

IN THE FAIR WORK COMMISSION

Matter Number: AM2014/263, AM2014/266, AM2018/18 and AM2018/20

Fair Work Act 2009 - Part 2-3, Div 4 –s.156 - 4 yearly review of modern awards

Group 4A awards: Children's Services Award 2010 [MA000120]; Educational Services (Teachers) Award 2010 [MA000077]

STATEMENT OF ANA MRAVUNAC

I, Ana Mravunac of [REDACTED] in the State of New South Wales, say:

1. I am employed as a full time Director at San Marino World of Learning, Prestons, NSW.
2. The centre has 30 licenced places. I am the only early childhood teacher employed by the centre.
3. I am the centre's early childhood teacher for the purposes of the *Education and Care Services National Regulations*.
4. I used to be paid under the *Children's Services Award 2010* as a Level 6.2 at \$31.69 an hour. I was not paid a Director's allowance.
5. After requesting a review of my award coverage with San Marino, they have agreed to start paying me as a level 11 under the *Educational Services (Teachers) Award 2010* and backpay me to 1 January 2018. My new rate of pay will be \$38.21 per hour which includes a Directors Allowance of \$2.90 per hour.
6. I have worked in the following roles in the early childhood education section:

2000 – 2001	Trained Child Care Worker – Coogee Bear Day Care, Kogarah
2002 – 2003	Trained Child Care Worker – Lorikeet Child Care Center, Kogarah

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2003 – 2006.	Early Childhood teacher / Team Leader 3-5 year old - Lorikeet Child Care Center, Kogarah
2006 – 2016	Director / Manager – Fairfield Hospital Child Care Centre, Prairiewood
2017 – Current	Centre Manager– San Marino World of Learning, Prestons

7. I have the following qualifications:

1998	Certificate III in Child Studies – TAFE NSW
2000	Diploma in Children’s Services – The Academy of Vocational Education
2002	Bachelor of Teaching (Birth to 5 years) – Charles Sturt University

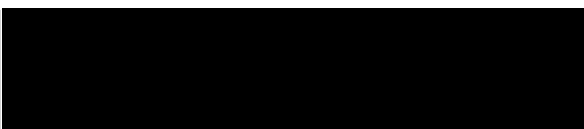
8. My duties as a Director are attached as Annexure 1. My tertiary teaching qualifications and experience allow me to fulfil the following duties to a higher degree of competency:

- 8.1 Ensure the centre is appropriately staffed with qualified and passionate educators.
- 8.2 Ensure delivery and compliance of standards to the National Quality Framework.
- 8.3 Ensure that the team provides effective programs that encompass all aspects of a child’s development and learning.
- 8.4 Ensure the centre is accountable for compliance to state, national regulations and law and internal G8 policies and procedures.
- 8.5 Effectively transition children from room to room and centre-based care to school.
- 8.6 Ensure that appropriate supervision of children is occurring in the centre at all times.
- 8.7 Managing a safe and healthy centre environment, demonstrating safety leadership and culture by reinforcing safety values and behaviours.
- 8.8 Be responsible for safety, compliance and food safety management, ensuring team members are up to date with required training while implementing risk management policies.
- 8.9 Build strong, supportive relationships with all families throughout their time with the centre.

