



*your partner in management*

# Community Connections Solutions Australia

## 40th Annual Report 2008

### About CCSA

#### Our Vision

Well supported, viable and sustainable business environments in the early childhood and community sectors

#### Our Mission

To be a complete business solutions provider

To attain national recognition for the organisation

To increase and diversify the membership base

To increase revenue by offering value added services

#### Our Values

##### Excellence

Striving for best practice in governance and service delivery

##### Respect

Consideration and regard for people and organisations with whom we work

##### Diversity

Drawing strength from the diversity of our membership

##### Leadership

Being progressive and innovative

##### Collaboration

Positive internal and external engagement and working relationships

### Contact details

PO Box 118, Katoomba NSW 2780

T 1800 991 602 or 02 4782 1470

F 02 4782 4425

E [office@ccsa.org.au](mailto:office@ccsa.org.au)

[www.ccsa.org.au](http://www.ccsa.org.au)

## President's message

2008 signalled the beginning of a new phase in CCSA's development, the intentions of which were reflected in the change of name supported at the Annual General Meeting in June.

#### Community

A broad member focus in a changing community sector that, more and more frequently, recognises 'it takes a community'.

#### Connections

Early childhood and community services are seeking stronger, more successful and more complex connections with their clients, within their organisations, across organisations and through interagency. Connecting professional practice and business expertise is the key to sustainable business outcomes and successful service provision.

#### Solutions

There are multiple and flexible solutions to achieving viable and sustainable business environments in the early childhood and community sectors.

#### Australia

Our organisation has been recognised as a source of solutions in the broader national context. CCSA, now Community Connections Solutions Australia Inc, continues to be 'your partner in management.'

There has been an incredible amount of action at CCSA during 2008. The majority of our information provision was moved to the website - a huge step for staff, who managed the transition smoothly. This technology is facilitating improved member support.

In what some saw as a bold move to the future, the 2008 AGM was delivered in a new format. The guest speaker's presentation and the business of the meeting were connected across three sites; Dubbo, in conjunction with a Families NSW/CSU event; Armidale and Wagga Wagga. This approach to professional learning and conversation proved to be successful and well supported. Many commented on this being a more personal experience.

There has also been a dramatic increase in the number of specialist consultancies that CCSA carries out for members and government organisations. Business Solutions, providing bookkeeping and financial management support, continues to be a very popular member service, that clients recognise is integral to achieving a sustainable business. The Board has monitored Business Solutions to ensure controlled development of a high quality service.

CCSA acknowledges that the ongoing success of the organization is due to the expertise and professionalism of its staff. The CEO, Judy Kynaston, and Operations Manager, Jane Hamilton, have led and supported the team to achieve this goal. The Board recognizes the commitment of the staff and congratulates them on their individual and group successes in the work they do for CCSA.

What an experience it is to be part of the CCSA 'can do' Board! It is my great privilege to work with these outstanding people who have the vision and mission of CCSA firmly in focus at all times. As we move toward the 40th birthday of the organisation I have every confidence that CCSA is strongly positioned for a sustainable business future. This is a goal I hope our members also achieve with CCSA as their partner.

*Tracey M. Srinivasan*



# CCSA Board 2008

CCSA is governed by a seven-member, volunteer board which is made up of representatives who have interest and expertise in children's services management. Tracey Simpson, the President, features on the front cover. Board members during 2008 are pictured below;

- Judy Radich, Vice-President
- Elizabeth Romalis, Secretary (resigned June)
- Neville Dwyer, Treasurer
- Jan Langtry, Board member
- Anthony Body, Board member
- Meg Mendham, Board member (from June)
- Jim Craddock, Board member (from June)



## Business Governance

The Board met three times during 2008 and had one teleconference. Communication between meetings was via the Board e-group.

The CCSA Board continued to review the strategic directions of the organisation using the SAI Business Excellence Framework, and played an active role in monitoring the strategic plan and overseeing compliance with legal requirements.

## Providing information to our members

In 2008 CCSA moved much of our information provision online to a new redesigned website which was launched in September 2008. Our website, [www.ccsa.org.au](http://www.ccsa.org.au), aims to be the first point of call for members, providing information on current issues, industrial legislation, regulatory requirements, employment obligations, governance and management.

By the end of December 2008, 98 per cent of our members had registered for members only access to the website. In the first three months of the website's operation we recorded more than 650,000 hits and over 6,000 unique visitors. Almost 8,500 documents were downloaded, of which more than half were lists of pay rates. In addition, 46 services used the website to advertise positions vacant.

