop relationships with Carers and children over time. The pleasure gained within the generations of our community delights and benefits all concerned.

★ **PARTNERSHIP WITH THE INCLUSION SUPPORT AGENCY, MULTICULTURAL LIBRARY**

The Noah's Ark Multicultural Library has been subsumed into the Inclusion Support Agency. We continue to borrow multiple kits from their Library to distribute to the Carer community. These resources are used to inform children of different cultures. They are particularly beneficial where Carers request a specific cultural kit for the inclusion of an existing child in care. The child has their culture validated to them by the Carer and the other children in care.

★ **SHARED TRAINING BETWEEN INTERNAL AND EXTERNAL CHILDCARE SERVICES**

Bayside Family Day Care offers training resources within the Community Childcare organisation. This year we have also offered training sessions to members of our Family Day Care region. We have accessed training by Griffith University Family Day Care. Shared training sessions strengthen regional partnerships.



★ PARTICIPATION IN CONSULTATIONS AND COMMUNITY EVENTS

CONSULTATIONS

- Public Forum on the Early Childhood & Care Quality Framework
- Start-Up Grant Review by Department of Education, Employment & Workplace Relations

NETWORKING MEETINGS

Manager participated as a Member of the following Network Groups:

- Social & Community Services Union Industry Committee
- Bayside South Development Forum
- Regional Meetings
- Coordinator Meetings
- Bayside Interagency Meetings
- Redlands Interagency Meetings
- Manly Chamber of Commerce Traders Events
- Wynnum Chamber of Commerce Events
- Qld FDC AGM
- BFDC & Stakeholders Strategic Planning Day
- NAIDOC Week Celebrations
- Housing Forum, Tanya Plibersek
- Moreton Institute of TAFE, Margo Parkinson
- Baby Expo



COMMUNITY EVENTS

- Bayside Recruitment Expo
- Combined Children's Christmas Party - BFDC, WFDC, C@BT
- Sorry Day Commemoration at Winnam Aboriginal & Torres Strait Islander Service
- Opening of the Redlands-Bayside Family Support Hub
- Wynnum District School Chaplaincy Post Budget Breakfast

Our mission is to promote a sense of community through connectedness of staff, Carers, families, children, their family day care friends & the broader community. We promote a culture of open communication, teamwork and support.

★ Coordination Team and Care Providers

SUPPORT

The scheme has an ongoing partnership with Carers from the time they are approved to provide childcare through Bayside Family Day Care. **Carers provide vital services to parents and children in their care and the scheme has a vested interest in their success.**

Following a review of Carer retention material, we have changed the way we deliver training and support services to Carers in the initial stage of their engagement. **Coordinators now provide weekly training to Carers for the first thirteen weeks and beyond if they require more frequent support beyond this period.** Coordinators regularly visit Carer homes to discuss each child's developmental needs and they work with the Carer to plan educational programs to enhance each child's development.

SHARING KNOWLEDGE AS ONGOING QUALITY IMPROVEMENT

Ongoing opportunities exist for improving quality practices through the sharing of ideas, skills and knowledge. Carers share many ideas with Coordinators about their practices and how they provide excellent learning opportunities for children. Those quality practices are shared within the service to enhance professional practices and increase children's educational experiences.

TRAINING

As part of the orientation training for new Care Providers, one of the Carers in the scheme, **Heather Clark**, is engaged by the service to provide an overview of her quality practises and her professional approach to the role of Care Provider. Heather has a list of training outcomes to achieve and all new Carers receive training in those areas. New Carers find this very helpful and it provides a good practical overview of the day to day workload and the expectations of the role of Care Provider prior to commencement with the service. Heather trains more than one Carer at a time and she encourages them to network. She also offers ongoing information and advice as required. It is helpful for new Carers to have a connection with someone on the first day at Playgroup.

CONSULTATION

In July and August, the Coordination Team held a series of Discussion Groups in Carers homes in a variety of locations to discuss the current issues and to find solutions for those issues. Minutes were taken from the meetings and distributed to the Carers for comment and feedback.

★ Coordinators and Family

The service has increased contact between Coordinators and parents through phone contact, written observations, and visiting slips left at the Carer's home inviting families to phone or seek a personal meeting with the Coordinator to discuss any aspect of their child's care.

