

Presented at the Annual General Meeting 15 March 2017

Achievement, Growth & Strength

PRESIDENTS' REPORT

Louise Jones

The President's Report Title at last year's Annual General Meeting was "Coogee Care Centre Grows Up" – and this past year we have continued to thrive and grow along with our community, thanks to the generous contribution of time, energy and commitment of many dedicated people. This has seen a very smooth progression from the rocky start of 2015. We have embedded strong structure and processes thanks to the professionalism and dedication of the staff led by our Director, Clinton J. Isle.

Each Annual General Meeting report is an opportunity to reflect not just on the year past, but also how it has differed from those proceeding.

Almost two years ago we welcomed Clinton J. Isle to the position as our first Centre Director and with his strong leadership skills, and dedicated team, they have accomplished all of the tasks, plus some that the Committee set as necessary; reviewing the operations of the Centre, staffing structure, communications and our ability to meet the National Quality Framework.

On reflection, 2016 has been calm and efficient with strong growth and direction. Continuing to refine our structures, processes and procedures to ensure the centre meets not only the needs of our community, but can also be proud of achieving its goal of meeting the National Quality Standard in the latest assessment.

I would like to acknowledge our continued ability to have a strong social impact in our community and make a real difference in the lives of the children and families that rely on the services we provide through the continued commitment and cohesion of the professional educators, volunteers (our committee) and partners such as Coogee Public School and our member families. We look forward to continuing and strengthening these relationships in the future.

Achievements in 2016

While I will leave it to Clinton, the Director of the Centre, to bring you up to date with the details of our achievements this past year. Some worthy of note are:



PRESIDENT REPORT *continues...*

- **Meeting National Quality Standards rating**, which is a massive achievement given that this was our first assessment of this kind. A meeting standards rating is given to centres that provide quality education and care in all seven quality areas. Our collaboration with families, our commitment to continuous improvement and a very well governed management team were highlighted as being exceptional. Well done Clinton, Jen, all our Area Leaders and educators.
- **Improvement of the Centre's Inclusion Improvement Plan**, an increase of 185% in inclusion support funding from 2015 to 2016.
- **10 new iPads** and educational programs around these.
- Tightening of **sign in and out procedures** for LOTE, Band and other activities.
- **Children's Health and Safety improvements** - with all staff receiving training and testing on children's individual health needs via an app on iPads. This will be extended to children's individual behaviour support needs this year.
- **Communication** improvements through the introduction of StoryPark, where parents are kept up to date on their children's activities, including photos and communication, with the ability for parents to comment and communicate with educators. Personally, I love this initiative as a working mum.
- **Staffing arrangements**; regular ongoing staff training, and improvements in communication with the introduction of cloud based rosters and communication platforms such as Workplace (Facebook), has ensured continued efficiencies.
- Introduction and refinement of **Kindergarten Orientation**, with a big thank you to those committee members (Margaret-Anne, Tara & Julie) who attended and were on hand to assist with any questions from our new families.
- **Physical Environment** - The Committee feel it is important that the Centre is a secure, comfortable home away from home and a functional place for our children and staff, some of whom can spend up to 25 hours in Before and After School Care each week. 2016 saw the installation of hand dryers in the children's toilets, a vertical filing system, the replacement of carpet with more functional and hygienic flooring, a new dishwasher and microwave, and the review of the soft fall under the monkey bars and approval for new soft fall.

A Strong, Diverse Team

Coogee Care Centre's educator skills have been nurtured and developed, with Clinton and Jen's leadership. There is positive staff morale and internal supports that promote a positive work culture, an example being the introduction of a peer recognition system (Bonussy). Increased levels of training opportunities has resulted in informed knowledge for staff. Our Area Leaders have weekly meetings to provide a forum to discuss logistics, policy changes, staff morale, training requirements and processes and also lead monthly educator meetings. This has assisted in initiating required changes in a more streamlined manner across the Centre and ensures adherence to the Centre's strategic direction. I am proud of the diversity of our Educators and Committee members alike, who work tirelessly and collaboratively to problem solve and brainstorm, utilising individual knowledge and skills to 'get the job done'. It has been a privilege to be a part of this collaborative and energetic environment.

