




# ASSiST!

The support program for new Family Day Care service providers

Setting up a Family Day Care service from scratch 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 new jargon to get your head round. A lot of policies to write. A lot of systems to put in place. Concerns about finances.



If only there was someone to assist!

Well, actually, there is.

NSW Family Day Care Association and PEAK Training have been supporting Family Day Care services for the last 40 years. We know how complicated it is to establish a new service.

And that is why we have established Assist! – the support program for new Family Day Care service providers.

Assist is a support and advice program for people setting up new Family Day Care services. We have specialist experienced advisers that can help you ensure that the Family Day Care service you set up is legal, high quality and functional.

**Think of Assist as the program that puts a Family Day Care expert on your team.**



## What sort of help can you get from Assist?

Assist can:

- Understand the process of becoming approved to operate a FDC
- Make sure you are putting in the right forms to the right places
- Help you understand what running a FDC service entails
- Help you work out what administration systems you need to set up
- Help you work out whether to employ or contract educators
- Explain what your co-ordinators need to do
- Advise you on the policies and procedures you need
- Help you understand compliance to laws and regulations
- Help you understand the National Quality Framework, Quality Improvement Plans the National Quality Standard and assessment and ratings processes
- Help you understand the Child Care Management System and financial subsidies for parents such as CCB, CCR, SCCB and GCCB.
- Help you understand the jargon!

“ I learned a lot about different ways of meeting challenges and the facilitator gave me a variety of ideas to move forward with my service. ”

Sue, Manager, FDC Gympie, 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 new Family Day Care services get up and running. The advisers who work for Assist all have strong backgrounds running and supporting FDC services. NSW Family Day Care 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 been working in FDC for the last 35 years, but if I don't know something or need to know something about changes to laws NSW Family Day Care Association is the first place I go. They know everything about Family Day Care. ””

Catherine, Manager, Sydney Wide Family Day Care, 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.

““ 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 new services that have concerns about one or two areas of operation only, or for new 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 new services that have concerns about a number of areas of operation or for new services that want a thorough check on proposed operations and the opportunity to ask in depth questions of an expert face to face.
- The support may be delivered by a 3-hour (maximum) 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 new or proposed services that are lost or overwhelmed by the approval process or establishing their service.
- 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)**

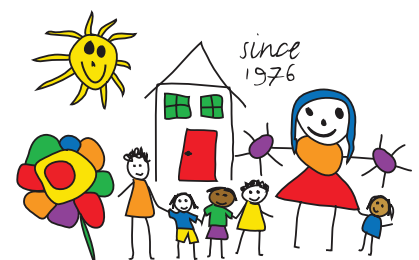
## How do I sign up?

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](mailto: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](mailto:assist@peaktraining.net.au)  
or by post to PEAK Training PO Box 386, Summer Hill NSW 2130

## CONTACT

[assist@peaktraining.net.au](mailto:assist@peaktraining.net.au)

Phone: (02) 9779 9999



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