Other means of contact include:

- Newsletters
- Playgroup updates
- Website - What's New

★ Supporting Professional Practice

The service supports professional development of staff, including knowledge, skills and practices, through:

- Team Meetings
- Business Planning
- Professional Development



★ ADVISORY COMMITTEE

The service consults with all stakeholders when reviewing policies and practices relating to the deliver of services to children and families:

The Advisory Committee offers the opportunity for parents, Carers and staff to participate in the decision making mechanisms of the service;

We have an interactive form available on the website for submission of recommended agenda issues and proposed solutions;

The National Childcare Accreditation Council requires all scheme policies to be reviewed every 18 months.

This is the major task of the Advisory Committee, although matters such as recommended fees, deregulation of fees, and debt management have also been discussed;

New policies are also developed when required to maintain best practice.



The role of the organisation and all those involved is to promote the development and learning of children in our care -- while protecting and strengthening their sense of confidence, self worth, and well-being.

★ CHILDREN'S LEARNING

Care Providers at Bayside Family Day Care offer a **very high standard of educational programs** to the children in their care.

Carers facilitate, support and extend the child's interests and development through individualised developmental plans. Each Carer documents the child's interests and activities through careful observations, planning and evaluations.

The **Carers maintain written communication books for parents that record their child's daily experiences**. The majority of Carers provide scrap books and portfolios, compiled throughout the year, which contain artwork, and photographs of their child's social, creative and learning experiences at family day care.

★ PLAYGROUP FACILITIES

The service now offers six playgroup services each week; one in Wynnum Gospel Hall, Preston Road, Manly West; and the other in the Redland Bay Community Hall, Wienam Street, Redland Bay.

Both Playgroup Coordinators are qualified professionals who deliver a safe, educational program, individualised programming for children, and resources and support for Care Providers. Playgroups bring the world to children through the celebration of cultures from around the world in art, music, craft, food, and dance.

The Playgroup Page on the Bayside Family Day Care website has **Early Childhood Learning Resources** available for families and Carers to download. They include well researched **Literacy and Numeracy Learning Cards** that have been recently published by the Department of Education, Employment and Workplace Relations.

Children are encouraged to invite their family members to Playgroup: Mum, Dad, Aunt, Grandmother and Grandad are welcome at any of our Playgroups, even if it is not their child's day in care.

MANLY WEST PLAYGROUP

The Manly West Playgroup is open to Carers, family members and more recently, members of the local **Sudanese Community**. Families from the Sudan who live locally can contribute much to our understanding of the global community and experiences of people who have been forced to leave their homeland due to conflict and war. Playgroup offers these families opportunities to meet others in their neighbourhoods and for their children to learn, make new friends and enjoy the fun of playgroup.

The **newly developed website for Manly West Playgroup** allows parents and Carers to sign up for free e-mail updates from Samantha Jackson.

Bayside Playgroup A Service of Bayside Family Day Care

The new site offers **Weekly Photo Galleries** of the children and Carers enjoying activities at Playgroup. Naturally, these photos are of particular interest to families.

The **Weekly Updates** include the upcoming schedule of events for the next week and **Early Childhood Learning Resources for Parents and Carers** that include state of the art literacy - numeracy guides. They also include: **ideas for activities that 'extend' on the learning experiences** offered weekly at Playgroup, recipes and craft ideas.

PERFORMANCES AT PLAYGROUP

Each semester children are offered **exciting learning experiences first hand through performances and community visits** at our Manly West Playgroup facility. This year the children have enjoyed an Indigenous Performer, the Fire Brigade, and the Animal Farm.

We also had a visit by the Police one day which the children enjoyed. These experiences provide a personal experience for the children where they can feel, see, touch, hear - the music, artefacts, goats, pigs, lambs, chickens, fire hose, and siren. The children held the fire hose, heard the siren, they could smell the goats, feel the lamb and feed the foal, and move to the beat of the didgeridoo. These are very meaningful learning opportunities for children.

★ **PLAYGROUP** *continued***REDLANDS PLAYGROUP**

The **Redlands Playgroup is open to the general public**. For every one Carer there are two members of the public who attend with their children. Community members from Redland Bay and the Bay Islands utilise this service. Opening our Playgroup up to the public is an effective mechanism for marketing our services in the Redlands.

