



1800 157 818

THREE WAYS TO GET ANSWERS

1. PHONE

Children's Services
Central Helpline:
1800 157 818

2. EMAIL

info@cscentral.org.au

3. PEER SUPPORT

Through online
discussion boards at
www.cscentral.org.au

Who you gonna call?

When you need to know something, and no one else at your service knows the answer, how do you go about finding out? Ask another service? Call a peak organisation? Research it on the internet?

Children's Services Central is trying to make this part of running a children's service easy, by providing three different ways of getting answers.

- The first is by calling the helpline. When you call **1800 157 818**, someone with experience in children's services should be able to either give you an answer, refer to someone who can answer, or commit to finding you an answer and calling you back with it.
- The second is by emailing us. Sometimes, it is faster to get results by using email. If you send your query to **info@cscentral.org.au** we will try and get an answer back to you as soon as possible.
- The third way, we hope, will be of real value to services. This is through the discussion boards on our website: **www.cscentral.org.au**

Many people get frightened of anything as high-tech sounding as a 'discussion board', but really it's as simple as making playdough – and the real benefit is that the answer comes from one of your peers ... Someone who is in the same situation as you and has found out what works for them.

Here is an example of how the forum works:

Cheryl is the Director of a long day care centre and one of her staff members has just asked about which vaccinations are

recommended for a childcare worker. Cheryl can't remember, so she posts a question on the CS Central website.

While she is doing this, she notices a question about soft fall and, as she has just replaced the soft fall in her centre and had to do a lot of research, she knows she can post a reply that will help the other centre. She does this and then leaves the website.

A few days later when she has completely forgotten about the whole interaction, including the fact that the staff member asked her a question in the first place, she gets an email message alerting her that someone has replied to her question on the CS Central website. She clicks on the link in her email and discovers that three people have responded and she can now answer the staff member's question confidently.

When she checks the site a few days later, she discovers that it has sparked a bit of discussion about whether services should pay for staff members' immunisations and ten other services have joined in the discussion.

To post message on the discussion board, please go to the Children's Services Central website at **www.cscentral.org.au** and follow the links to the discussion board from the home page.

So, there are the three different ways Children's Services Central will help services get the answers they need – phone, email and discussion boards. Which will you use, next time you need to know something? ●

What is Children's Services Central?

Children's Services Central is managed by The Alliance of Children's Services*, a consortium of the seven key organisations that currently resource and represent the various sectors of children's services in NSW:

- **Community Child Care Co-operative NSW:** A Resource and Advisory Agency for Long Day Care centres and the peak body for community-based children's services in NSW;
- **NSW Family Day Care Association:** A Resource and Advisory Agency for Family Day Care schemes, staff and caregivers, and In-Home Care providers, as well as the peak body for Family Day Care schemes in NSW and In-Home Care providers;
- **Network of Community Activities:** A Resource and Advisory Agency for Out of School Hours care services and the peak body for Out of School Hours care services in NSW;
- **Contact Incorporated:** An agency which supports isolated families and children in NSW, including rural communities, and provides Resource and Advisory services to Commonwealth-funded Mobile Services;
- **Ethnic Child Care Family and Community Services Co-operative Limited:** The NSW Multicultural SUPS Resource Advisory Service, the manager of the Casual Ethnic Workers Pool and the peak body for children's services run by and for culturally and ethnically diverse communities within NSW;
- **Child Care NSW:** The peak body for privately-funded children's services in NSW;
- **Semann and Slattery Training Consultants:** Early childhood training consultants who provide training to children's services in NSW.

Community Child Care Co-operative NSW is the lead agency.

Children's Services Central is a program of The Alliance of Children's Services. The Alliance of Children's Services is the Professional Support Coordinator in NSW. The Professional Support Coordinator is an initiative of the Inclusion and Professional Support Program, funded by the Australian Government.

