



Gowrie

NSW

Annual Report 2012

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Chairperson and CEO's Message

Welcome to Gowrie NSW Annual Report 2011/12

The past twelve months has been a period of change for Gowrie NSW and the broader children's services sector. The implementation of the National Quality Framework through the 'Early Years Learning Framework' and 'My Time Our Place' has meant a time of reflection for our educators. The introduction of these two national curriculum documents demonstrates significant recognition of the importance and value of education in the early years. This has been a time of transitioning for our children's services to meet the National Standard through policy development.

The strength of Gowrie NSW has always been in our staff and their passion for provision of quality children's services. Gowrie NSW remains committed to the continued provision of high quality services and programs to support children and families within the communities that they operate. This year saw the opening of Gowrie Hunter Crèche, located at Hunter TAFE, Newcastle. The Crèche was established to meet the needs of families attending English classes at Newcastle TAFE as part of the Adult Migrant English Program (AMES).

Gowrie NSW was successful in our consortium tender with TAFE NSW and The Smith Family in providing child care in the three regions;

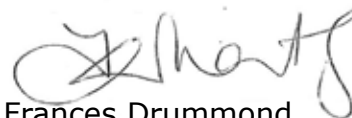
- Illawarra / Wollongong
- Hunter / Newcastle
- Northern Sydney and Other Rural

We were also successful in continuing our contract to provide The Indigenous Professional Support Unit throughout NSW and the Inclusions Support Agency in Central West and West regions of NSW.

The most significant change for the organisation was the resignation of Ruth Callaghan, CEO of Gowrie NSW on 20th July 2012 to take on the role of General Manager Early Childhood and Care with the NSW Department of Education and Communities. We would like to thank Ruth for her valuable contribution to Gowrie NSW. Ruth's leadership and knowledge has guided the organisation over the past four and a half years ensuring Gowrie NSW is a provider of quality children's services and projects across NSW.

We would like to thank the voluntary board members of Gowrie NSW for their commitment and dedication in attending board and subcommittee meetings throughout the year ensuring the smooth Governance of Gowrie NSW.

We are pleased to report strong financial growth in the last financial year which will support the long term financial sustainability of Gowrie NSW ensuring the quality of our programs and services are maintained. As a not for profit organisation, the surplus funds are returned to the organisation and we have allocations for major capital works and an extensive refurbishment program through the next financial years.



Frances Drummond
Chairperson of Gowrie NSW



Natalie Grenfell
Acting CEO Gowrie NSW

Our Purpose and Values

Our purpose is to create happy, safe and nurturing experiences for children through quality education and care.

*We are diverse
and inclusive in
how we work*

*Our practice
is grounded in
evidence and
research*

*We are open to
new ideas and
approaches*

*We lead by
example*

**Our focus over the next 2-3 years
is on quality of our services,
growth and sustainability for
Gowrie NSW.**



Our People

Gowrie NSW "Your Voice Your Say" Employee Engagement Survey

In June 2012, Gowrie NSW employees shared their views about the organisation through the 'Your Voice Your Say' employee opinion survey conducted on behalf of Gowrie NSW by Voice Project.

Survey results show an outstanding level of employee commitment and engagement. Gowrie NSW employees feel a strong connection with organisational values, are positive about the organisation's focus on results, know what is expected from them in their role and achieve a strong sense of personal accomplishment from their work.

The survey results also identified priorities for improvement or further development related to reward and recognition, learning and development, policies and procedures, communication and facilities.

The September 2012 Staff Conference held at Sancta Sophia College, Sydeny gave employees the opportunity to review the results and use the information to explore ways of addressing priorities and further improving the Gowrie NSW working environment.

Action taken following the survey has included:

- Update of corporate policies and procedures
- Update of children's services policies and procedures
- New Employee Handbook published
- Employee Performance Planning & Review process launched
- Employee Services Portal implementation underway.
- Refurbishments at John Mewburn Child Care Centre and Nanbaree Child Centre

Recognising the service of our Staff

5 years

Fariba Rashidi
Jimmy Wang
Karen Hickson
Kristy Attwell
Ella James

10 years

Anna Cvigr-Schlee
Dilruba Rahman
Nini Dickson
Vicki Muller

15 years

Gayle Dodd

Qualification achievements

Nanbaree

Nafisa Dadyar
Narelle Cullen-Nichols
Marian Abdi-Hashi

Certificate III in Children's Services
Bachelor of Education (Early Childhood)
Diploma of Children's Services