Redlands Playgroup Coordinator Sharon Richards provides individualised educational experiences to children through a program that builds on cultural and religious celebrations, festivals, and local and global events. Redlands Playgroup offers play areas designed to enhance children's fine and gross motor skills, and to enable creative and imaginative experiences, with dramatic play areas, art, music and dance.

Both of our Playgroups are 'Allergy Aware' with online resources – including a Red Cross Training Video -- to help inform Parents and Carers of the facts about allergies among children, and to prepare appropriate protective measures.



adult learning carer training outcomes for children learning 4

We strive for excellence and we value continuing self improvement, to deliver better outcomes for children

Bayside Family Day Care values, promotes, encourages and supports ongoing learning for staff and Carers, to improve quality educational outcomes for children

★ ADULT LEARNING

We provide a monthly schedule of professional training opportunities to Carers, to enhance their skills and knowledge, to meet Quality Assurance requirements. Qualified Trainers from recognised authorities are engaged to provide the very best information updated research results.

This year Care Providers and Staff had training events in the following areas:

- ★ **First Aid Refresher & CPR** – Paul Morris, Red Cross
- ★ **Business Training** – Carlos Rodriguez
- ★ **Child Protection & Empowering Children to Respond to Emotionally Challenging Events** – Michael Pecic
- ★ **Guiding Children's Behaviour** – Peter Melrose
- ★ **Conflict Resolution & Supporting Families Experiencing Emotionally Challenging Events**
- ★ **Nutrition & Food Handling** – Dietician, Bayside Physical Therapies
- ★ **Communicating with Children & Alternative Communication Strategies including Makaton** – Amanda Hartmann, Speech Pathologist
- ★ **Fine & Gross Motor Experiences** – Jumping Beings
- ★ **4 Quality Assurance Training Sessions**

We provide content outlines from our in-service program, fact sheets & multimedia presentations on our website.

Carer turnover requires the constant promotion of Professional Development opportunities including formal qualifications.

This year, Family Day Care Australia raised the prospect of accessing training through the Productivity Commission which has made available 650,000 funded training places

★ **ADULT LEARNING** *(continued)*

for industry-based training. This training has not yet been extended to Family Day because Care Providers have 'self-employed' status. At the time, I surveyed Carers to establish whether and how many would be interested in studying at the Certificate 3, Diploma or Advanced Diploma level.

Virtually all Carers wanted to access low-cost training if it became available.

★ **STAFF TRAINING**

Bayside Family Day Care Staff Training aims to support innovative practice and to improve Carer retention:

- ★ ***BUILDING AND MAINTAINING STRONG TEAMS IN CHILDREN'S SERVICES***
- ★ ***CREATING A POSITIVE CULTURE***
- ★ ***EMERGENT CURRICULUM***
- ★ ***AUTISM SPECTRUM DISORDER***
- ★ ***HIDDEN DISABILITIES IN CHILDREN***
- ★ ***THE BIG PICTURE SERIES OF LECTURES IN EARLY CHILDHOOD***
- ★ ***WYNNUM CHAMBER OF COMMERCE MEETING – BUSINESS TRAINING OPPORTUNITIES***
- ★ ***MEDIOCRITY TO MAGIC, PROTEUS LEADERSHIP BREAKFAST***
- ★ ***NEW COORDINATOR TRAINING***
- ★ ***ANAPHYLAXIS POLICY DEVELOPMENT***
- ★ ***CHILD PROTECTION TRAINING – CHILD WISE***
- ★ ***CCMS TRAINING***
- ★ ***HEALTH FORUM, DEPT COMMUNITIES***



'We respect the original owners of Australia and their many cultures and languages, in particular the Turrbal people of this land.'

Bayside Family Day Care embraces the Social Justice Principles of Fairness, Equality, Accessibility and Advocacy.'

