



EARLY LEARNING CENTRE  
**PARENT  
HANDBOOK**





“

## **OUR BELIEF**

We believe in the power of  
inspired young people.

# INTRODUCING THE Y WA

The Y WA, also known as YMCA, has over 100 years history of providing sustainable programs and services across Western Australia. This position enables the Y WA to achieve a high level of service delivery backed up by an ongoing continuous improvement focus.

In 2015 the Y WA launched its 10-year Strategic Framework 2015-2025. The organisation's 10 year Vision is that communities across Western Australia are connected, inclusive and vibrant and children and young people are developing and participating. This Vision will be achieved through an intensive focus and significant organisational experience in the following key areas of focus:

**Early Education** – as children transition to school.

**Youth Participation** – as young people transition to adulthood and community leadership.

**Health and Wellness** – as people transition into healthy living and physical activity.

The Y WA currently operates 13 Early Learning Centres.

The Y WA is also an experienced service provider of Out of School Hours Care, having provided quality services in this field for more than 20 years, and currently operates over 30 centres throughout Perth and regional Western Australia. The Y WA also manages Family Day Care and In-Home Care schemes, and Family Support programs, across WA.

## BUILDING CAPACITY

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

## DEVELOPING THE WHOLE CHILD

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

## PROVIDING HIGH QUALITY, EVIDENCE-INFORMED PRACTICE

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

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# LOCATIONS



Find a Y WA Early Learning Centre near you!

| Location               | Opening Hours   | Address   | Phone          | Email                            |
|------------------------|-----------------|---|----------------|----------------------------------|
| <b>Albany</b>          | 7.30am – 6pm    | 35 Beaufort Road<br>Yakamia WA 6330                   | (08) 9842 5580 | albany.elc@ymcawa.org.au         |
| <b>Ashdale</b>         | 7am – 6pm       | 44 Westport Parade<br>Darch WA 6065                   | (08) 9303 9264 | ashdale.elc@ymcawa.org.au        |
| <b>Baldivis</b>        | 7am – 6pm       | 585 Eighty Road<br>Baldivis WA 6171                   | (08) 9548 7020 | baldivis.elc@ymcawa.org.au       |
| <b>Brabham</b>         | 7am – 6pm       | 341 Park Street<br>Brabham WA 6055                    | (08) 6400 6050 | brabham.elc@ymcawa.org.au        |
| <b>Broome</b>          | 7am – 6pm       | 17 Barker Street<br>Broome WA 6725                    | (08) 9193 6775 | broome.elc@ymcawa.org.au         |
| <b>Bunbury</b>         | 6.30am – 6pm    | 8 Claughton Way<br>Glen Iris WA 6230                  | (08) 9725 7141 | bunbury.elc@ymcawa.org.au        |
| <b>East Cannington</b> | 7am – 6pm       | 240 Station Street<br>East Cannington WA 6107         | (08) 9350 5868 | eastcannington.elc@ymcawa.org.au |
| <b>Kalgoorlie</b>      | 6am – 6pm       | 45-49 Porter Street<br>Kalgoorlie WA 6430             | (08) 6008 2110 | kalgoorlie.elc@ymcawa.org.au     |
| <b>Newman</b>          | 6.45am – 5.30pm | 38 Rogers Place<br>Newman WA 6753                     | (08) 9175 5508 | newman.elc@ymcawa.org.au         |
| <b>Port Hedland</b>    | 6.30am – 6pm    | Cnr Keesing & Dempster Street<br>Port Hedland WA 6721 | (08) 9173 1088 | porthedland.elc@ymcawa.org.au    |
| <b>Tambrey</b>         | 7am – 6pm       | Lot 502 Mantaray Loop<br>Nickol WA 6714               | (08) 9144 2022 | tambrey.elc@ymcawa.org.au        |
| <b>Timber Tots</b>     | 7.30am – 6pm    | Cnr Mount & Bath Street<br>Manjimup WA 6258           | (08) 9777 2044 | timbertots.elc@ymcawa.org.au     |
| <b>Westminster</b>     | 6.30am – 6pm    | 32 Chipala Road<br>Westminster WA 6061                | (08) 9440 6733 | westminster.elc@ymcawa.org.au    |
| <b>Yappara House</b>   | 6.30am – 6pm    | 123 Great Eastern Highway<br>South Guildford WA 6055  | (08) 6365 1877 | yapparahouse.elc@ymcawa.org.au   |

# OUR COMMITMENT TO YOU



The Y warmly welcomes you and your family to this service which we hope you come to see as an extension of your home.