Children's Services Central:

Hut 21, 142 Addison Road, Marrickville NSW 2204

Freecall telephone: 1800 157 818

Email: info@cscentral.org.au

Web: www.cscentral.org.au

ROUNDUP

Mobile Services to get Inclusion Support

Through the changes announced with the Child Care Support Program, Australian Government-funded Mobile Children's Services are now eligible to access Inclusion Support Agency services. More detailed information will be available in the near future, but mobiles may wish to look at the Children's Services Central website to see which Inclusion Support Agency covers your area. **www.cscentral.org.au**

Training calendar

Children's Services Central provides a variety of training for all service types. This training can be provided as a workshop from which people from many services come or available online.

Children's Services Central will produce a training calendar every six months. These scheduled training sessions will be held in rural and metropolitan centres throughout NSW. Training topics are selected to meet the needs of services in each area. If services have ideas for training that they would like to see in their area, they should contact Children's Services Central as soon as possible. The first calendar of training events will be posted to services in the middle of 2006. These are funded sessions provided at nominal cost.

Farmsafe

Do you have children and families at your service that live on farms or visit farms from time to time? Farmsafe Australia has a range of excellent brochures and materials designed to raise awareness about various aspects of keeping children safe on farms. To find out more, telephone Farmsafe Australia on **(02) 5675 28218** or visit their website: **www.farmsafe.org.au/childsafef**

FaCSIA checking CCB compliance

As you may have read in the last edition of *Child Care News*, the Australian Government is increasing its focus on compliance issues within the childcare sector. They are particularly examining:

- Recording of child attendance and the treatment of absences;
- Communication of notifiable events such as a change in the operator of a service;
- The use of Special Child Care Benefit;
- Adherence to hours of operation;
- Ensuring families are free to access all of a session of care;
- Operation within approved place limits.

Rural Road Safety

The Early Childhood Road Safety Education Program is planning a number of rural training events during the year including visits to:

- Kiama
- Deniliquin
- Queanbeyan
- Warialda
- Coonamble
- Nyngan
- Albion Park
- Berrigan
- Moree
- Griffith
- Gilgandra
- Cobar
- Minnamurra
- Finley
- Narrabri
- Coonabarabran
- Coolah
- Trangie

Telephone the Unit to find out more about these events on **(02) 9850 4700** ●



What are people asking Children's Services Central?

The One-Stop Call Centre has been flooded with calls from services, but many people have also sent us questions by email. Here is a sample of peoples' questions, and our responses.

Paula was after enrolment forms

Q I am looking for a model enrolment form that takes into account separated families which may have court orders around who is allowed/not allowed to pick up children. Have you got any models I could look at/get ideas from? - Paula

A Hi Paula, please find attached two sample forms. The first is from Tasmania and just asks a general question about if there are any court orders. The second has a lot more detail but the legislation it refers to is Victorian legislation which is not applicable in NSW.

They should provide you with a reasonable starting point but if you require further information please email again.

Laurel was looking for Indigenous links

Q We are a community-based centre, currently working on our goals for 2006. An identified goal is to build links with our local Indigenous community and incorporate relevant and appropriate Aboriginal perspectives in our program, so can you advise some resources or a starting point for us... thanks, - Laurel

A Hi Laurel, you may wish to contact the Aboriginal Early Childhood Services Support Unit which runs workshops on developing an 'Aboriginal policy', among other things. Their website is www.aecssu.org.au

The other organisation that may help is the Secretariat of National Aboriginal and Islander Child Care or SNAICC. SNAICC is the peak body representing the interests of Aboriginal and Torres Strait Islander children and families: www.snaicc.asn.au

Other than that, the Lady Gowrie Resource Library has a number of useful Aboriginal resources and publications. You can contact them on **(02) 8345 7624**.

