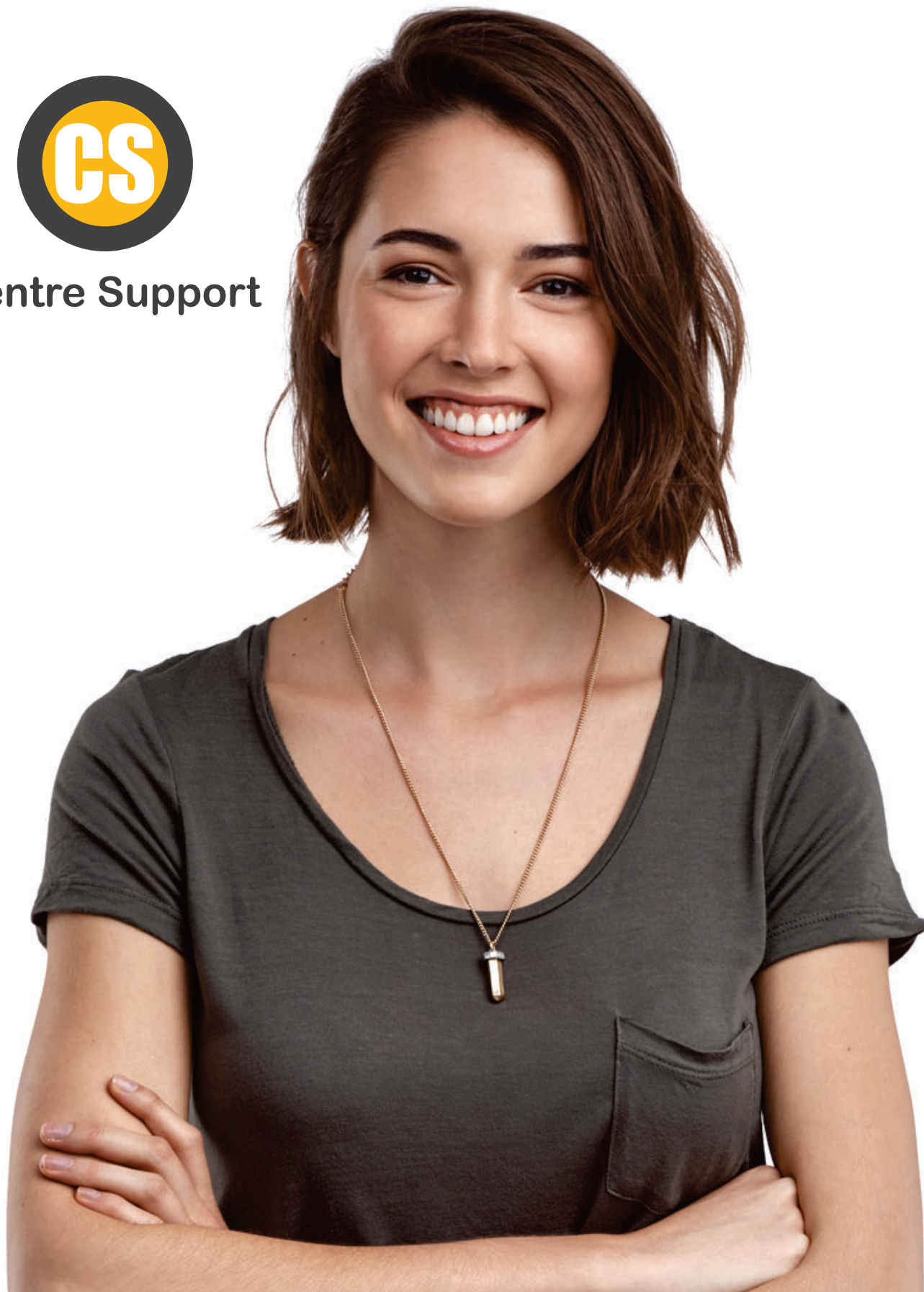




Centre Support



How can Centre Support help you?

