November 2017

NQF Newsletter

Children and Meltdowns
IS IT SENSORY PROCESSING DISORDER?

Are you at risk of underpaying your educators?

ARE YOUR EDUCATORS PREPARED FOR ASSESSMENT AND RATING?

RECENT ECEC REGULATION CHANGES
How does it affect you?

WHS theme for November is SUPERVISION
Checklist inside

Pay for your educators' flu shot. It's worth it!

Professional Development

Behaviour Guidance	WOODVALE WA	Saturday 4th November 2017
Behaviour Guidance	COFFS HARBOUR NSW	Saturday 18th November 2017
Risk and Play	BULLEEN VIC	Saturday 25th November 2017
Behaviour Guidance	SURFERS PARADISE QLD	Saturday 25th November 2017

Keep up to date with our training calendar here:
https://www.centresupport.com.au/training-opportunities/

Centre Support Pty Ltd

Children and Meltdowns –Is it Sensory Processing Disorder?

How do your educators cope with children's meltdowns? Is the time they take to manage children's behaviour used wisely?
It could be Sensory Processing Disorder.
Some children may refuse to participate in certain activities, or become upset, sick and even vomit when trying to participate. They may push other children in response to stimuli. Unfortunately, the educator may view this behaviour as defiance, poor social skills, or as bullying, leaving the child with a bad behaviour label and no friends.

What could be happening?

If a child has an over responsive sensory disorder, things we take for granted become a huge problem for them. Imagine if all the voices you heard were really loud to the point of hurting your ears. Or high pitched sounds made you feel sick and then you vomited. How would you feel if you jumped in fright every time a door shut because you were over sensitive to sounds?

How to help

This is a two-step process. First, learn to identify the places or situations where the melt down occurs. It might be mat time as children loudly transition there. The second step is to create a strategy for the child to avoid the loud situation. For example, Chloe on many occasions hit out at children on the mat. The educator decided to keep Chloe away from the mat until all the children were settled, and then Chloe joined the group.

The lead educator for mat time made sure her activities had low sounds and children's voices did not become too loud.

Remember, keeping Chloe back is not meant to reward her behaviour. It is part of an overall strategy. Slowly she can be introduced to louder sounds.

It's important to be aware of signs children are giving you.

For example, when the noise is too loud, they may cover their ears, get really quiet, say "too loud," start to make sounds instead of talking, flap their arms, and start to make repetitive noise using an object. Calm them by removing them from the situation. Talk in a calm and quiet voice. Ask what they want. They may answer by pointing and not using words.

Loud noises can put children's systems on high alert, but we can teach the child how to cope. We do this very, very slowly by introducing them to situations where the noise becomes louder. For example, we know Chloe doesn't cope well in loud groups. We would set up an activity with her and two friends and with some soft pillows as drums. We start drumming with our hands onto the pillow one at a time.

We watch Chloe very carefully for signs when she has had enough, stop the children and be still and quiet, then slowly introduce the drumming again.

This first step may take weeks until we can slowly move onto louder instruments. But remember we must be very careful and take it slowly. Very slowly.

At Centre Support, we have real, practical strategies like those above to help you manage children's behaviour and help them achieve their very best.

For more information, phone 1800 440 102 or book into our ever popular Behaviour Guidance seminars to learn strategies you can use immediately.

Australian Apprenticeships Incentives Programme

Did you know that the Australian Government provides incentives for hiring Apprentices in "Priority Occupations", which include Cert 111 & Diploma in Early Childhood Education and Care?

The incentive for a "New Worker" fulltime apprentice can be as much as $4000 upon completion.
Given the pay rates for Cert III Apprentices are significantly lower than those of qualified employees, hiring an apprentice can be very cost effective.

What's more, you'll end up with a qualified staff member who with your support will be an asset at your service for years to come.
Visit www.australianapprenticeships.gov.au for more information about Australian apprenticeships, then call ACEC on 1300 363 954 for information on our quality Cert III and Diploma training.

Recent Regulation Changes

On 1st October 2017, there were changes to the ECEC Regulations in all States and territories apart from Western Australia who need to make the changes through their own Parliament. We've previously looked at the changes to Supervisors. In this issue we look at some of the other changes which will
affect children's services.

Physical/sexual abuse

Services must notify the Regulatory Authority about:

- any incident of physical/sexual abuse of a child that has occurred or is occurring at service
- any allegation of physical/sexual abuse at service

Interestingly, this is not included in the definition of a 'Serious Incident.' Services have 7 days to make the

Serious Incidents

The definition of a Serious Incident has changed in relation to an emergency which is now defined as an imminent or severe risk to health, safety or wellbeing of any person. It does not include incidents where emergency services attend as a precaution.