Jennifer wanted to know about Panadol

Q I am updating our Administering Emergency Panadol policy and would like any advice or samples you may be able to offer. I understand that in SA now it is banned from being administered and wonder if this should impact our policy statements? - Jennifer

A Hi Jennifer, The new Health and Safety model policies and practices book which your centre should have received a copy of has a large section on the use of paracetamol (Panadol). I have attached the relevant pages to this email. In summary though: 'There is limited evidence that paracetamol is effective in lowering fever in a child compared to cooling the child and providing fluids.

To facilitate effective care and safe administration of paracetamol to a child with acute fever or pain, centres should:

- Ensure parental permission to administer paracetamol has been granted;
 - Not in any circumstance administer paracetamol to children under the age of six months while in care of the service;
 - Not administer paracetamol for mild fever (under 38°C), gastroenteritis or as a sedative. If paracetamol is to be administered to a child for fever, only administer it to a child who has a temperature above 38°C and is in discomfort or pain;
 - Administer only one dose of paracetamol in any situation.
- The main point of difference between this and previous practice is that Panadol should not be used for fever reduction only. It should only be used for fever reduction when the child is also in pain. ●

Disclaimer: This information is provided as general guidance only, and should not be considered as professional legal or medical advice.

Fees for CS Central services

Under the guidelines for the operations of Professional Support Co-ordinators across Australia, the PSCs must set a fee for services accessing different aspects of our services.

After much consultation, Children's Services Central has now completed this task. We are aware that for some service types, this is the first time a fee for training and other resource services has been charged. Other service types will find the fees somewhat less than what they have previously paid.

The fees are as follows:

- **Calendar Training Courses:**
\$10 + GST per hour (i.e.; a three-hour course will cost \$30 + GST)
- **General Resource Library Membership:**
\$40 + GST per service per annum
- **Specialist Equipment Pool:**
No charge
- **Mentoring:**
\$100 + GST per mentoring cycle
- **New Service Support:**
\$300 + GST (will include resource kit and phone support)
- **Accreditation Support and Crisis Support:**
sliding scale fee depending on nature of support from \$50-\$100 + GST per annum
- **Bicultural Support Pool:**
No charge



Marketing power in Family Day Care

Diane Harding looks at how key marketing principles can help you find the right carers for your service.

Family Day Care is one of the few services that requires marketing to both the customer of the service (families in our communities) and to potential childcare workers (self-employed Family Day Care carers).

Gathering key information about customer preferences can increase your market effectiveness. Knowing why people use your services will ensure you continue to provide services relevant to your client's needs.

The Family Day Care Advantage

Family Day Care can use the close connections which they have with their customers to uncover what they want and how best to meet those needs.

Remember it is around five to eight times more costly to get a new customer than it is to keep an existing customer. So, if there are limited funds to spend on marketing, the focus should be on retaining existing customers.

Management can determine the objectives via customer research. Complement this research with information available from local government, the census and DoCS and set a marketing budget. Continued research should be part of your ongoing marketing strategy.

Customer habits can change over time. Continually uncovering what customers want will allow adjustments to those changing needs.

Resistance to traditional marketing

Family Day Care has always been able to connect with customers via relevant questions on enrolment forms, exit interviews and anecdotal phone discussions.

Nowadays, the traditional marketing methods are being resisted – it is very easy to walk from the letter box to the bin, to block spam, to mute television commercials and to use caller ID on your phone. Newer and less intrusive marketing may be the way to go.

Marketing needs relevant messages and needs to find your target group.

2006 National Family Day Care Conference

Alice Springs is the venue for the 5th National Family Day Care Conference, **'Messages from the Heart'** to be held from May 17–20, 2006.

