

# Wheels on the Bus Tour

Saturday, 9 November 2019



"Around here, we don't look backwards for very long. We keep moving forward, opening up new doors and doing new things because we're curious. And curiosity keeps leading us down new paths." Walt Disney

# ACA NSW CALENDAR OF EVENTS

## NOVEMBER 2019 - FEBRUARY 2020

### NOVEMBER

01 NOVEMBER 2019  
**QUICKIES: CREATING THE  
BEST QIP FOR THE "NEW"  
NQF (PARRAMATTA)**

09 NOVEMBER 2019  
**WHEELS ON THE BUS (LDCs)**

11 NOVEMBER 2019  
**NETWORK MEETING  
(VIA LIVE WEBINAR)**

11 NOVEMBER 2019  
**ANNUAL GENERAL MEETING**

### DECEMBER

2 DECEMBER 2019  
**EXECUTIVE COMMITTEE  
MEETING**

20 DECEMBER 2019  
**ACA NSW OFFICE CLOSES**

### JANUARY

6 JANUARY 2020  
**ACA NSW OFFICE REOPENS**

### FEBRUARY

03 FEBRUARY 2020  
**QUICKIES: FLIPPING  
CHILD CARE CENTRES  
(PARRAMATTA)**

03 FEBRUARY 2020  
**NETWORK MEETING  
PARRAMATTA**

07 FEBRUARY 2020  
**QUICKIES: CCS  
APPLICATION PROCESS**

10 FEBRUARY 2020  
**NETWORK MEETING  
BLACKTOWN**

12 FEBRUARY 2020  
**QUICKIES: CREATING THE  
BEST QIP FOR THE "NEW"  
A&R**

17 FEBRUARY 2020  
**NETWORK MEETING  
COFFS HARBOUR**

24 FEBRUARY 2020  
**EXECUTIVE COMMITTEE  
MEETING**

26 FEBRUARY 2020  
**QUICKIES: HELP WITH NSW'S  
SERVICE PROVIDER APPROVAL  
PROCESS**

# President's Letter

*Welcome to the fourth Wheels on the Bus Tour for 2019! We will be visiting three unique services. A very big thank you must be said to today's wonderful hosts, the Owners, Directors and Educators of The Green Elephant, Farran Street Quality Child Care Centre and Baulkham Hills ELC. Without the generosity of these services, we would not be here today.*

*These services are vastly different and have different approaches to providing quality early childhood education and care to their children. Each service has been rated Exceeding and you will see their distinct and diverse practices that are embedded.*

*We are also grateful to our corporate partners, sponsors and advertisers of the bus tour who, without them, it would not be possible to bring these tours to you.*

*Within this booklet, you will find information about each service, statistics of the service, their achievements as well as activities ACA NSW are working on for the betterment of our sector.*

*We ask that you request permission from the service before taking any photographs as well as respecting the wishes of the services involved.*

*We hope that you find the day inspiring, fun and an opportunity to meet and network with like minded individuals.*



*Warm Regards,*

A handwritten signature in black ink that reads "Lyn Connolly". The signature is written in a cursive, flowing style.

**Lyn Connolly  
President  
Australian Childcare Alliance NSW**

# CODE OF CONDUCT

As a participant on the ACA NSW Wheels on the Bus Tour, you have agreed to abide by the following:

1. Be respectful of the property (including intellectual property) of the services visited. Such property cannot be copied, replicated nor disturbed without permission.
2. Be respectful of the staff of the services visited. Do not invade their privacies or compromise their properties.
3. Be respectful of the children and families of the services visited. Any digital recordings via camera, video, etc, can not be taken of any children's names or faces.
4. Be respectful of the instructions of the services visited. Any room that is locked or the door is shut or signs indicating that such door(s) ought to be shut, must be closed or not be opened without permission from the services visited.
5. Be respectful of each other on the bus tour, including the views/opinions of the services visited.
6. Be safe always. Ensure that all participants (including yourself) are not in harm's way (eg trip hazards, road rules and traffic).

Should you require any further information/clarification, please approach any ACA NSW staff member or representative.



# Itinerary

- 09:00** Welcome
- 09:15** All aboard!
- 09:30** Drive to The Green Elephant
- 10:10** Tour The Green Elephant
- 11:10** Drive to Farran Street Quality Child Care
- 11:40** Tour Farran Street Quality Child Care
- 12:40** Drive to Epping Club for lunch
- 13:00** Lunch at Epping Club
- 14:30** Drive to Baulkham Hills ELC
- 15:00** Tour Baulkham Hills ELC
- 16:00** Drive to ACA NSW, Parramatta
- 16:15** End of Wheels on the Bus





**SERVICE APPROVAL:** 9 November 2015  
**APPROVED PLACES:** 69  
**RATING ISSUED:** September 2017

<b>Quality Area 1:</b>	Exceeding NQS
<b>Quality Area 2:</b>	Meeting NQS
<b>Quality Area 3:</b>	Exceeding NQS
<b>Quality Area 4:</b>	Exceeding NQS
<b>Quality Area 5:</b>	Exceeding NQS
<b>Quality Area 6:</b>	Exceeding NQS
<b>Quality Area 7:</b>	Exceeding NQS

At The Green Elephant it is our philosophy to foster an environment that is nurturing, warm and safe, providing the highest level of care and education for all children. We aim to provide a home away from home that is inclusive for all and enables each child to feel secure enough to develop at their own pace.