Another change is that serious illness is now considered to be where a child attended, or should have attended, a hospital. The definition no longer says doctor or hospital.

In some regional or remote areas, a child might see a doctor at a hospital for non-serious injuries/illness because this is where the doctor's rooms are located. This is not considered to be a serious illness.

Excursions

Until the changes, risk assessments were not required for regular outings i.e. excursions which children visit regularly and which always have the same risks. From 1st October 2017, risk assessments are required for excursions that are regular outings if a risk assessment has not been conducted within the last 12 months of the excursion date.

First Aid Qualifications

Previously, at least one educator with current first aid qualifications had to be present whenever children were attending. This requirement can now be met by a staff member or the Nominated Supervisor i.e. at last one educator, staff member or Nominated Supervisor holding first aid qualifications must be present.

Early Childhood Teachers (ECT)

Before the changes, services could replace ECTs who were sick or absent for less than 12 weeks with a Diploma qualified educator or a primary school teacher. From 1 October, ECTs who are absent for a period that does not exceed 60 days in any 12 month period may be replaced with the Diploma qualified educator or teacher.

Sleep and Rest Policy

There's also a new requirement for a sleep and rest policy. Many services will have seen the safe sleep and rest information issued by ACECQA http://www.acecqa.gov.au/Safe-sleep-and-rest-practices based on Red Nose (formerly SIDS and Kids) best practice.

At Centre Support, we have always had a Sleep and Rest Policy based on these safe sleeping principles and practices. Remember the ACECQA information is for guidance and is not the Law.

If you're feeling stressed about all the changes, including those coming for the National Quality Standard, don't panic. We're here to help. We provide up to date policies which are fully referenced and cover all Regulatory requirements. We also offer full phone support for customers on our NQS Professional Development Toolkit or our Policy Package.

Call us today on 1800 440 102 or email admin@centresupoprt.com.au

Meet Joelle Dagher

Our Trainer and Assessor in NSW Western Sydney

Joelle has worked in the ECEC sector for seven years, most recently as a trainer supporting students to achieve high quality outcomes.

Previously, Joelle was the Nominated Supervisor of an ECEC service and has achieved an Exceeding rating during the Assessment and Rating process.

Joelle understands the pressures that Nominated Supervisors and Educators face each day and is passionate about helping services just like yours improve practice, saver time, reduce stress and achieve great results at Assessment and Rating.

Joelle is looking forward to supporting you and your team.

If you would like Joelle to support you and your educators to be confident and successful in their roles, please call Alana on 0438 833 160.

Professional Development Opportunities

Behaviour Guidance

Woodvale WA
Saturday 4th November 2017
9.00am to 1.00pm
$129 per person

Have your educators been hit or bitten by a child? Are they talking about how difficult it is to manager certain behaviours? This is the course for you! Don't miss out!
Book online here:
Behaviour Guidance registrations

Behaviour Guidance

Coffs Harbour NSW
Saturday 18th November 2017
9.00am to 1.00pm
$129 per person

Have your educators been hit or bitten by a child? Are they talking about how difficult it is to manager certain behaviours? This is the course for you! Don't miss out!
Book online here:
Behaviour Guidance registrations

Risk and Play

Bulleen VIC
Saturday 25th November 2017
9.00am to 1.00pm
$129 per person

How can allowing children to take risks develop lifelong skills such as problem solving? Lukas Ritson will give you the confidence to implement risky play!
Book online here"
Risk and Play registrations

Behaviour Guidance

Surfers Paradise QLD
Saturday 25th November 2017
9.00am to 1.00pm
$129 per person

Have your educators been hit or bitten by a child? Are they talking about how difficult it is to manager certain behaviours? This is the course for you! Don't miss out!
Book online here:
Behaviour Guidance registrations

THE MORE THAT YOU READ,
THE MORE THINGS YOU WILL KNOW.
THE MORE THAT YOU LEARN,
THE MORE PLACES YOU'LL GO.
--Dr. Seuss

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Pay for your educators' flu shot. It's worth it!

2017 has been a bad year for the flu as we all know, but have you stopped to add up the real cost of the flu to your centre? It's not just the cost of sick days and replacement educators, it's the stress of replacing them and the stress it leaves in the rooms when things fall behind.

From a centre's perspective

It's hard to replace staff at the best of times, but this year's flu season really added stress by stretching our educators. Many services I know were juggling lunch breaks and moving educators from room to room to ensure ratios were met. This resulted in the loss of programming and documentation time for all educators, as well as a loss of study time for trainees, creating further stress.

