



YMCA Family Day Care Service

# Information Handbook for Families

YMCA WA Family Day Care is helping little minds grow across Western Australia



## YMCA'S CHILDREN'S 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.

# ABOUT YMCA WA FAMILY DAY CARE SERVICE



This Family Handbook has been put together to provide an overview of our service, what you can expect for your child/ren and as a resource for you.

YMCA WA Family Day Care service has been supporting dedicated educators to provide safe, flexible, affordable, child care and early learning programs in a supportive and stimulating home environment for over 30 years. Our network of expert educators are professional, qualified small business operators, working from home with the support of our team, who are based at the YMCA Family Resource Centre in Busselton. Our educators offer Family Day Care and In Home Care services to provide families with a flexible child care option across the state from the Perth metropolitan area to Port Hedland.

Our trusted educators are currently located in Albany, Australind, Baldivis, Bridgetown, Busselton, Dalyellup, Dardanup, Dawesville, Eaton, Golden Bay, Greenfields, Halls Head, Karridale, Lakelands, Landsdale, Leda, Madora Bay, Manjimup, Margaret River, Millbridge, Mindarie, Nannup, Port Kennedy, Quinns Rock, Vasse, and Warnbro. We are constantly expanding to new suburbs – so keep an eye out for yours!

We look forward to working in partnership with you and your child/ren to ensure we are delivering a quality child care service.



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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.

# ABOUT YMCA WA FAMILY DAY CARE SERVICE

## About our Educators

All our educators are registered and approved to operate as self-employed educators with YMCA WA, and we provide regular training to keep them up-to-date with current child care guidelines.

Essential requirements our educators hold include: -

- Minimum of Certificate III in Children's Services – Early Childhood Education and Care
- Current Working with Children card
- National Police Clearance
- Current First Aid Certificate
- Current Public Liability Insurance
- Medical Certificate
- Australian Business Number (ABN)
- Work experience with two different educators who already run a successful Family Day Care Service with the YMCA
- Certificate of Registration and Membership from YMCA Family Day Care service

## How to Enrol your Child

Prior to commencing care with one of our Family Day Care educators the parent/guardian is required to complete an online enrolment form. This information will be kept in a secure location at the Family Resource Centre office and educator premises. It is essential all sections are fully completed, signed and dated and any required attachments included. Enrolment forms must be lodged at least two business days prior to your child/ren commencement of care date. It is crucial all information is kept up-to-date, particularly contact numbers, in case of an emergency involving a child. As part of the enrolment process, it is vital to ensure any special requirements are recorded. For example; allergies, medical conditions, behavioural issues, emotional issues and parenting orders etc.

## Drop off and Collection of Children

Under CCS regulatory compliance, parents/guardians are required to sign their child/ren in and out with the actual arrival time and the actual departure time each day in order to comply with licensing and insurance requirements. In relation to school drop offs and pick ups, educators will sign the children in/out. Children will only be released to those authorised by the parents/guardians. Persons unknown to the educator will be asked for identification, and confirmation sought from the guardian if no prior approval is on record. Children will not be released to a person under the age of 18 years of age unless that person is the child/rens parent/guardian.

## Settling In/Orientation Procedure for Children

It is beneficial if both parent and child visit the Family Day Care educator together, prior to commencement of care. This can often help the child settle into Family Day Care more easily as some children may experience anxiety about going to a new place for the first time. It is important that both parents and the educator work together to help the child adjust and feel safe in the new environment.

## Educational Program and Practice

Programs and activities are developed for each child relevant to their age, interests and abilities. We encourage parents/guardians, extended family members and children to be involved in the planning of these programs to ensure that individual needs are being met. Information regarding the program is available to all parents/guardians. Through play based learning we aim to assist in the development of each child as an individual. The Early Years Learning Framework (EYLF) is a National Framework incorporated into every YMCA Child Care Service. For further information regarding this framework, please speak to your Family Day Care educator or visit the Australian Children's Education and Care Quality Authority website at [www.acecqa.gov.au](http://www.acecqa.gov.au).

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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.





## Excursions and Play Session

Excursions are an integral part of Family Day Care as they provide an opportunity for children to engage in meaningful ways with their communities. Our office in Busselton has a large library of resources and toys and often hosts play sessions where educators can provide developmental activities for children in home-based child care and at offsite locations. A risk assessment is completed for all excursions to ensure all children will be safe and that they are offered experiences appropriate to their developmental level. Written authorisation from parents/guardians is required prior to any excursion.

## Community Diversity

At YMCA we respect all children, their families and educators regardless of background, physical capability or cultural diversity. This is encouraged by fostering high self-esteem and a positive self-concept in children by exploring similarities rather than differences. The service and educators aim to create an atmosphere where all children feel comfortable, secure and happy. Parents from non-English speaking backgrounds are invited and encouraged to contribute knowledge of their own culture to enhance the overall program. Where a child has additional needs we will make every reasonable effort to overcome any barriers to provide access to care and ensure a positive and meaningful inclusion to the program.