Yenu Allowah

Tracie Roe

Bachelor of Teaching (Birth to 5 years)



NSW Adult Migrant English Service



Gowrie NSW is proud to be a member of the NSW Adult Migrant English Services Consortium with TAFE NSW and The Smith Family. For the families eligible to access this program, Gowrie NSW has placed 719 children from birth to five years in mainstream child care services in the Newcastle and Hunter, Illawarra and Wollongong and Northern Sydney and Other Rural areas. Gowrie NSW accessed child care for AMES families utilising over 344 services as well as our own Gowrie Hunter Crèche.

These early education and care services include long day care, occasional care, and family day care schemes.

Child and Family Information Line

The Child and Family Information Line funded by NSW Community Services has provided a telephone information and Referral service for families and professionals regarding child care and support services from around NSW. The requests for information come from a wide range of sources such as families seeking child care to issues surrounding family support services and counselling services. In 2011/12 our trained professionals answered over 2000 calls seeking assistance on child related matters.

Statistics show that parents make the largest percentage of calls to the info-line. A significant amount of calls received, both from rural NSW and the metropolitan Sydney area, request information in finding help for children at risk, where they are subsequently referred to the Community Services helpline for further assistance.

Gowrie NSW will continue to conduct statistical analysis and facilitate the ongoing improvement and tailoring of this service to the needs of practitioners, parents and the general public.

Service Information

The service operates from Monday to Friday 9 am to 5pm

Contact
Toll Free 1800 803 820



Gowrie Child Care Centre

“The thing that I admire and value most about Gowrie Child Care Centre is the staff. Over my fairly long association with Gowrie it's the staff's ability to build genuine, caring, non-judgemental, warm relationships with the children and families. You know it's their number one priority”

- Parent

The past 12 months have been a busy and challenging time for Gowrie Child Care Centre as educators have prepared for the changes brought about by the introduction of the National Quality Framework and the Education and Care Services National Regulations in January 2012. Educators have embraced these significant changes as a valuable opportunity for them to continue to reflect on and improve the quality of their education and care practices for children.

Using the Early Years Learning Framework to guide their reflection and planning for change, educators particularly focused on how they notice, support, assess and celebrate each child's learning and development. A key aspect of this has involved educators in thinking about and developing strategies for making each child's learning journey visible to the child, their family and other educators.

A key achievement has been the development of the Family Advisory and Support Committee, which has helped to build and consolidate partnerships between the service, families and the wider community.

Service profile:

Initially established as a kindergarten in 1940, the Gowrie Child Care Centre in Erskineville offers a number of programs for children aged between 6 weeks and school age. The centre has provision for over 70 children each day.



1 Elliott Avenue,
Erskineville 2043

Phone: (02) 8594 4212

Fax: (02) 9519 7349

Supervisor: Karen Dresser

Hours: Monday - Friday, 7am - 6pm

Gowrie Outside School Hours Care & Vacation Care

“I’ve been impressed with several aspects of the service...the diverse and interesting range of play equipment for physical activities... the well planned layout for different activities and therefore opportunity for quiet time or active play”

- Parent

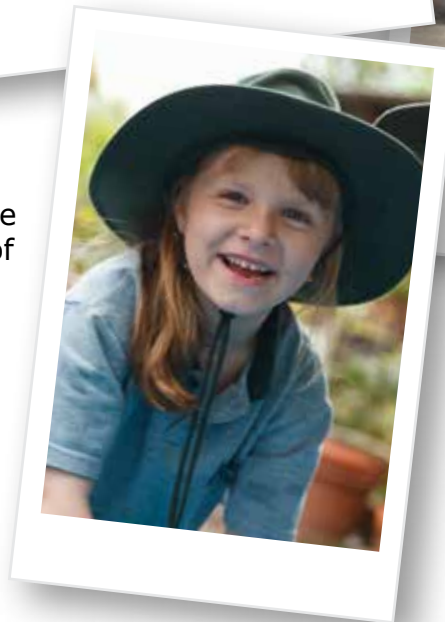
During 2011-12 Gowrie NSW Outside Schools Hours Care (OSHC) and Vacation Care educators collaborated with families and children to develop their first Quality Improvement Plan. This is the first important stage of their participation in the new National Quality Framework assessment and rating system for Australian children’s education and care services.