★ ACCESSIBILITY

- This service is committed to delivering services to those most in need. Very often **childcare is the front line in services sought following family crises**. Death, separation, divorce, illness, hospitalisation, need for respite, relocation, as well as events such as the birth of a new child and a new job bring people to our service.
- **Staff members in our service have a strong background in community services, and commitment to social justice**. We believe strongly in servicing the needs of people in our community.
- We embrace the principles of access and equity to assure that **all people who apply to our service are offered a childcare place where possible**, and support and referral services if needed.
- The scheme draws heavily on the skills and knowledge of the Carers to support families in need. The support of a good childcare service can make a real difference to a child and family at these times.
- **We have strategies in place to support newly arriving families who may require extra support to access a childcare place in family day care**. Carers are prepared to assist children with more than one language and to meet the needs of children with limited English. Working with families, coordinators and Carers seek information on children's language, and learn to communicate key words in their language while teaching children key words in English.



Our passion is to assist children to grow to be confident and socially competent members of the community who positively embrace the world and engage respectfully with the people in it

★ INCLUSIVE RESOURCES

We value children and families from all cultures, religions and abilities. To promote tolerance in children, Bayside Family Day Care provides experiences that introduce children to the diversity of the global community through a variety of media.

To support the coordination unit in extending knowledge and skills in **Emergent Curriculum**, the scheme has purchased a number of recent publications in this area.

To expand children's learning through playgroup we purchased **The Hungry Planet** book which explores eating patterns of people living in different countries.

BOOK LIBRARY

To enhance the Care Providers Library we added a set of Music CD's from Around the World, Craft and Activities books, bilingual story books, bi-lingual Quality Assurance materials; and books that tell children about other children with many different abilities, desirable human qualities, and family relations. Book Library is accessible at both the Manly West and Redlands Playgroups

MULTICULTURAL LIBRARY

Although we continue to use outside resources through the Inclusion Support Agency, our service is in the process of developing our own Multicultural Library. We started the year with 4 Asian and 2 Indigenous kits. Recently, we extended our collection to include 2 Musical Instruments from Around the World kits and 2 more Indigenous kits. We circulate the Multicultural Kits through Playgroup.

TOY LIBRARY

New acquisitions to our Toy Library this year include outdoor climbing gyms, balancing boards, kitchens, scooters, basketball hoop, and push along shopping trolleys, a specific purchase for a child with a disability.

advertising reaching out marketing/ recruitment 1

*Our aim is to reach out to communities from Manly to Redlands,
effectively communicating the message:*

'Your Child Deserves Bayside Family Day Care'

★ BUSINESS DEVELOPMENT, MARKETING & PROMOTION

Marketing strategies implemented across the Wynnum-Manly and Redlands areas have resulted in increased recognition and demand.

MARKETING STRATEGIES IMPLEMENTED IN 2007 – 2008

SHOPPING CENTRE DISPLAYS –VICTORIA POINT, WYNNUM

The Coordination Team held Information Stalls at Victoria Point on three occasions this year to increase brand recognition in the area. The coordination team erects a display of children's craft, Care Providers homes and work and give away balloons. Bayside Family Day Care also erected a static stall this year at the Wynnum Plaza for one week as part of a Community Services Week offered to local services for free by Centre Management.

SIGNAGE

The owners of the Manly Pavilion Building offered Bayside Family Day Care the large signage space in the courtyard of the Manly Art Gallery. This is the rear of the Manly Pavilion Building. It is a great place to advertise as it is in the heart of the Manly Prescient. This signage has been made free to Bayside Family Day Care

MAGNETIC SIGNS

Magnetic signs are being utilised by Carers in the Redlands area to increase marketing and awareness in the area. Bayside Family Day Care purchases the signs and circulates them between Carers.

A-FRAME SIGNS

New signage for both playgroups has been purchased this year. The signs are displayed outside the playgroup halls and are another form of marketing. The sign at Redland Bay invites families to "Join US at Playgroup" resulting in enquiries from commuters from the Bay Islands and surrounding areas.

THE LITTLE AUSSIE DIRECTORY

The scheme was offered some free editorial space in the Little Aussie Directory in the Cleveland and Alexandra Hills areas. These are monthly booklets that go into specific suburbs. They were brought to my attention by Care Providers.

BRISBANE YELLOW PAGES, LOCAL YELLOW PAGES & YELLOW PAGES ONLINE

The scheme placed advertisements in the Local Yellow Pages, and in all 24 suburbs in the Locality Guide & Yellow Pages Online for 2008.