Please read the information carefully as this will assist you in settling you and your family into care.

This can be an incredibly daunting time, but please rest assured we are here to support you and help in answering any questions you may have.

If you require more detailed information, please see the Centre Director or one of our friendly Educators. All our programs are staffed by qualified, experienced child care professionals with current National Police Clearances and Working with Children Checks. In addition to this, the Y is independently reviewed by the Australian Childhood Foundation (ACF) to ensure our services are safe for all children and young people, demonstrating our commitment to the safety, supervision and protection of your child.

The Y has been on a journey for the last 10 years developing its Approach to Learning. Our Approach to Learning is far more than our curriculum – it provides our own individual framework for the way we believe children deserve to be cared for and educated. Our Approach to Learning provides programs and environments based on three core beliefs:

**High quality, evidence-based practices that meet or exceed the National Curriculum Frameworks and Standards.**

**Building capacity by engaging children in environments that promote learning.**

**Developing the whole child by taking a holistic approach.**

Our Centres are committed to abiding by the National Quality Framework, which includes within it the Early Years Learning Framework, National Quality Standards, Education and Care Services National Law (WA) Act 2012, and the Education and Care Services National Regulations 2012. The service is proud that it is on an ongoing journey of continuous improvement to meet and exceed these standards.

# POLICIES AND PROCEDURES

## WHAT TO BRING TO THE CENTRE

It is important children are in comfortable clothes that do not restrict their enjoyment or participation in the program. Staff members will remove and add clothing to children according to weather changes, sleeping needs etc. Staff will be considerate of cultural needs. The Centre will provide aprons for painting activities and/or messy play.

Please ensure that all your child's belongings, including their clothing, shoes, hats and bottles etc. are labelled with your child's name. Children are discouraged from bringing toys from home into the Centre as they may be lost or stolen and cannot be replaced by the Centre. As children have free access to their bags at all times, we ask parents to ensure all items packed in the bags are child friendly and safe.

Some of the things that you will need to provide for your child whilst at the Centre include:

### CHECKLIST



**Appropriate footwear**



**Jacket/jumper  
for cooler weather**



**Wide brimmed or  
legionnaire style hat  
for sun protection or  
a winter beanie**



**2 changes of clothing  
suitable for climatic  
conditions**



**Drink bottle  
of water only**



**Bottles/formula  
if required  
(enough for the day)**



**Comforters for  
sleep/rest time**



**6 nappies if needed  
or 4 training pants  
if toilet training**

## PERSONAL TOYS AND TREASURES

The Centre is equipped with a variety of age appropriate toys for the children to play with. Children are most welcome to bring their special blanket, teddy etc for settling or sleep purposes.

The Centre discourages children from bringing toys from home. We understand many children would like to bring their favourite toys to the Centre; however, sharing with other children can be a difficult concept for a child to grasp, as are broken or lost toys.

The Centre also encourages children to save their superhero costumes and clothing for home. These outfits can unintentionally cause undesirable behaviour in some children.

## SUN PROTECTION

The Centre has a sun protection policy based on best practice and current research. The Centre has a duty of care to ensure that all children and staff are provided with a high level of sun protection. The Centre requires all children and Educators to wear hats that protect the face, neck and ears whenever they are outside, i.e. legionnaire style or broad brimmed hats.

There are the Y hats available for purchase at a small fee, with UPF rating 50+ and adjustable size toggle – see your Centre Director for details. Children who do not have their hats with them will be asked to play in an area protected from the sun.

The Centre recommends that children wear loose fitting clothing that protect as much of the skin as possible for outdoor activities. Shirts that cover the shoulders and have collars and sleeves that are at least elbow length, and longer style skirts and shorts are most suitable. Darker colours are recommended as they are less likely to reflect UVR on to the skin. SPF 30+ broad-spectrum water-resistant sunscreen will be provided for the children.