Audits, In-services, Coaching and Products

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Centre Support

Please contact us today to book in your in-service.

Phone: 1800 440 102

Contact one of our team members today to find out how we can help you take the stress out of the NQF.

	1800 440 102
@	admin@centresupport.com.au
W	centresupport.com.au
f	https://www.facebook.com/CentreSupport/
P	PO Box 3378, Bangor NSW 2234

Audits

Do you dread the surprise visit from your Authorised Officer? We can help you with the following Audits that give you an instant result as well as an Action and Support Plan. Centre Support's audits are like a fresh set of eyes which pick up the little things you may have missed to give you that sense of security.

We conduct:

- Sustainability Audit with Action Plan
- Curriculum Audit with Action Plan
- Compliance Audit with Action Plan
- WHS Audit with Action Plan
- Food Safety and Hygiene Audit with Action Plan

Centre Support's Audits are different. We tell you what you're doing well in your service. Most audits are negative as someone is telling you what you are doing wrong. When we do see something that can be improved, we have a WHS, Food Safety and Hygiene, Sustainability, Compliance and Curriculum Resource Kit designed specifically for Early Childhood to ensure your service will be perfect after a Centre Support Audit.

Coaching

Sometimes everyone needs a little support. Coaching is great for you the Nominated Supervisor, or your Educational Leader and Room Leaders in small groups. Sometimes it is the one-on-one coaching sessions that get the best results. Our coaching also works very well after in-service training. With coaching we can be on the floor with your educators to help put into practice what we have delivered in the training session in a real environment.

In-service training and webinars to suit your needs

Centre Support offers a wide range of in-service training and webinars for you and your team. We can train your whole team of educators at once in your service environment at a time that suits you and your educators (usually after-hours). You are most welcome to join with another service to share the cost, but sometimes it's better to participate in training just with your team, especially with behavior guidance training or the child protection refresher. All in-service training comes with certificates of completion for participants. We can conduct large group training or mini weekend conferences too. Give us a call to organise a time that suits your needs.

We have divided our in-service training into two sections, (a) training for educators, (b) training for Nominated Supervisors, Educational Leaders and Room Leaders. However, there may be times when Nominated Supervisors and other leaders need to participate in our educator training.

Centre Support

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Training for educators

Basic Childcare 101

Do you wonder sometimes how some of your educators got their Cert III? It feels like they can't even get some of the basics right. In this Basic Childcare 101 course we cover the important issues to do with hygiene, supervision, curriculum, safety and much more.

We can tailor this course to meet the individual needs of your educators, or those areas you feel they need to focus on. After completing our Basic Childcare 101 course you can be confident your educators have the skills needed to achieve a Meeting Rating and to provide nurturing and safe care.

All NQS Elements can be covered in this in-service depending upon the Quality Areas you choose.

Australian Indigenous/Aboriginal Perspectives

Do you know where to start to increase your knowledge about Indigenous Aboriginal Australian culture? Are you and your educators afraid to try and implement things because it may not be correct or be tokenistic? If so, this in-service training is for you.

In our Australian Indigenous/Aboriginal Perspectives course we cover the following learning outcomes and teach your educators:

- How to relate curriculum to children's Indigenous Australian Identity and make connections with

- their local communities
- How to use children's current knowledge, ideas, culture, abilities and interests to create Indigenous Australian Curriculum
- How to build relationships and engage with the local Indigenous Australian communities
- How belonging works in Indigenous Australian Communities.

NQS Elements covered in this in-service are:
1.1.1, 1.1.2, 1.2.1

Autism – a practical way

All educators want to help children, especially those that need a little more assistance, but many don't know where to start, especially with children on the autism spectrum. If you have children with a diagnosis, or you suspect they might be on the spectrum but their parents are not ready to accept this, then this course will help your educators.

In our Autism – a practical way course we cover the way children with autism may behave and why, and teach your educators how to:

- Respect and value all children equally
- Implement teaching strategies to help children with Autism, including strategies to help manage sensory processing sensitivities
- Work with families and other professionals to support children with Autism.

