

Community Child Care Co-operative (NSW)

ANNUAL REPORT

2014



5 reasons why I love being Chairperson of CCCC

CHAIRPERSON: BERNADETTE DUNN



We have an amazing team.

Any Chair of any organisation enjoys committee life when the organisation is managed well. The work of CEO Leanne Gibbs and our leadership team gives me confidence in the work of the organisation and how it is achieved.



I believe we make a difference.

We make a difference for community based services, our members and for education and care services across NSW and increasingly in other parts of Australia. We provide a forever increasing amount of professional development, resources and publications and advocacy that has a real impact on the education and care sector.



Our funding bodies support us and value what we do.

The Departments of Education (Commonwealth and State) both fund Community Child Care Co-operative (NSW). We know they value our work because they commission us to do additional work, seek out our opinions and of course, continue to refund us!



We are well regarded in the sector. I hear extremely positive feedback from our members, constantly – and people who are not members. Our Children's Services Central partners (Contact Inc, Ethnic Child Care, Family and Community Services, NSW Family Day Care Association, Network of Community Activities and Semann & Slattery) continue to support us as the lead agency of the NSW PSC. Our sponsors and supporters (such as Guild, Educational Experience, HubCare and Hesta) are happy to continue their long standing relationships with us.



We have a harmonious, long standing and committed Board.

Being a voluntary member of a Board is both a privilege and hard work. It demands an enormous commitment of time and would be impossible if the individuals involved were not committed to the goals of the organisation and to the organisation itself. The CCCC Board members (Wendy Lindgren, Gerard Moon, Anita Jovanovski, Gary Withyman, Wendy Shepherd, Maria Pender and myself) are exceptionally committed to both.



5 reasons why I love being CEO of CCCC

CEO: LEANNE GIBBS



The organisation makes a difference. I see the difference that courses such as our Advanced Diploma in Community Sector Management makes to graduates. I see the inspiration people receive from our publications. I see the advocacy wins we have – and the narrative changing on the value of education and care. I see the willingness of education professionals to embrace our professional development. People tell us they're encouraged by our work. I see the willingness of other organisations and institutions to work with CCCC.



Our members appreciate what we do. We receive correspondence or I meet members at an event who tell me about what we have done well for their organisation. Of course our members are not reticent so they also tell me when we have not done well. This feedback helps us to improve and meet a higher standard. My day to day experience is positive and rewarding.



I witness educators, leaders and management working together to deliver inspiring education and care programs that make a difference for children and families. They say how we spend our hours, is how we spend our lives. What a privilege it then is to spend so many hours in the company of inspiring educators and with great services who truly care about children and who work to improve the quality of the education and care they deliver every day.



The CCCC Board. CCCC's tagline is Inform, Influence, Inspire. The CCCC Board encourages and supports every part of our influencing role. As a CEO, I know the Board will support the advocacy actions I undertake. This enables me to do this part of my role, fearlessly and with confidence. This backing is integral to achieving our mission and is never taken for granted.



The CCCC staff. Wherever I go, I am given positive feedback about the work the CCCC team does – as trainers and professional development facilitators, as educators and centre directors, as providers of information and guidance and as advocates for early education and care. The commitment, talent and loyalty of our leadership and management team, our staff and our contractors makes CCCC an exciting and rewarding place to work. It is an honour to lead an organisation like ours.



Advocacy


LED BY: LEANNE GIBBS

In the past year:







- ✓ We held 2 forums (NSW Parliamentary Forum-Preschool Funding & International Leadership Symposium)
- ✓ Made 6 (big!) submissions to government reviews
- ✓ Ran 4 campaigns (NSW Time to Invest -with NSW Children's Services Forum, Universal Access, Preschool Funding Model, Hands off the NQF)
- ✓ Represented our members in key committees (DEC ECEC Reference Group, NSW Children's Services Forum, PSC Alliance, Sydney University Early Childhood Advisory & Macquarie University Institute of Early Childhood Advisory Board)



We innovated by:

-  Experimenting with different ways to sell the early education and care message - using infographics & animations.