DL CARDS

I had 100,000 DL sized cards reprinted for the purpose advertising vacancies. They have been designed to stand in clear display cases on shop counters, desks and shopping centre displays. The leaflets have also been distributed in letter boxes, shops, councils, community agencies and shopping centres:

RETRACTABLE SIGNS

The scheme has purchased another two retractable signs, one is for recruiting Carers and the other is designed to attract families wanting childcare. They are displayed back to back so that they are both visible from any approach to the information stall. They had to be made to a certain height for shopping centre displays. They are 1.6 metres in height. They are visually appealing and have been successful in attracting queries when used during the school holidays in Victoria Point Shopping Centre.

ADVERTISING VACANCIES

Child care vacancies are advertised in the Bayside Bulletin, Redland Times, and two school newsletters in Victoria Point and Redland Bay. Carers vacancies are placed in the Bayside Bulletin and Wynnum Herald.

BAY FM

Announcements have been delivered three times a day in the local Community Radio Bay FM over a period of three months.

MANLY HARBOUR VILLAGE HALLOWEEN STREET PARTY

The scheme participated in the Many Harbour Village Street Party again this year. The Halloween Street Party attracts 15,000 people into Manly and many of those are parents and children who dress up and participate in the parade. The scheme donates prizes and gives away balloons to children with the service name and phone number on them. It is an opportunity for positive marketing in our local community.

★ COMPUTER TECHNOLOGY & WEBSITE

WEBSITE

During the past financial year, we have seen a **significant increase in traffic to the website by parents requesting childcare.**

Online Applications for Childcare July 2006 – June 2007	Online Applications for Childcare July 2007 -- June 2008
Total: 64	Total: 114
<i>50 more online applications for childcare -> an 80% Increase</i>	

During the same period, we have experienced a 19% decrease in the number of online applications to become a care provider.

Online Applications from Potential Carers July 2006 – June 2007	Online Applications from Potential Carers July 2007 – June 2008
Total: 100	Total: 81
<i>19 fewer online applications to be carer -> 19% decrease</i>	

In the coming months, we will conduct an analysis of why online applications to become a care provider have decreased, and working with our web developer, we will initiate internet marketing strategies to increase this number.

TRACKING SYSTEM FOR PLACEMENTS

A tracking system which identifies the origin of placements, both online and off-line, is collated monthly. This tracking system allows us to allocate advertising resources appropriately.


huge web traffic increase marketing/ recruitment 4

★ COMPUTER TECHNOLOGY & WEBSITE *continued*

OVERALL WEB TRAFFIC VOLUME

Visits to www.baysidefamilydaycare.com have significantly increased over the past year. The chart below illustrates the increase in 'unique visitors' (not merely 'hits') in the second 6-month period of each financial year.

Internet traffic volume has increased by hundreds of visitors in each month, and more than doubled in some months: Compare May & June 2007 with May & June 2008 and note the increase from the 400 range **to just over 1,000 unique visitors per month in the current year.**



Month	Unique visitors	Number of visits	Pages	Hits
Jan 2007	436	667	5429	68329
Feb 2007	415	660	9548	61631
Mar 2007	364	602	5476	56377
Apr 2007	477	867	13718	88793
May 2007	492	841	10119	78650
Jun 2007	467	744	8508	67924
Jul 2007	548	856	10325	91859

Month	Unique visitors	Number of visits	Pages	Hits
Jan 2008	611	806	6933	72969
Feb 2008	663	979	14512	94256
Mar 2008	837	1334	15327	115448
Apr 2008	799	1241	19109	150865
May 2008	1006	1378	8654	87868
Jun 2008	1013	1464	7997	88315
Jul 2008	984	1636	12185	108006

During the coming months we will be targeting prospective carers, and adjusting our website to increase the number of 'visitors' who become 'applicants.' At the same time we will also be trying to increase the number of online applications for childcare by an even more significant margin.

These figures indicate once again the importance to our scheme of an effective web presence: a growing number of both carers and children – our core clients -- now come into our service via the internet. **In July 2008, in only the first month of the new fiscal year, we already had 18 Paid Online Childcare Enrolments, from parents using our interactive website facilities.**

Bayside Family Day Care maintains a high level of professional ethics

★ Confidentiality

All information relating to children and families is handled confidentially and securely in an ethical manner. Records are available to families by arrangement.