From an educator's perspective

Educators only get so many sick days, and when they're all taken the only option is not to pay them or take it from their holiday pay which compounds the problem. Educators need to have holidays to recharge. When they're sick they're not recharging.

Actual cost to the centre

Wage budgets can quickly blow out when educators get sick. I've heard of centres where 50% of the educators needed have been sick with the flu for an average of five days each. This means you're not just paying their wages, but replacement wages as well.

If 10 educators have 5 days (38 hours) off over a month at an average of $21 per hour, this would equal $7980 in sick pay. However, the staff used to replace sick staff may be casuals or staff working overtime therefore the extra cost would most likely come in around 1.25 x $7980 = $9975 plus superannuation at 9.5 % = **$10922.63**

And this doesn't take into account any extra time required by educators to catch up on documentation that will not have been done by replacement staff. This is the true cost of not taking steps to implement preventative health measures like flu vaccinations for employees.

Flu facts

Professor Allen Cheng and Associate Professor Kristine Macartney say, "All brands of flu vaccine available in Australia are safe." They continue by saying the flu vaccine doesn't guarantee people won't get the flu, but it reduces the risk of contracting the flu by 40-50%. They encourage us to consider the cost of the illness and the misery of contracting the flu.

Another important reason to vaccinate is because we work with young children and that means we increase the risk of passing it on to them. Furthermore, many of our children have pregnant mothers and that's the last thing they need. The flu can be a serious illness and we have seen this recently with the tragic deaths of several individuals from the flu. It needs to be taken seriously.

In Australia the peak flu season usually runs from August to September and the flu vaccine is normally ready by April. Get your diary out and write a reminder for next April 2018.

Now you can see how your wages bill can well and truly blow out, it's time to look at the cost of paying for flu shots. Some chemists are offering flu shots for $10.95. If you had twenty staff members that's $219 - compare that to the cost of not getting the flu shot.

Are you at risk of underpaying your educators?

Are your staff correctly classified and more importantly - paid the right rate? Underpaying staff has previously resulted in an Early Childhood education chain being ordered to back pay some $170,000. This problem arose because the employer incorrectly classified the workers under the Children's Services Award 2010 and made errors calculating their base hourly rates and higher duties entitlements.

What are the fundamentals?

- Employees are entitled to the minimum rate of pay applicable to the classification of work they do, NOT the work they are 'qualified' to do. eg a 5-year degree Teacher who drives a bus is entitled to be paid as a bus driver, not as a Teacher
- Qualifications held to satisfy ECEC regulations have nothing to do with what you pay them to comply with minimum award requirements. eg a Diploma who works in a Cert III position is still counted as a Diploma for Regulation purposes even though they do Cert III work
- Employees must do the whole job at a higher level in order to be paid higher duties
- A Nominated Supervisor IS NOT a Director! Part of a Director's responsibilities include those that can be assigned to a Nominated Supervisor. Keep in mind that a Nominated Supervisor must only comply with obligations under National law and Regulations. A Director on the other hand is responsible for the whole circus and in most cases, includes hiring and firing, debtors, creditors, marketing, staff development and service delivery to name just a few!
- A Teacher who is appointed as a Director is entitled to be paid under the Teachers award as a Director if at least half of their work per week is face-to-face Teaching. If a Teacher Director does less than 50% face-to-face teaching, they can be paid as a Director under the Children's Services Award.

Children's Services Award 2010 - Assigning Classification and Progression

All employees must be classified by the employer into one of the levels under the award taking into consideration the employee's skills, responsibilities, qualifications, experience in the industry and duties.

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Progression from one level to the next within a classification is subject to an employee meeting the following criteria:

- competency at the existing level
- 12 months' experience at that level (or if
- employees employed for 19 hours or less per

week, 24 months) and in-service training as required and demonstrated ability to acquire the skills necessary for advancement to the next pay point.

When an employee moves from one classification to the next they commence in the new classification at the bottom level.

REMEMBER: If you hold an employee back, once they reach competency under the award, you are required to back pay them to the date that the incremental increase was due.

Next month we'll look at some specific classification levels in this Award.

Source

This is an abridged extract of an article by David Morphett www.djmir.com.au You can contact David on (02) 6236 8966 or via email at djm@djmir.com.au

Who is updating your policies?

Are you spending countless hours of overtime researching, writing and updating your policies?

How do you ensure the information is accurate, current and suitable for your service?

Centre Support's NQF Policy Package is an excellent way to meet the NQF requirements affecting your service.

