

Solutions for  
children's services

SIX MONTH REPORT 1-6.2012

Your **partner**  
in management



CCSA...

our vision...

CCSA's vision is for sustainable  
and valued early childhood  
education and care

## our purpose...

CCSA partners with and advocates for early childhood education and care services to ensure positive outcomes for children and communities. We will achieve this by providing leadership and using our expertise in meeting the governance, management, training, business and industrial relations needs of early childhood education and care settings.

CCSA behaves in an ethical, sustainable, flexible and innovative way.

CCSA respects the culture of Aboriginal and Torres Strait Islander people and is committed to partnering with Aboriginal and Torres Strait Islander Early Childhood Education and Care Services to ensure positive outcomes for Aboriginal and Torres Strait Islander Children.

## our values

### **Excellence**

Best practice in governance and service delivery

### **Respect**

Consideration and regard for all people and organisations with whom we work

### **Diversity**

Drawing strength from the diversity of our membership and those we work with

### **Leadership**

Being progressive and innovative

### **Collaboration**

Positive internal and external engagement and working relationships

### **Ethics**

Behave ethically in all relationships; we are socially responsible and aim to be environmentally sustainable

### **Recognition**

Positive internal and external engagement and working relationships

# What we do

## **Integrated management support**

For more than 43 years, CCSA has been providing information and support on all aspects of managing early childhood services including:

- regulations
- legislation
- financial management
- governance
- risk management
- employment and industrial information
- human resource management
- policy development
- accountability to funding bodies.

We also offer payroll and bookkeeping services through our Business Solutions service.

We provide training, consultancies and professional development for management committees and staff. We also work on special projects to further support and develop early childhood education and care services.

We participate in a variety of forums at a state and national level to advocate for high quality and affordable early childhood services for all children.



# Where we work

Our members are based across NSW and ACT. The majority of our members are in rural and remote locations.

- CCSA members
- Training delivered in 2012



CCSA Office  
Katoomba

## Message from the President

“...effective leadership and management of the service contributes to quality environments for children’s learning and development” (National Quality Standard Area 7). Sound familiar?

This is no doubt one of the key National Quality Standards that you have been focusing on and this is a primary focus for our team at CCSA.

Our work over the last 6 months has certainly provided us with many opportunities to assist, lead and support ECEC services through their Quality and Assessment Ratings. We have had the opportunity to work with many quality Directors, Educators and Management Committees during this time. We witness the commitment and drive of people to achieve good outcomes for children every day. I would like

to commend you all for the work and effort that you make each and every day. No, it is not easy, but it is achievable with good support, advice and leadership.

CCSA has continued to provide up-to-date and essential advice and support to over 600 members. We continue to provide support on industrial relations matters, policy and procedures, compliance and regulations, models of best practice for governance and management, employment of staff and overall daily operational matters for all ECEC services.

The growth of CCSA is evident with additional staff being employed to help manage our Business Solutions service. We have continued to develop additional resources for management committees and directors in services. We have had in excess of 40 people attending our regional training day. We have continued to provide direct one on one intensive support for some services with a key focus on ‘Management Systems and Processes’. Our partnership has continued with Children Services Central with 8 sessions on elements of the EYLF and NQF.

We have hosted workshops with our international guest Stuart Shanker with over 100 delegates attending the

sessions in Canberra and Tweed Heads. The feedback was excellent and Stuart's visit was much appreciated as it provided some very concrete research and practice for educators working in services. Our partnership with ECA NSW grows with strength and integrity every day. We are in the midst of finalising the next CCSA/ECA Conference for October 2013 in the Hunter Valley, where we will be looking at hosting more international leaders in education and care.

Other partnership work has included the delivery of the PACE Program for Aboriginal families with AECSL, participating on the panel at the ACCS conference; advocating on behalf of members at the Isolated Children's Parents Association Conference and presenting workshops at the Annual State Mobile Meet Conference.

