



YMCA WA



YMCA WA Family Day Care

**Information Book for Families**



## YMCA'S CHILDRENS SERVICES PHILOSOPHY

“WE BELIEVE IN THE POWER  
OF INSPIRED YOUNG PEOPLE”

### **BUILDING CAPACITY**

YMCA has a role in building the capacity of those whose lives we touch and work with.

### **DEVELOPING THE WHOLE CHILD**

YMCA strives for the highest quality education and care, assisting each child to maximise their learning outcomes.

### **PROVIDING HIGH QUALITY, EVIDENCE-INFORMED PRACTICE**

YMCA enables children to identify their own learning interests and needs and supports them as they develop and grow.



YMCA WA

## INTRODUCTION



This booklet is designed to provide you with the necessary information to ensure your involvement with our service is an informative and positive one.

The YMCA Family Day Care Service covers a large rural and metropolitan area with the office located in Busselton.

Our mission is to provide opportunities for children and young people to grow in body mind and spirit.

Our vision is to ensure communities are connected, inclusive and vibrant and children and young people are developing and participating.

The Family Resource Centre supports both Family Day Care and In Home Child Care.

The YMCA values Honesty, Respect, Responsibility and Caring. More information can be obtained on our website [www.ymcawa.org.au](http://www.ymcawa.org.au)

The YMCA Family Day Care Service is approved by the Commonwealth Government [www.education.gov.au](http://www.education.gov.au) this approval allows eligible families to access Child Care Subsidy to reduce your child care fees.

We are an Approved Service Provider under the "National Quality Framework".

## CONTACT US

The staff at YMCA Family Day Care Service may be contacted to discuss any feedback or queries you may have regarding your child care arrangements. Your response is welcomed and valued.

**Office:** U3/21 Cammilleri Street, Busselton WA 6280

**Postal address:** PO Box 1201, Busselton WA 6280

**Office hours:** Monday – Friday 8.30am – 4.30pm

**Phone:** 9752 4033

**Email:** [info.frc@ymcawa.org.au](mailto:info.frc@ymcawa.org.au)





## **SAFEGUARDING CHILDREN AND YOUNG PEOPLE**

YMCA WA adopts the highest standards of behaviour and conduct at all times in the delivery of their services, including the attitudes and behaviours towards children and young people.

YMCA WA maintains a child safe culture and has a responsibility that any incident of suspected child maltreatment will be handled with respect and will be dealt with promptly and appropriately.

Any allegation or disclosure of abuse, neglect, or assault, including sexual assault, of an enrolled child will be reported to the Department of Communities.

If you wish to view the Safeguarding children and young people policy please ask your educator or contact the service.



# ABOUT YMCA FAMILY DAY CARE

## ABOUT THE SERVICE

YMCA WA Inc. is the approved service provided for The YMCA Family Day Care Service. The coordination unit is located in the Busselton Community Resource Centre U3/21 Cammilleri Street, in Busselton and has been operating since 1987.

Office hours are 8.30am – 4.30pm Monday to Friday.

As an approved service we are able to offer eligible families Child Care Subsidy (CCS) to help with the cost of child care fees.

Child Care Subsidy (CCS) is income tested and determined by the Department of Human Services.

To register or for further information about CCS contact the Department of Human Services on 13 61 50.

## WHY CHOOSE THE YMCA

- We have a dedicated team of qualified and experienced staff ready to support all families our team are passionate about high quality.
- Our Educators are supported in all areas of their business 24hrs a day 7 days a week
- We provide playgroups for educators
- We provide a Resource and Toy Library to Educators, assisting them in the planning and programming for the children in their care
- Our service provides families with a flexible and homely child care option
- All Educators are provided with opportunities for ongoing training to keep up with current trends
- YMCA WA Inc. is a strong, long term well established not for profit organisation with a proven history that supports community based services
- The Family Day Care Service has been operating within the Busselton Community for over 30 years
- YMCA is an approved service by the Federal Government to administer Child Care Subsidy on behalf of families

## WHAT SUPPORT IS AVAILABLE TO ME?

YMCA Family Day Care Service is staffed by qualified child care and administration staff, who support children, parents and Educators by:

- Discussing child care needs with parents and placing children with suitable Educators
- Supporting Educators in development of their service
- Supporting families and acting as a liaison between agencies as required
- Dealing with queries and concerns from parents and Educators
- Planning and implementing play sessions
- Planning, presenting and offering professional development opportunities

Educators through the registration and membership process and offer ongoing support, including home visits, play sessions, resources and training, electronic information, phone support and payment of Child Care Subsidy.

## SUPPORT SERVICES OFFERED

Educators are regularly visited by service staff. If you wish to meet with the Service Educator Support Officers, regarding your child's care and development, please contact the service:

Phone: 9752 4033 or email [info.frc@ymcawa.org.au](mailto:info.frc@ymcawa.org.au)

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We believe that each child is unique, capable and curious, with the inbuilt strength and tremendous potential to be the master of their own learning.

“

We will nurture and care for the complete child allowing them time to explore and cultivate their own learning and interests in their own time.