NQS Elements covered in this in-service are:
5.1.2, 6.1.2, 6.2.2 and 6.2.3

Behaviour Guidance

Do your educators struggle with some children's behavior? Are other educators fearful of staying in the same room next year as they 'know' which children are moving up? If so, this in-service is for you.

In our Behavior Guidance course, we cover the basics of how brain development affects children's responses to stressful or threatening situations and teach your educators how to:

- Implement behaviour guidance strategies which are tailored to a child's personal circumstances and development
- Identify teaching practices or routines that may be adversely affecting children's behaviour
- Change practices to achieve positive behaviour outcomes, including those which promote secure attachment
- Create indoor and outdoor environments which

help manage children's challenging behaviour.

NQS Elements covered in this in-service are:
5.1.1, 5.1.2 and 5.2.2

Chaos to Calm

Are your educators tired of feeling like things in their room quickly spiral out of control? Do they need help identifying issues that may be contributing to a chaotic room environment? If so, this course is for you. In our Chaos to Calm course we teach educators how to:

- Set up calming indoor and outdoor play spaces which for example:
 - look vibrant, attractive and inviting
 - provide appropriate levels of risk and physical challenge
 - create separate spaces to actively engage groups of children
 - promote children's agency, imagination and creativity and extend their interests
 - connect children to their community and everyday lives
 - are based on children's feedback about the environment and educator practices.

NQS Elements covered in this in-service are:
3.2.1 and 3.2.2

Child Protection Refresher

The NQS says 'Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect. 'It may have been awhile since educators have completed child protection as a part of their qualifications and the law or the way we report child protection are constantly changing. This is why this refresher course is good to complete, especially before A&R to ensure you can show how all employees are aware of their role and responsibilities.

In our "Child Protection Refresher" course we will cover the following learning outcomes and teach your educators how to identify and understand:

- Indicators for all types of abuse and neglect
- Mandatory reporting requirements and mandated reporters
- Need for child focus rather than adult intent
- How to respond to a child who discloses abuse or neglect
- How to respond where abuse or neglect is suspected
- Reporting abuse and neglect procedure.

NQS Elements covered in this in-service are:

2.2.3 Child protection. Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

Critical Reflections

Critical reflection is the most misunderstood concept of the NQS. That's why we need to look at the EYLF and MTOP to get a proper definition and a better understanding. The EYLF and MTOP say "Critical reflection involves closely examining all aspects of events and experiences from different perspectives."

Is that what your educators are doing? Or are they writing a time log of the day, or evaluating rather than reflecting? This course will show you exactly what critical reflection is and how to do it. More importantly, it will show you what critical reflection is not and why.

In our "Critical Reflections Training" course we will teach your educators how to:

- Reflect critically by closely examining all aspects of events and experiences through the eyes of children, families, educators, Nominated Supervisor, community and theorists
- Identify the difference between reflecting and evaluating
- Use critical reflections and the exceeding theme indicators for critical reflection to make well informed decisions and plans to improve practice.

NQS Elements covered in this in-service are:

1.3.2 and 7.2.1

Food and Hygiene

Most services in ECEC serve food which means we must comply with the Food Standards Australia New Zealand. What does this mean for your educators? All educators need to be trained in how to handle food safely. In our Food and Hygiene course we teach your educators how to:

- Identify potential food safety hazards in the Children's Service sector
- Control hazards in the food handling operation
- Monitor, control and correct hazards if found
- Identify risk and hazards that are not under the ECEC Regulations
- Implement a food safety system.

NQS Elements covered in this in-service are:

2.1.2 and 2.1.3

How the National Law Regulations Apply to Educators

Do you ever wonder why educators do things that breach the regulations? Do you ask yourself why educators think it's okay to breach the regs (again)? Do you question what they were taught in regard to regulations and the law? If so, this course is for your team.