A highlight for CCSA was being accepted onto the IEP Panel. This was a detailed process and will allow us to provide more business development support to Aboriginal early childhood services. This highlights another growth for our organisation in being able to work with other peak organisations and work more intensively to consult, lobby, represent and advocate on behalf of our members.

In conjunction with core work on early childhood education and care we have also been very focused on the Modern Awards. We have engaged in the review of the awards and represented our members in seeking quality employment conditions and valued remuneration. We have also attended an AFEI workshop on the SCHADS. Work within the Industrial Relations area remains a key focus for our organisation and ensuring that workers employed in education and care are heard, issues valued and acted on.

Thank you for the support and commitment of the CCSA staff and board who continue to work tirelessly on behalf of our members and ECEC services across the state. I look forward to the next 12 months with many opportunities for CCSA to grow in service delivery and memberships; engage with members and governments, advocate for quality and reach good outcomes for children's learning and development.

*Meg Mendham.*

Best Regards,  
Meg Mendham, President



# Our performance – six months in review

Our Strategic Plan 2011-2012  
identified six key principal  
business activities.

## 1. Membership

**CCSA delivers responsive and effective  
membership support**

### **Key achievements:**

- In Jan – June 2012 we had a total of 580 members which included 8 new members
- Responded to over 1945 phone calls from members via the Management Infoline
- Provided responses to over 163 written queries from members
- Provided the fortnightly eConnect to members on current information and policy/legislative changes
- Provided a quarterly newsletter, CCSA Connections, with informative and practical articles on a range of issues relating to children's services
- One edition of Connections has been distributed to over 5,500 early childhood services across NSW and the ACT
- Provided special edition publications for new committees



## 2. Advocacy

### **Advocate access to high quality early childhood education and care for all children**

In 2012 CCSA continued to be a strong presence as an advocate for high quality and affordable early childhood services for all children; encouraging government to be responsive to sector needs; increasing community awareness of the value of qualified early childhood professionals; and increasing the understanding and importance of community managed services.

#### **Key achievements:**

- Attended the DEEWR EC Industry Roundtables in Port Macquarie, Nowra, Griffith, Tamworth and Broken Hill. These were a great opportunity to hear about the issues in each area and network with members. We are now on a number of discussion groups, where these have been set up, and have indicated our interest/ability to be involved in working groups on relevant workforce issues
- CCSA made a submission to the Treasury (Commonwealth) on the Review of Not-For-Profit Governance Arrangements
- Participated in a range of early childhood forums including:
  - ACCS (Australian Community Childcare Services)
  - Children’s Services Forum
  - CSH-ITAB
  - DEC NQF Reference Group
  - DEC Partnership Group
  - Forum of Non-Government Agencies
  - NIFTeY NSW
  - NSW Ombudsman Child and Family Roundtable
  - NSW Children’s Week Committee
  - NSW Business Chamber

### 3. Training

**To be a provider of effective and appropriate training that builds the capability and capacity of management teams**

**Key achievements:**

- Special visit by Dr Stuart Shanker in May 2012, delivering workshops in Canberra and Tweed Heads to around 85 participants
- Regional training was delivered in Albury, which included three sessions supporting the introduction of the National Quality Standard
- Developed and delivered 8 sessions on elements of the EYLF and NQF in regional NSW on behalf of Children's Services Central
- Facilitated an 'issues' consultation session for AECSL to support future planning and advocacy at their annual conference
- Developed and delivered a session on the Modern Award for ACCS

### 4. Consultancies/special projects

**To undertake projects and provide specialist consultancies for/on behalf of members, government departments and other organisations**