## Children Protection - Safeguarding Children

The YMCA WA Family Day Care team and educators have a duty of care to protect the safety and wellbeing of the children using the service.

YMCA WA adopts the highest standards of behaviour and conduct at all times and maintains a child safe culture. The YMCA supports the Government's position that in our society every child and young person deserves the right to thrive, learn and grow, be respected, valued and enabled to become an effective adult member of the community. If you wish to view our Safeguarding Children and Young People Policy please visit [ymca.org.au](http://ymca.org.au).

## YMCA WA Family Day Care Costs

Family Day Care rates vary according to each educator's individual fee structure. The fee structures are based on their working hours, range of services provided and the age of children in care. All educators comply with YMCA's fee setting schedule, ensuring that quality home-based child care services are affordable for families. (See page 10 for details on Child Care Subsidy).

## Cancellation of Care

Parents/Guardians will need to provide two weeks written notice when ceasing care with their educator and the YMCA Family Resource Centre. The Family Assistance Law states that a child must be physically in care on their last day to receive child care subsidy (CCS). If a child is absent for the last day of care, you will be required to pay your educator full fees.



## Absences from Family Day Care

The parent/guardian must notify the educator if a child is to be absent from the service. If a child is absent from Family Day Care on a booked day, fees are still payable. Each child eligible for Child Care Subsidy (CCS) has up to 42 absences a 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 reasons include:

- illness with a medical certificate
- outbreak of infectious disease, when the child is not immunised
- 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 child care 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. If you need to check what absences have been used, please contact your educator or alternatively the Department of Human Services.

## Australian Government Priority of Access

Sadly the demand for child care sometimes exceeds supply. The Australian Government has determined guidelines for allocating places in such circumstances. These guidelines apply to child care services. They set out the following three (3) levels of priority:

### Priority 1

A child at risk of serious abuse or neglect;

### Priority 2

A child of a single parent, or of parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act;

### Priority 3

Any other child.

**1. Can I book a tour to visit your family day care?**

Absolutely! Tours can be arranged to visit a family day care home. Simply contact our office on 9752 4033 to organise one.

**2. What do I do if my educator is unwell?**

Check if your educator has an approved educator to act in his/her place. If not, ring us on 9752 4033 and we will see if another educator is available. Please note, if your educator is unwell and the service is closed, there is no charge.

**3. 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, either by way of a text or email, notes in a communication booklet, or with a chat. Please discuss these options with your educator and agree on the one that best suits you.

**4. If the educator has a planned excursion that does not suit my family's needs, am I required to pay?**

No, educators try to consider the needs of all family's utilising their service prior to planning an excursion.

**5. Will the educator create an educational program for my child?**

Yes, the educator will have a program displayed, notifying you of the daily experiences planned. This is a formal requirement under the National Quality Framework.

**6. Will my educator offer nutritionally balanced meals?**

Yes, a menu will be displayed giving you notification of the meals planned for the day. However, not all educators offer main meals, so check with your educator.

**7. 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.

**8. 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.

**9. What if I am having custody and access issues, or there is a Court Order in place regarding my child/ren?**

If a parent is experiencing problems associated with custody and access, please discuss this with your educator. A copy of a current Court Order is required and we will do our utmost to abide by this. If there is any likelihood of problems associated with the collection of your child, it is the parent's responsibility to advise the educator and to provide information about any change to court orders, during the year

**10. 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.

**11. What should my child wear to family day care?**

Please dress your child appropriately for the weather. You will need at least two changes of clothes - remember children may participate in messy play.

**12. What policies are there to protect my child/ren?**

Each educator has a copy of the YMCA Family Day Care Service Policy Manual and an individual Parent Information File. On enrolment 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.

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

Firstly, discuss the issue with your educator or phone us on 9752 4033, or email [info.frc@ymcawa.org.au](mailto:info.frc@ymcawa.org.au). If you are still concerned call the Education Care and Regulatory Unit (ECRU) on 1800 199 838.

**14. 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.

# WHAT YOU NEED TO KNOW ABOUT CHILD CARE SUBSIDY (CCS)



## **What is Child Care Subsidy?**

It is an income tested payment or subsidy made to families to assist with the cost of child care, which is determined by the Department of Human Services.

## **How is CCS paid?**

As a fee reduction weekly 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 weekly 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 weekly basis.



Did you know YMCA globally is over

**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

# We are here to help

Should you have any queries, or wish to chat about your families' child care needs visit our YMCA Family Resource Centre and meet our passionate team or contact us.

**Phone:**

9752 4033

**Email:**

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

**Office hours:**

Monday to Friday  
8.30am – 4.30pm

The YMCA is environmentally friendly and for this reason, statements and other documentation will be emailed where possible.

Discover More



 **YMCA WA Family Day Care**

 **ymca\_wa**

[ymcawa.org.au](http://ymcawa.org.au)