The service has also continued its involvement in the Australian Government Sport Commission’s ‘Active After School Communities’ (AASC) program. Through the AASC program, educators have engaged with an ever-increasing number of children and families to promote local sporting clubs and to facilitate children’s involvement in healthy and active lifestyles through activities such as basketball, dance, yoga, AFL, tennis and soccer classes.

Service profile:

Gowrie NSW offers outside school hours care and vacation care at Erskineville Public School, helping to fulfil a vital role in meeting the childcare needs of a vibrant and diverse local community.

The facilities currently provide up to 100 OSHC places and 45 vacation care places for children each day for 5 to 12 year-olds in a safe yet stimulating recreational setting.



Malcolm Street
(enter through Bridge Street)
Erskineville 2043

Phone: (02) 9557 5061
Fax: (02) 9557 5061
Supervisor: Gayle Dodd
Hours: Monday - Friday, 3pm - 6pm

Gowrie Hunter Crèche

“We like it here. We like to see our children happy with smiling faces. You are good people to my children. (My children) say to me “we go to school, we go to school today!” ”
- Riziki, mother of three

The Gowrie Hunter Crèche offers child care for families who are learning English under the Adult Migrant English Program (AMEP). The Crèche has predominantly African children attending, however current enrolments also include families from Afghanistan, Indonesia and Turkey. The majority of families using the service are refugees.

The educators at the Crèche work in partnership with Hunter Institute of TAFE staff, ESL teachers, interpreters and social workers to facilitate orientation and ongoing communication with children and families.

The Crèche's key achievement this year has been its strong humanitarian approach to welcoming and settling children and families who are coping with fear, uncertainty and displacement due to their experiences as refugees. Educators adopt a patient, empathetic approach to helping children and their families to manage separation anxiety and to adjust to the child care environment. The focus is on building strong, trusting relationships with children and families, and providing them with support to adjust to Australian society and the child care experience.

Service profile:

Gowrie Hunter Crèche offers crèche care exclusively to families attending English classes on the Newcastle TAFE, Tighes Hill campus. The Crèche is open to families on Tuesday, Wednesday and Friday, whilst English classes are conducted.



Crèche Co-ordinator: Jenny Cook
Hours: Tuesday, Wednesday, Friday. 9am - 2pm

John Mewburn Child Care Centre

“...we have been welcomed with open arms into the John Mewburn Child Care Centre family...our daughter has always demonstrated to us that she is happy and feels safe within her environment at John Mewburn Child Care Centre.”

- Parent

A highlight of the program has been the service's participation in the Partnerships in Early Childhood (PIEC) program. This has supported educators and families in working collaboratively to develop common understandings and language around the concepts of children's attachment, relationships and their social and emotional development.

The service has also focused on embedding sustainability practices into the daily program. Educators and children have worked together to establish and maintain a worm farm, compost bin and several new garden areas. Work continues on the construction of an edible garden. These projects have increased the children's knowledge, understanding and appreciation of the natural environment, sustainability and the relationships between living things.

During this year, educators have continued to strengthen the service's connections with the local community. They have built strong relationships with the local aged care facility and the community library, and children visit both services regularly, as well as participating in frequent visits to the local post office, shops, nature reserves and parks.

Service profile:

The John Mewburn Child Care Centre is managed by Gowrie NSW on behalf of the Corrective Services NSW. This spacious centre offers long day care facilities with an excellent early childhood education program for 55 children ranging from 6 weeks to school age.



2 - 4 Austral Street
Malabar 2036

Phone: (02) 9311 4895

Fax: (02) 9311 4896

Supervisor: Nicole White

Hours: Monday - Friday, 6:30am - 6pm

Nanbaree Child Centre

“Nanbaree’s commitment to teaching the children a passion for learning and [the] principles of sustainability and social justice make Nanbaree in my opinion a world class centre.”

- Parent

The educators at Nanbaree aim to help each child gain a sense of connection with the environment. Operating from an inner city location, where access to the natural environment is limited, the educators at Nanbaree have been innovative in supporting children to connect with the environment; during the past year the children ‘adopted’ a large, deciduous tree seen from a window in their service and they observed and explored the changes it underwent throughout each season.