Sunscreen will be applied liberally at least 15 minutes before going outside and not rubbed in. If your child is allergic or unable to use the Centre's sunscreen, you are requested to supply appropriate sunscreen. Parents should apply sunscreen to their children before attending the Centre.

# POLICIES AND PROCEDURES

## ARRIVAL AND DEPARTURE PROCEDURES

Accurate attendance records, which include the actual sign in and out times of each child, must be kept and checked each day; whoever brings or collects the child from the Centre is required to sign the child in and out of the service using the QikKids Kiosk tablets located in the main entry areas of each Early Learning Centre. Absences from the Centre also need to be signed or parents will be charged the full fee.

We request all children are presented to an Educator upon arrival and Educators are informed whenever a child is departing.

The Centre will only release your child into the care of a parent/guardian or authorised person identified on the child's enrolment form. Any changes to these authorisations are required in writing. We request you advise staff who will be collecting your child each day and approximate time for pick up.

You must advise the Centre if someone other than yourself will be collecting your child from care. It is important to ensure the person collecting your child from the Centre is aware they must report to the front office so their identification can be checked.

If an authorised person arrives to pick up your child and they are not known to Educators, they must be at least 18 years of age and photo ID will be requested.

Whenever possible the parent/guardian should ring the Centre to advise they will be late to collect their child. A parent/guardian is regarded as being late when they arrive to collect their child after the session's conclusion or the Centre's closing time.

A late collection fee of \$1 per minute will be charged to parents/guardians for each child not collected from the Centre by closing time. If you are on the 10 hour scheme, a late fee of \$1 per minute will be charged every minute outside of the 10 hour session. Special circumstances i.e. traffic accident or vehicle breakdown, will be given consideration in relation to the administration of late collection fees. This will be at the discretion of the Centre Director. After 30 minutes, Crisis Care will be contacted.

When a parent/guardian is continually and regularly late arriving at the Centre to collect their child, the Centre Director will discuss other child care options with the parent. For further information please refer to the Late Collection Policy and Procedure.

## INDIVIDUAL OPERATIONAL HOURS

Each service has will have it's own opening and closing hours to cater for the immediate community needs, please refer to the **"Find a Centre near you"** on page 1 of this booklet for centre opening hours.

## DROP OFF AND PICK UP FROM SCHOOL

If your child requires to be picked up or dropped off at school, you will need to discuss and arrange this with the Centre Director.

If your child is not at school on a day they are scheduled to be picked up, parents are required to contact the Centre to advise of their child's inability to attend as soon as possible so the necessary Educators can be notified they do not need to pick up that child.

Parents failing to notify the Centre of this may also place their child's position in jeopardy at the Centre. Due to a variety of reasons this service is not available at all Y WA Early Learning Centres.

## EXCURSIONS

As part of the Centre's developmental program, Educators will arrange walks and visits to places of interest in the community. On the Centre's enrolment form, you are asked to tick yes/no. This gives permission for your child to go for local short distance walks/outings.

For all other excursions you will be given information on the planned outing and requested to sign an excursion form. (See Excursion Policy for further guidelines).

Arrangements will be made for children not participating in the outings.

For information on the policy and procedures for delivering, collecting and transporting children please ask the staff to view the Centre's Policy Manual.



# SAFEGUARDING CHILDREN

## CHILD PROTECTION

What is child protection?

Child protection refers to keeping children safe from maltreatment; the term maltreatment refers to terms to describe physical, sexual, emotional abuse or neglect of children.

Protecting children from maltreatment is everyone's responsibility. The Y believes it has a responsibility to all children and young people attending the Centre to defend their right to care and protection. The Y has a responsibility to ensure that any incidents of suspected child abuse are appropriately reported.

For further information of the Y's Policy on Safeguarding Children and Young Persons please refer to our Policy and Procedure Manual.

## COMMUNICATION WITH PARENTS

We believe Educators, parents and families need to form a partnership to provide a program and service that meets their needs and expectations and meets the needs of the children.