We recognise the value of play based learning and how this shapes young minds and are dedicated to providing individual and group learning experiences in a fun and stimulating environment. We believe that children are successful, competent and curious learners. At The Green Elephant children are valued for their ability to do meaningful work, their wonder, curiosities, and their need to play.

Our purpose is to learn from our children, to support their learning journey and foster a love of learning that will guide them through life. We aim to understand each child for the individual they are, the path they choose and the life they lead by being active listeners, learning from them and through them.

At the Green Elephant we value all families' heritage, culture and opinions. We view our centre and its educators as part of the diverse community in which families raise their children. We aim to create a respectful partnership with our families and endeavour to be a positive influence on their family life. We believe in a collaborative approach to achieve the best possible outcomes for young children.

We are ever-changing, ever evolving centres who see ourselves as an extension of all our families and our communities. Our unique centres have a vibrant atmosphere with their own soundtrack of laughter, joy, happiness, excitement and individuality.

We foster strong personal family ties at The Green Elephant and it is something we really pride ourselves on. We believe that communication is key and it should start from the minute a prospective family walks through our doors. We have very thorough orientation processes where families are made to feel welcome and relaxed and have allocated times to spend with the centre directors, so they get to know them on a more personal level before they leave their little loved ones with us for the first time.

We believe that communication is key in a successful partnership with families. We communicate with all our families through all sorts of ways this being: Face to face communication, Story park App, Emails, regular phone calls, newsletters, daily communication charts, daily learning stories, weekly updates, communications books and also meeting twice a year in the evenings to discuss their child's development.

We also hold many family events outside of our operational hours so our families get to know one another on a more personal level as well, we feel that the more our families engage with one another the stronger our Green Elephant community will become and we have seen this develop and grow first hand over the past years. Our educators are always having conversations with our children and our families to see what they may like to do outside of the centre, we believe this opens up a world of interest for our program and helps our educators to plan and implement relevant activities that are more beneficial to the individual child's interests.... That is why we at TGE believe verbal communication is so important and striking up a conversation and really getting to know our families.

Our environments are a true reflection of the area in which we are based and are purpose-built, modern and aesthetically pleasing. We find that visitors are impressed by our innovative play spaces and are especially drawn to our outdoor play spaces. We also believe that the genuine and friendly welcome you receive once you enter TGE makes everyone feel a part of our family. We really do feel we go above and beyond and we pride ourselves on our environments. Our educators are the backbone of our centre and we feel we would not be where we are today without their hard work and dedication. It is obvious when you come to visit the love and care that our educators have for our children and how much pride they take in keeping their environments beautiful and engaging.



Host for the day  
**Efstathia Nastoulis**  
Approved Provider



**SERVICE APPROVAL:** 1 June 2009  
**APPROVED PLACES:** 35  
**RATING ISSUED:** July 2019

<b>Quality Area 1:</b>	Exceeding NQS
<b>Quality Area 2:</b>	Exceeding NQS
<b>Quality Area 3:</b>	Meeting NQS
<b>Quality Area 4:</b>	Meeting NQS
<b>Quality Area 5:</b>	Exceeding NQS
<b>Quality Area 6:</b>	Exceeding NQS
<b>Quality Area 7:</b>	Meeting NQS

“The philosophy of Farran Street is that children should be introduced to themselves. They should be allowed to learn who they are and what they can be. The purpose of early education at Farran Street is to foster competence in dealing with life, learning to live comfortably with others, planning to master and safely express one’s feelings, learning to love life and welcome new experiences. Children should be loved unconditionally and their trust treasured so that they will benefit to their full potential under our care.”.

We aim to provide a safe, happy, healthy environment which recognizes the special needs and talents of each child.

We strive to foster the development of independence and a feeling of self worth, achieving this by ensuring that all aspects of the child’s developmental needs are programmed for and periodically assessed.

We aim to ensure that children develop autonomy, independence and self reliance.

Farran Street aims to provide families with the opportunity to participate at all levels and at all times in their children’s care and education, actively encouraging such participation. Individual parenting styles are respected and families are encouraged to share skills and interests. Staff see parents as “partners” in their child’s education. We strive to ensure families feel comfortable discussing matters concerning their child with the staff and aim to support families from all cultural, religious and Socio-economic backgrounds.