The children have also been keen ‘Master Chefs’, enjoying the sensory delights of cooking with fresh, fragrant herbs and learning to use basic ingredients to produce bread, pasta and yoghurt. These activities have helped the children to learn about caring for the environment, being self-sufficient and healthy lifestyles.

Service profile:

Located in Margaret Street, in Sydney’s CBD, the Nanbaree Child Centre offers long day care with high quality and engaging early childhood programs specifically designed for children aged 6 weeks to school age. The inner city location is very accessible to public transport.

Nanbaree is managed by Gowrie NSW on behalf of the NSW Department of Premier and Cabinet. It offers 42 public sector, employer-sponsored places, though families from the broader community also attend the service.



Level 1, 28 Margaret St
Sydney 2000

Phone: (02) 9262 2322

Fax: (02) 9262 2618

Supervisor: Osanna Giang

Hours: Monday - Friday, 7am - 6:30pm

Yenu Allowah Child and Family Centre

“ My kid has learnt so much from coming to playgroup. I think I have learnt stuff and I know now that I have to get involved with his learning. The staff are deadly. You are friendly, helpful and have supported me to be a good Dad. I love that Aboriginal culture is respected and part of what we do in the group ”

- Father



A consortium comprising UnitingCare Burnside, Gowrie NSW and Link Up NSW established the Yenu Allowah Mt Druitt Aboriginal Child and Family Centre in 2011. Gowrie NSW has employed our expertise and experience in the delivery of high quality community based early childhood education and care to support families to give their children the best start in life. In partnership with consortium agencies, and under guidance from a local community reference group, Gowrie NSW has promoted community participation in, and ownership of, this program.

Key achievements have included:

- A welcoming place for Aboriginal peoples that has provided culturally relevant early childhood learning opportunities for children and families.
- Five supported community playgroups for 118 children and 80 parents/carers.
- A 'Sing and Grow' music therapy program provided to families in Term 1.
- A community photography project linked to National Aboriginal Children's Day and curated by the Mt Druitt National Aboriginal Children's Day Photo Exhibition, which was actively supported by local Elders and senior members of the community.



Cnr North Pde & Belmore Sts
Mt Druitt 2770

Phone: 1800 089 385
Supervisor: Tracie Roe

Indigenous Professional Support Unit NSW & ACT

The Indigenous Professional Support Unit (IPSU) NSW & ACT has been established to provide professional development through mentoring, advice, support, referral and training to support educators to ensure that all Indigenous children attending eligible Indigenous child care services have access to high quality care. IPSU has supported 19 services throughout NSW and the ACT this year.

A key achievement of IPSU's work in 2011/2012 has involved supporting services to implement the National Quality Framework, which incorporates the National Quality Standard, and the Early Years Learning Framework and My Time, Our Place. The frameworks describe the principles, practices and outcomes essential to support and enhance each child's learning and development. The majority of services that IPSU supported are not required to implement the National Quality Framework, however they have chosen to do so to enhance the quality of the education and care provided for the Aboriginal children that access their services.

This year IPSU, also worked in collaboration with the NSW & ACT Inclusion and Professional Support Program to develop resources for Inclusion Support Agencies to use with non-Aboriginal early childhood education and care services to assist them to engage with the local Aboriginal Community in which they are located.



Phone: 02 8571 9748
Mobile: 04183 55525
Fax: 02 8571 9710
Contact: Judy McKay-Tempest

Gowrie NSW Training and Professional Development

“The trainer’s knowledge and easy delivery has enriched my thoughts to help bring learning and quality care to my service”

- Training Participant

Gowrie NSW supports and actively works to influence others in the early childhood sector through its training and professional development activities. The Gowrie NSW Training and Professional Development program is staffed by a small team of Certificate IV qualified trainers and facilitators who have a diverse range of early childhood qualifications, background and experience.

Throughout 2011 and 2012, Gowrie NSW has offered a range of training opportunities to the NSW early childhood education and care sector. With the introduction of the National Quality Framework throughout Australia, the Training and Professional Development program has provided the sector with face to face calendared training sessions, training sessions customised to individual services, collaborative learning communities of early childhood educators and face to face training supported by small group facilitated sessions.

During the past year, the Training and Professional Development program has delivered training and workshops to professionals in the sector on:

- the processes and expectations of the National Quality Framework;
- children’s learning and development;
- equity, diversity and inclusion; and
- leadership and management.