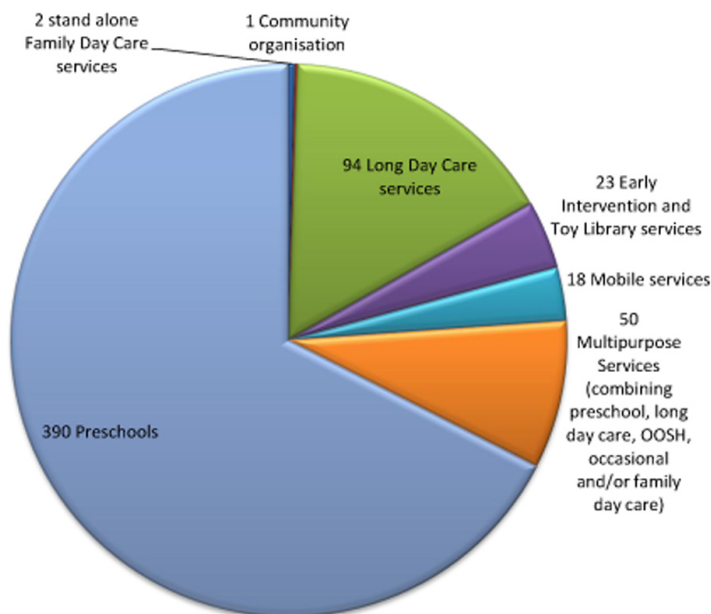
The website launch is an exciting development for CCSA. However we are also maintaining our other forms of information provision. CCSA took almost 3500 calls on the Management Infoline in 2008 and staff answered almost 200 pieces of written correspondence, including emails.

There were eight issues of the Early Childhood News, including special editions for New Committees/Boards and an issue on calculating Christmas pays. During 2008, the ECN highlighted important developments at the Commonwealth level - a national employment system, Fair Work Australia; the National Quality Framework and the Early Years Learning Framework. The ECN also kept members informed about the progress of the Preschool Investment and Reform Plan.

Major issues for member services during the year included ongoing uncertainty about the status of the federal industrial relations system, a Federal Court test case that resulted in an order to constitutional corporations to pay back pay to teachers, and performance management and workplace disputes.

2008 has been a year of continuous enhancement of our communications with our members.

CCSA's member services in 2008



## Business Solutions

By the end of 2008 CCSA had a total of 35 clients, ranging from small one day per week services to large four unit centres, encompassing the full range of service types - preschools, long day care, occasional care and multi-site services.

CCSA now pays over 350 employees throughout the state, from Lightning Ridge to Menindee, Cobargo to Sydney, and many other locations in between. These employees are paid under six different early childhood services awards and federal Notional Agreements Preserving State Awards, and one service operates under a Workplace Agreement.

CCSA's Business Solutions allows members to be confident they are meeting all their industrial requirements, paying wage increases as they occur and managing payrolls during closedown periods. By providing outsourced bookkeeping, CCSA takes the uncertainty out of BAS preparation and lodgement whilst offering accurate regular reports to enable services to facilitate effective financial management.

CCSA's Business Solutions staff also conducted two MYOB consultancies in 2008.



# Advocacy and representation

Advocacy in 2008 was, once more, focused on preschool funding and the push to reduce child:staff ratios for children under two years. CCSA welcomes the roll-out of the growth phase of the PIRP programme but remains concerned that the plan will not improve affordability in all communities in NSW and preschool services will continue to struggle. CCSA is pleased to note that the NSW Government has announced that the 1:4 ratio for babies will be mandatory in NSW children's services from the middle of 2010. CCSA continues to monitor changes at state and federal levels, advocate for affordability across the sector, and work to inform members about the impact of changes.

CCSA has been involved in consultations about the review of the NSW Children's Services Regulation 2004 and the National Quality Framework. CCSA was represented on the national and state bodies of Early Childhood Australia (ECA), the NSW and National Children's Services Forums, the National Preschool Alliance, the DoCS Preschool and Investment Reform Plan Working Party, NSW Ombudsman Forums, the NSW Health and Safety Committee, NSW Childcare Industry Liaison Forums (FaHCSIA), Charles Sturt University Course Review Committee, the NSW Community Services and Health Industry Training Advisory Body Children's Services Reference Group, the 1:4 Lobby Group, 1:4 DoCS Reference Group and the reference group for the National Food Authority's proposed Regulation for Child Care.

Meetings were held during 2008 with state and federal politicians. Tracey Simpson and Judy Kynaston met with Maxine McKew, Parliamentary Secretary for Early Childhood Education and Child Care, in March, and met with Kevin Greene, then NSW Minister for Community Services, in August.