While 2016 has once again been an extremely busy and challenging time from an administrative perspective, with staffing changes, and our recent National Quality Standard Assessment, on reflection I view the organisation, the dedicated team and the achievements of this past year with a sense of pride and accomplishment.

The Committee is very keen to have the efforts of our Director, Clinton J. Isle and our Assistant Director, Jenny Collins acknowledged here as the people who are responsible for the day-to-day running of the Centre. They continue to keep the Centre at a high level of activity and excellence. Clinton and Jen very capably lead a very dynamic and diverse young team. We also need to acknowledge the efforts of our team of Educators, particularly their performance in our first National Quality Standard Assessment where we have been rated as meeting the standard in all areas – which is an achievement we can all be proud of!

It would be more than remiss to not commend each of the leaders of our quality areas and their teams:

- QA1 Jake Cefai
- QA2 Harrison Brown-Swinbourne and Julia Hunt
- QA3 Penny Ryan and Evan Georgas
- QA4 Jenny Collins
- QA5 Nathan Durkin and Kate Wilson
- QA6 Alex Bishenden
- QA7 Clinton J. Isle

PRESIDENT REPORT *continues...*

That we have been able to move forward in each of our quality areas is a strong indicator of a well-functioning and professional group of dedicated and dynamic people:

Courtney Ammenhauser	Lucia Andreoni
Nicholas Andrews	Georgia Baillie
Kinsella Bruck	Emina Caldarevic
Sarah Campbell	Mia Cerny
Amy Denny	Hannah Denny
Ruby Dobra-Cuthbert	Caitlin Frith
Isabella Hardwick	Sophia Lapi
Amber Laven	Henry Longmire
Bronte Noakes	Irene Pusaviro-McMahon
Kelsey Stevens	Joseph Tood
James Woodhill	Samantha Hargreaves
Maddie Plant	Danika Adamski
Evan Annesley	Justin Bergin
Isabel Dowd	Seamus Dowd
Teola London	Harry Fautley
Sean Mahony	Meggie-Jane Redgment
Michael Liard	Sarah Gunn
Tessa Yonson	Timotphy Hauptman
Madelaine Turner	Yael Agron
Georgia Maguire-Dickenson	

I would also like to thank my peers on the Committee for everything you give to Coogee Care Centre without complaint.

The 2016 Committee

President	Louise Jones
Vice President	Jennifer Trinca
Vice President	Ruth Herr
Secretary	Tara Holmes
Treasurer	James Macassey
Assistant Treasurer	Lindsay Wu
Members	Michael Williamson
	Julie Smith
	Margaret-Anne Otton
	Mary Ryan
	Trevecca Tiro
	Michael Sager

Coogee Care Centre Committee

Coogee Care Centre is a stand-alone, not-for-profit organisation, leasing school facilities from the Department of Education and liaising closely and regularly with the Principal Matt Townsend, and teachers to ensure children transition between the Centre and the school with ease and comfort. All families that have children attending the centre are members and are therefore eligible to become a part of the Committee. The role of the Parent Committee is to direct the Centre and ensure overall management is smooth and effective; and relevant legislation is adhered to. The parent committee is a volunteer group of working parents who oversee the Centre operations in partnership with Clinton (The Director) and the Centre's dedicated staff. The Committee is vital for the ongoing success of Coogee Care Centre. We work closely with Clinton to ensure the culture and environment remains of the best quality for our children, staff and families.