We excelled by:

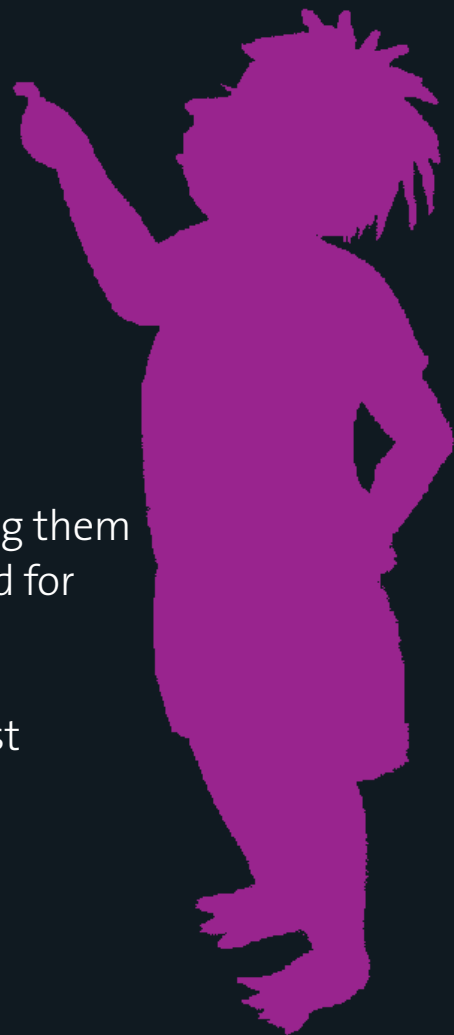
-  Increasing our media profile in print/radio and television.
-  Communicating messages and engaging the sector in our advocacy.
-  Consulting and engaging the sector about its views.
-  Communicating messages to politicians and bureaucrats.
-  Working collaboratively with other sector peaks, large providers and academics.
-  Producing submissions to the Productivity Commission Inquiry and NQF review that were widely acclaimed by members.

Children's Services Central




LED BY: CAROLYN McGUINNESS

In the past year, we provided:




- ✓ 6,698 pieces of advice via email and phone
- ✓ 712 professional development events for 13,656 participants
- ✓ 363 services with Intensive Service Support helping them to raise the quality of education and care provided for children
- ✓ 478 items of Specialist Equipment on loan to assist services include children with additional needs
- ✓ 1,102 Bicultural Supports in 57 different languages



We innovated by:

-  Delivering unique approaches to professional development to enhance adult learning and make a difference for children.
-  Linking courses to competencies of accredited training so that professional development can lead to qualifications.
-  Implementing sustainability measures that reduce paper waste and improve educators' technological skills.

We excelled by:

-  **Making better outcomes for children possible** – we connected educators and services to every Quality Area within the National Quality Standards growing knowledge, capacity and resilience.
-  **Scale and breadth** – we delivered more than half of the nation's funded professional development to education and care services.
-  **Providing solutions** – we provide the sector with tested solutions to everyday dilemmas through online resources, information and inspiration.

Professional Development and Support


LED BY: MARIE DEVERILL

In the past year:



- ✓ We provided 174 'on request' professional development sessions
- ✓ We ran 364 professional development events for 5,569 participants via Children's Services Central
- ✓ And 59 Community Child Care branded professional development events for 1,176 participants
- ✓ Completed consultancy projects for 12 organisations, companies and government departments



We innovated by:

-  Establishing new partnerships to assist other organisations achieve great outcomes for children (Little Scientists, Cancer Council, NSW Health).

