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Presented at the Annual General Meeting 16<sup>th</sup> June 2021

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## PRESIDENT'S REPORT

Margaret-Anne Otton

I took over the role of President of Coogee Care Centre in November 2020 following the resignation of the previous President Mike Sager and the Executive Team. The previous 8 months had been nothing like any of us had ever experienced with the impact of Covid. In addition to Covid, we had changes in the leadership role of Director and the implementation of a new Child Care Management software system Xplor from QikKids. Despite these challenges, Coogee Care Centre has reported a favourable result which the Treasurer Matt Simpson, will present later in the Treasurer's report.

Coogee Care Centre continues to be one of the largest services providing Out of School Hours (OOSH) care in Sydney's East. It is a not-for-profit education and care service, operated by a parent led management committee who volunteer their time and expertise to provide leadership. This gives families a voice in the running of the service as well as ensuring 100% of all profits go back into Coogee Care to provide high quality care and to improve facilities at the school. The committee employs the Director and service management team to run the day-to-day operations. Tonight, we will elect a new committee and I encourage you to consider getting involved. It is very rewarding and a wonderful way to meet other parents and to contribute to the school community. Without a volunteer committee and a new Executive, the Centre will be unable to continue as a community not-for-profit/registered Charity.

We have almost completed negotiation on a new 5-year agreement with the Department of Education for lease of the school facilities required for Coogee Care Centre. The staff regularly meet and consult with the Principal Matt Townsend, Deputy Principal Diane Bambridge, and other Coogee Public School (CPS) staff to ensure the smooth transition of children between school and the centre. We appreciate and thank Matt and Diane for their continued support.

The Centre currently employs 2 permanent staff Jenny Collins and Kate Wilson in the roles of Assistant Directors, 11 permanent part timers and 30 casual staff. During Covid, the Centre had 29 out of 36 staff eligible for job keeper. Despite a massive reduction of children attending the centre for 3 to 6 months in compliance with the health orders and advice from the Department of Education, the Centre remained operational and was able to provide care for the children of essential workers in our community as well as continued employment for staff which in turn provided continuity for the children when they returned to the Centre. I would like to thank Jenny Collins who was Acting Director at the time for applying and securing Covid business continuity grants which has contributed to the current healthy financial position of the Centre.

## PRESIDENT REPORT *continues...*

Despite having increased our maximum capacity to 270 children, the Centre has not yet reached that capacity in 2020/21. This is partly due to the impact of Covid which has meant more parents have been working from home and therefore require less OOSH care. We sadly lost some great long-term staff in 2020/21 and that lack of senior experienced staff has seen the Centre having to cap its numbers at a maximum of 250 per day whilst the new more inexperienced staff learn the roles and responsibilities. Jenny and Kate have been working on a new program for after school care which will enable more streamline running of sessions by grouping of children in age cohorts and it is anticipated that in time, we will be able to accommodate the approved maximum capacity of 270. Now, Thursday is the is only day that has a waitlist for after school care.

In November we surveyed our parent community, and the overwhelming feedback is that the staff are the greatest asset at Coogee Care Centre. The committee believes strongly in investing in training for staffing. In the last 12 months, as well as funding compulsory training such as CPR, first aid, and accredited Child Protection course (for our Responsible person roles), staff have been provided with the opportunity to attend training for dealing with children with challenging behaviours and Kate continues to study for her Diploma in School Age Education and Care. The Committee also conducted a staff engagement survey and the educators told us one of the best things about working at Coogee Care Centre was the great team of staff. They also requested opportunities to connect as a group to strengthen the bond and the Committee has allocated funding for staff to attend a social event each term.

Our parent community also told us in the parent survey that they were struggling with the Xplor child management software and that they wanted to have the administration role reinstated. The centre has employed an Xplor expert to work on accounts and has reinstated the administration role which is currently filled by Mason.

Unfortunately, due to Covid, we have not been able to have our parent community on site for family social events but as restrictions ease, we hope to welcome them back again for annual events such as Kindy Orientation Day, Christmas Party and Start of Year celebrations.

There will be a minor increase in fees for families from 13 July 2021 at the start of Term 3. Even with this fee increase, Coogee Care Centre continues to have some of the lowest fees for OOSH care in the East.

