

ASSiST!

The support program for education and care services

We all know that operating an education and care service can be hard work. There is a lot of paper work. A lot of different government departments involved. A lot of things you have to make sure you are doing to comply with the law. A lot of systems. A lot of things that can go wrong. A lot of management to do. Concerns about finances.

If only there was someone to assist!

Well, actually, there is.



NSW Family Day Care Association has been supporting education and care services for the last 40 years. We know how complicated it is to operate a service.

And that is why we have established Assist! – the support program for education and care services.

Assist is a support and advice program for education and care services. We have specialist experienced advisers that can help you when you need advice and support.

Think of Assist as the program that puts an expert on your team.



What sort of help can you get from Assist?

Assist can:

- Help (new) Directors and Co-ordinators get their head around their role
- Help set up administration systems that work
- Help with issues between team members
- Advise you on the policies and procedures you need
- Help you understand compliance to laws and regulations
- Help with crisis management
- Help you with the National Quality Framework, Quality improvement Plans, meeting the National Quality Standard and assessment and ratings processes
- Help you understand the Child Care Management System and the new financial subsidies for parents such as the Child Care Subsidy and the Additional Subsidies
- Help with succession planning
- Help with financial and or strategic planning

“ I gained a great understanding of how different models can and do work. It challenged my perspective of how we work and how we could implement changes for the better. ”

Rebecca, Coordinator, Churches of Christ, Torquay QLD

How is the Assistance delivered?


The assistance is delivered in a way that suits you. Depending on your needs (and the level of Assist you choose) assistance can be delivered by phone, by email, by Skype or face to face. Generally a mixture of these works best and ensures you get the most assistance possible. Some of the time allocated to your assistance is spent dealing with you directly and some will be spent undertaking the research and thinking needed to ensure we give you the best support and answers.

Who runs Assist? Who are the advisers?

PEAK Training, part of NSW Family Day Care Association, has established Assist to help education and care services. The advisers who work for Assist all have strong backgrounds in the education and care sector. NSW Family Day Care Service Association is the peak organisation for Family Day Care services in NSW. The majority of NSW FDC services are members of NSWFDCA and rely on the information, support and training they receive from the Association.

NSW Family Day Care Association is a community based organisation. We know a lot about how government works, but we are not part of the government. We are a not-for-profit organisation - our primary aim is to support and resource FDC services.

Any information you give your adviser is absolutely confidential.



““ I've spent over 20 years in the Early Childhood sector and find any information from NSW Family Day Care Association is always up to date. They have always been able to assist with anything relating to changes in the Law, Regulations or Standards or just operating an Early Childhood service in general. ”” **Janice, Manager, The Infants' Home, Ashfield NSW**

What Assist can't do

Your Assist adviser can't:

- Complete any documentation on your behalf, for example application forms.
- Write individual service policies or complete the Quality Improvement Plan (QIP) on behalf of your service.
- Implement the actions from the action plan for your education and care service.

What do I have to do?

Other than participate in calls or visits with your Assist adviser, you do not have to do anything, but the more you put in, the more you get out of it. You are not under any obligation to follow the advice of your Assist adviser or implement the action plan they help you draw up.

If you want to get the most out of Assist you will:

- Be specific as to the information or support you need or want.
- Provide your adviser with the information they request from you promptly.
- Prepare for your meetings/contact with your adviser.
- Have a list ready of everything you wish to discuss when you phone, Skype or email.
- Use the time with your facilitator effectively, especially on face to face visits.
- Follow up on the things you agree to do between contacts with your adviser.
- Complete your action plan.

The more you put into the support, the more it will help you.

Unfortunately our Assist Program is unable to support FDC services currently under investigation or sanction by any State or Commonwealth Government body or Department.

““ It was extremely beneficial to have a professional at our disposal with a good knowledge base and diverse experiences to ask questions of. ””

Sharon, Manager, Mackay Family Day Care, QLD

What does Assist cost?

There are three different levels of Assist. You choose the one that matches your needs and your budget.

Check-up Assist

- This level of support is for services that have concerns about one or two areas of operation only, or for services that just want to check that they are on track and ask questions of an expert.
- The support will be delivered by Skype, email and phone only and will be up to 6 hours. Support will include discussion and verbal support, guidance towards resources/publications/websites and other agencies as required.