We excelled by:

-  **Guiding and Advising** – our expertise was sought by services, councils, government departments and individual educators resulting in more education and care places for children in NSW, higher quality places and places delivered by educators with more skills, knowledge and qualifications.
-  **Consistency and quantity** – We provided extensive, high quality professional development, helping new and existing services do an even better job. We travel across NSW talking, teaching and networking.

Registered Training Organisation




LED BY: ARIAN PLOEG

In the past year:






- ✓ 754 students enrolled in nationally recognised competencies or qualifications
- ✓ 89 students completed a full qualification
- ✓ 556 students completed an individual unit of competency



We innovated by:

-  Running courses to specifically recognise and develop the skills and knowledge of leaders:
 - Education and care service managers and owners (Diploma of Management).
 - Educational Leaders and team leaders (Certificate IV of Frontline Management).
 - We gained funding under the Strategic Skills Program to deliver this training.
-  Introducing a learning management system for our students – Moodle to streamline communication, resourcing, marking and assessment processes.
-  Conducting training sessions with trainers and assessors from other RTOs to update their skills and knowledge of current practices in the education and care sector.

We excelled by:

-  **Compliance** – Our RTO registration was renewed in January 2014.
-  **Success** – We achieved a completion rate for each of our courses above 80%.
-  **Recognition** – we participated in the Australian Skills Quality Authority's strategic review of early education and care qualifications.
-  **Maintaining currency** – we transitioned to the new training Certificate III and Diploma qualifications in early education and care (CHC30113 and CHC50113). (This required adding to our RTO scope, transitioning current students, developing updated assessments, learning materials and training and assessment strategies.)
-  **Acknowledgment of our expertise** – we were funded to deliver our Advanced Diploma of Community Sector Management to a group of students in the Northern Territory.

Publications

Sent 11 Broadsides to 2,200 subscribers

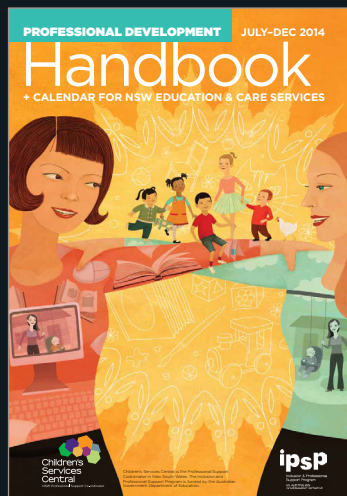
- ✓ Sent 4 issues of Rattler to 2,400 subscribers
- ✓ Issued 203 Shortsides to 6,000 subscribers
- ✓ Sent 2 issues of Central News and 2 Professional Development Handbooks to 5,200 services
- ✓ Published 1 Director's Manual and sold 2,040 copies of it
- ✓ Developed 16 infographics
- ✓ Produced 3 animations (Productivity Committee Inquiry, Management Committee, Working at CCCC)
- ✓ Developed and/or maintained 6 websites (CCCCNSW, Children's Services Central, CSCM, Time to Invest, LDC Professional Development, Preschools NSW)
- ✓ Developed 1 Annual Report

We innovated by:

➔ Extending our high quality design to our submissions to Inquiries to make these more accessible to all.

We excelled by:

- ★ **Increasing readership** – all our publications increased their readership.
- ★ **Timeliness** – the increased capacity of our publications to convey important messages to the sector as the news happens.
- ★ **Increasing our creativity** – Our publications are acclaimed for their design, their uniqueness and their distinctive voice and look.



Children's Services Community Management

LED BY: DANIELLE GALLACHER





In the past year:

- ✓ 5 services (2 long day care and 3 preschools) were operated by us
- ✓ 334 children received education and care at CSCM centres
- ✓ 300 families chose a CSCM centre to care for and educate their children
- ✓ 100% of CSCM centres achieved ratings against the National Quality Standard






Children's Services Community Management (CSCM) is a wholly controlled entity of Community Childcare Co-operative (NSW)

We innovated by:

-  Establishing a Quality Advisory Committee for CSCM services.
-  Establishing an Indigenous traineeship position at Chippendale LDC.
-  Establishment of iiiHub – a specialist cluster support system for education and care services providing compliance, governance and policy support.
-  Producing the Chippendale Family Cookbook – by collaborative efforts of our children, educators, families and centre cook.