## PLAY SESSIONS

The YMCA Family Day Care Service holds regular play sessions for Educators. Play sessions are offered within the Educators home or at an offsite location. Play sessions are supported by qualified and experienced staff.

Play sessions can benefit children and Educators provide opportunity to:

- Acquire new and interesting ideas for play and learning experiences
- Network with other Educators
- Observe strategies for interactions with children
- Develop and implement behaviour guidance techniques
- Discuss any concerns with a qualified staff member
- And of course for children to play and to have FUN!!

Parents are most welcome to come along to play session to share in the fun and learning.

## TOY AND RESOURCE LIBRARY

The service has an extensive toy and resource library available for Educators to access as an extension of their service and programme.

## ABOUT OUR EDUCATORS

Educators are registered and approved to operate as a self-employed Educator with YMCA once they have satisfactorily completed the registration process. The registration process includes all of the following; all documentation is monitored and kept at the YMCA Office

- Interview by two YMCA staff
- 2 reference checks completed, one must be a previous employer
- YMCA Training Modules successfully completed

- Current Working With Children Card
- Current First Aid Certificate
- Current Public Liability Insurance
- Medical Certificate
- Australian Business Number (ABN)
- National Police Clearance
- Minimum of/or working towards Certificate III in Children's Services – Early Childhood Education and Care
- Work experience with 2 different educators that already run a successful Family Day Care Service with the YMCA
- Local government approval if requested by their local government
- Certificate of Registration and Membership from YMCA Family Day Care service

## EDUCATOR TRAINING AND DEVELOPMENT

In addition the service offers Educators regular training and business nights to keep them updated with current trends and to develop and extend networking opportunities.

The service will also inform Educators of any training offered by a range of other child care related agencies.

# NATIONAL QUALITY FRAMEWORK



The National Quality Framework is the result of all state and territory governments working together to provide better education, care and developmental outcomes for children using all types of child care services.

Within the National Quality Framework is the National Quality Standards – a national benchmark for all service types including family day care. All services are assessed and rated to ensure children enjoy the best possible outcomes. The National Quality Standards promotes continuous improvement in quality. In addition to the National Quality Standards child care services follow the Education and Care Services National Law (WA) 2012 and the Education and Care Services National Regulations 2012.

Further information can be found at [www.acecqa.gov.au](http://www.acecqa.gov.au)

## PRIORITY OF ACCESS FOR FAMILIES USING FAMILY DAY CARE

The Australian Government funds child care to meet the child care needs of Australian families. Sometimes the demand exceeds supply in certain locations, for this reason it is important for services to allocate place to those families with the greatest need. Priority of Access Guidelines in these circumstances are set to three different categories of priority.

**Priority 1** – a child at risk of a serious abuse or neglect

**Priority 2** – a child or a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the A New Tax System (Family Assistance) Act 1999

**Priority 3** – any other child: Within these main categories, priority should also be given to the following children;

- children in Aboriginal and Torres Strait Islander families;
- children in families which include a disabled person
- children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or who or whose partner are on income support
- children in families with a non-English speaking background
- children in socially isolated families
- children in single parent families



# COMMONLY ASKED QUESTIONS

## **Where is the service located?**

Our administration office is located in the Busselton Community Centre on the corner of Harris and Cammilleri Street Busselton.

## **What do I do if my Educator is unwell?**

Check if your Educator has an Approved Educator to act in place of, if not ring the service on 9752 4033 to enquire if another Educator is available for the day.

Please note that we cannot guarantee that another Educator will be available. If your Educator is unwell and the service is closed, no charge is applicable to you.

## **How do I know what my child has done during the day?**

Your Educator will communicate with you at the end of your child's day. This may be done via:

- a. Use of a communication Booklet,
- b. Communication via text or email,
- c. Verbally,

Some educators use technology based ways to inform you of how your child is going in their service. Please discuss these options with your Educator and agree on the one that suits you best.

## **If the Educator has a planned excursion that does not suit my family's needs am I required to pay?**

No. Educators should consider the needs of all family's utilising their service prior to planning an excursion.

## **Will the Educator programme for my child's daily experience?**

Yes, the Educator will have a programme displayed, notifying you of the daily experiences planned, this is a formal requirement under the National Quality Framework

## **Will my Educator offer nutritionally balanced meals?**

A menu will be displayed giving you notification of the meals planned for the day, however not all Educators offer main meals, ensure you have discussed this with your Educator.

## **If my child is transported by car, will a suitable car restraint be used?**

Yes, all Educators are required to use the correct Australian Standard car safety restraints.

## **Why must I sign my child in and out?**

It is a Government requirement that all fees are paid against the signed Attendance Record. This includes signing Absences where your child was booked into the service, but did not attend.

## **Do I pay for public holidays?**

Yes, Child Care Subsidy will only be paid for fees charged by a service if the child would normally have attended care with their Educator on that day, if it were not a public holiday and if fees are normally charged for the day because the child is contracted. Source: Child Care Service Handbook.