The Coogee Care Centre Committee is a closed committee (unlike the P&C) and this is primarily due to the confidential nature of some of the issues we have to discuss. I highly encourage as many of our members to become a part of the Committee. No specific skills are required, however if there are those who think they have some specific skills that would be beneficial to the culture, climate and efficient running of Coogee Care Centre – that would be most welcome! The main requirement is a commitment and willingness to be on the committee for a year or two..... or three



PRESIDENT REPORT *continues...*

We hope to see some new faces on the Committee in 2017 - and yes as the cliché goes – we require new blood! It is vital for the long term viability of a parent led centre such as ours, with the benefits that entails for our children. We are proud of the diversity of our Committee, it helps to ensure different perspectives on issues are heard and discussed – which is vital for the large Before and After School Care Centre that we are. We believe our structure is open and supportive. We meet once a month, ten months of the year. Committee members are representative of all Coogee Care Centre families and provide feedback and assist in making decisions about the strategic directions of the Centre.

Coogee Public School

The committee and the educators don't do this alone, we have the invaluable ongoing support, interest, collaboration and flexibility of Coogee Public School. To Matt and Diane, teachers and office staff, thank you so much for sharing your knowledge and classrooms, and in particular for your ongoing support and cooperation.

Parents & Children

Thank you! Thank you for supporting Coogee Care Centre by coming to social gatherings such as our children's Christmas Party, donating to the Centre and supporting the Educators fundraising and charitable efforts through the activities it holds, such as the Coogee Care Centre Carnival in July 2016 to raise money to restore the Coogee Surf Life Saving Club. Furthermore, generally and freely providing feedback, as this is always appreciated and welcomed, and helps us improve the quality of our service in the best interests of our Coogee children.

The year ahead

As I look forward to the coming year and the potential challenges, it is of great significance that Coogee Care Centre - like that of Coogee Public School - has developed a very good reputation as a centre providing leadership in the development of collaborative partnerships based on respect and integrity. Combining this with our strong governance, these factors will mean that Coogee Care Centre is in the best possible position to meet any challenges or changes it may face incoming years. The successes' of 2016 indicate to me that we continue to travel on the right path and I look forward to further development, achievements, growth and strength in the years to come.



Coogee Care Centre 2016 ANNUAL REPORTS

TREASURER'S REPORT

James Macassey

Background

Coogee Care Centre's Financial Report for the year ending 31st December 2016 was audited by Mr Rolf Garda, a registered company auditor. Copies of the report have been made available for members to view before this AGM. Please see the copy of the audited reports if you are interested in seeing more detail.

Coogee Care Centre provides three basic types of care; Before School Care (BSC), After School Care (ASC), and Vacation Care (VC). During 2014, the Centre received permission to increase enrolment numbers in 2015 for both BSC and ASC, and, in conjunction with a new lease with the school, maximum enrolment numbers increased to 90 for BSC, and to 220 for ASC. In 2016, efforts to make places more available by actively managing attendance and making more casual places available lifted BSC and ASC attendance by 10%.

Financial result for 2016

Coogee Care Centre made a loss of \$26,376 in 2016, as compared to a \$34,236 loss in 2015. Income increased by just over \$275,000 (30%) to just over \$1,146,000, while expenses increased by just under \$266,000 (28%) to just over \$1,218,000.

The higher revenue was a result of the increased BSC and ASC numbers and fee increases, while the increase in expenses was due to an increase in employment costs from the committee decision to staff above required coverage ratios to enable a higher standard of learning and care, as well as greater availability of casual places. Also driving higher costs was the full year impact of last year's significant staffing restructuring including the appointment of a Centre Director.

Other increases came from increased expenditures on the vacation care program, craft supplies and IT expenses for children's use. Other expenditure included replacing the floor coverings in the centre, and donating hand dryers to the school.

The final loss was due to these one off improvements, and the 2017 budget aims for a modest profit with no increase in fees.

Cash reserves continue to be strong, with our December 31st bank balance sitting at just over \$250,000, a decrease of \$12,000 compared with last year.

Outlook for 2017

2016 took revenues over the million dollar mark for the first time in the Centre's history. 2017 will have similar revenue, with lower one off costs and some targeted reductions in expenditure to return a small profit.