We excelled by:

-  **Our ratings** – All of our centres met or exceeded the NQS.
-  **Our low staff turnover.** This enables us to provide children with stability of relationships.
-  **The qualifications and training of our staff.** We are committed to ongoing professional development and qualifications upgrades for all staff.

Membership

In the past year:

- ✓ Our membership grew to 1,898. We have 5 life members (Bernadette Dunn, Wendy Lindgren, Maria Pender, Gary Withyman and Tonia Godhard)
- ✓ Our members tell us (a lot) that they are proud of what we do on their behalf and they obtain value for their membership.

“The Community Child Care team should be proud of yourselves for having the courage to provide a platform for those to speak who may not always say what the majority within our community wish to hear. That is always what I have liked and respected the most about Community Child Care.”

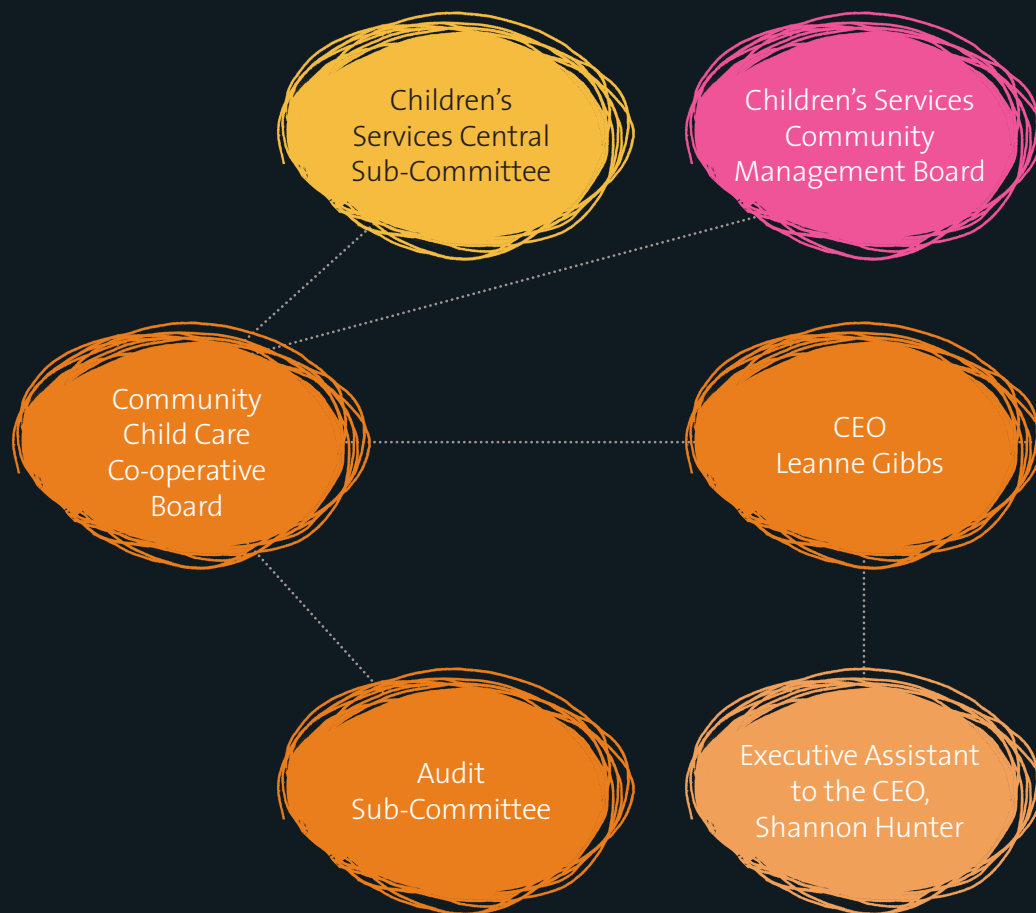
“ I just want to say thank you for the training session you ran at our service last night. Everyone got so much out of it and the facilitator was really knowledgeable. We all feel much better equipped in our roles as management committee members. ”