Registrations close on April 17, so don't delay. You can get more information and register on the website: www.fdc2006.com.au

Some ideas for consideration are:

- Give customers a taste of what you are about and raise your profile at the same time with well designed glossy brochures that tell customers what they want to know rather than what you want to tell them.
- Encourage referrals, a vital aspect of marketing, by providing customers with a simple advertising card which they can pass onto friends.
- Stay connected to customers via postcards which outline the newest ideas in the service. Customers can glance at a postcard and take in the message, whereas they might not fully read a newsletter.
- Develop a website that works for you. If you currently mail out information to parents and carers on a regular basis, then a change to putting information on a website may be a more cost effective way of reaching your working parents who are often in a hurry and want to find out what is available as quickly as possible.
- Your website should not just be a 'pretty site', but a 'working site'.
- Add your parent enrolment form to the site so it can be downloaded, completed and brought to an enrolment interview with the parent.
- Add your application form for carers and a section where policies are located.
- Add the newsletter to the site for instant reading. Include the newsletters from the past two months as well.
- Include a quick survey of no more than five questions, with tick or cross boxes for parents to complete and email to the scheme. Align this with FDC Quality Assurance or marketing.
- Tell customers about the latest ideas in your service.
- Include the play session program for the next two months or so.
- Include the training and meeting program for the year.

Some steps to take to increase the marketing power in Family Day Care are:

- Review advertising strategies to include what the client wants.
- Review application strategies to ensure you get what you need.
- Examine orientation and training strategies to ensure the potential of carers is maximised.
- Include carers in the business planning for the service.
- Develop business planning on the basis of the philosophy of Family Day Care.
- Review your annual assessment process for carers to include improvement goals.

Diane Harding is Support and Liaison Officer for NSW Family Day Care Association (trading as Peak Training). ●

Making it happen in Murdi Paaki

A final report from an event held at Bourke in May 2005 was disseminated in January 2006 to children's services throughout western NSW, as well as to local, state, federal governments, childcare peaks bodies and universities. Sue Kingwill reports on this regional initiative, 'Making it Happen in Murdi Paaki', and outlines how it was facilitated to consider and develop a set of recommendations to overcome some of the current disadvantages for children's services peak organisations in the region.

The Murdi Paaki region makes up one third of NSW in the far west, north-west and Murray Districts. Towns such as Bourke, Brewarrina, Broken Hill, Cobar, Collarenebri, Coonamble, Dareton, Enngonia, Goolooga, Gulargambone, Ivanhoe, Lightning Ridge, Menindee, Quambone, Tibooburra, Walgett, Weilmoringle, Wentworth and Wilcannia are within this area. The gathering was organised by the Murdi Paaki regional initiative-working group with 79 participants from government (local state and Australian) children's service peak universities and interested parties taking part in the two-day event.

Issues that were deliberated upon included the difficulties in attracting and retaining qualified staff, isolation from support services; funding that does not cover costs, accountability requirements that are difficult to meet; difficulties in recruiting, supporting and retaining management committees and inadequate resources for supporting children and families with additional needs. A series of recommendations and proposed strategies to seek to address the matters raised were presented in the final report.

There is a long way to go, however, the information presented offers a basis for future actions to assist in overcoming some of the issues being faced by the children's services, children and families in regional NSW. ●



ABOVE: Tina Slattery (Department of Education and Training) with 'Birth to Kindergarten' reading project workers Rhonda Brain and Sheree Rosser, pictured with two members of the organising committee, Pat Canty and Maxine Mackay.

Take part in our mentoring program

One of the most exciting new things that Children's Services Central is setting up is a mentoring program.

We believe that a one-on-one coaching and mentoring system for new, struggling and/or isolated service directors, coordinators, managers, management committees and owners of children's services, will help cause consequential and lasting change to the quality of children's service provision.

Family Day Care services, Long Day Care Services and Out of School Hours (OOSH) care services across NSW need access to intensive support while undergoing change, especially where services are isolated.

The mentoring program will be set up in both rural and metropolitan areas. Services that are assessed as benefiting from the mentoring program will be eligible for 10 hours of phone support over a six-week period.

How will it work in practice?

Let's look at a few scenarios. The first is of a committee in a small OOSH service in a rural area. Their coordinator has had to resign suddenly because her partner got a job in the city. The committee are keen and eager but quickly realise that the coordinator has done such a good job over the last ten years that nobody else has the faintest idea about how the service runs in practice. They find a new coordinator but this person has no OOSH experience, only having worked in Long Day Care centres before.