The centre's cash position is expected to remain strong.

Acknowledgements

I would like to thank the Centre's bookkeeper, Ed Gallagher, for all the work he does for CCC. From calculation of the pays to preparation of the financial reports for the auditor, he is the key player in most financial related activities. Thanks also goes to Clinton J. Isle, and his team, for all their efforts on collections, and the day-to-day administration and management of the Centre's costs. Lastly, I would like to thank Lindsey Wu for his support in the role of Assistant Treasurer.

We now need to formally accept the Auditors report for the year of 2016 and appoint the auditor for the year 2017. I suggest that Coogee Care Centre once again appoint Mr Rolf Garda to audit our finances in 2017.

Coogee Care Centre 2016 ANNUAL REPORTS

Achieving Quality Standards

Director's Report

Clinton J. Isle

In 2016 we continued our work towards the National Quality Standard (NQS). The NQS sets a national benchmark for the quality of children's education and care services across Australia.

We are assessed against the NQS by the NSW Department of Education and receive a rating for each of the seven quality areas of the NQS, as well as an overall rating.

In November, the Department of Education began an assessment of Coogee Care Centre. This included a review of our Quality Improvement Plan and a two day site visit.

We have received a rating of **Meeting NQS** in all seven Quality Areas. Our collaboration with families, commitment to continuous improvement, and well governed management team were highlighted as being exceptional.

A key component of our successful rating are our Area Leaders – senior educators who take responsibility for meeting the NQS in each Quality Area.

For this report, I'd like to detail the achievements made in each Quality Area.

RATED
MEETING
NATIONAL QUALITY STANDARD

1 Educational program and practice

2 Children's health and safety

3 Physical environment

4 Staffing arrangements

5 Relationships with children

6 Partnerships with families and communities

7 Leadership and service management

DIRECTOR'S REPORT *continues...*

QA1: Educational Program and Practice

Educational Leader: Jake Cefai

This Quality Area focuses on ensuring children's experiences are stimulating, engaging and enhance learning and development through play and leisure.

In 2016, we:

- **Increased educator to child ratios.** Increased ratios allows us to provide more individual care and a greater range of experiences and spaces for children.
- Increased the **professional development** opportunities to improve educator's skills and qualifications.
- Introduced **StoryPark**, which is available to all families, and is an easy-to-use, private online service that helps families and educators work together to record, share and extend children's experiences.
- Introduced **iPads** to extend the range of experiences available to children.
- Implemented a new After School Care **transition routine** that provides children with more choice, less waiting time and leadership opportunities.

2017 introduces a new Educational Leader – Penny Ryan. Penny's focus will be on the cycle of planning – creating learning opportunities of challenging and extending children's current interests and development.

QA2: Children's Health and Safety

Area Leaders:

Harrison Brown-Swinbourne and Julia Hunt

This Quality Area focuses on safeguarding and promoting children's health and safety.

In 2016, we:

- Introduced an **app** that teaches and trains educators on individual children's health needs and WH&S issues.
- Installed **hand dryers** in children's toilets.
- Installed **vinyl flooring** in the centre.
- Educators undertook child protection awareness training, and Area Leaders completed the *Identify and Respond to Children/Young People at Risk (CHCPRT001)* course.

QA3: Physical Environment

Area Leaders:

Penny Ryan and Evan Georgas

This Quality Area focuses on the physical environment, ensuring it is safe, suitable and provides a rich and diverse range of experiences.

In 2016, we:

- Introduced a **mobile exploration table** to enhance children's curiosity and connection with nature
- Introduced **mobile shelving units** and play mats that allow children to access craft materials and construction toys at their leisure
- Introduced **online forms and checklists** to reduce paper use
- Won the **Pauline McLeod Reconciliation Week Primary School Art Competition**
- Introduced a **Sustainability Wall** which inspires children to think sustainably.