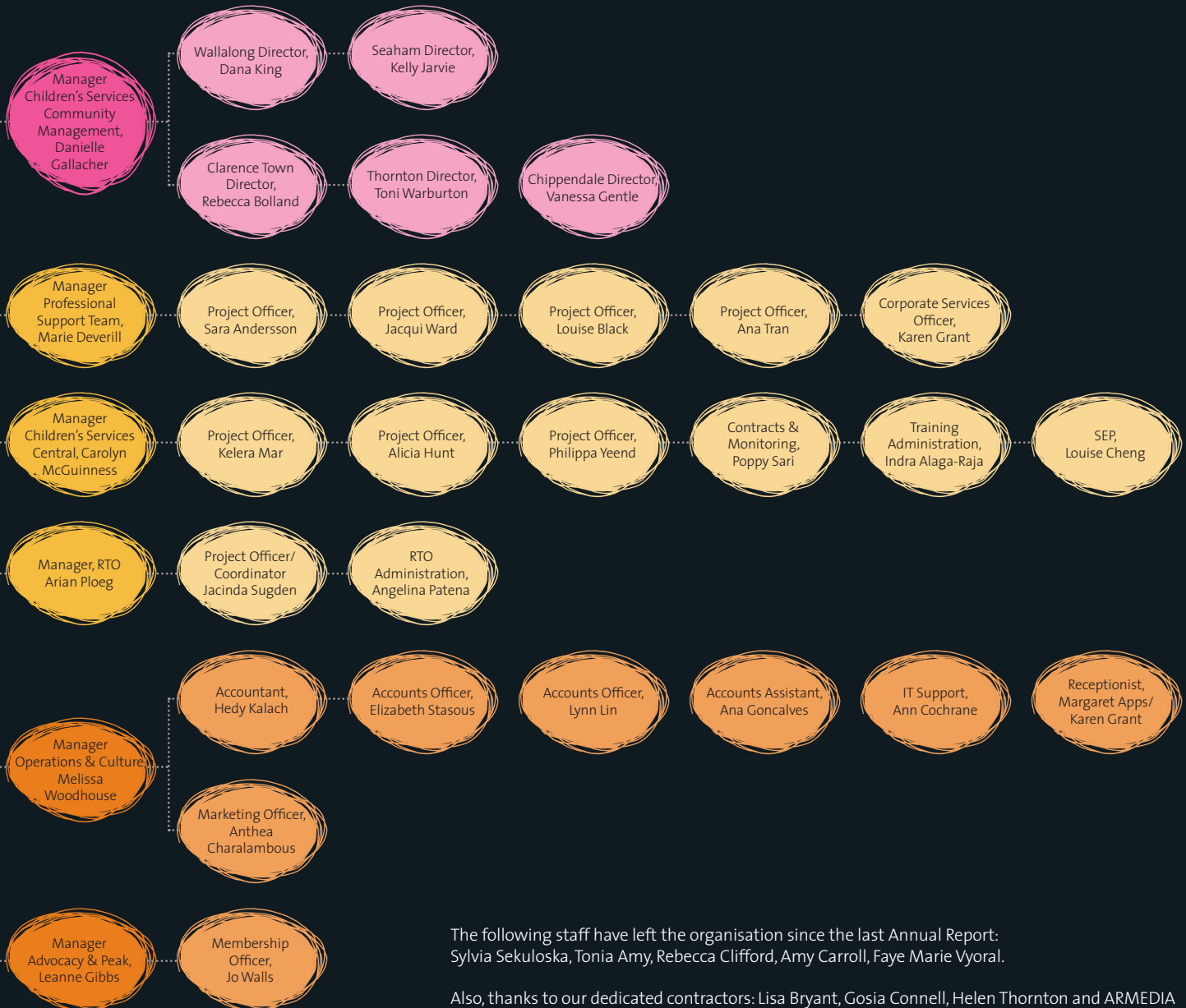
“ Thank you Community Childcare Co-operative for all your hard work during this year. Your assistance has been invaluable and we truly could not have travelled so successfully through all the changes without your support, guidance, policies, forms, training, Shortside newsletters, Rattler, Make it Simple publications, etc, etc.....