CCSA staff attended Employers' First briefings on the Federal Government's National Employment Standards and put in a submission about the impact of the proposed National Employment Standards on children's services. CCSA also provided a response to the draft National Quality Framework.

## Training services and consultancies

### Regional Training

In 2008 CCSA introduced a new method of holding our AGM, whilst reaching out to a broader range of our members. Our AGM was held at Dubbo and the keynote speech and business of the meeting were video conferenced to Armidale and Wagga Wagga. Anne Le Marseny presented 'Early Childhood Insights from China and Aotearoa (New Zealand)', an interesting address on working in cross-cultural early childhood settings, with insights from Zhongdian, in China's Yunnan Province, near Tibet, and Manaukau Institute of Technology in Aotearoa (New Zealand).

Approximately 60 delegates attended the Dubbo event, many from nearby areas, and some from further afield such as Tingha, Broken Hill, Greta and Jesmond. Workshops focused on leadership, management and governance, and included a session on the High/Scope method of teaching and programming. The proceedings at Dubbo were held in conjunction with a Families NSW, DET and CSU event, held the following day, and we acknowledge the value of this partnership.

Regional one-day workshops were also held in Albury (August) and Coffs Harbour (September), meaning CCSA delivered a total of eight sessions of regional training. We are pleased to report that we met our attendance targets and will launch a similar programme in 2009. We are grateful to the NSW Department of Community Services for providing funding for this event and to Charles Sturt University for their valuable technical support and venues in Dubbo and Wagga. Thanks also to the University of New England at Armidale, which provided videoconferencing facilities and support.

The Colleen Gale Award for 2008 was awarded to Jeff McDonald of Valla Community Preschool, and the award was presented to him at the Coffs Harbour Regional Training Day.

### Customised Training

In 2008 CCSA delivered 14 training sessions across NSW. Topics included management responsibilities, governance, business planning and financial management. At the Mobile Meet in September CCSA delivered a session on the new workplace relations system.

### Specialist Consultancies

CCSA was asked to complete a range of major consultancies during 2008. These included a full assessment of a service which was transitioning to council management; a review of a regional Council's children's services; and a third consultancy which advised a preschool on options for auspicing by another agency.

CCSA also successfully tendered for a major project, 'Engaging with Aboriginal and Torres Strait Islander Families: A project to support Mt Druitt and Blacktown children's services in their engagement with Aboriginal and Torres Strait Islander communities', which is funded by DEEWR through Children's Services Central and the Indigenous Professional Support Unit NSW/ACT. This exciting project commenced in December 2008 and will conclude in June 2009.

## CCSA Staff 2008

CCSA's day-to-day work is carried out by the staff, pictured clockwise (from top left): Judy Kynaston, Chief Executive Officer; Jane Hamilton, Operations Manager; Naomi Parry (from February), Helena Hyssett, Kathy Whalan, Shauna Fayers (Project Officers); Jacqueline Forster, Gill Hennessy (resigned July), Deanne Madgwick (from July), (Administration Officers).



# Financial Position

## Community Connections Solutions Australia Inc. INCOME STATEMENT

	January 2008 to December 2008	January 2007 to December 2007	Difference
Income	\$	\$	\$
Membership Fees	333629	311574	22055
Membership Services & Publications	93793	45724	48069
Business Solutions	136029	126496	9533
DCS Admin. Training & Support	49429	47851	1578
Conference Income	31372	103658	(72286)
Sponsorship	25000	25000	0
Other Income			
Interest Received	16511	17260	(749)
Sundry	364	438	(74)
Total Income	686127	678001	8126
Expenses			
Accountancy Fees	1300	1000	300
Advertising & Media Releases	467	317	150
Audit & Filing Fees	172	243	(71)
Awards	736	420	316
Bad Debts	0	0	0
Bank Charges	4075	3212	863
Cleaning	2296	2135	161
Computer Expenses	11448	12541	(1093)
Depreciation	21966	12592	9374
Disposal of Assets Loss	4563	2718	1845
Education - staff & councillor	7021	6007	1014
Electricity & Gas	2701	2242	459
Employment Expenses	467959	375385	92574
Equipment Hire	91	11430	(11339)
Gifts & Donations	292	681	(389)
Insurance	5150	5204	(54)
Maintenance - Equipment	1267	445	822
Meals & Accommodation	18203	14577	3626
Motor Vehicle Expenses	4254	6027	(1773)
Office Supplies	399	123	276
Parking & Tolls	1310	1704	(394)
Photocopier Rental & Maintenance	25278	27817	(2539)
Postage	5197	6920	(1723)
Presenter Fees	0	5468	(5468)
Printing & Stationary	7558	8771	(1213)
Project Administration	3002	0	3002
Promotional Materials	3376	3645	(269)
Provisions	(889)	30000	(30889)
Rent & Outgoings	27093	30874	(3781)
Resource Material	1080	2986	(1906)
Staff Amenities	1337	1141	196
Subscriptions & Memberships	9003	8374	629
Telephone	9710	8345	1365
Travel Expenses & Subsidies	24825	30445	(5620)
Venue Hire & Catering - Conference	9101	41190	(32089)
Total Expenses	681341	664979	16362
Net Profit / (Loss)	4786	13022	(8236)