In our "How the National Law or Regulations Apply to Educators" course we teach your educators how to:

- Use a decision-making hierarchy to ensure the regs are not broken
- Consider the objectives of the Law
- Ensure decisions and practice is guided by the principles of the Law
- Identify specific sections of the Law or a Regulation to help make decisions
- Identify and use other regulations and laws that affect ECEC but are not in our ECEC Regulations

This in-service training uses case studies and practice scenarios to teach and guide your educators which in turn will make them better decision makers when it comes to the Law and Regulations.

NQS Elements covered in this in-service are:

7.1.2 and 7.1.3

National Quality Framework - All Areas

This is a tailored course to suit your service. We can conduct training for one NQS Quality Area at a time or group two together.

- QA1 - EYLF
- QA2 - Health and Safety
- QA3 - Physical Environment
- QA4 - Staffing
- QA5 - Relationships
- QA6 - Families
- QA7 - Leadership

In our "National Quality Framework - All Areas" course we deepen educators' understanding and awareness of the NQS areas you select and teach them how to create practices to effectively implement the NQS quality area(s).

All NQS Elements can be covered in this in-service depending upon the Quality Areas you choose.

Risk and Play for Early Childhood Educators

Sometimes centres need both the inspiration and confidence to create risky play environments that challenge children, and stimulate their creativity and problem solving.

In our Risk and Play for Early Childhood course we look at play from different points of view and explore how risky play environments are exactly what children need and love. We also explore how the EYLF, MTOP, NQS, Regulations and Playground Standards affect play environments. In our Risk and Play for Early Childhood course we teach educators how to:

- Create a challenging and inspiring play environments
- Distinguish between harmful play practices and play which promotes positive risk taking
- Introduce different types of risky play and overcome any limitations
- Integrate theoretical practices into children's play to enhance learning and development.
- Participate in children's play and have fun!

NQS Elements covered in this in-service are:
1.1.1, 1.1.2, 1.1.3, 1.2.3 and 3.2.1

Taking EYLF to the Next Level

The EYLF is a wonderful document that's not fully used to its potential. Let us teach you how to maximise EYLF and make educators fall in love again with programming and early childhood. We can guarantee your parents will read it, comment on it and add to it. Your educators will feel appreciated and in turn this will give them the energy and confidence to go even further.

In our "Taking EYLF to the Next Level" course we briefly explore the theories behind the EYLF to better understand a 'relationship based curriculum' and teach your educators how to:

- Free up their time by better understanding what the Regulations say about learning documentation
- Write meaningful learning and assessment documentation
- Respond to children's individual needs throughout the curriculum
- Create stimulating learning environments
- Use the local community to maximise learning opportunities.

All NQS QA 1 Elements are covered in this in-service.

Transitions for All Ages and School Readiness

Can your educators confidently settle new children (and families) into the centre? Are they looking for strategies which are proven to help calm and settle children during the transition process? Are they uncertain what to say when families ask if their child is ready for school?

These answers and more are in our Transitions for All Ages and School Readiness course where we teach educators how to:

- Implement practices that support children during transitions to early childhood centres, new rooms and schools and help them feel safe and secure
- Help families settle their children into the new environment
- Identify what skills are useful for children starting school

NQS Elements covered in this in-service are:
6.2.1 and 6.2.3

WHS and Risk Management

Can your educators confidently conduct a risk assessment that you can count on? We need to remember Work Health and Safety is every employee's responsibility as every person that enters the early childhood environment has the right to leave in the same state they entered. This includes children and their families.

In our WHS and Risk Management course we cover the WHS legislative requirements and teach your educators how to:

- Define hazard and risk and know the difference between them
- Identify hazards with multiple methods
- Conduct a workplace inspection
- Use a risk assessment matrix
- Control hazards by creating procedures
- Monitor ongoing WHS in the ECEC environment.

NQS Elements covered in this in-service are:
2.2.1 and 7.1.2

Training for Nominated Supervisors, Educational Leaders and Room Leaders

Leadership and Reflection

Do you struggle with leading a team? Is there never enough time in the day to get all the things you need to do as Nominated Supervisor completed? If so, this course is for you.