We recently donated \$50,000 to the upgrade of the Active Playground. This is in addition to funding provided previously for the Kindy playground upgrade.

The Centre's website is currently being revamped and I would like to acknowledge and thank Danyane Bowring, our secretary for her leadership on this. The committee has also approved the upgrade of computers and software for the staff. There has been a refresh in the office space and planning is underway to upgrade furniture and chill out space in the Centre.

We recognise the importance of our Indigenous culture and are proud to have contributed half of the funds in conjunction with Coogee Public School for the Indigenous mural in the kindergarten playground. This was done alongside the amazing team and local Aboriginal artists from Wandanna. Jenny proudly led this project which enables conversation starters around the mural and the story it represents of Aboriginal culture. The Centre's educators are aware of the importance of embedding the Reconciliation Action Plan in the learning and programs at Coogee Care Centre.



# 2020 ANNUAL REPORTS

PRESIDENT REPORT *continues...*

The focus areas for the year ahead will be:

1. Leadership - finding the right person to lead Coogee Care Centre. Unfortunately, we were not successful recruiting for the Director role in Term 2 but will resume recruitment in Term 3.
2. Financial Management - including optimising all aspects of Xplor and ensuring all parents have access to clear and concise information on accessing their account and bookings and reflections of their children.
3. Community - we look forward to welcoming families back onsite as soon as permitted.
4. Partnerships - to work more closely with the school's P&C and support each other for school events such as Kindy orientation days and special events throughout the year.
5. Governance - to ensure our roles and responsibilities as a committee are clear and adhered to.
6. Assessment and Rating - currently in progress and implementing recommendations following this.

I would like to acknowledge and thank Jenny and Kate for the outstanding job they are doing managing Coogee Care Centre since April 21. I would also like to thank other senior staff Sam, Ruby, Irene, Georgia, Lauren, Lily and Ashleigh and all the amazing educators and support staff who have provided stability and certainty for the children during what has been a very difficult and challenging year for them.

I would like to thank the current Executive members Vice Presidents Evelyn Rodrigues & Jacqui Nissim, Treasurer Matt Simpson, and Secretary Danyane Bowring as well as ordinary committee members James Macassey, Alex Wastnage, Adam Kirkwood, Sam Alison, and Lex Van Woudenberg.

I would also like to thank and acknowledge the previous Executive Mike Sager, James Macassey and Angela Moles and committee members Andrew Lynch and Kate Maston for their contribution to Coogee Care Centre.

regards  
Margaret-Anne Otton



# 2020 ANNUAL REPORTS

## TRESURER'S REPORT

*Matt Simpson*

### Background

Coogee Care Centre's Financial Report for the year ending 31 December 2020 was audited by SJ Hutcheon from Stewart Brown Chartered Accountants. Copies of this report have been made available to members to review before this AGM.

Coogee Care Centre is a not-for-profit association – providing Before School Care, After School Care and Vacation Care services for the Coogee community. There is a strong demand for these services and Coogee Care Centre is one of the largest out of school hours OOSH care centres in the Eastern Suburbs of Sydney with a capacity of 270 in ASC.

### Financial Result for 2020

Coogee Care Centre recognised total comprehensive income for 2020 of \$440,714 (compared to a loss of -\$34,484 in 2019). The 2020 result was heavily influenced by COVID-19. Fee income was down \$350k due to reduced attendance at the centre. This was however more than offset by over \$800k of government subsidies received by the care centre during the year, which included the impact of Job Keeper and PAYG support payments which ensured the centre remained open and our staff were paid during this period.

Other expenses were down compared to previous periods, including rental costs due to the Department of Education providing a rental holiday during the COVID-19 impacted period.

Largely as a result of the government subsidies received, overall cash reserves in December 2020 were \$711,981.

### Outlook for 2021

The Budget for 2021 for the Coogee Care Centre reflects a progression to returning the centre to capacity and the centre is expected to return to operating close to break-even. Investments are being made in staffing and training off the back of the pandemic period. A modest fee increase has been factored in largely consistent with Department of Education guidelines and sufficient to cover increases in staff and rental costs. During 2021 the Coogee Care Centre has continued its support of the school and community with a contribution of \$50,000 to the Active Playground upgrade program championed by the P&C. With the ongoing uncertainty regarding COVID-19 the centre will continue to operate with significant cash reserves ensuring stability of service for both the community but also for staff.

