

### **What can PSCWA offer me?**

There is a range of support that PSCWA can offer workers in the child care sector. These include:-

- Access to a 1800 Helpline

- A specific website to provide support and information

- Support and information via emails

- Scholarships for workers advancing their studies

- Financial support for conferences

- Access to a Bicultural Inclusion Support

- Access to a Specialist Equipment

- Publications

- Flexible and innovative training delivered in a variety of ways such as online, customised and calendar training to meet differing needs of services and individuals.

- Opportunity to access resources through the CHILD Australia Resource Centre (various membership options are available for services and/or individuals).

### **Helpline – 1800 783 768**

The **Helpline** takes enquiries on a range of issues, including:

- Professional accreditation Quality Assurance support and processes (all sectors)

- Professional Quality Assurance support for not accredited services (all sectors)

- Bicultural and inclusion support (including referrals to appropriate Inclusion Support Agencies)

- Access to resources through the CHILD Australia Resource Centre

- Professional advice/support and referrals via the PSCWA Helpline

- Professional development training including specific support plans for your service

- Management committee support including financial management support/staffing issues

The PSCWA Helpline is provided for services, staff and management and it is the central point for all calls from the children's services sector. All queries and referrals to the Helpline will be actioned within two business days.

### **Website – [www.pscwa.org.au](http://www.pscwa.org.au)**

The **PSCWA Website** contains a range of options for support and information. These include:

- Current news and events

- Training calendar

- Library Catalogue

- Discussion forum

- Fact Sheets and Brochures

- Professional Support Services & Providers

- Free essentials

- Links to many other useful websites

- Frequently asked questions

Exclusive access to a members area this includes Policies to go by, Staff and Parent handbooks, Job Descriptions and Staff appraisals (for individual services who are members of CHILD Australia Resource centre).

## **Publications**

### **Calendar**

PSCWA develops a Metro Professional Development Calendar and a Rural and Remote Professional Development Calendar every 6 Months these Calendars are sent to all Child Care Services and Peaks in Western Australia. Child Care Services and Peaks are involved in requesting the types of workshops that are provided. For further details please call the PSC Helpline or check the website: [www.pscwa.org.au](http://www.pscwa.org.au)

### **Newsletter**

Child Australia produces a quarterly newsletter – “Child Times”, which is designed to inform the children’s services sector of upcoming events, changes which impact on the sector and general news this will be issued to services every quarter.

### **Resource Sheets**

PSCWA has produced a number of resource sheets focused upon specific topics and specific to a child care service type. These Resource Sheets provide quality and up to date information in an easy to read format. They are located under the free essentials section on the PSCWA website: [www.pscwa.org.au](http://www.pscwa.org.au). We are always seeking ideas for other topics so please email your requests to [pscwa@childaustralia.org.au](mailto:pscwa@childaustralia.org.au).

### **Resource Packages**

In response to the unique situation that Western Australia experiences, PSCWA have developed and will continue to develop, a number of resources that can be purchased. These DVD packages have been developed and designed by professional resource development contractors and field tested in the sector prior to becoming available for purchase. The resources can be a useful learning tool to be utilised and delivered within a service.

## **Professional Support**

There can be a cost associated with receiving Professional Service Support and Quality Assurance Support. It is essential that Services/businesses wishing to access this service contact PSCWA on the Helpline to discuss the conditions associated with this support.

### **Professional Service Support**

This includes collaborative support provided by a Professional Consultant with the requesting service. The Professional Consultant contracted by PSCWA will be experienced in the particular area/topic identified by the service requiring support. The skills of the service staff will be reinforced as the Professional Consultant works through an issue or area of concern and works with staff, managers, centre owners and volunteer management committees.

### **Quality Assurance Support**

Similar to the Professional Service Support, PSCWA ensures that Quality Assurance Support is collaborative support provided by a Professional Consultant with the requesting service. The consultant is contracted by PSCWA to further develop the services capacity for obtaining and

maintaining the standards set by the National Childcare Accreditation Council. This includes support for those services intending to appeal the not accredited decision by NCAC.

PSCWA will also contact services when they are about to submit their self study. PSCWA can view your services self study and provide you with feedback and also organise a support visit before your validation Visit

The aim of this support is to promote high quality programs and environments for all children with a focus on developing the skills, knowledge and attitudes of children's services workers ensuring that quality care is consistently provided to all children attending care services throughout Western Australia.