★ Legislative & Regulatory Framework

This service operates under the Department of Communities legislation, the Child Care Act 2002 and Regulation 2003. It is also subject to the legislative requirements under the Department of Family & Community Services and Indigenous Affairs.

The scheme is also accountable to the National Childcare Accreditation Council requirements and abides by the National Standards for Family Day Care 1995.

The Commission for Children and Young People and Child Guardian Act 2002 requires all staff, Carers, adult occupants of the home, and regular visitors to the home to have a current Positive Notice (Blue Card). The Bayside Family Day Care service meets all requirements under this legislation.

★ Accountability

Accountant Carlos Rodriguez oversees the financial transactions of the service on a monthly basis. Financial reports from Bayside Family Day Care are presented to the Community Childcare Incorporated Management Committee on a monthly basis. The financial records are audited by Peter McDuff & Associates on an annual basis.

The funding body, Department of Education, Employment and Workplace Relations, conducted an audit of Bayside Family Day Care in March 2008. There were two areas which the service was required to alter monitoring practices. Those changes have been implemented.



Our mission is to engender trust and confidence in the scheme and in the Carers, achieved through two-way communication, based on shared values.

Families can have confidence and comfort in the knowledge that everyone involved in the delivery of services to children at the Bayside Family Day Care organisation:

- ★ Has strategies in place to ensure the safety and well-being of the children in our care -- at all times
- ★ Has children's immediate and long term emotional and physical needs as the first priority
- ★ Has processes in place to deal immediately with any concerns in an appropriate and timely manner

★ SAFETY

Safety is our number one priority

CHILDREN'S SAFETY

A number of new measures have been put in place this year to improve the safety and well being of children in our care. They include:

- ★ Daily Home Safety Checklists
- ★ Park Safety Assessment Forms

CHILD RESTRAINT CHECKS

Each year child restraints are checked to ensure that they are appropriate to the height and weight of the individual child; that the straps are fitted in a safe manner appropriate to the instructions of the manufacturer; and seatbelts are not damaged or frayed.

CHILD NURSERY EQUIPMENT & CHILD SAFETY RESTRAINTS

To ensure equipment meets the Australian Safety standards and is in good repair the scheme supplies all child safety restraints for vehicles, cots, mattresses, stackable beds, strollers, high chairs, rockers, and walk through gates.



business plan key goals strategies goals / strategies

Bayside Family Day Care Service is committed to business best practice.

★ BUSINESS PLANNING PROCESS

At Bayside Family Day Care, we:

- *Review our Business Plan annually;*
- *Evaluate our practices continuously;*
- *Support Carers in a process of ongoing evaluation of their daily practices through written observations and programming;*
- *Review policies and practices through meetings with stakeholders.*

★ KEY GOALS FOR 2008 – 2009

- ★ To strive for excellence
- ★ To embrace the **2009 QUALITY FRAMEWORK FOR EARLY CHILDHOOD EDUCATION & CARE**
- ★ To minimise Carer turnover through improved support practices
- ★ To meet the 2008-2009 budget predictions
- ★ To seek partnerships and strategic alliances that benefit children and families
- ★ To maintain the high standard of care that has been recognised as high quality by the **NATIONAL CHILDCARE ACCREDITATION COUNCIL**

★ STRATEGIES

- To implement fully the **2008 BUSINESS PLAN**
- To continually review our professional practices, to **IMPROVE SERVICES** to Children, Families and Care Providers
- To implement the **2009 QUALITY FRAMEWORK FOR EARLY CHILDHOOD EDUCATION & CARE**
- To master the new **Early Childhood Education & Care Curriculum**
- To explore new opportunities for growth, strategic alliances, and beneficial new partnerships.