### Acknowledgements

Thanks goes to the centre's bookkeeper Viridity – both Rhys and Nanette for all the work done in managing the finances of the centre. Thanks also goes to Jenny, Kate, and the team for their contribution to day-to-day administration. The centre is a complex operation and during 2020 the change in systems from QuikKids to Xplor has resulted in significant effort to cut over systems and ensure the ongoing integrity of the financial results. We now need to formally accept the Auditors report on the 2020 accounts.



# ANNUAL REPORTS

## ACTING DIRECTORS REPORT

Jenny Collins and Kate Wilson

So many things can be said about 2020 at Coogee Care Centre, including the unforeseen pandemic that we all wanted to take personally but could not when the whole world was going through the same struggle. We had quite a few hiccups in our service structure throughout the year and the words “Can you take on this challenge” continually come to mind.

As mine and Kate’s 10-year anniversaries at the centre approached, in true spirit of the Coogee Care team, we stood back, took a (very) deep breath, and said... “of course we can”!

In our report tonight, we want to highlight some of the amazing things that came out of 2020 as a year, and to share our exciting ideas for 2021 going forward. In previous years, you would find our directors reports were broken up into the 7 National Quality Areas of our regulatory framework and how we have achieved goals in each of these areas.

Tonight, we would like to do it a little differently (true to mine and Kate’s form).

For those not aware, in the childcare industry we are guided by many regulations, standards and checklists of compliance. We have an amazing Framework for school age care in Australia known as My Time Our Place. This Framework has 5 outcomes that guide our practice, and they are:

- 1) Children have a strong sense of identity.
- 2) Children are connected with and contribute to their world.
- 3) Children have a strong sense of wellbeing.
- 4) Children are confident and involved learners.
- 5) Children are effective communicators.

These outcomes are not only amazing factors that drive our daily programs and interactions with your children, but also link with so many values of our culture here at Coogee care and how we foresee the experience for each of our educators.

These outcomes are exactly in line with how we want to be seen in our service and our community and how we want to achieve these goals.

## 2020 (The year that was)

### COVID 19

Although it was a shock to all households, with so many huge changes for children, families, and educators, we continued to strive for continuity in our service.

We firstly needed to ensure our team of educators had a **strong sense of wellbeing, were still being effective communicators and continued to have a strong sense of identity and belonging in our community**, even whilst we could not offer them work. We would often have zoom meetings in our pyjamas and though these catch ups were not compulsory they had great turn outs. These meetings were a way for staff to check in, chat about the service what amazing plans we could come back to once we returned and to remind us all that we were still a team.



## DIRECTOR'S REPORT *Continued.....*

It meant on return to work no one felt lost, as we had continued to keep in contact. We were grateful to have staff and still have a service that could support our frontline workers in the community and ensure the children attending still had some consistency, **sense of wellbeing and could continue to contribute to their world**. One of the things that come to mind was the amazing rainbow we created, with beautiful messages from our children. This was hung on the outside of the Byron Street fence as the children wanted to ensure that those not attending school and those suffering in our community knew we were thinking of them.



### Embedding the Indigenous Culture

After months of working on our Service Reconciliation Plan and attending many professional development sessions on "Embedding Aboriginal Culture and Histories", we finally had the opportunity to work alongside the incredible team at Wandana, to create our schools amazing Mural. Firstly, a massive thankyou to both Matt Townsend and Diane Bambridge for having faith and allowing us to drive this project while working collaboratively with the school to have this outcome achieved. This process allowed our team and the children in our Service and School to **connect and contribute to their world, continue to be confident and involved learners and have a strong sense of identity**.

The mural opened (Via zoom) with a beautiful smoking ceremony, and across the week all the children in the school were educated on Aboriginal artifacts, the story our Mural tells, and were able to make their own mark on the mural. Most importantly, the mural started conversations, e.g. "Did you paint this?", "No, friends of mine did", "Jenny, you know real Aboriginal people"? From this, came the opportunity to educate children on Aboriginal Culture and Histories, particularly in relation to our local area, the Eora Nation.