### Mentoring

PSCWA offers workers within the children services sector the opportunity to be involved in mentoring. Mentoring is a powerful personal development and empowerment tool and is an effective way of helping people to progress in their careers. The partnership between the Mentor and Mentee is a helpful relationship based upon mutual trust and respect. PSCWA is coordinating a mentoring program for children's services workers.

### Training

#### **Why is professional development important?**

To be adequately prepared to work with children and families, child care workers should undertake a comprehensive program that includes:

- the opportunity to develop an understanding of the literature;
- opportunities for coaching and on-the-job learning; and
- reflection on their practice to determine how it can be developed in an ongoing manner.

Child care has experienced significant changes over the last decade along with increased accountability through both national quality assurance systems and state/territory based regulatory requirements. The introduction of the national Child Care Management System (CCMS) has placed an emphasis on financial management.

The implementation of the National Quality Framework will require ongoing professional discussions about the importance and purpose of the Framework as well as professional support and development for child care workers to provide them with the necessary knowledge, skills, and an understanding of the current child development theories and practice frameworks.

#### **Approaches for professional development**

PSCWA supports approaches to professional development that are underpinned by research and good practice. The literature has identified the following as more successful in providing learning outcomes for child care workers:

- Mentoring that is incorporated into formal programs or applied in an informal basis;
- Networking and collaboration that supports reflection, sharing of experience and is focused on solutions;
- Learning approaches using action research and which encourage the development of new knowledge and reflective practice. These approaches position child care workers as active learners who are responsible for their own professional development; and
- Professional development that supports child care workers in their role as leaders is essential, particularly for those who are new to their position.

- Customised professional development and support as requested by eligible child care services either on an individual centre basis or as a collective within a region

Professional development is an ongoing process that provides the systematic maintenance, improvement and broadening of skills and knowledge, and the development of interpersonal qualities necessary for child care workers to carry out their responsibilities and enhance their performance.

Professional development is provided in a variety of formats that will support child care workers to provide quality child care by meeting their ongoing and emerging professional development needs. These may include:

- accredited and non-accredited courses;
- conversations and informal sessions;
- events, forums, hubs and networks;
- collaborative projects;
- mentoring and coaching;
- advice and information; and
- information/access to resources.

As PSCWA endeavours to meet the diverse needs across all areas of the child care sector we are well aware that different regions have specific requirements. In order to meet these unique needs, PSCWA offers a variety of training options. These include:-

### Customised Training

PSCWA facilitates access to professional development for the children's services sector in Western Australia. Subsidised professional development training and support are available for service staff, owners and committee members, customised to meet the identified need.

Training can be subsidised by the PSCWA under the PSCWA priority areas. These areas have been identified through the 2008 Needs Analysis as priorities and can be viewed on the PSCWA website.

#### Cost for customised training

The cost is \$55.00 per hour (inclusive of GST). Interested workers and services need to contact PSCWA to determine if their training needs are within the above priority areas so that training can be subsidised by the PSCWA.

#### How to organise customised training

All requests for subsidised customised training and support can be accessed via the PSCWA Helpline – **1800 783 768** or the PSCWA email: [pscwa@rucsn.org.au](mailto:pscwa@rucsn.org.au). They can also be identified through a Service Support Plan, often developed with a regional Inclusion Support Facilitator and faxed to us at (08) **9249 4366**.

#### Who provides customised training?

PSCWA has a list of diverse organisations and Professional Contractors, with specialist skills and industry knowledge, who are able to provide customised training and professional support. For a list of these contractors visit the PSCWA website.

### On-line Training

PSCWA offers a range of online training sessions to workers, owners and committee members of the child care sector. Online training sessions are interactive, real-time workshops delivered over the internet to child care workers from all over Australia. These workshops offer tremendous flexibility with sessions being held at a range of times both in and out of business hours. Travel is no problem, with people being able to participate in in-service training from the convenience of their home or workplace.

Currently PSCWA has one online training provider "One World for Children" who offers innovative children's services training programs. This organisation assists you in meeting your or your services' training needs through the provision of online training. To check out the latest courses on offer visit their website at <http://www.oneworldforchildren.com.au>

You can participate in One World for Children online training programs wherever and whenever you have Internet access, anytime of the day or night. And what's more, all activities, tasks and assessments are completed online, saving time and travel expenses! Online training is successful and has flexible training options.

### **How do you get involved?**

For more information regarding online training, call the PSCWA Helpline on **1800 783 768**, visit the PSCWA website or go directly to the One World for Children website <http://www.oneworldforchildren.com.au>