**Key achievements:**

- Provided 11 consultancies to a range of services including Aboriginal early childhood services. Topics included good governance, National Quality Framework, dispute resolution, Early Years Learning Framework, strategic planning, financial management, sustainability, business planning and Modern Awards. In addition we also provided mentoring for a Director
- Contracted by Aboriginal Early Childhood Support and Learning (AECSL) to provide 16 sessions on the importance of play to parents of children attending AECSL supported preschools across NSW
- Continued the delivery of the Contemporary Research Project, funded by Children's Services Central with two articles written – one on 'Sustained Shared Thinking' and the other on 'Learning Dispositions'
- Completed a report to DEC regarding the future development of children's services in Wilcannia and the DEC preschool based there

## 5. Business Solutions

### **To provide customised business services and additional support on a fee-for-service basis**

In the first six months of 2012 CCSA continued to provide its Business Solutions service to an increasing number of clients from the Children's Services Sector. Clients vary in nature from remote preschools and toy libraries with as few as a single staff member to large metropolitan services with over 50 staff.

Business Solutions' key achievement during the reporting period was to complete a restructuring program which now provides each client with a dedicated bookkeeper for all aspects of their Business Solutions relationship.

## 6. Governance and Organisational Development

### **CCSA operates in an ethical, effective, efficient and sustainable manner with appropriate structures, policies and procedures**

#### **Key achievements:**

- Internal restructure to streamline member support and business solutions services, enabling teams to focus on their core work
- Employment of the Membership and Professional Development Coordinator to coordinate and enhance our membership services
- Board and staff members attended professional development including the NQS Conference, Better Boards Conference, Certificate IV in Bookkeeping, Certificate IV in Workplace Assessment and Training, SCHADS Award Workshop
- Board received the evaluation report from QUT, which highlighted they were operating effectively

## Our board

LEFT TO RIGHT: Meg Mendham (President), Jan Langtry (Secretary), Neville Dwyer (Treasurer),  
Anne Bowler, Jim Craddock, Ruth Newman, Miriam Dayhew joined the Board in March 2012. (photo not available)



## Our staff

LEFT TO RIGHT: Sam Edmonds, Ian Alchin, Shauna Fayers, Helena Hyssett, John Gunn, Theresa Macleay,  
Sandra Menin, Kathy Whalan, Amanda Marco, Isobel Hannan, Devina Fraser, Wendy Cook and Candace Rozema



## Our financial performance

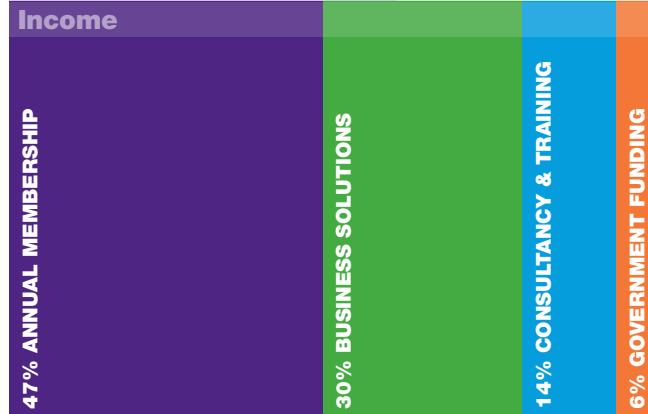
Our annual membership fees provided approximately **47%** of our income for the reporting period, with Business Solutions Fees contributing **30%** and consultancies and training providing **14%**. Government funding through Family and Community Services only represented **6%** of our overall income. The balance of our income for the period came from interest, advertising and one-off sales **3%**.

The major component (**76%**) of our expenses was salaries and other employment-related costs to deliver CCSA's member support programs including the Management Infoline, Consultancies and Training, member publications and Business Solutions.

We finished the half year with a small surplus of \$3,187 (2011 full year result: \$4,152 surplus).

CCSA has total net assets of \$182,044 as at 30 June 2012.

The full audited statements are available to members on request.





# Sponsorship

We would like to acknowledge the generous support of Modern Teaching Aids throughout the year, and in particular their distribution of our publication, CCSA Connections.



Supporting services  
to achieve quality  
outcomes for children

Your **partner**  
in management