★ MANAGEMENT & STAFF OF BAYSIDE FAMILY DAY CARE

Staff Member	Role	Length of Service	Qualifications	Areas of Speciality
Linda Harnett	Manager	19.5 years	Master of Arts Bachelor of Community Welfare Diploma in Childcare & Education Diploma in Business Diploma in Business (Human Resources) Associate Diploma in Residential Care Certificate in Social Welfare Commissioner of Declarations	Management of Scheme Child Protection Inclusion Disability Services Business Planning & Marketing Community Links
Adele Moon	Team Leader, Coordinator	1 + year	Bachelor of Teaching (Primary)	Professionalism Child Protection Behaviour Management Coordination of Registrations
Samantha Jackson	Playgroup Coordinator	5 years Coordinator 10 years as Carer	Diploma of Childcare & Education	Manly West Playgroup & Playgroup Program
Sharon Richards	Unit Coordinator, Playgroup Coordinator	1 + year	Certificate in Childcare & Education	Redlands Playgroup
Clare Robinson	Administrative Officer	2.5 years	Certificate in Office & Commercial Studies	Administration & Finance
Denise Robinson	Workplace Health and Safety Officer, President	20 years	Secretarial Diploma Level 1 – AASA Workplace Health and Safety Officer Commissioner of Declarations	Administration Workplace Health & Safety
Philippe Foubert	Technology & Internet Strategy Consultant	5 years	Web Business Development, Strategy & Marketing, National Marketing & Promotion Award [Family Day Care Australia]	PC Technology, Network Support, Internet Strategy, Website Support,

★ THE COORDINATION UNIT

The Coordination Unit and Carers look for ways to improve their practices to deliver what families and children really need and want from Bayside Family Day Care.



TEAM LEADER / COORDINATOR ADELE MOON is a trained preschool Teacher and has worked both in the early childhood field in Queensland and within the Education Department in the United Kingdom. She monitors the delivery of safe, quality childcare, places children in care, ensures all documentation is in place for licensing and schedules visits by staff to Carers.

COORDINATOR SHARON RICHARDS holds a Degree in Social Sciences, a Diploma in Community Services (Community Work), and Certificates in Children's Services, Centre Based Care, Disability Work, and Aged Care. She coordinates and delivers two playgroups a week in Redlands; she supports and monitors quality childcare on visits to carers.

PLAYGROUP COORDINATOR SAMANTHA JACKSON holds a Diploma in Child Care & Education. She programmes and delivers four playgroups a week for Bayside Family Day Care in the Manly West area.

MANAGER LINDA HARNETT, holds a Master of Arts, Bachelor in Community Welfare, a Diploma in Business, Diploma in Human Resource Management, Diploma in Child Care & Education, and an Associate Diploma in Residential Care. Linda oversees the service, and ensures the long term viability of the service. She shares a passion for quality childcare with staff, Carers and management.

ADMINISTRATIVE OFFICER CLARE ROBINSON manages the payment system to Carers on behalf of the parents, tracks funding, manages enquiries and is the cheerful and positive face of the service.

PHILIPPE FOUBERT OF PC PARTNERS provides network hardware and software support, graphic design and website development, and internet marketing strategy consultation.

★ CONSULTANTS

Our Consultants provide valuable services that help keep our service functioning well as a business organisation and as a community of professional colleagues within the wider childcare sector.



MENTOR DI NAILON provides professional guidance to the Coordination Unit and Carers, striving for best practice. She facilitated our Business Training Day and provides ongoing support in accessing training and professional excellence. Her qualifications include: a Masters in Education, Bachelor in Education, and Diploma in Early Childhood Education. She is Lecturer in Leadership and Management in the Faculty of Education, Queensland University of Technology.

PROFESSIONAL SUPERVISOR DAVID ROLLS provides Professional Supervision and Guidance to the Coordination Team. He assists the team in examining their practices and facilitates the group to make decisions that will bring the best results for our service. David holds a Bachelor of Social Work and a Master of Social Work. He has a Private Practice in Personal, Marital, and Family Counselling in Manly.

CONSULTANT JANE HAGUE completed a review of Carers leaving the service, provided analysis and a report, and delivered a Powerpoint presentation of the outcomes together with a set of recommendations. Jane holds a Bachelor of Social Work (Honours).