- 8.10 Encourage family input into the Quality Improvement Plan and Net Promoter Score.
- 8.11 Maintain centre facilities and resources to an appropriate quality standard, escalating issues as necessary.
- 8.12 Ensuring the most current centre policies and procedures are implemented and maintained.
- 8.13 Be available to work contact time in the rooms as required.
9. I recently agreed to start teaching 15 hours per week in addition to my role as Director. Before this arrangement, I was an office based Director.
10. I have experience as a certificate qualified educator, diploma qualified educator and tertiary educated early child teacher.
11. I held the position of educational leader from April 2017 to February 2018. I do not hold this position currently, but oversee its practice and mentor the position holder as I am the only early childhood teacher in the centre. I do this through weekly meetings, daily discussions, and being the final say for any change suggested.
12. I am currently working with the educational leader to review the centre's learning program. I use my experience built upon my teaching qualification in discussions with staff regarding the programming cycle. The staff look to me as the only tertiary educated early childhood teacher at the centre as I can draw on my experience and qualifications to assist in this process. I also collaborate with early childhood educators in my local area and bring that gained knowledge back to my other staff. There is an expectation amongst staff that as Director I should hold tertiary qualifications.
13. There is a difference in the knowledge I've gained from my diploma compared to that which I've gained from my teaching qualifications and experience. The knowledge which comes from my teaching qualifications and experience is a lot more in depth than that of a diploma, as you're looking at educational theorists and how they relate to work practices. In my experience the training people receive in a Diploma program is relatively more basic compared to what early childhood teachers are taught. This includes education surrounding pedagogy, scaffolding and programming classes. The teaching degree is a longer course which means there is more time to grasp concepts, more practical placement to put them into practice, and more assessment which ensures competency. Overall the early childhood teacher you have the overall responsibility of the teaching, which requires more in-depth study.
14. Educational theory is a significant part of an early childhood tertiary degree. This includes core subjects on this theory, and how it explains why early childhood education exists in its current form. While I do not keep an encyclopedia knowledge of educational theory, the ideas are always in the background of my practice. In contrast, the diploma I

completed only touched on educational theorists and did not go into the same detail and are more to do with day-to-day duties.

15. I am involved with children with additional needs in the context of my work at the centre. While these children have a focused carer in the room with them, I take responsibility for their overall welfare. I liaise with KU's Children Services including arranging support services, work with parents when allied health professional are required such as occupational therapists, write the relevant reports and oversee in a hands-on manner how that focused carer is working with that child. Staff routinely come to me to ask what strategies and resources to use. My tertiary teaching qualifications and experience are essential in this part of my role as it requires a broad understanding of working with children with additional needs.
16. I work closely with staff in relation to children with behavioural issues. Some of these issues are extremely challenging to educators who work in the centre. Consequently, staff routinely come to me asking for guidance as to what strategies to employ. In response I then provide instruction to staff to provide observation of the child to determine if there are any triggers and assist on the floor directly. Once the observations have been documented I will then analyse them and have discussions with staff regarding their content. I would then potentially write a behavioural management plan, liaise with the child's parents and oversee the plans overall implementation.
17. My tertiary qualifications and experience assist me in parent meetings. Because I am the only tertiary educated early childhood teacher, parents look to me for advice and value my contributions to the child's education. Parents expect consultation in these meetings with a qualified early childhood teacher.



Signature of Ana Mravunac

15/03/2019
Date

Annexure 1



G8 Education^{ltd}

Position Description

Position Title: Centre Manager

Department: Operations

Reports To: Area Manager

Position Objective:

The Centre Manager is responsible for leading a team of early learning and education professionals to deliver and enhance children's care, development and education, in a safe and inclusive environment by adhering to G8 Education policies and procedures and National Quality Framework.

The Centre Manager is responsible for delivering a high quality of service that is valued by families, and enhancing Centre reputation within the community.

The Centre Manager manages all operational and business activities within the Centre to deliver on Centre goals and KPI's.

Specific Key Responsibilities:

Quality Care, Development and Education of Children

- Ensure Centre is appropriately staffed with qualified and passionate educators.
- Ensure delivery and compliance of standards to the National Quality Framework.
- Ensure that the team provides effective programs that encompass all aspects of a child's development and learning.
- Accountable for compliance to state, national regulations and law, and internal G8 policies and processes.
- Ensure the presentation and cleanliness of Centre is maintained at a high-quality standard (including assets, yards and resources).
- Effectively transition children from room to room and Centre based care to school.

