



# NORTH QLD

# LOOP

JANUARY 2009

## REGIONAL ROUNDUP

Welcome to a divine 2009.

The North Queensland regional loop is for all child care professionals, and has specific information and articles on events and issues that affect the North Queensland region.

The Professional Support Network (PSN) for the North Queensland region have been busy planning the first six months of professional support that will be offered to the region. For more information please refer to the **North Queensland** section of the Northern Regions activity calendar.

### *The role of the PSN is to:*

- Identify and prioritise professional support needs for the North Queensland region;
- Nominate possible Professional Support Service Providers (PSSPs);
- Assist with the allocation of regional funding for professional development and support to address the prioritised needs for the North Queensland region;
- Evaluate the professional support activities;
- Ensure that all the child care services in your region have the opportunity to contribute to their professional support;
- Gather feedback from all stakeholders and to inform the region of upcoming events, proceedings and decisions.

This year will see the region offer professional development in some new and exciting formats. North Queensland will start the year with a back to basics approach to ART called '*Creating meaningful art & craft sessions in childcare*'. The sessions will be presented as both an ongoing series where the participant must commit to attending all 6 parts of the series, as well as offering a number of individual workshops held on the topics covered in the series. This type of professional development will become more common in 2009 with the PSN members looking at extending this type of reflective & ongoing learning series to other topics and issues. Information from the feedback sheets have overwhelmingly suggested that workshops Need to be offered in this way.

The PSN have again identified the importance of local and regional workshops ensuring a range of professional development opportunities will continue to be offered over North Queensland region including events both in Townsville and in the three identified hub locations of Ayr, Ingham and Charters Towers. Events will also continue to be offered at a range of times and on various days to attempt to meet the needs of both service types and individuals.

Your regional loop will be produced quarterly and if you have any ideas for information to be included please do contact the Townsville office.

*It's regional loop time again!*

### SPECIAL POINTS OF INTEREST:

- Regional Roundup
- Australia Wide Conferences
- Frequently asked questions
- Inclusion Support Agency
- CCMS Update
- Exchange Program
- PSCQ Bicultural Support
- Northern Regions Activity Calendar

### NEED TO CONTACT PSCQ?

Phone  
1800 112 585

Web [www.pscq.org.au](http://www.pscq.org.au)

Email  
[pscq@workforce.org.au](mailto:pscq@workforce.org.au)

Your North Queensland  
Project Officer is -

*Peter Demopoulos*

For more information check out the website at  
**[www.pscq.org.au](http://www.pscq.org.au)**  
or give us a call on the PSCQ  
free call number —  
**1800 112 585.**





# Creating meaningful art & craft sessions in childcare

With Kylie Bartlett

**HURRY!**

Registrations for both the six part series  
and one off workshops **MUST** close on  
Wednesday 11th of February.

## AUSTRALIA WIDE CONFERENCES 2009

\* CHECK THE WEBSITES FOR MORE INFORMATION

**The neurobiology of childhood trauma and attachment - Understanding the brain science of modern attachment theory and its relevance to practice with children, young people and families.**

20 March 2009, Mercure Hotel, Brisbane

<http://www.childhood.org.au/training/event.asp?story=13732>

**Protecting Children Today Conference 2009 (PACT 09)**

25-27 March 2009, Sebel & Citigate King George Square, Brisbane

<http://www.pact09.eventplanners.com.au/>

**Family Day Care Australia National Conference 2009**

20-23 May 2009, Hotel Grand Chancellor, Hobart

<http://www.cdesign.com.au/fdc2009/>

**Fourth national conference for the Australian college for child and family protection practitioners**

22 -24 May, 2009, Rydges, Southbank, Brisbane

<http://www.accfpp.org.au/events.htm>

**Early Childhood Education Conference**

<http://www.togetherwegrow.com.au/>

29-30 May 2009, Caulfield Racecourse, Melbourne.

**Childcare Queensland annual conference**

24-26 July 2009, Royal Pines Resort, Gold Coast

[http://www.childcareqld.org.au/media\\_events.htm](http://www.childcareqld.org.au/media_events.htm)

**2009 ARACY Conference: Transforming Australia for our children's future: Making prevention work**

2-4 September 2009, Melbourne

<http://www.aracyconference.org.au/index.php> (Call for abstracts open until 30 April)

**Third Australasian Early Childhood Education for Sustainability Conference**

*Engage Empower Enact: Sustainability and the Early Years*

22-24 October, 2009, Melbourne

<http://www.cccvic.org.au/images/EESEY%20Conference%202009.pdf>

**Asia Pacific Conference on Child Abuse and Neglect**

15-18 November, 2009, Perth

<http://www.napcan.org.au/index.htm>

**Birth to Three 2009 Conference**

28-29 May, 2009, Surfers Paradise

<http://www.communitiesforchildrenwwk.org.au/>

**Early Intervention through Playgroup Conference**

*Our Families - Our future*

6 March, 2009, Brisbane

<http://www.playgroupaustralia.com.au>



## Success through Capacity Building: Coaching



An Inclusion Support Facilitator (ISF) utilises a range of capacity building techniques which foster the process of developing and strengthening skills, abilities and resources to encourage problem solving and implementing constructive change. One such technique is *coaching*, which is a process that supports individuals and groups to articulate and strive towards identified goals.