Not only did this allow us to open up new pathways for educating the children, but after families, children, staff at the school and our educators team had been through such a crazy few months with COVID, it appeared to bring a lot of excitement and joy.



### **Our committee**

The bumps in the road continued and we as a service all continued to push through.

Firstly, we would like to thank and acknowledge our executives who were on the Committee in 2019 and saw the service through till November 2020: President Mike Sager, Vice President Angela Moles and Treasurer James Macassey. Without a Parent Committee, Coogee Care Centre could and would not exist.

We cannot express how lucky our service was to have parents see where the service was heading, stand up and take on the challenge to help us get there.

We would also like to thank our current committee and will do so later in the report. For now, all we can say is THANKYOU! If anything could have been thrown at us this past 6 months, it was, and we greatly appreciate you all supporting us through it.

### **Our Team**

Sadly, 2020 saw our service say goodbye to some amazing educators and key team members who held great experience. We would like to acknowledge all those members who have left a hole in our service and who we miss greatly. Four team members we cannot go past in acknowledging are Harrison, Bronte, Caitlin, and Noemi. We were very sad to see each of these members leave and are so lucky to say they were once a part of our team. We would like to thank them for what they brought to Coogee Care.

Though we did sadly have to say goodbye to some, we are thrilled to say that over the last 4-5 months we have hired 17 new staff members, all of which have already brought new light, knowledge, and experiences to the centre. We have witnessed some amazing bonds already form between both educators and their team as well as with the children; and we are so excited for the future ahead with this team.

### **2021 Moving onwards and Upwards**

2021 rolled over and to say New Year, new challenges is an understatement! Over the last 2 months, anything you would rather not see turn up in your inbox did turn up in ours!

- 1) Coogee Care Centre's 8-year lease had rolled over with Coogee Public School and was due for renewal. Thankyou once again to our Executive Committee Members for all the meetings, support, reading and re-reading. Thank you to Matt Townsend and Diane Bambridge for understanding our community needs and our service needs and supporting us through this process.
- 2) A national work force Census was sent out for completion.
- 3) A 3-hour surprise spot check for our service (we went well, and all was great).
- 4) And lastly it had been 5 years since our service had its last Assessment and Rating, which has now been recognised with the Department of Education. In the last few weeks, we have been gracefully reminded us of this. We had 12 days to submit a Self-Assessment on the service, for every quality area, compliance area and standard targets. Although daunting, this has been an amazing inventory for the service and allowed us to feel proud in

highlighting all the amazing things Coogee Care does and will continue to do. Within the next three months, we will be given a 5-day notice prior to a compliance officer visiting the centre for two days to assess us as a service and our practice. Will keep you all posted.

### Welcoming our new families

Sadly, we were unable to offer our orientation morning tea to our new families and our welcome BBQ at the beginning of the year. Instead, Eva (another amazing, long standing educator) put together a wonderful video to show who we are and what we offer.

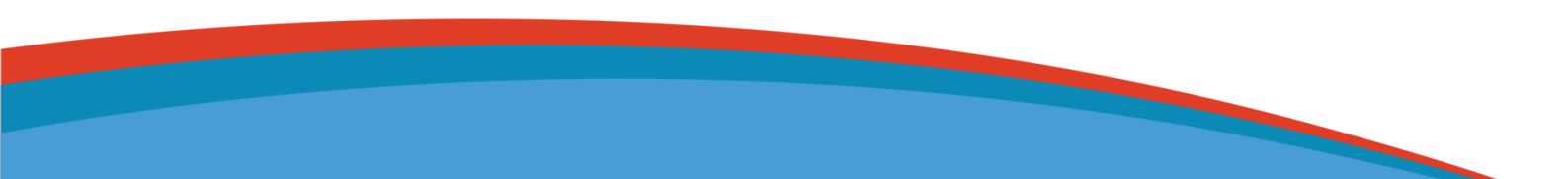
Our new Kindy children adapted so quickly. Having to say goodbye to parents at the gate built resilience and allowed the children in our service to **gain a strong sense of self identity, develop their individual sense of wellbeing and become effective communicators** very early in their first year of school. This has appeared to have a positive effect.