We value the unique knowledge, skills, experience and individuality each staff member brings with them to Farran Street. We aim to provide the opportunity, environment and resources for them to perform in the best way possible.

The Staff is a rich resource of cultural awareness and is encouraged to work with families to enhance children’s cultural experiences. All staff attend in-service courses throughout the year.

The centre is committed to providing a quality service in response to the needs of the community.

We work in collaboration with other community services such as Government Departments, Area Health Services, Early Intervention and Multicultural Resource Centers in the area through inter-communication and referrals.

We interact with a variety of community groups such as Libraries, Resource Centres and other child care centres through hosting special events. This, we feel helps children and adults develop a strong sense of the community in which we live.

Farran Street prides itself on being a “home away from home”. Farran Street Quality Child Care Centre is a small intimate centre, where you’ll find quality relationships being formed between children, their friends and teachers. Our open door policy encourages parents and guardians to visit and participate in our centre.

Cultural diversity amongst staff and activities is valued at Farran Street. This diversity is evident through our multicultural mix of staff and our wide array of cultural activities. This diversity combined with the intimate nature of the centre allows children to develop a strong sense of community.

At Farran Street we encourage a love of play, creativity, and love of learning. We believe that through these, children will develop a strong sense of self, resilience and self worth.



Host for the day  
**Daniel Pattra**  
Owner



**SERVICE APPROVA** 1 April 2008  
**APPROVED PLACES:** 62  
**RATING ISSUED:** January 2016



## Baulkham Hills Early Learning Centre

<b>Quality Area 1:</b>	Exceeding NQS
<b>Quality Area 2:</b>	Exceeding NQS
<b>Quality Area 3:</b>	Exceeding NQS
<b>Quality Area 4:</b>	Exceeding NQS
<b>Quality Area 5:</b>	Exceeding NQS
<b>Quality Area 6:</b>	Exceeding NQS
<b>Quality Area 7:</b>	=Meeting NQS

We are a beautiful boutique and privately run Education & Care Service nestled inside a quiet leafy street. We cater for children of ages 0 – 5 years of age and provide a range of fun, and educational programs. Our environment offers challenges and risk taking, but above all fun and learning.

We are a small service who prides itself on relationships with families, we know that it really does take a village!

We offer a wonderful team of Educators who are enthusiastic, spontaneous, caring and a whole lot of fun!

At Baulkham Hills Early Learning Centre, we say: Let children play and have fun, jump in puddles, dig holes and collect leaves (which has plenty of numeracy and literacy embedded) and let them be so 'unprepared' that they will be prepared for anything!

Every day Educators seize many opportunities throughout our curriculum to stimulate the children's senses, we take great pride in a very child focused hands on learning environment. Many Education and Care services define their program as 'child based', whereas we believe in providing a 'people based' program, a platform that encourages not only children's voices, but deliberate planning and intentional teaching scaffolded by our educators, partnerships with families, and collaboration with our local community. We believe that working closely with a child's family is not only crucial to ensure continuity of learning, but creates a positive and unwavering support system for each child. We welcome various avenues of family contribution, participation and involvement, and recognise that each child's family is diverse, special and unique, which is something that should be celebrated.

We see children as unique and capable individuals, who come to our service with their own interests, talents, skills, and ideas. We as Educators, value, respect and appreciate this uniqueness. We feel children have a right to be active participants in their own learning and must be empowered to express their views and ideas. A child's opinion must be valued for its validity to their perspective and their autonomy and initiative needs are respected.

We strive to be seen as a service of excellence within our community, a service which values community involvement in all aspects of our program. A service where community resources are utilised effectively, to enhance the growth and development of individual children, families and staff.

Overall we aim to provide an enriched, secure and vivacious environment where our children are supported profoundly as they play, learn and develop.

We believe that a child must feel a deep sense of belonging in order to succeed, a goal we strive to meet as we create meaningful bonds with children and families alike. Our children are given opportunities to create friendships, become dirty as they explore their natural environments, be active hands-on learners, and most importantly... be children!



Host for the day  
**HELEN CHRISTIE**  
Owner/Approved Provider



**EARLY EDUCATION  
AND CARE COLLEGE**  
POWERED BY



**WELCOME TO THE BETTER WAY TO  
TRAIN EARLY CHILDHOOD EDUCATORS...**

**WHERE HIGH LEVELS OF CONTACT ARE  
THE NORM, NOT THE EXCEPTION**

**WHERE RESOURCES ARE RELEVANT AND  
PRACTICAL**

**WHERE EDUCATORS ARE CARED FOR  
AND MENTORED**

**SUPPORT YOUR VERY OWN COLLEGE  
AND EXPERIENCE THE DIFFERENCE**

**CALL 1300 048 133 OR VISIT [WWW.EECC.COM.AU](http://www.eecc.com.au)**



Proudly Supported By

**Australian Childcare Alliance**  
New South Wales

**Centre  
Based  
Training  
Specialists**

- ✓ **Specialists in  
Early Learning**
- ✓ **Experienced  
Team**
- ✓ **Resources  
Written  
Inhouse**
- ✓ **In Centre  
Regularly  
Assessing and  
Mentoring**