In our Leadership and Reflection course we cover role modelling, coaching and reflective practice and teach you how to:

- Implement the characteristics required to be a good leader
- Lead higher level critical reflection
- Implement the 'GROW' model of coaching to improve practices
- Make team members accountable for their own issues and problems by
 - including core values in all job descriptions
 - using core values as a performance management tool
 - implementing a daily run sheet so all educators know what they're doing at any given time
 - ensuring all leaders, including room leaders, set and monitor goals based on team issues and problems
 - implementing a communication template so all team members know who to speak to about specific issues
 - using job descriptions and coaching to ensure all team members understand the requirements of their job.

NQS Elements covered in this in-service are:

7.1.3, 7.2.1 and 7.2.3

Learn to Lead and Manage Educators

Are you always running out of time, trying to juggle multiple things at the same time, most of which are really part of other people's jobs eg your educators? If so, this course is for you. In our Learn to Lead and Manage Educators course we teach you how to:

- Make team members accountable for their own issues and problems by
 - including core values in all job descriptions
 - using core values as a performance

management tool

- implementing a daily run sheet so all educators know what they're doing at any given time
- ensuring all leaders, including room leaders, set and monitor goals based on team issues and problems
- implementing a communication template so all team members know who to speak to about specific issues
- using job descriptions and coaching to ensure all team members understand the requirements of their job
- requiring all leaders, including room leaders, implement the 'GROW' model of coaching to improve practices.

NQS Elements covered in this in-service are:

7.1.3 and 7.2.3

Managing Young Educators

Every age group has its own way of doing things. They become used to thinking or behaving in a certain way based on the culture and society they grew up in, including how they were taught at school.

If you're having trouble managing your young educators, then this course is for you. Learn how some young educators' attitudes, values and beliefs are impacting their work and what you can do to make your life easier. In our Managing Young Educators course we teach you how to:

- Implement strategies which acknowledge the behaviours of young educators and help them work effectively
- Implement strategies to help young educators grow and learn new workplace practices
- Implement governance and Human Resource procedures to effectively manage young educators.

NQS Elements covered in this in-service are:

7.1.3

Marketing Your Service for Better Occupancy

In Centre Support's Marketing Your Service for Better Occupancy course we can help you understand the basics about how to market your service for better occupancy and therefore greater profits.

This is a tailored course to suit your needs. We look at several simple steps to coach you in and support you through with a focus on increasing enquiries, tours

and enrolments.

We may, for example, complete some exercises to understand your target customer, their needs and their priorities in looking for care. Together we may develop a profile of your customer and then write an advertisement to get their attention, or for example, we may help you conduct better tours.

NQS Elements covered in this in-service are:

7.1.2

Nominated Supervisors Management Series 1 Learn What's new in the 2018 NQS

In early 2018 the number of NQS elements was reduced and the three exceeding themes were introduced. Are you still confused about these changes? For example, how exactly did the elements change and how should the exceeding themes be used?

In our "Learn What's New in the 2018 NQS" course we explore:

- Changes in the NQS elements – what changed in 2018 eg what elements were combined and excluded
- How this affects your QIP
- Exceeding theme 1 - Practice is embedded in service operations
- Exceeding theme 2 - Practice is informed by critical reflection
- Exceeding theme 3 - Practice is shaped by meaningful engagement with families and the community.

NQS Elements covered in this in-service are:

7.2.1

Nominated Supervisors Management Series 2 See What and Exceeding Assessment and Rating Looks Like

Curious to see just what it takes to get an exceeding rating? In this "See What and Exceeding Assessment and Rating Looks Like" course we explore real life A&R Reports and case studies of well written QIP strengths which skillfully include the three exceeding themes in the narrative and show you:

- What to include when writing your QIP and what not to include
- How to write your strengths as a story which

showcases your service and includes the exceeding themes

- The difference between critical reflection and evaluation
- How to get all your educators and rooms to the same level
- How to ensure everyone knows what's expected of them
- How to get the most from your educators

NQS Elements covered in this in-service are:

7.1.3 and 7.2.1

Nominated Supervisors Management Series 3 Exploring the Three New Exceeding Themes

Feeling overwhelmed by all the information in the three exceeding themes? How do you work out what you need to do to achieve exceeding for each element? How do you know if you've met the exceeding rating?