We value any contributions you are able to make to the Centre and welcome you to visit the Centre at any time that your child is at the service. We encourage families to be involved and participate in the program. If you have any skills, talents or interests that you could share with the Centre please let the Educators know.

There are various noticeboards located around the Centre. Please take time to read the notices and information displayed. A regular newsletter will be sent home to keep you up to date with the latest happenings at the Centre.

## ACCIDENTS

At the Y we pride ourselves on providing children with a safe environment. Unfortunately, though, even with all our precautions, accidents do sometimes occur. In the event of an accident, appropriate first aid will be applied by trained Educators. Depending on the nature of the injury the parent/guardian will be notified of the accident. If not contacted at the time of the accident, they will be informed about the incident when they arrive to collect their child. Parents/guardians will be asked to sign an accident report form which will outline the full details of the incident and treatment given.

## THE Y eCOMMITMENT

The online world is a scary place, and whilst we make sure our Educators are equipped to keep your children safe at our Early Learning Centres and on excursions, there are a few things parents and caregivers should consider while online.

The Y eCommitment outlines what you can expect from us when we welcome your children and young people into our Early Learning Centres.

Visit <https://ymca.org.au/wp-content/uploads/2021/09/Y-Safeguarding-eCommitment.pdf>



## EDUCATORS

Our team of Educators have been carefully selected to cater for the needs of your family. Our Educators will be mutually respectful of one another, families and children and value diversity and differences, seeing these as an opportunity to enrich the environment and programs. Educators are supported by the Y to be well informed, professional and highly competent through ongoing training and development. We encourage all Educators to maintain a current first aid certificate and the Centre ensures there are Educators with valid first aid and asthma/anaphylaxis certificates on the premises at all times.

Throughout the year we will welcome child care students and volunteers. We are proud to offer students opportunities to share our experiences and our journeys.

Parents/guardians will always be advised when there will be a student/volunteer in attendance at the Centre.

# EDUCATIONAL PROGRAM

## EDUCATIONAL PROGRAM

Educators will program based on the Centre's philosophy and the belief and commitment to the Y's Approach to Learning.

At the Y we document your child's learning using an online platform called Storypark. Once enrolled, you will be able to download the Storypark app for families and view your child's learning online. Storypark has many functions, including community posts about what is happening in the Centre, stories based on your child's individual or group learning and photographs of the children.

Our program encourages spontaneity and reflects the children's curiosity. By taking the learning journey with the child, this will facilitate their learning. We believe the learning process children go through is what is important to the child's development. Our programs provide a variety of experiences based on the children's interests that give children the opportunity of choice and to make decisions for themselves. Sometimes these experiences may last over long periods of time, and this then allows the children opportunity to explore, reflect and experiment.

Our focus is on the journey and the process rather than the final product. Parents, children and families are strongly encouraged to participate in our program planning. You will find a copy of your child's room program in your child's room.

There are four manuals which underpin the key beliefs and philosophies of the Y's Approach to Learning, as well as practical strategies for Educators to refer to. These are:

**Who is the child?**

**An Environment to Promote Learning**

**Relationships and Listening**

**Making the Learning Visible**

The children's room program also encompasses the Early Years Learning Framework (EYLF), the national curriculum that guides programming for early years education.

Educators are always available and willing to answer any question you may have regarding the program. If you have a concern or would like to speak to an Educator in depth, confidential interviews are available upon request throughout the year.

## OUR APPROACH TO LEARNING

The Y Approach to Learning is inspired by our Philosophy which means we 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.

Daily reflective journals give you a glimpse into your child's day by documenting their activities, illustrating how we help facilitate their learning and encourage their development.

## GUIDING CHILDREN'S BEHAVIOUR

The Centre will provide a secure, caring and stimulating environment which encourages children to cooperate, enhances their self-esteem and encourages their ability to interact with others. Educators will endeavour to build relationships based on mutual respect and trust.

Where a child continues to behave in an unacceptable manner, parents/guardians will be consulted and asked to work with Educators to ensure behaviour guidance techniques are consistent and clear. Should a parent/guardian fail to support the Educators in regard to behaviour management of a child/ren, care may be withdrawn at the discretion of the Y management.

For further information see the Y Guiding Children's Behaviour Policy.