A key achievement of the program has been the introduction of a ‘learning community’ training delivery model. Through this model, small groups of educators attended eight fortnightly sessions to learn

about and gain an understanding of the new role of the educational leader under the new regulatory framework.

The Training and Professional Development program has also facilitated the development of partnerships with other reputable external training providers, including TAFE NSW, Australian Institute of Management and Red Cross College to increase Gowrie NSW’s capacity to meet the current training and professional development needs of the early education and care sector.

Training Overview:

Throughout the year, Gowrie NSW provides Training and Professional Development workshops and special events for the early childhood education and care sector. The training sessions feature a high calibre of Australian and international presenters including some of the most well-regarded, high profile practitioners, academics and educators working in the sector today.



Inclusion Support Agencies

“Thank you so much for...helping us to begin this journey. It is very important for me to be leading a team in the same direction and you have significantly assisted us to be able to all come together, despite our backgrounds, values and beliefs, and have a starting place that takes into account our differences in order to be on the same page in terms of moving towards the same goal. Thank you so much for your assistance and for the plan.”

-Co-ordinator Child Care Centre

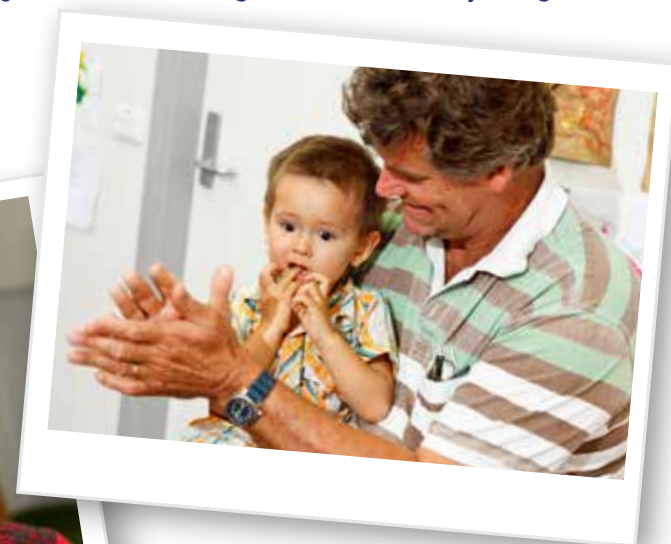
Gowrie NSW's Inclusion Support Agencies resource the west and central west regions of NSW.

Throughout 2011-12 the Inclusion Support Facilitators (ISF's) strengthened links with local groups supporting children and families, taking an active role in meetings and planning of training and events. Groups included:

- Bathurst Child and Family Network,
- Communities for Children,
- Dubbo Early Years Education Services.

ISFs linked childcare services in remote western areas of the state to support the staff in isolated services to better increase understanding of the Child Care Management System. These relationships have developed and information is now being shared regarding service delivery issues, the National Quality Framework and Quality Improvement Plan.

For the financial year 2011-12 we were able to support 1521 children in remote areas of NSW.



NSW West Inclusion Support Agency
4/173 Darling Street
Dubbo 2830

Phone: (02) 6881 8210

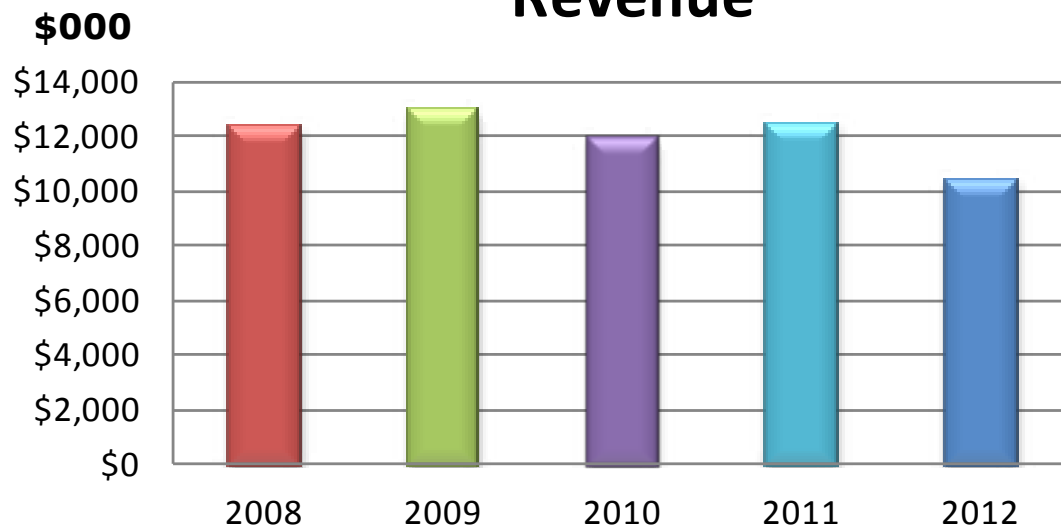
NSW Central West Inclusion Support
Agency
84 Piper St
Bathurst 2795