There are various definitions and applications of coaching; however, each ISF utilises a five-step approach with the aim of supporting colleagues and child care staff, which includes: competency; objectivity; adaptability; caring; and honesty. Success through effective coaching is enabled through:

- **Self-direction:** The person being coached takes the responsibility for their own learning, tasks and goals.
- **Solution focused:** The coach focuses on potential solutions and pathways to reach such outcomes.
- **Constructive encouragement and feedback:** A coach delivers feedback in an encouraging and constructive manner to assist in the process of change and improvement.
- **Systematic action planning:** Effective coaching assists not only in the identification of goals but in systematic, step-by-step methods that can be employed to meet goals.
- **Empowerment:** A coach empowers individuals and groups to identify their own needs, maintain a focus on the solutions and reach professional goals.

It is through the application of capacity building techniques such as coaching, that each ISF is able to assist child care staff identify needs and reach goals.

For any additional information on coaching or developing an Assisted Inclusion Readiness Plan (AIR) please contact:

**Susan Wilkinson**  
**North Queensland Inclusion Support Agency Coordinator**  
Phone: 07 4727 9683  
Fax: 07 47714133  
Mobile: 0409342545  
Email: [susan.wilkinson@townsville.qld.gov.au](mailto:susan.wilkinson@townsville.qld.gov.au)  
Website: [www.townsville.qld.gov.au](http://www.townsville.qld.gov.au)



## CCMS UPDATE

CCMS Update January 2009

The transition to CCMS for services is in full swing with many already using the new system. The information sessions run by PSCQ to support services are winding down; however information from these sessions, including power point presentations, handouts and Frequently Asked Questions, is available on the PSCQ website under 'useful links'. For information on availability of future sessions please contact the PSCQ Office.

**Remember**, under legislation, all services that are claiming CCB for families **must** be transitioned by July 2009.

If you have any questions about the transition process contact the CCMS Helpdesk

### CONTACT THE CCMS HELPDESK

1300 667 276 phone | 1300 663 429 fax

[ccmshelpdesk@deewr.gov.au](mailto:ccmshelpdesk@deewr.gov.au) | [www.deewr.gov.au](http://www.deewr.gov.au)

and follow the links

Helpdesk hours 8:00am – 8.30pm AEST



## CCMS FREQUENTLY ASKED QUESTIONS

***If a foster family is claiming CCB are they a formal enrolment?***

If they are liable for the child care fees, then they may be eligible for CCB and, if they provide CRNs and DOBs, a formal enrolment can be created.

***If a foster family is not claiming CCB are they AMEP/Other enrolment?***

If they are not liable for the child care fees, then they are not eligible for CCB. An AMEP/Other enrolment should be used if a third party is liable for the child care fees.

***A child who normally attends after school care is suspended from school and does not attend care for the day/s they are suspended and has had more than 42 days absence. Is the family able to claim additional absence day/s so they are eligible for CCB?***

No. The valid reasons for an additional absence are:

- illness (with a medical certificate)
- an outbreak of infectious disease, when the child is not immunised
- any other absences due to sickness of the child, a parent or sibling, supported by medical certificates
- a parent being on a rotating shift or rostered day off
- temporary school closure/pupil free day
- shared care arrangements due to a court order, consent order or parenting order
- a period of local emergency
- attendance at pre-school
- exceptional circumstances

Reference: pages 184 – 192 CCMS Child Care Services Handbook  
Section I (Absences) – Child Care Providers FAQ – CCMS webpage

***What type of enrolment will a child need to allow parents to claim the tax rebate?***

Parents will need to provide a CRN and have a formal enrolment for their child to enable them to claim the Child Care Tax Rebate.

***If a parent wants to claim the Tax Rebate and brings their CRN in to the service sometime during the financial year (for example May) would the service need to formalise the enrolment and then cancel attendances for the child back to July 1 and resubmit new attendances under the formal enrolment?***

The process of formalising the enrolment by adding CRNs (and checking that dates of birth were entered correctly) is all that is needed. Any attendance data stored against the informal enrolment will automatically be passed from DEEWR to Centrelink/FAO upon the successful formalisation of the enrolment.