The committee needs someone to talk to on an ongoing basis who can explain things as the need arises. How to do a Business Activity Statement. How to claim Child Care Benefit. How to prepare a budget. What Award they should be paying the coordinator. How they can get the staff member some training on programming for OOSH. Where they go to get training on their roles and responsibilities as a committee.

After they have phoned Children's Services Central a few times, it becomes obvious they are going to need some intensive support. They are told about the mentoring program and agree to participate. They are paired with an experienced mentor from an OOSH service. They agree to set up a weekly support call, but they also understand they can call the mentor at any crisis points over the next few weeks.

Would you like to be a mentor?

Obviously, we will be after experienced directors who are prepared to help out by being mentors. If you are interested, send an email to info@csccentral.org.au

For the remainder of 2006, the mentoring program will be extended to:

- 30 service directors/managers/coordinators;
- 10 service management committees;
- 16 service owners.

Look out for future editions of *Central* where we will interview some of the first services to take part in the mentoring program. ●

Have you checked out
the Children's Services
Central website yet?
www.cscentral.org.au

Private long day care centres and the oversupply of places

Ian Weston looks at how business development training can help avoid a crisis at your centre.

NSW Long Day Care (LDC) services live in challenging times. We operate at world's best-practice standards, but headlines are always about alleged crises.

One of the major problems for the Long Day Care sector is on the one hand, that there are many pockets of apparent over-supply (because many centres are struggling to fill vacancies), but, on the other hand, the headlines scream 'crisis' because there are not enough childcare places available.

Even high-quality centres with successful track records are reporting worrying levels of vacancies which appeared last year and are worsening this year.

And yet, one centre we are aware of, in exactly this situation, also has to contend with its local suburban newspaper reporting that local council-run centres in the same catchment area claim to have more than 1,000 on their waiting-lists.



How is it that these two realities exist at the same time?

More importantly, what can you as a business manager do to manage your way through this turbulence?

There are many possible system-level solutions the sector is discussing with governments at the macro level:

- Increased parent subsidies for under twos;
- Increased willingness by councils to approve development applications in appropriate locations and to reject them in inappropriate locations;

- The introduction of better-quality information to assist better business planning by new entrants;
- Better use by the Federal Government of its allocation powers to make sure that the Child Care Benefit Subsidy is allocated only where there is a demonstrated need, based on good-quality supply/demand data.

But, apart from those sector-wide debates, there are steps individual business managers can and should be taking.

Above all else, what centres need to get better at is improved business management, and, especially, improved marketing and communication strategies.

And that is where improved training content, and improved access to training, can help. The Government has re-engineered the delivery of funding to support improved training outcomes. It wants training to be affordable, and to be available at times and in a way that suits the needs of customers.

Commercially-run centres operate differently than community-based centres. The fact is that good training understands and responds to this.

Effective training is training that:

- Caters to these legal and operational realities;
- Is delivered by people who have relevant experience in the field;
- Is delivered in accessible ways; and
- Is good value-for-money.

The particular Sydney centre referred to earlier in this article appears to be suffering vacancies partly because it has never really had an effective marketing plan. Because the centre has always been full, it has never seen the good sense of spending the time and money to develop appropriate communication and advertising strategies to deal with the inevitable period of lesser demand.

Centre managers need to understand the nature of the initial transaction, and the context in which that transaction happens. Centres should have a system to 'recruit' and 'convert' potential parent customers. Centres need to know where their customers might come from, where the competition is, the strengths and weaknesses of their own product and of their competitor's product, the most cost-effective ways to promote their strengths, along with other techniques and system-level requirements.

The good news is that that sort of business-development training can now be accessed via Children's Services Central. Ian Weston, speaking on behalf of Child Care NSW, says that the organisation is 'pleased to be part of this important attempt to improve outcomes for children and families by improving the content and availability of training for service providers'.