In this Exploring the Three New Exceeding Themes course we cover:

- What you need to do to achieve exceeding
- How to simplify the three exceeding themes into 2 or 3 sentences for each element
- How to assess your educators against the three exceeding themes

NQS Elements covered in this in-service are:

7.2.1

Quality Improvement Plan – An Evolving Process

Your QIP is now the most important document for your A&R. Assessors copy parts of your QIP into their 'Rating Tool' and bring it with them on your A&R visit, then check your practices against your QIP during the visit to rate your centre as working towards, meeting or exceeding.

Are you confident your QIP showcases the strengths of your service, and the things you've changed? Are you confident you'll get the rating you deserve? If not, this course is for you.

In our Quality Improvement Plan – An Evolving Process course we teach you how to:

- Write a Quality Improvement Plan that shows Authorised Officers why a Service should be rated Meeting or Exceeding the NQS including:
 - what to include and exclude
 - how to document strengths and improvement plans
 - what to do on the day of the Assessment and Rating visit
 - how to respond to a draft Assessment and Rating report if required

NQS Elements covered in this in-service are:

7.2.1

Team Building & Effective Communication

This course has been especially designed to get your team back on track. If you've had or have a manager, room leader or educator who's had a destructive effect at your service, for example spreading lots of negativity leaving your team divided and feeling scared or bullied, this course is for you.

In our team building and effective communication training we teach you how to:

- Create and maintain effective teams
- Manage non-functioning teams
- Set up clearly defined reporting relationships
- Recognise and use team members' strengths
- Measure and track team performance.

NQS Elements covered in this in-service are:

4.2.1 and 4.2.2

Teamwork – the fun booster course

This course is very different to the one above. It's for teams that are working well, but need a boost to get to the next level.

In our Teamwork – the fun booster course, we teach you how to:

- Use team members' strengths to create a fun working environment
- Create fun teamwork activities that increase skills
- Develop ideas and events for teams
- Foster creativity and increase learning across the whole team
- Promote a sense of ownership across the team
- Encourage healthy risk taking

NQS Elements covered in this in-service are:

4.1.1 and 4.1.2

Weekly Professional Development

We have a simple to use 40 week learning and reflection toolkit that ensures all educators know exactly what's expected from the NQS. Best of all the weekly learning activities help write your QIP weekly bit by bit ensuring there's no mad rush when your A&R letter arrives.

The weekly learning activities teach Room Leaders how to manage their Educators, set goals based on the NQS, create an environment where teams can function effectively, give steps to coach, train and assess Educators, and provide guidance on how to reflect and achieve NQS elements and get an exceeding rating.

Policies

We have the best and most compressive policies to save you hundreds of hours of time and give you back your weekend. They come in an easy to modify document that takes very little time to make them suit your centre. Our policy writer Robyn was a former senior policy writer in the NSW government where she took what politicians wanted and turned it into law and regulations. With this level of expertise, you can be sure your policies meet the Regulations and best practice.

Australian Community Education College (ACEC)

Did you know Centre Support has a training college called the Australian Community Education College (ACEC)? ACEC conducts 40-week Certificate III and Diploma courses that **do not cut corners**. We guarantee our Cert III trainees and Diplomas will be the best and know exactly what is expected of them. They will really know the Regulations, NQS and EYLF or MTOP. If you want your trainees to make meaningful contributions to the team and children's learning, give the ACEC help desk a call today on 1300 363 954 to sign or get more information.

Please contact us today to book in your in-service.

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Centre Support

Choose a product or service that will fit your requirements and achieve exceeding



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Everything you need to achieve exceeding



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A&R

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Marketing Support

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Coaching Support

One on one or small groups to improve practice



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Talk to us today

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