For more answers to questions raised during the PSCQ CCMS Sessions go to the PSCQ website and look under "Useful Links".



## EXCHANGE PROGRAM UPDATE

### Newsflash PSCQ Exchange Program Goes State Wide in 2009!

2009 promises to be an exciting year for the PSCQ Exchange Program with the news that participants from North Queensland will be able to visit services anywhere in the state.

The 2008 pilot was a resounding success, with participants and host services agreeing unanimously that it is an extremely valuable and worthwhile professional development opportunity.

*"The best professional development I have been on."*  
Lisa from Kookaburra Child Care Centre Mackay

*"The exchange was very exciting and gave me great ideas and knowledge. Thank you."*  
Jade from Longreach Child Care Centre

During the pilot, 13 participants across North Queensland took the opportunity to visit other services to collect new ideas and form professional networks. These participants came from a variety of service types and visited services either in their own region or in another region; the choice was theirs. PSCQ organised the visits and provided funds to cover the cost of travel, accommodation and replacement staff (How good is that? Almost unbelievable, I know!).

The program now boasts over 30 services — and growing — who have taken up the challenge to become Host Services. These services offer participants the chance to visit a variety of service types across North Queensland including services in major cities, remote areas and indigenous communities. In 2009 the pool of host services will be extended to include services across all of Queensland.

Thank you to all the participants and host services involved the pilot in 2008. Without your willingness to be part of this innovative program it would not have been possible to continue to offer such a unique professional development opportunity again in 2009.

If you are interested in becoming a participant or Host Service in this exciting program or would just like some information on the program please contact the Exchange Program Coordinator Fay Edwards phone **0408 062 042** or email [fayedwardsconsultant@hotmail.com](mailto:fayedwardsconsultant@hotmail.com)

### Exchange Stories...

Bobbie and Luke made the most of the opportunity to learn from and share with others when they went to visit services in Townsville. Bobbie is a Director in a service at Longreach. She spent her 5 days exploring the playrooms and the administration area of Mike Reynolds Child Care Centre to gain some fresh ideas. Bobbie was one of three people from her service to participate in the exchange program. They decided that they would gain a wealth of ideas and knowledge by visiting services in different regions. They took it in turns to leave their service as replacement staff are difficult to find in Longreach. Starr, the Director of Mike Reynolds, and her wonderful staff welcomed Bobbie into their service and made sure she went home loaded up with information. A special thank you to Starr, who made time during her busy week to take Bobbie to visit another service, Kennedy Place, so she could gain even more benefit from the visit.



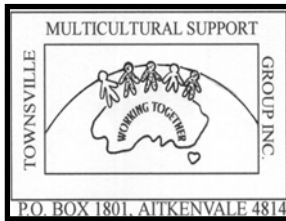
Lynda and Luke gathering resources

Luke is the Coordinator of an OSHC Program in Normanton. He spent his 5 days visiting the Marian OSHC Service. Luke is new to the industry and coming from such a remote area was keen to learn as much as he could about policy, programming, activities and useful resources. Thanks to Lynda and her fantastic team at Marian OSHC he went back to Normanton with resource folders and baskets of resources that were bursting at the seams with useful material. Not only did Luke learn a lot while he was visiting Marian, he now has created a support network with a very dedicated team who can also assist him in the future. An extra special thank you to Lynda, who gave

up a considerable amount of her time to help Luke.

**Be part of the adventure in 2009**





# TOWNSVILLE MULTICULTURAL SUPPORT GROUP INC.

REFUGEE SETTLEMENT PROGRAM, MULTICULTURAL WOMEN'S GROUP, ADVOCACY, VOLUNTEER COORDINATION/SUPPORT, EMPLOYMENT AND TRAINING ASSISTANCE, SETTLEMENT SUPPORT, LIVING IN HARMONY, CULTURAL OUTREACH TO SCHOOLS PROJECT, BICULTURAL SUPPORT TO CHILD CARE CENTRES, FAMILY WELL BEING NETWORK

## PSCQ BICULTURAL SUPPORT SERVICE

### *A GLIMPSE OF THE EXPERIENCE OF CHILD CARE FROM A PARENT WHO IS NEW TO AUSTRALIA...*

As a newly arrived migrant or refugee arriving in Australia; I have many challenges and lessons to learn. One of them is about what child care is in Australia, and all the rules and paperwork about it.