THANK YOU THANK YOU
THANK YOU!!! ”

“ Congratulations on an absolutely outstanding contribution to the Productivity Commission Inquiry on behalf of members of Community Child Care Co-operative (NSW). It makes me very proud to be part of such a professional and creative peak body! All points made were well researched and presented in a compelling manner. Wonderful! ”

Organisational chart





The following staff have left the organisation since the last Annual Report: Sylvia Sekuloska, Tonia Amy, Rebecca Clifford, Amy Carroll, Faye Marie Vyoral.

Also, thanks to our dedicated contractors: Lisa Bryant, Gosia Connell, Helen Thornton and ARMEDIA and our Professional Learning Facilitators and Trainers.

Operations & Culture

LED BY: MELISSA WOODHOUSE

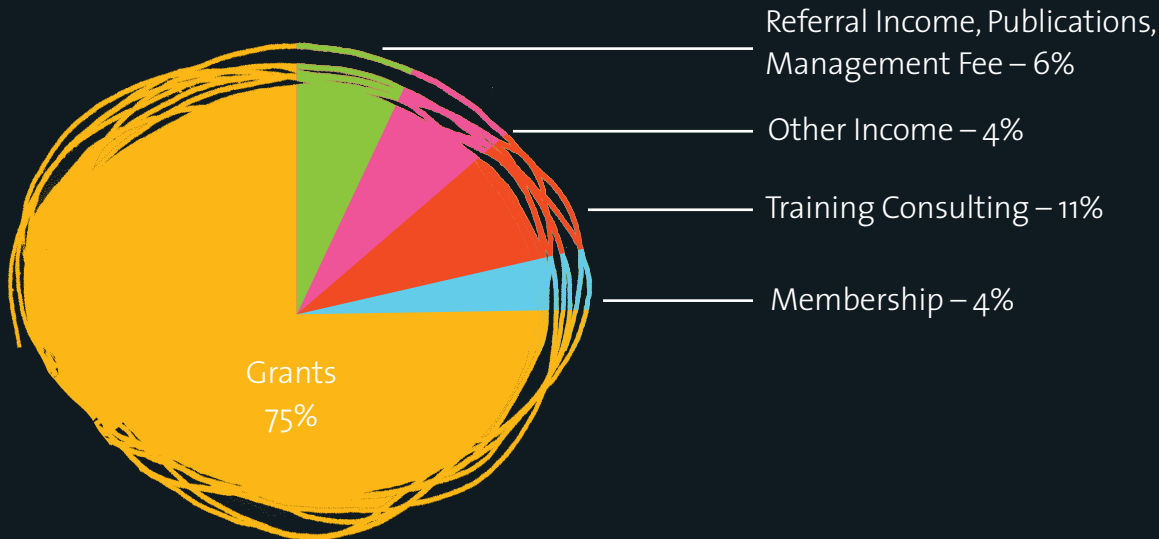
We innovated by:

- ★ Establishing a new customer relationship management system which integrates our data bases so we can provide better service to our members and other education and care services.
- ★ Implementing a Customer Charter – our promise to people of what they can expect from CCCC every time they engage with us.