# INCLUSION AND BULLYING



## INCLUSION

The Y WA believes by valuing differences in background, culture, abilities and experiences, children, families and Educators will contribute to creating an environment free from bias and prejudice. This will assist in teaching children the principles of fairness and respect for each other's uniqueness. Educators are sensitive and attentive to all children, respect their backgrounds and abilities and will ensure that their individual needs are accommodated at the service. Children with additional needs will be provided with support so they can be included as equals within the service. This may require the assistance of social, ethnic or special needs services, which the Centre will access in collaboration with the child's family.

## BULLYING

All children who attend the Centre have the right to enjoy their play and friendships and participate in the program within a supportive environment amongst people who are caring and cooperative.

Educators will discuss the issue of bullying with children and make it clear this kind of behaviour is not acceptable. Educators will role model to children caring, non-violent, cooperative and tolerant ideas, values and behaviour.

For further information on the Centre's Anti Bullying Policy please ask Educators to view the Centre's Policy Manual.

# KEEPING YOUR CHILD HEALTHY

It is important for the health of your child and others using the Centre that children who are unwell do not attend child care. There are certain conditions that require action or a medical certificate before your child can be accepted back in the Centre, including:

**Abnormal rash**

**Ear, eye or nasal discharge**

**Diarrhoea or vomiting**

**Abnormal temperatures**

**Infectious sores**

**A communicable disease**

Children and Educators with infectious/communicable diseases will be excluded from the Centre in accordance with the Communicable Disease Guidelines and Staying Healthy in Child Care (5th Edition). A medical certificate is required after exclusion before the child can be re-admitted to the Centre.

Immunisation of children who attend the Centre assists to limit the spread of infections. We encourage parents guardians to immunise their children against all diseases appropriate to the child's age.

Under the Public Health Act 2016 (WA) and the School Education Act 1999 (WA), persons in charge of Child Care Services, Community kindergartens and schools have legal responsibilities in relation to the immunisation status of children as outlined below:

- To collect immunisation status information at the time of a child's enrolment into the child care service.
- To only enrol a child whose Immunisation status is 'up to date' or who is following an approved catch-up schedule as indicated on the child's AIR immunisation History Statement or who has a valid immunisation certificate issued or declared by the Chief Health Officer.

If you do not keep your child's immunisation status current or an update is not provided to Medicare from your health care provider Centrelink may cancel your Child Care Subsidy entitlements, this will mean your care may be suspended and full fees will be payable.

If a child becomes unwell whilst at the Centre the parents/guardians will be notified and asked to take the child home. The child will be made comfortable until the parent/guardian arrives. If the parent/guardian cannot be contacted, then the emergency persons will be notified to collect the child. Your emergency contact must be available to collect your child from the service in an appropriate time frame.

The giving of medication to children will be strictly monitored to ensure children's safety and welfare.

We request whenever possible medication be administered by parents/guardians at home.

Parents/guardians are asked to consider that if their child requires medication, are they well enough to be at the Centre? If they are unwell, we ask you to keep them at home.

Only prescribed medications that have the original pharmacist dispensing label detailing the child's name, name of medication, dosage, frequency, method of how it's to be administered, date of dispensing and expiry date, or medications accompanied by an explanatory letter from the child's doctor, will be administered by Educators at the Centre. This is to ensure an accurate dosage of appropriate medicine is given to children at all times. Please note three doses of a prescribed medication is recommended to have been given or applied to the child by the parent/guardian before it will be administered by our Educators. This is to ensure the child will not have an unexpected reaction to the medication. If your child requires non-prescribed medication (over the counter medication), a letter from your child's doctor is required.

If your child should develop a spike in their temperature at the Centre, we will call the parent to come and collect your child. Educators will take action to reduce the temperature. However, if the child's temperature should reach a critical level then an ambulance will be called, and the child transported to hospital. Please refer to our Policy and Procedure Manual for further information.

# MEDICAL CONDITIONS AND DIETARY REQUIREMENTS

## ANAPHYLAXIS AND MEDICAL CONDITIONS

Anaphylaxis means a “life threatening allergic reaction”.