QA4: Staffing Arrangements

Assistant Director: Jenny Collins

This Quality Area focuses on providing qualified and experienced educators are able to develop warm, respectful relationships with children, create safe and predictable environments and encourage children's engagement in the program.

In 2016, we:

- Implemented an **educator intranet** to provide educators with information to support their work
- Introduced **Workplace by Facebook** to improve team communication
- Established **Bonusly**, a fun, online peer-to-peer recognition system
- Established **exit interviews** for departing staff.
- Created **the Centre Cleaner** position to support consistent health and hygiene practices.
- Educators undertook professional development and networking in a range of areas, including child protection, first aid, mental health, programming and compliance awareness.

QA5: Relationships with Children

Area Leaders: Nathan Durkin and Kate Wilson

This Quality Area focuses on relationships with children being responsive, respectful and promoting children's sense of security and belonging.

In 2016, we:

- Introduced an **app** that teaches and trains educators on individual children's inclusion and behaviour support needs.
- Introduced **Pic Collage**, an iPad app children use to document and share their experiences. These collages are displayed prominently on the children's 'Our Voice' wall.
- Increased **inclusion support funding** 185% from the previous year, allowing additional educators to facilitate the inclusion of all children.
- Implemented **behaviour and inclusion support plans** to assist children requiring additional support and guidance.

QA6: Collaborative Partnerships with Families and Children

Area Leader: Alex Bishenden

This Quality Area focuses on collaborative partnerships with families and the community.

In 2016, we:

- Introduced **Facebook** and **Instagram** pages containing information about the service, including weekly menus and programmed activities.
- Simplified the booking process by introducing **online forms**.
- Held a **Market & Movies Festival** to fundraise for *Sydney Children's Hospital*.
- Collected **donations** for *Foodbank*; Held **fundraisers** for *Coogee Surf Life Saving* and *Chloe Saxby and Vanishing White Matter Disease* charities.
- Introduced *JeStar Theatre*, *Kids on Congas* and *School of Rap incursions* to After School Care.
- Supported *Walk Safely to School Day* by waiving Before School Care fees.
- Held an **Orientation Day** for new families.
- Celebrated *National Reconciliation Week* with an **outdoor fire pit**, encouraging families and educators to share stories together.



QA7: Leadership and Service Management

Director: Clinton J. Isle

This Quality Area focuses on effective leadership and management of the service that contributes to a quality environment for children's experiences.

In 2016, we:

- Implemented a **budget** to improve financial reporting, improve educator to child ratios, increase skills and qualifications to educators and provide additional experiences for children.
- Increased the **utilisation of places** (up 9% across BSC, ASC and VC).
- Reviewed and updated the **Centre Philosophy** and **Administration, Staffing** and **Health and Safety** policies.
- Updated the Centre's **Quality Improvement Plan** in preparation for Assessment and Rating.

Looking Ahead to 2017

2017 introduces a new Educational Leader – Penny Ryan. Penny's focus will be on the cycle of planning – creating learning opportunities to challenge and extend children's current interests and development.

To ensure each child is supported to feel secure, confidence and included, we will be implementing a behaviour support system similar to the school's *Positive Behaviour for Learning* system.

We will continue our commitment to support children to become environmentally responsible and show respect for the environment, in particular by networking with local environmental groups.

Acknowledgements

I'd like to thank each member of the educator team for their commitment to providing the best education and care environment we can. Each of you bring something unique to the Centre and our team and it's thanks to your dedication the Centre has a great reputation.

2016 was an extremely busy year for the tireless Area Leaders. I really appreciate all the work you've put into your areas and your spirit of continuous improvement. Congratulations for meeting the National Quality Standard in each of your areas!

Thanks to Coogee Public School and in particular Matt and Di for always being available to Jen and myself for discussions, advice and support. We also appreciate Murray for being responsive when addressing any facility matters.

Thanks to the Committee, and in particular the executive, for your collaboration, feedback and trust. You make the Centre a fun place to work!