**CHC30113 CERTIFICATE  
III IN EARLY CHILDHOOD  
EDUCATION AND CARE**

**CHC50113 DIPLOMA OF  
EARLY CHILDHOOD  
EDUCATION AND CARE**

TRAINING DELIVERED BY KOOL KIDS  
TRAINING COLLEGE Provider No 40636



## Why don't you give us a call

When something goes wrong, or an incident occurs where you need support, you can always count on us. With Guild Insurance, you have access to Guild Liability Claims specialists, our dedicated team here to provide advice if a claim comes your way.

Working with children can be unpredictable. If something happens to a child in your care that escalates to a claim, it can be overwhelming.

Our Guild Liability Claims specialists are here to offer claims advice on regulatory obligations for your unique situation, and can even engage the services of Meridian

Lawyers, Australia's leading allied health legal defence team and part of the Guild Group where legal support is needed.

We also provide 2 hours free legal advice on employment related issues made against you or your centre, even before a claim is made, helping you stay well informed on employment and regulatory matters.

When you're insured by Guild Insurance, you can enjoy peace of mind knowing here is one less thing to worry about, so you can stay focused on what you do best – looking after the children in your care.

### Our early learning business insurance offers benefits such as:



2 free hours of legal advice on employment related matters – even before it's a claim



We can even engage the services of Meridian Lawyers, where legal support is needed



Advice on regulatory obligations



Guild Liability specialist for advice on claims

1800 810 213  
[guildinsurance.com.au](http://guildinsurance.com.au)

Better through experience.





# Have you heard?

## Guild Early Learning Workers Compensation insurance extends to preschools

As of 3 July 2018 Guild is proud to provide workers compensation insurance under our specialised licence for childcare, preschool, OOSH and kindergarten centres in NSW.

Employees are your most valuable asset and at Guild, we understand they can be more like family. Sometimes, despite your best efforts to prevent it, they may get hurt on the job. Of course, prevention is better than the cure, but when an injury occurs, you want your employees treated with respect and provided with solutions that help them bounce back as quickly and cost-effectively as possible.

We understand that working with children is busy enough, so we've made protecting your business and your employees even easier and more cost effective. Combine your Guild Childcare Business Insurance Policy with a GEL workers compensation Policy and you could save 5% off your insurance premium\*.

You're already entrusting us to protect your business, so why not let us protect you and your staff as well? Getting a quote is easy, simply visit our website [guildinsurance.com.au/GEL](http://guildinsurance.com.au/GEL) or contact your trusted Account Manager.

### Guild Early Learning provides your business and your staff with:



Dedicated case manager that handles your claims from start to finish with direct contact details.



Pay by the month at no extra cost.



Lodge a claim anytime with our 24/7 online lodgement system.



Exclusive access to GELSafe our online Work Health and Safety management system.



Highly competitive premiums with an additional 5% saving for bundling your business insurance\*.



# PARTNERS, SPONSORS AND SUPPLIERS

## PARTNERS



1800 810 213  
guildinsurance.com.au



1800 810 213  
guildinsurance.com.au/  
workers-comp/early-learning-nsw



13 26 96  
australianbusinessenergy.com.au



1300 737 250  
thedefibwarehouse.com.au



1300 048 133  
koolkidstrainingcollege.com.au

## SUPPLIER MEMBERS



(02) 9531 7839  
afsgroup.net.au



1300 928 228  
weareastute.com.au



0423 754 855  
childcareconcepts.com.au



(07) 3124 5500  
ezidebit.com.au



1300 363 423  
matthiouservices.com.au



1300 367 770  
qikkids.com.au



1300 655 312  
reachlocal.com/au



Australian Childcare Alliance  
New South Wales

1600  
MEMBER  
SERVICES



ACROSS  
NSW &  
AUSTRALIA



COMMUNICATING  
TO OVER 20,000  
employees sector wide

UP TO A \$12B market

Representing  
▶ LONG DAY CARE  
▶ OSHC  
▶ PRESCHOOLS

COMMUNICATING  
TO OVER 5400  
across NSW &

15,000  
Nationally

ANNUAL  
SECTOR  
GROWTH  
of 14% (2012 - 2017)

More than 30yrs  
IN BUSINESS 30+



# WHEELS ON THE BUS TOUR



@ChildCareNSW  
/ChildCareNSW



1300 556 330

nsw@childcarealliance.org.au  
www.nsw.childcarealliance.org.au