There is no need to spend countless hours of overtime writing and worrying about policies for your service.

If you are after the most comprehensive policies available, why not use the NQF Policy Package? More than 1,850 services already do!

Our policies are professionally developed by Robyn Parnell, a former senior policy officer for the NSW Government. Robyn wrote policies for the NSW Government that had to be signed-off by the Minister.

Drawing on this experience, she develops and updates Centre Support's policies for you.

She also draws on the experience and knowledge of Centre Support's team of trainers across Australia who have years of practical experience as Approved Providers and Nominated Supervisors.

By purchasing our policies, you won't have to spend countless hours reinventing the wheel.

The National Regulations prescribe certain policies services must have – Centre Support's package exceeds these requirements with more than 55 policies. They're provided in Microsoft Word format so you can individualise each policy to suit your centre.

To make it easy for you we've directly referenced the Regulations (National and State-based), NQS Elements, best practice guides and the EYLF or MTOP.

To view samples visit our website or phone one of our friendly team members on 1800 440 102. We are here to support you!

Are you prepared for Assessment and Rating?

Where do you start? Do you have lots of questions, issues or concerns that you would like answered before the big day?

Centre Support is the NQS, Regulations and EYLF/ MTOP experts.

We have supported, trained and audited over 4000 early childhood services across Australia. We know what to look for and can tell you exactly what you need to do!

EXCEEDING

NATIONAL QUALITY STANDARD

Assessment and Rating Preparation

We send a Trainer and Auditor to your centre when it's open so they can assess your centre in action. They look at the seven quality areas and each element within to identify what your centre needs to do in order to get rated as Exceeding.

Curriculum Audit

- Looks at samples of children's learning documentation and provides a simple, easy to understand action plan on how to meet all the requirements of the EYLF / MTOP
- Gives your Educators the confidence they need to complete quality learning documentation
- Helps you achieve a great results for QA1—Educational program and practice, at Assessment and Rating
- Helps your Educators save time by writing less and develop meaningful partnerships with families
- Contributes to a happy workplace where the staff feel valued

Call us now on 1800 440 102

to find out how we can help you today!

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Sustainability Audit – audit and action plan carried out on the day of the visit

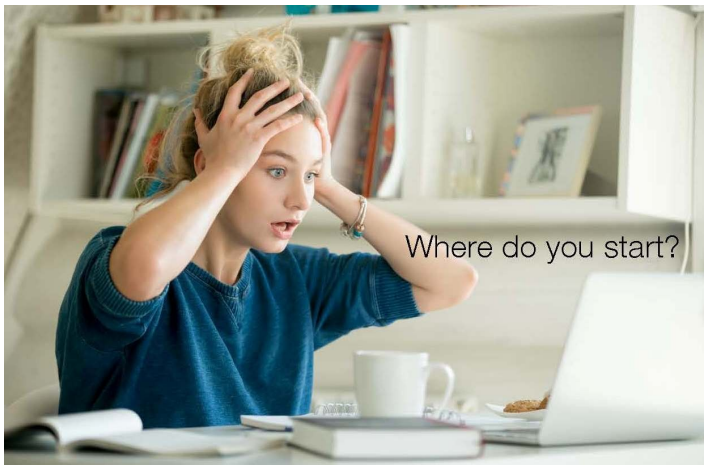
- Especially designed for early childhood centres to audit the indoor and outdoor environment
- Provides an action plan that has practical and innovative ways you can implement sustainability in each area
- Helps you implement sustainability at an environmental, social and economic level
- Prepared by Lukas Ritson who is having huge success implementing his Embedding Sustainability and Risk and Play seminars across Australia.

WHS (Work Health and Safety) Audit - audit and action plan carried out on the day of the visit

- Especially designed for early childhood centres
- Saves you time and money by reducing accidents and fines for breaching regulations
- Helps to reassure current and prospective families that you take the safety of their children very seriously
- Audits every room and outdoor area to ensure you're not missing anything
- Improves the well being for your educators working environment

Food and Hygiene Audit - audit and action plan carried out on the day of the visit

- Especially designed for early childhood centres to ensure practices and procedures are
- meeting all food and safety regulations and best practice
- Helps reassure current and prospective families that you take the safety of their children very seriously
- Saves you money by preventing or reducing food wastage
- Gives you the confidence that food served to children has been transported, prepared, cooked and stored in line with regulations and best practice



Call us now on 1800 440 102

to find out how we can help you today!

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WHS Theme

November—Supervision

Don't have a free WHS magnet from Centre Support to complement our monthly WHS Themes?
Contact us for your complimentary copy today.