As I need to learn English, I have to leave my children with strangers in a building called a Child Care Centre. This is very different to arrangements I have had in previous living circumstances. As a refugee I would not have let my children out of my sight before coming to a country of safety, as I know from previous tragedies that they could be kidnapped or killed at any moment. If I have arrived as a migrant I have been leaving my children with family members while I worked or studied. So leaving the child/children with complete strangers in a strange land and not being able to ask the questions I want to or to answer the questions I am asked is a very anxious time and very, very distressing.

With all the forms and rules and no English I am totally confused and rely simply on trust and good faith in the people of the centre.

Types of assistance I value:

- **A friendly face and someone who appears to have time for me.**
- **Someone who is willing to use an interpreter to complete all the forms PLUS time for me to ask questions.**
- **Time for me to understand the routines and processes of the centre so that I can then explain and comfort my child.**
- **An opportunity for me to share some of my stories and games that are familiar to my child with the Child Care staff.**

The Townsville Multicultural Support Group Inc. works in partnership with Inclusion Support Agency to arrange for bicultural support workers to share information with child care professionals. To access this service a Service Support Plan (SSP) must first be completed by your Inclusion Support Facilitator.



#### **Requesting Support**

If you are interested in arranging for a Cultural Support Worker to work with your staff or would like more information about the program, please contact Ms. Geri Crouch at Townsville Multicultural Support Group on 47 751588 between 9am and 2pm on Mondays and Tuesdays or email [bswtmsg@beyond.net.au](mailto:bswtmsg@beyond.net.au) or Sue Wilkinson at the Inclusion Support Agency on 47 279 683.





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## FREQUENTLY ASKED QUESTIONS

### Where can I find a registration form?

Flyers for events will be sent to your service at your designated mailing address and if available email address. Flyers can also be found on the website at [www.pscq.org](http://www.pscq.org) or call PSCQ on 1800 112 585

### How do I register for professional development?

Please fill in all fields of the application table, making sure all names are written clearly and spelt correctly, as these names will be used for attendance certificates. If paying by credit card complete details and fax the application to 07 4760 9806. Do not post the original or a duplication of payment may occur. If paying by cheque or money order, fax your completed application to 07 4760 9806 then post the application form with payment to **H & CS WORKFORCE COUNCIL , Ground Floor, 303 Adelaide St BRISBANE 4000**

Please book early to avoid session cancellation due to lack of numbers or missing out on a place for a session. Many presenters have strict limitations on numbers attending and or cancellation policies.

**Late registrations** (Sent after the close date indicated on the flyer) may be accepted to fill sessions, please confirm registration with PSCQ prior to sending any details.

*Note: Please check your service's eligibility for PSC training. If you are unsure, please contact PSCQ to confirm. Training may still be accessed, but a different fee will apply.*

### Do I need to send payment with registration?

**Yes.** Send your registration form with cheque, money order or credit card payment. **Certificates will not be issued without payment.** No payments can be accepted at the event.

### My service requires an invoice before we can pay. What do I do?

The registration form is also a Tax Invoice.

### My service requires a receipt. What do I do?

The registration form is also a Tax Invoice. A receipt will only be sent to you if requested at time of registration. The receipt can only be issued in the name of the person/service making the payment.

### Will I receive confirmation?

Please consider that your application has been accepted unless we contact you upon receipt of your application to advise otherwise.

### What are the fees?

All professional development is GST inclusive. Fees vary according to the length of the presentation and will be clearly identified on the event flyer.

### Will sessions be cancelled?

PSCQ reserves the right to cancel or alter training arrangements, where necessary. Although every effort is made to ensure that sessions proceed as scheduled if required you will be advised of any cancellation or alteration.

### I have not received my certificate?

PSCQ will not issue certificates until payment has been made and signed attendance sheets have been sighted from presenters. **Always remember to sign in when attending an event.**

### Can I get a refund?

If you are sick or unable to be released from your service, you can nominate another person to attend in your place but you will need to advise PSCQ of their details so certificates of attendance can be altered. If you wish to cancel completely, you must tell us by phone, email, fax or mail no later than seven (7) working days in advance, indicating whether you wish to receive a refund or credit for use at a future session. **If you cancel with less than 7 working days notice or simply do not attend, refunds will not be given.**

### Is food provided at training?

**In the Mackay region the following will apply.**

Full day courses have lunch and morning tea available. Half day courses receive morning or afternoon tea. Evening workshops will have a light supper available. Please notify PSCQ on your registration form if you have any special dietary-related needs.

### How do I find the venue?

The name and address of the venue will be indicated on the flyer. Those registered to attend will be notified of any changes that may occur.

### Is parking available?

Venue parking capacity is subject to each venue, day and time. If you are concerned you may like to contact the venue prior or always leave plenty of time before start time to ensure you can arrive on time.