'We think it makes good sense to have a central referral mechanism such as Children's Services Central. We are also very pleased to be part of a system which underpins Children's Services Central with organisations with proven capacity to understand the needs of childcare centre businesses.' ●

So what exactly is In-Home Childcare?

Many children's services have heard of In-Home childcare, but some seem puzzled as to exactly what it is and who runs it.

In-Home Childcare is a relative new form of childcare (established in 2001) where children can be cared for in the familiar environment of their own home by an approved carer. Families who don't have access to a childcare service, or whose childcare needs cannot be met by an existing service may be able to use In-Home Childcare.

In-Home Childcare can be available to families living in rural regional areas, parents who work shiftwork or non-standard hours, families where parents or child has a disability/illness, or families with two or more children under school age.

Children can expect to be involved in a full range of activities including art, craft, stories and outdoor activities and games during their care hours.

All agencies providing In-Home Childcare are required to monitor, support and train carers. Services also must have policies on aspects of care including hygiene and safety.

The cost of In-Home Childcare is usually set at a per family rate, and families using this type of care are eligible for Child Care Benefit. In most instances, the more children in care, the cheaper it becomes for the family.

NSW has 22 approved In-Home Care agencies scattered throughout the state. The NSW In-home Childcare Brokerage is a unique service which offers care in many rural/remote locations of NSW and is sponsored by the NSW Family Day Care Association. Other services are located in specific geographical areas in both Sydney and regional centres in NSW. These services are sometimes attached to a Family Day Care scheme, a childcare centre or are a stand alone service operator by a private operator.

Services that wish to know more about In-Home Childcare can contact Children's Services Central. ●

ATTENTION! In-Home Care Services

Have you noticed the special *In-Home Care Service* newsletter inserted into your copy of this newsletter? Look for it in each copy of *Central*. This newsletter is funded by Children's Services Central to ensure you get the information you need.



RURAL, REMOTE BUT NOT ISOLATED!

A number of exciting new training and support opportunities will be available to rural and remote children's services through Children Services Central. A coordination unit is being funded to offer a range of programs in rural NSW.

Weekend training events will be offered and facilitated for all children's service types at 11 different venues. Locations, trainers and programs will be defined in the next few months and training events will be available in northern, southern and western NSW. Representatives from some of the children's service peak organisations will be delivering training at each of these weekend happenings, including Community Child Care Co-operative (NSW), NSW Family Day Care Association and Network of Community Activities.

The proposed program format will comprise of a Saturday generalist training topic session applicable to all service types, followed after lunch by break out sessions. After lunch, various training/presenter options will be offered relating to specific sector interests including centre-based services, Family Day Care and Outside School Hours care. Every effort will also be made to accommodate non-mainstream service needs such as mobile children's services. Sunday morning will include a further generalist cross-sector session before a final summary of conclusions and evaluations.

Video link-ups will be trialled in some rural sites to enable a new way to access professional training and supports. Professionals will deliver presentations followed by either a web-based chat room discussion process or a break in broadcast.

The presentations will be designed to be as relevant to as many children's service types as possible. Teleconferencing links will also be offered to enable children's services the chance to link-up, discuss issues,

services and ideas. Encouragement will be made to representatives from the Department of Family and Community Services Indigenous Affairs to be part of at least one of the link ups so that services can remain in touch with Government requirements and directions.

Who is your ISA?

Most services now know that local SUPS services have been replaced by regional Inclusion Support Agencies. Do you know who will be running your local Inclusion Support Agency? Check out the list on our website at: www.cscentral.org.au

Q. WHO SAID THIS?

'We trained hard, but it seemed every time we were beginning to form up into teams, we would be reorganised. I was to learn later in life that we tend to meet any new situation by reorganising, and a wonderful method it can be for creating the illusion of progress while producing confusion, inefficiency and demoralisation.'