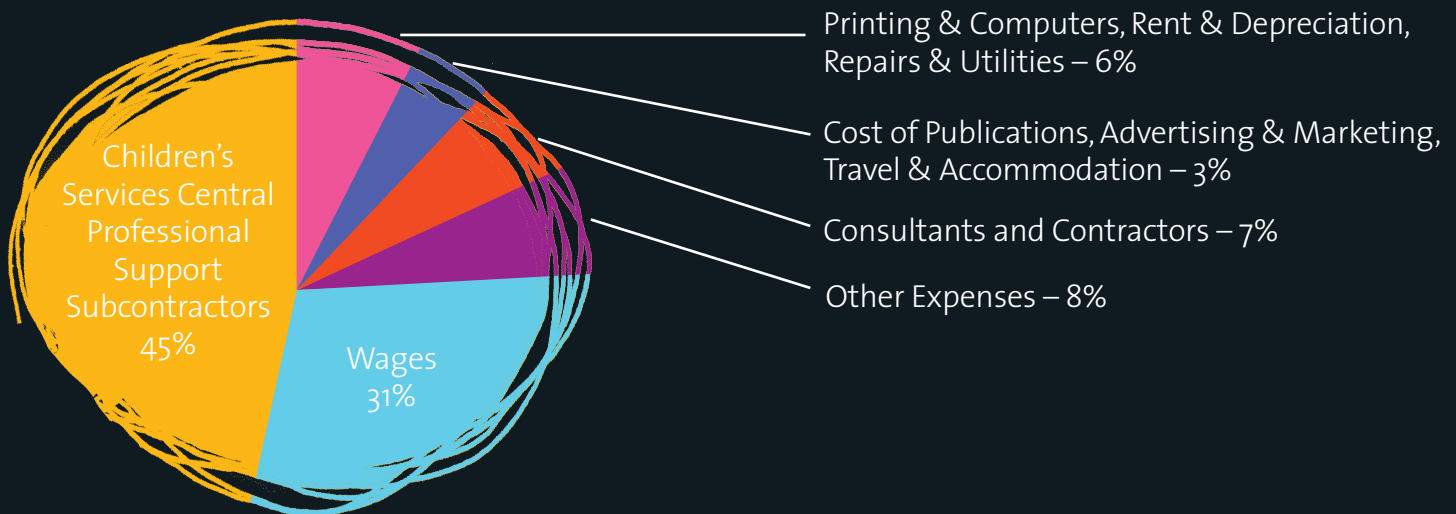
We excelled by:

- ★ Our staff retention. 38% of CCCC's staff have been employed for over 5 years. Half of the staff who have been employed over 5 years are now part of the management team.
- ★ Successful implementation of our Cultural Improvement Plan. It's designed to enhance the development of a customer centric, innovative culture.
- ★ Implementing customer standards. These much be met by each staff member, and are assessed during annual staff performance review.

Where our money came from:



Where our money went to:



Financial Report

As at 30 June 2014

Comprehensive Income

	2014 (\$)	2013 (\$)
REVENUE	8,311,727	8,847,180
Cost of Sales of Publications	(66,816)	(2,671)
Depreciation	(40,495)	(40,939)
Accounting & Auditing	(17,500)	(18,300)
Advertising & Marketing	(38,536)	(16,968)
Board Expenses	(7,081)	(1,843)
Computers & Office Equipment	(71,909)	(85,532)
Contractor & Consulting	(640,602)	(718,824)
Employment Benefits	(2,462,312)	(2,340,001)
Insurance	(18,606)	(17,929)
Motor Vehicles	(11,183)	(32,139)
Printing/Postage	(81,134)	(70,287)
Professional Support Service Provider Contract	(3,623,785)	(3,688,766)
Pre-school Growth Program	–	(599,451)
Rent	(92,561)	(80,166)
Repairs & Maintenance	(89,818)	(51,638)
Travel & Accommodation	(70,086)	(93,106)
Utility Expenses	(66,071)	(58,545)
Web Development Cost	(64,007)	(63,592)
Other Expenses	(588,138)	(732,097)
Profit/(Loss) for the year	261,088	134,386
Other comprehensive income	–	–
Total comprehensive income for the year	261,088	134,386
Total comprehensive income attributable to the entity	261,088	134,386