## Community Connections Solutions Australia Inc. BALANCE SHEET

	As at 31 December 2008	As at 31 December 2007	Difference
Assets	\$	\$	\$
Current Assets			
Cash on Hand	94,548	94,226	322
Investments	305,209	238,704	66,505
Accounts Receivable	122,228	88,089	34,139
Total Current Assets	521,985	421,019	100,966
Property & Equipment			
Furniture and Fittings	27,803	26,263	1,540
Plant and Equipment	34,114	16,973	17,141
Motor Vehicles	20,112	24,753	-4,641
Total Property & Equipment	82,029	67,989	14,040
Total Assets	604,014	489,008	115,006
Liabilities			
Current Liabilities			
Credit Cards	1,721	859	862
DCS Admin. & Support Advance	12,558	12,157	401
Pre-Paid Subscriptions	237,695	220,338	17,357
Donations Held	9,867	9,967	-100
Payroll Liabilities	10,748	15,235	-4,487
Total Current Liabilities	272,589	258,556	14,033
Provisions			
Provision for Computers	6,000	6,000	0
Provision for Conference/AGM	5,000	5,000	0
Provision for Consultancies	31,611	0	31,611
Provision for Equipment	2,500	2,000	500
Provision for Fringe Benefits Tax	1,111	1,111	0
Provision for Holiday Pay	17,791	0	17,791
Provision for Long Service Leave	19,480	12,634	6,846
Provision for Office Refurbishment	0	33,000	-33,000
Provision for Professional Developmt	5,000	0	5,000
Provision for Project Officer	54,278	0	54,278
Provision for Subscriptions	6,760	0	6,760
Total Provisions	149,531	59,745	23,748
Goods and Services Tax Liabilities			
GST Collected on Sales	22,876	17,521	5,355
GST Paid on Purchases	-5,146	-6,192	1,046
Total GST Liabilities	17,730	11,329	6,401
Total Liabilities	439,850	329,630	110,220
Net Assets	164,164	159,378	4,786
Equity			
Retained Earnings	159,378	146,356	13,022
Current Year Earnings	4,786	13,022	-8,236
Total Equity	164,164	159,378	4,786

These Financial Statements should be read in conjunction with the Audit Report

The Board of the Association hereby declares that:

The accompanying financial statements and notes of the Association for the Twelve (12) months ended 31st December 2008:

- present a true and fair view of the Association's financial position for the Twelve (12) months to 31st December 2008 and its performance for the Twelve (12) months ended on that date in accordance with the accounting policies as described in Note 1 of the financial statements;
- comply with Australian Accounting Standards as detailed in Note 1 of the financial statements;
- there are reasonable grounds to believe that the Association will be able to meet its debts as and when they become payable.

SIGNED

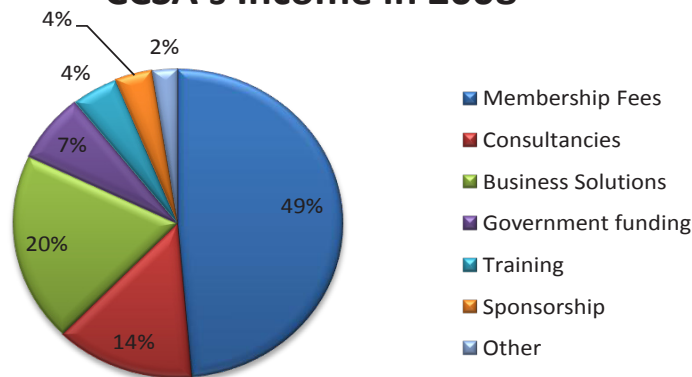
Tracey M. Simpson

Tracey Simpson, President

Neville Dwyer

Neville Dwyer, Treasurer

## CCSA's Income in 2008



## Acknowledgements

CCSA gratefully acknowledges the financial support we receive from our members and from the NSW Department of Community Services and our sponsor, Altiora Childcare.

**altiora**  
childcare

For all your childcare insurance needs

[www.altiorachildcare.com.au](http://www.altiorachildcare.com.au)