Supervision checklist that may help identify areas of improvement

y	n	N/A	children are supervised at all times by staff members/care providers
y	n	N/A	all children are within sight and/or hearing of all staff at all times
y	n	N/A	Babies are not left unattended at any time.
y	n	N/A	staff effectively supervise all areas accessible to children
y	n	N/A	children are closely attended at all times on the change table and in any other place that presents a risk
y	n	N/A	close supervision is particularly given at mealtime/during bathing/nappy change
y	n	N/A	babies and toddlers are supervised while sleeping
y	n	N/A	children are always attended when they are eating or drinking
y	n	N/A	students are never left with the sole supervision of children
y	n	N/A	relief staff are not left with sole responsibility for the supervision of children and that permanent staff are available at all times
y	n	N/A	individuals or groups of children are not withdrawn into areas where they are not visible by other staff members, or taken into rooms that can be locked in the centre
y	n	N/A	supervision ratios are correct
y	n	N/A	staffing arrangements are to be flexible enough to allow supervision of individuals or small groups of children
y	n	N/A	staff ensure that the health and safety are not compromised by the age ranges in groups
y	n	N/A	staff communicate effectively about supervision of children
y	n	N/A	volunteers and students are at all times within the visibility of other staff while with the children
y	n	N/A	staff members are not engaged in other activities in centre based services such as cleaning, preparation, administration, etc, while supervising children to ensure an interactive process of supervision
y	n	N/A	Staff arrange equipment, furniture and activities appropriately to ensure effective supervision
y	n	N/A	Staff will plan programs to allow children to access private and quiet spaces while being supervised
y	n	N/A	Planning for supervision of indoor and outdoor areas will be shared with regular and relief staff

Areas of supervision that need addressing:

_____
_____
_____
_____

Actions Required:

_____
_____
_____
_____

Date for actions to be completed:

_____
_____
_____
_____

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Calendar of Events November 2017

1st	All Saints' Day	This Christian day honours saints, known and unknown. Saints are men and women recognised for lives of holiness and devotion to God or who were martyred for their faith.
1st	Melbourne Cup Day	Melbourne Cup Day is held on the first Tuesday in November and is the day on which one of the most famous horse races in the world is run in Melbourne. Since 1861, Melbourne Cup Day has been an official race day and, since 1877, a public holiday in Victoria
4th	Dehwa Honina (Prosperity Feast)	The Mandaeans are an ancient religious community from southern Iraq and Iran.
7th - 13th	National Recycling Week	http://planetark.org/campaigns/nrw.cfm
8th	World Walk to Work Day	
11th	Birth of Baha'u'llah (to 12 November)	On this day people of Baha'i faith refrain from work and celebrate the birth of their faith's founder.
11th	Remembrance Day	This day marks the anniversary of the armistice which ended the First World War (1914–18). We observe one minute's silence at 11am in memory of the millions who died or suffered in all wars and armed conflicts.
14th	Birth of Guru Nanak Dev Sahib	Guru Nanak Dev was the founder of the Sikh faith and way of life. Sikhism stresses the importance of doing good deeds rather than merely carrying out rituals.
15th	Steve Irwin Day	Steve Irwin Day is an annual international event honouring the life and legacy of the one and only Crocodile Hunter, Steve Irwin! http://www.steveirwinday.org/
16th	International Day for Tolerance	"Tolerance does not mean indifference or a grudging acceptance of others. It is a way of life based on mutual understanding and respect for others, and on the belief that global diversity is to be embraced, not feared." UN Secretary-General Ban Ki-moon
24th	Martyrdom (Shahidi) of Guru Tegh Bahadur	Guru Tegh Bahadur, the 9th Guru, sacrificed his life to defend the religious freedom of another faith.
27th	First Sunday of Advent	Advent is observed with the lighting of advent candles, display of wreaths and special ceremonies. Advent also anticipates the coming again to earth of Jesus Christ.

Do you need flexible training solutions for childcare?

AUSTRALIAN COMMUNITY Education College

Do your trainees or existing team need a more flexible, practical approach to workplace training to achieve success?

Are you seeking a tailored solution for Nationally Recognised Training (Cert III or Diploma) in Early Childhood Education and Care Sector, including Recognition of Prior Learning (RPL)?

Phone Amy on 1300 363 954 for more information.

Call the Australian Community Education College to find a solution which suits your needs and your budget. It's all about QUALITY and FLEXIBILITY.

Call our Help Desk on 1300 363 954 today. Visit www.acec.edu.au or email admin@acec.edu.au