Phone: (02) 6331 4333

Manager: Rhonda Vang

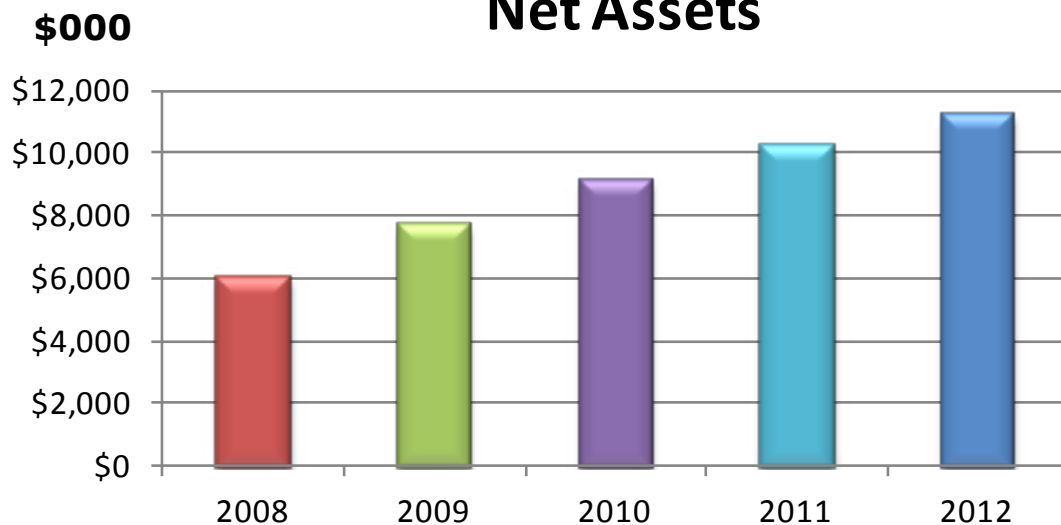
Our Financial Report

Revenue



Total revenue was \$10.4m a reduction of 16.6% on last year. This was due to decline in government funding through the loss of certain government services in 2010/11.