Team & Culture Leadership

- Drive engagement through positive leadership and modelling of the G8 Values.
- Create a culture of diversity, inclusion, teamwork, fairness, achievement, fun at work, and recognition.
- Maintain Centre staff full team ratio (FTR) based on room and occupancy requirements.
- Recruitment and onboarding of new team members.
- Ensuring existing team members remain suitably qualified and approved for their roles.
- Communicate Centre activities and expectations to all staff via formal and informal channels (eg. staff meetings, notices, one on one communication).
- Use performance management as a process to help your team achieve required standards and behaviours eg. performance reviews, development plans (DP), engagement plans (EP) disciplinary action and performance improvement plans.

- Escalate any performance issues or employee breaches of policy/procedures to the Area Manager as appropriate.

Child & Team Safety

- Ensure that appropriate supervision of children is occurring in the Centre at all times.
- Manages a safe and healthy Centre environment, demonstrate safety leadership and culture by re-enforcing safety values and behaviours.
- Responsible for safety, compliance and food safety management, ensuring team members are up to date with required training while implementing risk management policies.
- Adheres to duty of care and mandatory reporting responsibilities.
- Ensure compliance with all G8 safety policies and procedures.
- Hold regular safety and compliance meetings, and record per company policy.
- Escalates incidents and accidents per company policy.

Family Support

- Build strong, supportive relationships with all families throughout their time with the Centre.
- Professionally manage and provide support to families during the enrolment process from enquiry, tours and booking, including navigating government processes and benefits.
- Effectively communicate Centre values, expectations, activities and regulatory updates.
- Timely response to family enquiries via appropriate means eg. email, face to face, KindyHub.
- Ensure daily communication with families on their child's experiences via KindyHub.
- Encourage family input into the Quality Improvement Plan (QIP) and Net Promoter Score (NPS).

Business Performance

- Maximise Centre occupancy and revenue via local area marketing (LAM), enrolments and value add services.
- P&L accountability, manages costs and Centre profitability to deliver budget.
- Accountable for appropriate rostering, ratio and wage management across the Centre.
- Manage debt owed by families within company guidelines.
- Maintain Centre facilities and resources to an appropriate quality standard, escalating issues as necessary.

Other Responsibilities

- Office administration including maintaining Centre records.
 - Ensure the most current centre policies and procedures are implemented and maintained.
 - Be available to work contact time in the rooms as required.
 - Participate in meetings, conferences and training courses, as appropriate.
 - Ensure confidential information is kept secure.
 - Represent the company in a professional, positive manner demonstrating G8 values.
 - Complete to the best of your ability any additional tasks within reason as provided by your Area Manager (or their delegate).
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Required Behaviours

- **Own the Outcome:** Identify opportunities to improve the performance of self and team, role model safety behaviours, drive and manage the achievement of stretch goals, taking responsibility for achieving successful outcomes.
- **Grow Courageously:** Demonstrate courage by taking ownership of difficult decisions, support team to adapt to new systems and processes, display composure in the face of setbacks, providing feedback to team.
- **Foster Great Partnerships:** Build collaborative relationships, embracing diverse opinions and working styles while managing conflict, and empowering the team to achieve shared success.
- **Engage and Inspire:** Inspire and influence others to promote G8's values and shared purpose, ensuring teams are engaged and supporting changes to develop organisational effectiveness.
- **Think Bigger and Better:** Encourage and demonstrate innovative and critical thinking, in consideration of relevant information, business needs, and the long term impact of decisions on team effectiveness.
- **Learn, Plan, Do and Embed:** Develop, evaluate and update plans to enable high quality outcomes, identifying and monitoring appropriate resources and processes to support team objectives.

Required Skills:

- 3+ years of management / leadership experience, preferably within sector.
- Passionate belief in the early years care, development and education of children.
- Strong ethics and genuine approach towards child safety and WHS.
- Exceptional written and verbal communication skills.
- Demonstrated P&L accountability.
- Adaptability, flexibility and resilience and is able to respond positively to change.

Qualifications Required:

Diploma of Children's Services.
Approved working with children clearance as per state requirements.
First Aid and CPR Certificates.
Approved Child Protection Qualification.

Recommended Qualifications:

Bachelor of Teaching (Early Childhood) or equivalent.