Financial Position

	2014 (\$)	2013 (\$)
CURRENT ASSETS		
Cash & Cash Equivalents	1,268,468	1,658,901
Receivables	783,789	836,783
Inventories	9,843	5,253
Other Assets	52,120	48,464
TOTAL CURRENT ASSETS	2,114,220	2,549,402
NON-CURRENT ASSETS		
Property, Plant and Equipment	201,488	214,066
Intangible Assets	85,941	36,166
Financial Assets	250,000	–
TOTAL NON-CURRENT ASSETS	537,429	250,231
TOTAL ASSETS	2,651,649	2,799,633
CURRENT LIABILITIES		
Payables	864,559	1,269,328
Provisions	114,160	153,124
TOTAL CURRENT LIABILITIES	978,718	1,422,452
NON-CURRENT LIABILITIES		
Provisions	76,689	42,027
TOTAL NON-CURRENT LIABILITIES	76,689	42,027
TOTAL LIABILITIES	1,055,407	1,464,479
NET ASSETS	1,596,242	1,335,154
EQUITY		
Retained Profits	1,596,242	1,335,154
TOTAL EQUITY	1,596,242	1,335,154

Changes in Equity

	Retained Earnings (\$)
Balance at 1 July 2012	1,200,769
Profit/(Loss) for the year	134,386
Total other comprehensive income for the year	–
Balance at 30 June 2013	1,335,154
Profit/(Loss) for the year	261,088
Total other comprehensive income for the year	–
Balance at 30 June 2014	1,596,242

Cash Flows

	2014 (\$)	2013 (\$)
CASH FLOWS FROM OPERATING ACTIVITIES		
Grants received	6,676,334	6,271,134
Receipts from customers	2,247,362	1,938,361
Payments to suppliers and employees	(9,013,885)	(9,132,120)
Interest received	23,546	46,575
Net cash used in operating activities	(66,642)	(876,050)
CASH FLOWS FROM INVESTING ACTIVITIES		
Receipts from sale of property, plant & equipment	15,500	50,500
Payments for purchase of property, plant & equipment	(89,291)	(73,173)
Payments for purchase of investments	(250,000)	–
Net cash used in investing activities	(323,791)	(22,673)
CASH FLOWS FROM FINANCING ACTIVITIES		
Net cash used in financing activities	–	–
Net increase in cash held	(390,433)	(898,724)
Cash at the beginning of the financial year	1,658,901	2,557,625
Cash at the end of the financial year	1,268,468	1,658,901

Full financials and
accompanying notes
can be found at:

www.ccccnsw.org.au/2014-financials.pdf

Thank you!

Community Child Care Co-operative (NSW) achieves what it achieves because of the support and assistance of a lot of people and other organisations. We would like to thank:

- ★ Our members (who we exist for)
- ★ Our Board and staff
- ★ Our sponsors and supporters
- ★ Our funding departments (Department of Education, NSW Department of Education and Communities)
- ★ The wider education and care sector
- ★ Our professional development facilitators
- ★ Our consultants and contractors



- ★ Our Children's Services Central consortium partners
- ★ Fellow peak organisations, large providers and academic institutions
- ★ The Departmental officers from the government departments
- ★ Our suppliers (from our cleaners to our caterers, to our postal delivery person to our database and website developers and designers)
- ★ Our clients (the organisations that contract us to run professional development on their behalf, to deliver consultancy services to, and deliver work based education and care for their staff) and
- ★ The politicians we lobby (and who sometimes take our advocacy on board!)
- ★ The children, families and communities that we ultimately exist for.

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