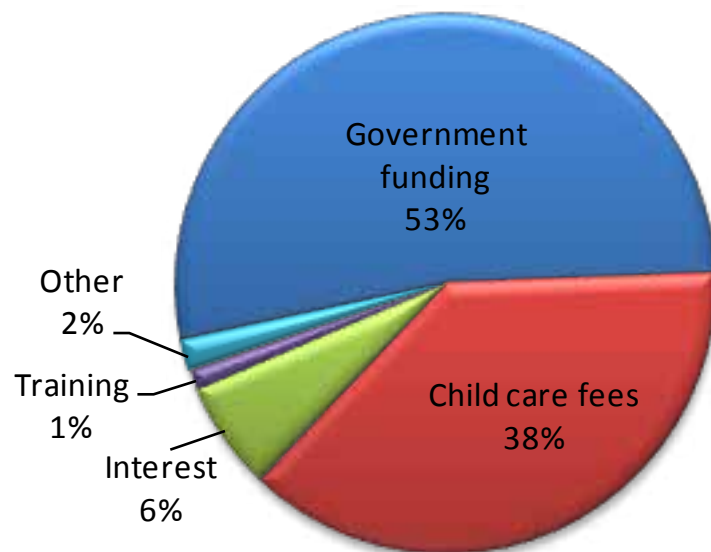
Net Assets



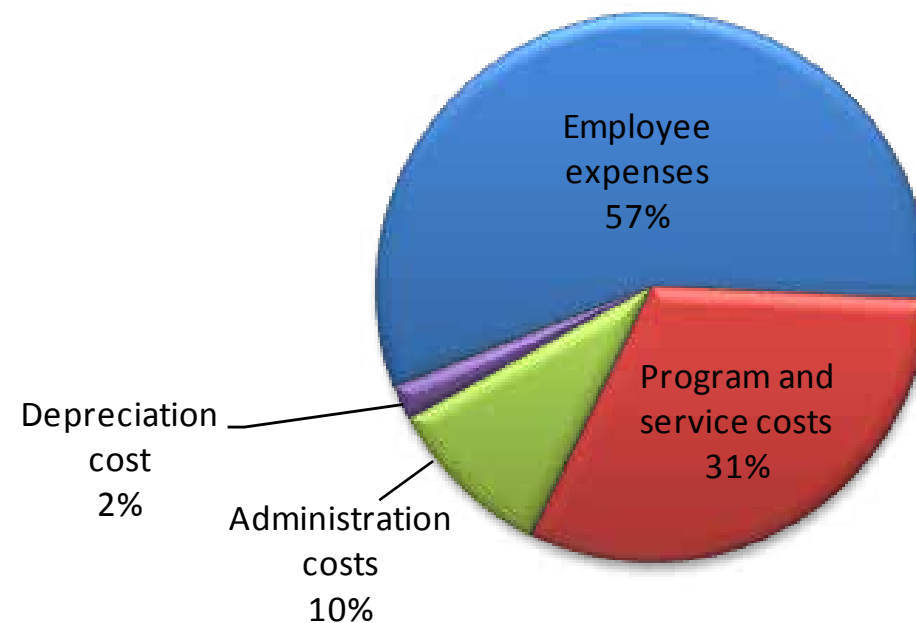
Net assets are strong at \$11.2m enabling the organisation to be well placed to develop other childcare services and support.

Our Financial Report

Income Breakdown 2011/12



Expenses Breakdown 2011/12



Gowrie NSW produced a strong result with net profit for the year of \$990k.

With improved enrolments, childcare fee income increased 6.9% to \$3,909k. This represents 38% of our overall revenue.

Our largest expense is employee benefits representing 57% of our costs. Costs related to delivery of government programs and child care represented 31% of costs.

Our Management

Gowrie NSW Board

Gowrie NSW non-executive board members are volunteers and contribute to the smooth operation of Gowrie NSW by drawing on their vast expertise from a diversity of professional and personal backgrounds. Our Board provides strategic leadership and stewardship to ensure we meet the mission and values of the Strategic Plan (2011-2014). This diversity of professional experience supports Gowrie NSW to provide a comprehensive range of services and programs. Each board member has a deep passion for providing quality education and care services and programs for young children and educators.

Gowrie NSW Board Members

Frances Whatling (Drummond)

President

Melissa Roughley

Treasurer

Rebecca Macken

Secretary

James Falk

Alison Gould

Tracey Young

Senior Management Team

CEO	Ruth Callaghan
Commercial and Finance Manager	Erica Bezuidenhout - to 18th November 2011
Chief Financial Officer	Jim Chaplin - from 6th December 2012
Executive Director Children's Services	Natalie Grenfell
Manager Human Resources	Norma Dye
Executive Director of Sector and Consulting	Helen Lane



Gowrie Publications

Gowrie NSW is proud to be a part of Gowrie Australia 'Reflections' Committee. 'Reflections' is a quarterly publication supported by the Australian Government Department of Education Employment and Workplace Relations through the Child Care Conference and Publication and Support Services. The publication is distributed at no cost to children's services nationally and provides a valuable resource on current issues and research for families and practitioners in early and middle education. Gowrie NSW would like to thank the NSW contributors for their valuable support over the past twelve months.



Our Thanks

The photographs and drawings provided in the Annual Report are all from our children's services. We would gratefully acknowledge and thank the families from Gowrie children's services for allowing us to use these in Gowrie publications.

We also wish to acknowledge and thank the non government organisations and Universities that we have collaborated with over the past 12 months allowing us to share expertise and goodwill, including Macquarie University and Children's' Services Central.

Gowrie NSW benefits from the resources and financial assistance of many organisations.

We particularly wish to thank:

- Commonwealth Department of Education, Employment and Workplace Relations
- NSW Department of Community Services,
- NSW Department of Premier and Cabinet,
- Corrective Services NSW



Gowrie
NSW

Printed on 100% recycled paper