Version Control:

Jason Ball Jess Battersby (Name)	General Manager Operations Human Resources Manager (Signature)	30 November 2017 30 November 2017 (Date)
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G8 Education^{td}

Position Description

Position Title:	Nominated Supervisor
Department / Centre:	Centre
Qualifications Required:	Obtained a Diploma in Children's Services or Bachelor of Education (Early Childhood) or equivalent. Approved working with children card as per state request and Supervisor Certificate.
Recommended Qualifications:	First Aid Certificate and CPR Certificate
Report To:	Operation's Manager
Position Objective:	Manage all activities within the G8 Education centre in an efficient and effective manner. Guide and support centre team members to ensure the care and education of children and their families. Ensure your centre maintains adherence to G8 Education policies and procedures, as well as the standards of the National Quality Rating & Assessment, National Quality Framework including National Law, National Regulations, National Quality Standards and Regulatory Authority Guidelines relevant to State/Territory and the Child Care Award. This position description is to be read in conjunction with the Director's position description.

Key responsibilities- Specific

- Ensure adequate supervision across the service at all times
- Ensure appropriate behavioural management strategies are implemented across the service at all times
- Ensure all children are protected from hazards and/or harm
- Ensure service has required program/curriculum in place
- Ensure ratios and qualifications are correct across the service
- Ensure unauthorised persons are not on premises
- Ensure directions are followed to exclude inappropriate persons
- Assist authorised officers
- Ensure notices and documents are kept safely and organised
- Comply with any notice or requirement as instructed by an authorised officer
- Ensure correct health and hygiene practices and safe food practices
- Ensure access to safe drinking water and regular food and beverages
- Ensure weekly menus displayed and according to regulation
- Ensure sleep and rest time practices adequate and appropriate
- Ensure all staff members are not affected by drugs or alcohol
- Ensure administration of medication as per regulations and policy
- Ensure children leaving the premises only at required times and as outlined in the regulations
- Ensure adequate risk assessment conducted prior to an excursion
- Ensure correct authorization for excursions given

Appointment:

G8 Education would like to appoint you as a Nominated Supervisor for our service. By accepting this role you are acknowledging and agreeing to the position description outlined above.

Employee Signature: _____

Date: 18/04/2017

Area Manager.
Centre Director: _____

Date: 19/7/2018

G8 Education – Schedule 1

Employment Agreement

Employer: G8 Education Limited [ACN: 123 828 553]
Centre: San Marino World of Learning
Employee Name: Ana Mravunac
Employee Address: [REDACTED]
Classification: Centre Manager
Reporting to: Operations Manager
Employment Status: Full Time - Permanent
Agreed Average Hours of Work per Fortnight: 76 hours
Wage Rate: \$29.28 gross per hour
Wage Additions/Components: Superannuation as per the Super Guarantee Charge (currently 9.50%)
Commencement Date: 18 April 2017
Contract Cessation Date: 25 January 2018

Variation to Childrens Services Award 2010 & Educational Services (Teachers) Award 2010:

By signing this agreement you also agree to a variation to section 21.2 'Ordinary hours of work and rostering' under the Childrens Services Award 2010 & schedule B.1.3 'Ordinary hours of work' under the Educational Services (Teachers) Award 2010. You agree to work up to 10 hours per day payable at ordinary rates, on condition that the total working week does not exceed 38 hours.

Please note that this is a fixed term contract in relation to a replacement for parental leave. As such, the contract may end prior to the nominated date, in the event that the permanent staff member requests to come back from their parental leave earlier

This variation is effective from the date of returning this signed agreement and can only be terminated by mutual agreement or 4 weeks written notice from either party. This variation is aimed at increasing workplace flexibility for both parties.

You can opt not to agree to the variation by initialling below, which will restrict the maximum hours that you can be rostered for on a daily basis to 8 hours.

_____ *initial here if you do not agree to the variation*

Employee Signature:

[REDACTED]

Date: 06.03.17

G8 Education Limited:

[REDACTED]

Date: 11 April 2016



Signed original copy to be kept on employee file
Signed Photocopy to be given to employee and Human Resources