Bayside Family Day Care
Detailed Balance Sheet As At 30 June 2008

	Note	2008 \$	2007 \$
Current Assets			
Cash Assets			
Cash At Bank		196,134	235,051
Cash on hand		200	200
		196,334	235,251
Receivables			
Trade debtors		1,486	980
Other debtors			1,711
		1,486	2,691
Inventories			
Goods for resale		441	710
		441	710
Total Current Assets		198,262	238,652
Non-Current Assets			
Property, Plant and Equipment			
Plant & equipment		88,564	87,064
Office equipment		3,680	3,680
		92,244	90,744
Total Non-Current Assets		92,244	90,744
Total Assets		290,506	329,396

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached compilation report.

Bayside Family Day Care
Detailed Balance Sheet As At 30 June 2008

	Note	2008 \$	2007 \$
Current Liabilities			
Payables			
Unsecured:			
Trade creditors		449	(623)
Payroll liabilities		22,912	21,804
Other creditors		(322)	(322)
Subsidies payable		7,661	87,434
		<u>30,701</u>	<u>108,294</u>
Current Tax Liabilities			
Taxation		(35)	(1,478)
		<u>(35)</u>	<u>(1,478)</u>
Total Current Liabilities		<u>30,666</u>	<u>106,816</u>
Non-Current Liabilities			
Provisions			
Sundry provisions		15,326	15,326
		<u>15,326</u>	<u>15,326</u>
Total Non-Current Liabilities		<u>15,326</u>	<u>15,326</u>
Total Liabilities		<u>45,992</u>	<u>122,142</u>
Net Assets		<u>244,514</u>	<u>207,254</u>
Members' Funds			
Accumulated surplus (deficit)		244,514	207,254
Total Members' Funds		<u>244,514</u>	<u>207,254</u>

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached compilation report.



Licence for a Home Based Child Care Service

Section 12 Child Care Act 2002

Licence Number: **18173**
Licensee: **COMMUNITY CHILDCARE INCORPORATED**
Licensee Address: **PO BOX 170
WYNNUM 4178**
Nominee(s): **MS DENISE ROBINSON
44 WILFRED ST LOTA 4179
MS LINDA HARNETT
33 STRAWBERRY RD MANLY WEST 4179**
Name of Service: **BAYSIDE FAMILY DAY CARE**
Licence Date: **4 September 2007 to 3 September 2010**

Licence Conditions:

1. It is a condition of the licence that 110 coordinator hours must be completed each week for this child care service.

*** End of Conditions ***

Signed: 
Name: **Maureen Robbins**

Team Leader
Greater Brisbane



Queensland Government
Department of Communities



President's Report to the 5th Annual General Meeting

Community Childcare Incorporated | 24th September 2008

2008 -- What an eventful year personally and professionally! I had a fall and broke both wrists, which meant a period of incapacity for me: during that time I missed working and keeping up to date with what was happening in the childcare industry.

Thank you to everyone for their best wishes, cards, flowers and food while I was in hospital.

Once more, child care is going through great change. All three of our services will be affected by the new CHILD CARE MANAGEMENT SYSTEM (CCMS) to be introduced to our services within the coming months. Until it is actually in place, we will not know the exact impact that it will have on services.

Children @ Bay Terrace (our long day care Centre) is emerging successfully from its 'black hole,' and Bayside and Wynnum Family Day Care Schemes are growing with every passing day.

Our two Family Day Care Schemes lead the way with innovative ideas and trends. More information is included in the Annual Report from each Service.

Quality Assurance is always paramount in our provision of child care. So please be assured that your child will receive the best possible care whichever service you wish to choose.

What will the rest of 2008 and 2009 bring? There will always be (that word), CHANGE – however, do not be afraid of change!

Change always presents challenges, yet they always bring out the best in us! It would be a boring old world without it.

To conclude this report:

- ★ **Thank you to each dedicated Staff Member** for your truly tireless efforts –
- ★ **Thank you to each Carer** for your willingness to continue to care so well for children –
- ★ **and Thank you to each Parent** for entrusting the care of your precious children to our Services.
- ★ Our **Management Committee** is a vital part of this organisation, and I wish here to express **My Personal Thanks to All Members** (past and present) who have contributed in a way that makes this such a wonderful community organisation -- I am very proud to be its leader.

We are truly fortunate to have such dedicated members of the community represented -- Parents, Staff and Friends.

I look forward to working with everyone in the coming year.



A handwritten signature in purple ink that reads "Robinson". The signature is written in a cursive, flowing style.

Denise Robinson, President