Check-up Assist costs \$780 + GST

Medium Assist

- This level of support is for services that have concerns about a number of areas of operation or for services that want a thorough check on existing operations and the opportunity to ask in depth questions of an expert face to face.
- The support will be delivered by a 3-hour face to face meeting, Skype, email and phone and will provide up to 13 hours of support in total. Support will include discussion and verbal support, guidance towards resources/publications/websites and other agencies as required, assessment of documentation, assistance in devising an action plan based on support outcomes.

Medium Assist costs \$1300 + GST (+ associated travel costs)

Intensive Assist

- This level of support is for existing services that have multiple issues or an area of operation that needs substantial review.
- The support may be delivered by two 3-hour (maximum) face to face meetings or visits, Skype, email and phone and will provide up to 16 hours of support in total. Support will include discussion and verbal support, guidance towards resources / publications / websites and other agencies as required, assessment of documentation, assistance in devising an action plan based on support outcomes.

Intensive Assist costs \$1800 + GST (+ associated travel costs)

How do I sign up?

There is an application form with this brochure. If it is missing or you need help to fill it out email us on assist@peaktraining.net.au or phone (02) 9779 9999 and press 2.

How do I find out more?

Call us on (02) 9779 9999 and press 2.
We are happy to answer any questions.



NSW FAMILY DAY CARE
ASSOCIATION INC.

ASSiST!

The support program for education and care services

**YES I want Assistance.
Sign me/us up.**



Need help filling out this form?

Call us on **(02) 9779 9999** and we can complete it over the phone.



1. Contact details:

Name of service/proposed service

Contact person

Address of service

Suburb Postcode State

Phone number () Email address

2. Is your service

Privately owned Community based not-for-profit Sponsored (Council or other body)

3. Is your service

New Established

4. What type of education and care service is it?

Family Day Care Long Day Care Preschool
 Outside School Hours Care In-Home Care Occasional Child Care
 Other

5. If established, how long has your service been operating for?

6. If new, when do you propose opening?

7. What level of Assistance do you want?

(see descriptions on previous page – if still not sure please call us on (02) 9779 9999 for advice)

Check-up Medium Intensive

8. What areas of operation do you want Assistance in?

Existing services

- | | | | |
|--|------------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Management | <input type="checkbox"/> HR | <input type="checkbox"/> QIP | <input type="checkbox"/> Policies and Procedures |
| <input type="checkbox"/> Assessment and Rating | <input type="checkbox"/> Structure | <input type="checkbox"/> Finances | <input type="checkbox"/> Supporting educators |
| <input type="checkbox"/> Quality Improvement including QIP | <input type="checkbox"/> Other | | |

New services

- | | | | |
|---|-------------------------------------|---|------------------------------------|
| <input type="checkbox"/> Service Approval Processes | <input type="checkbox"/> Approval | <input type="checkbox"/> Administration | <input type="checkbox"/> Structure |
| <input type="checkbox"/> Policies and Procedures | <input type="checkbox"/> Finances | <input type="checkbox"/> Supporting Educators | |
| <input type="checkbox"/> Quality Improvement | <input type="checkbox"/> Everything | <input type="checkbox"/> Other | |

9. What do you want to achieve from Assist?

10. Who will be involved in Assist from your service?

Name/s

Position/s

11. Who will be your main contact person?

Name/s

Position/s

Contact details (if different from above):

Phone number ()

Email address

12. How many children do you or do you intend to care for?

13. How many educators do you have or intend to have?

14. How many families use your service or will use your service?

Please send completed form via email to assist@peaktraining.net.au
or by post to PEAK Training PO Box 386, Summer Hill NSW 2130

DISCLAIMER: All advice via the Assist program is provided for information purposes only. Although all care has been taken, no claim is made as to the accuracy or authenticity of the information provided. NSW Family Day Care Association and PEAK Training do not accept any liability to any person for the information or advice (or the use of such information or advice) provided via Assist. The advice is provided on the basis that all persons receiving advice accept responsibility for assessing the relevance and accuracy.

CONTACT

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