A. GAIVS PETRONUS, A.D. 66

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Children's Services Central

Hut 21, 142 Addison Road, Marrickville NSW 2204

Tollfree: 1800 157 818 Email: info@cscentral.org.au

Web: www.cscentral.org.au

Need to know
something?
ONE-STOP
CALL CENTRE
1800 157 818

New and innovative training planned for Inclusion Support Facilitators

The review of the Child Care Support Program brought with it an update in roles and responsibilities for SUPS workers across Australia. Soon to be referred to as **Inclusion Support Facilitators (ISFs)** their role will continue to focus on including children with diverse needs into mainstream children's services.

Children's Services Central will play a lead role in ensuring that ISFs across New South Wales are well trained in providing professional support to the children's services sector.

A diverse range of professional development opportunities are planned and aim to support the transition in roles for ISFs as well as providing them with specific training across a diverse range of inclusion issues.

Currently, on the soon-to-be-released professional development training calendar for ISFs is a series of Orientation Sessions which aim to provide new –and some existing– workers with clarity regarding their role in supporting federally-funded children's services. In addition, more specific training on topics relating to inclusive childcare practices and

curriculum will be offered to ISFs, to ensure that their support to the field is current and relevant to the needs of childcare professionals.

To make sure the training hits the mark, a training needs survey specific to ISFs will be sent out in late April. The data from these surveys will assist to ensure that the training is relevant not only to ISFs but the wider children's services sector. ●

ATTENTION! Occasional Care Services

Have you noticed the special Occasional Care Service newsletter, *Time Out*, inserted into your copy of this newsletter? Look for it in each copy of *Central*. This newsletter is funded by Children's Services Central to ensure you get the information you need.



Professional Support Service Providers

Under the Inclusion and Professional Support Program, the Professional Support Co-ordinator chooses Professional Support Service Providers (PSSPs) to deliver professional support to Children's Services. The Alliance of Children's Services ran a selective tender process to appoint agencies as PSSPs to deliver key identified professional support components for an initial eight month period from April 1 2006 to November 30 2006. The Alliance is pleased to announce the appointment of the following agencies as PSSPs for this period.

1. Coordination of training to services in rural and remote areas- Contact Inc.
2. Development of online training modules – Illawarra Area Child Care (parent company of ECTARC – Early Childhood Training and Resource Centre).
3. Provision of resourcing on emerging needs – Network of Community Activities.
4. Provision of accreditation training – Lady Gowrie Child Centre, NSW Family Day Care Association Inc.
5. Provision of training for Inclusion Support Facilitators- Semann and Slattery Training Consultants.
6. Provision of the Bicultural Support Pool – Ethnic Child Care Family and Community Services Co-op Ltd.
7. Management of the general resource pool – Lady Gowrie Child Centre.

8. Management of the specialist equipment pool – Lady Gowrie Child Centre.
9. Provision of crisis support for services- NSW Family Day Care Association Inc, Network, Contact Inc, Lady Gowrie Child Centre, Community Child Care Co-operative.
10. Provision of management support training – NSW Family Day Care Association Inc, Network of Community Activities, Semann and Slattery Training Consultants, Community Child Care Co-operative.
11. New services support – NSW Family Day Care Association Inc, Network of Community Activities, Community Child Care Co-operative.
12. Provision of training on curriculum, programming and child development – NSW Family Day Care Association Inc, Network of Community Activities, Contact Inc, Semann and Slattery Training Consultants, Lady Gowrie Child Centre, Community Child Care Co-operative.
13. Development of written resources – Community Child Care Co-operative.
14. Provision of support to services undergoing an Accreditation Decision Review Process – NSW Family Day Care Association Inc, Network of Community Activities, Community Child Care Co-operative.
15. Provision of coaching and mentoring – NSW Family Day Care Association Inc, Network of Community Activities, Community Child Care Co-operative.

Please remember that all training and professional support is accessed through the one agency, Children's Services Central, regardless of who will be supplying that support.