### Our Program

Before school Care has been able to keep consistent within delivery of the program throughout the last year. This Vacation Care (Winter holidays) has seen a return to bus travel and excursions, which has not happened since January of 2020. Our After Care sessions still offer a Junior and Senior Program and we have been so grateful for team members that have stepped up and taken on new roles and responsibilities. Sam and Georgia have taken on our Junior program and Irene and Paris are now working on our Senior program alongside and in collaboration with our Educational Leader Kate. We will now hand over to Georgia and Irene to talk about where the programs are heading.

- The Future for our programs -

As the service continues to grow, Kate and I have listened closely to the children, staff, and family's feedback, researched all the pros and cons and later next term will be introducing Gawura (language used by Eora people for 'Whale'- our local totem), Marrang (language used by Eora people for 'sand' or 'beach') and Garrigarrang (language used by Eora people for 'sea'), our three new programs that will be age, interest and ability specific, but will remain inclusive. More to come on this, watch this space!





## Acknowledgments

We would like to start by thanking the families of our Service. The last 12 months has shown our service that families and the community too, have continued to be **confident and involved learners, have a strong sense of identity, and have connected and contributed to our world.** The ongoing support, emails of thanks and praise, and patience while we continue to mould it all back together, has made us want to come to work and push harder for greater outcomes.

Our team. To the educators that showed up even when it was hard, continued to bring the children consistency by taking on shifts or even having the patience to step back and wait through the pandemic. To the educators who have now stepped up and supported the service with so much passion. We are speechless. We would like to acknowledge a few members who have gone above and beyond to support us this year: Sam, Irene, Ruby, Lauren, Lily, Georgia, Ashleigh, Eva and Kiera. This team have put in extra effort to help Kate and I push through, and we are extremely grateful.

We again have listened to our families and have re-instated a full-time administrator. In the short time Mason has been with us, we can already feel a sense of ease. Every day she is supporting families with their needs, particularly with Xplor. She has also listened and heard what you are wanting support with and Coogee Care Centre thanks Mason for being a quick learner and already showing consistency for our families.

Kate Wilson, I know that this report is by the two of us, but I cannot pass this opportunity without saying how grateful I am! You have stepped up and have taken on scary hurdles. You may doubt your talents and skill set yet look at what we are achieving. I am so lucky to wake up and look forward to seeing my co-worker, to know that even if it is going to be a spontaneous day with craziness along the way, we will build each other up and see the light. To have someone to work alongside with the same love, passion and values for Coogee Care Centre is a dream yet we get to do it every day. So excited to continue to smash goals with you!

Coogee Public School. Matt and the daily visits to your office, even when you are so busy running a school, you never make us feel unwelcomed. The support that yourself, Diane and your team show us is undeniably amazing. To have a principal with such a want to be involved in our community-based program is not common and every day we are grateful for this.

Our committee. Typing this brings tears (happy and grateful). To our members, thank you for turning up, even when it meant signing in to zoom while cooking dinner. We thank you greatly for your ongoing input. The culture we set for our team is the same for you is whether you are here for 2 hours a week or 40 hours a week, without you our centre does not exist! Our Executives: Eve, Jacquie, Matt and Danyane, you have pulled together as a team and brought in faith and opportunity to our educators again. This is not a small feat and although not always easy, our community and service should be and are so thankful.

Margaret-Anne, I told you that if you took on this interim president role, I would make it easy for you... sorry I could not foresee what was around the corner! It has been a true roller coaster ride of “yes, we have this, we can’t walk away right now and late-night conversations where we reminded each other how amazing Coogee Care Centre really is. You stood up and reminded us that this service is running all for our community and that the service values and culture are embedded in our community. Coogee Care Centre really does have **a strong sense of identity, is connected to, and contributes to its world and thrives on a strong sense of wellbeing for all. The centre has allowed us to become confident and involved learners and we are and will continue to be effective communicators.** I am sure when our community takes a closer look at our service, they can see that being on our committee is so rewarding. It is thanks to you our committee and our future committee that allows us to be so amazing!