## **What should my child wear to family day care?**

It is important that your child has suitable clothing to ensure the child care experience is enjoyable. Please dress your child appropriately according to the season. You will need at least two changes of clothes, remember children may participate in messy play. Discuss this with your Educator.

## **Does the service and the Educator have policies?**

Yes, each Educator has a copy of the YMCA Family Day Care Service Policy Manual and an individual Parent Information File.

Once child care commences you will receive a parent pack including the following policies – Grievance and Complaints and Positive Guidance for any other policy please ask your Educator or contact the office for a copy.

## **If I have a concern about the care being provided, what steps are available to voice my concern?**

Discuss the issue with your Educator,

Contact the Service Manager on – ph: 9752 4033  
or email [info.frc@ymcawa.org.au](mailto:info.frc@ymcawa.org.au)

Education Care and Regulatory Unit (ECRU) – ph: 1800 199 838

## **Who is the Education Care and Regulatory Unit (ECRU)?**

All Family Day Care Service providers are approved by the Education Care and Regulatory Unit (ECRU) and have to meet National Regulations. This government organisation is responsible for ensuring all approved service providers maintain the Regulations.

# CHILD CARE SUBSIDY (CCS)

## What is Child Care Subsidy?

It is a payment or subsidy made to families to assist with the cost of child care.

## How is CCS paid?

As a fee reduction fortnightly to your Educator.

## How do I register my child to receive CCS?

Ring the Department of Human Services on 13 61 50 prior to commencement of care to be assessed and registered for CCS.

## Customer Reference Numbers (CRN'S)

The registered parent's CRN's and date of birth along with your child's CRN and date of birth must be supplied on your child's enrolment form.

## How will YMCA Family Day Care Service know the correct percentage to calculate fees?

The service will query your CCS percentage with the Child Care Subsidy System (CCSS). The service submits attendance records fortnightly to CCSS and receives confirmation of the CCS to pay your Educator. You are required to pay your Educator the parent portion as shown on their payment advice. You will also receive an assessment notice from the Family Assistance Office when there are any changes to your CCS. If you receive an incorrect assessment notice you need to contact the Family Assistance Office immediately.

## Child Care Subsidy Statements

Statements, including details of CCS payments to the service, are emailed to families on a fortnightly basis.

## ABSENCES FROM CHILD CARE

When a child does not attend care it is considered an absence if the child is normally contracted for that day. Each child is eligible to receive Child Care Subsidy for an initial 42 days of absences, per financial year, which can be used for any reason and without proof of circumstances (includes public holidays). Once the initial 42 days have been exhausted, additional absences may be claimed in certain circumstances with supporting documentation.

### Additional absences: After the initial 42 absences have been used, additional absence reasons are:

- illness with a medical certificate
- outbreak of infectious disease, when the child is not immunized
- illness for child, parent or sibling with medical certificate
- parent rotating shift work or RDO
- pupil free day
- shared custody due to court order
- attendance at pre-school
- exceptional circumstances

If a family receives CCS as a reduced childcare fee at more than one child care service, the parent must advise their Educator, YMCA Family Day Care Service and the other childcare service involved of absences used to date, as the 42 absences are shared between all services being utilised. This is the responsibility of the parent.

**A family cannot claim an absence if the child has not started care or has ceased care e.g. the first or last day cannot be claimed as an absence. Parents will be liable for full fees on these occasions.**

## RECORDING ABSENCES

Educators are required to record absences on the child's daily attendance. Absences are totalled on an ongoing basis and listed on the statement of entitlement. The correct tally of absences is available to the Educator on their Harmony site.

If you need assistance to check what absences have been used, please ring the service or alternatively the Department of Human Services will also have this same information on record.

For further information please contact the YMCA Family Resource Centre on 9752 4033.





Did you know  
YMCA Globally is  
**175 Years Old**



**1908**  
Established in WA

# Our **Mission**



To provide opportunities for children and young people to grow in body, mind and spirit



Any surpluses YMCA WA make are reinvested into youth and community projects and programs



Over 100 services and programs statewide

We employ over **300 Young People** 25 and under



YMCA Operates in 119 countries - reaching over

**58 Million** people worldwide



**3 Million +** Participants each year



Delivered **230** Services



**92%** of people satisfied with YMCA WA services

\* Based on 2018 stats

## OUR APPROACH TO LEARNING

The YMCA 'Approach to Learning' is inspired by our philosophy which means we try to provide:

- Environments that are welcoming, stimulating, challenging, provide open ended opportunity for the children
- Meeting times – an opportunity to share knowledge, information and the possibilities of their time with us
- Group opportunities to encourage collaboration between the children, using music, stories, puppetry and singing
- Space to embrace and encourage creativity in all possible ways, including painting, clay, wire work and cutting

Instead of activities to keep children busy, there will be experiences, explorations and provocations that offer children the opportunity to learn, challenge their ideas and theories. We concentrate more on their learning process rather than the finished product. It's all about the 'doing', not what they have at the end.

Documentation gives you a glimpse into your child's activities, illustrating how we help facilitate their learning and encourage their development.

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## WE ARE HERE TO HELP

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Discover More