All Educators will be trained to cater to children's individual needs in regard to allergies. Menus and all foods offered will be based on children's allergies and individual's needs. The Centre will avoid the use of nuts and nut based products. The Centre is also aware of recycled goods in relation to the effects it may have on children with allergies.

If a child enrolls at the Y WA with an allergy, the Centre needs to be made aware of the following:

**Is the allergy life threatening?**

**Does the child have a medical management and risk minimisation plan for this allergy? If so, a copy needs to be provided for the Centre before enrolment commences.**

**A signed doctor's letter is needed for the child, outlining the allergy.**

Parents also need to ensure that any child with anaphylaxis provides one Epi Pen (one dose of adrenalin per pen). If medication is not provided the child cannot stay at the service. In addition, parents will need to complete a Risk Minimisation Form.

## ASTHMA

Parents will be required to provide an Asthma Management Plan, preferably signed by a medical practitioner. It will be the parent's responsibility to ensure the relevant medication is available for the child at all times whilst they are in attendance. The medication will be stored in accordance with the Administration of Medication Procedure. The Centre Director will ensure the medical management plan is stored in a location that is known to all staff and easily accessible. The Nominated Supervisor will ensure this information is shared with all Educators. In addition, a Risk Minimisation form will need to be completed by the parent.

## DIABETES

If a child enrolled is diagnosed with Diabetes the family will be required to provide a medical management plan signed by a medical practitioner prior to the commencement of care and complete a Risk Minimisation form.

## NUTRITION AND DIETARY NEEDS OF INDIVIDUAL CHILDREN

Snack and meal times will be treated as social occasions. Educators will sit with the children and interact with them to encourage good eating habits and an appreciation of a variety of foods. Children will be encouraged to be independent, to help themselves wherever appropriate and to assist in preparation and cleaning up.

We provide and offer our children morning tea, a nutritionally balanced lunch, afternoon tea and a late snack. The daily menu is displayed in the foyer and is carefully planned to reflect a nutritional, balanced variety of fresh food. Children will be offered the choice of milk or water with each meal, and water is available for the children to drink throughout the day.

Please ensure if your child has any food allergies, strong dislikes and dietary requirements that they are recorded on the enrolment form and discussed with the Centre Director. Documentation from your child's physician will be required prior to enrolment commencing.

We are always happy to help celebrate your child's birthday. Sadly, we are unable to accept homemade cakes or treats and instead the Educators will place more importance on the actual event by playing games and singing happy birthday. Each child will be presented with a photo card of their day at the Centre that commemorates the event. Parents are most welcome to attend during this time.

# PAYMENTS OF FEES AND BOOKINGS



All child care fees must be paid fortnightly in advance. Parents pay for a place; therefore, payment is required whether your child attends or not i.e. fees are still due on pupil free days, all Public Holidays and days your child is scheduled to attend but does not due to sickness, or otherwise. Please note fees are not payable when the Centre is closed over the Christmas/New Year period.

The Centre is happy to offer families casual bookings. A casual booking allows families a flexible option of care, where they can pick and choose which days and sessions suit them without having a permanent reoccurring weekly or fortnightly booking. Requests for these casual days must be received in writing via email for auditing purposes and are dependent on availability. Casual session fees are charged at a slightly higher rate than a permanent booking.

If you wish to withdraw your child from the Centre, which includes the cancellation of casual days, you are asked to provide two weeks written notice or pay full fees in lieu of this notice. If you wish to reduce the days booked at the Centre, you are also asked to give two weeks notice.

Please note the Child Care Subsidy is not payable for any absences occurring at the beginning or the end of the care period. Please refer to the Cessation of Care section on the FAQs page for more information

A condition of enrolment is that all families complete a Direct Debit Request Authorisation form, where fees are paid via a direct debit schedule from a debit/bank or credit account.

Parents/guardians with overdue fees should discuss any difficulties they may have in meeting payments and make suitable arrangements to pay. Child care will be suspended if there is one payment dishonoured on the account.

You may be eligible to receive the government Child Care Subsidy to reduce the cost of child care fees. You can apply for this assistance at the Family Assistance Office/Centrelink or online. Centrelink will provide you and your child(ren) with a CRN – please record this on your enrolment form.

Please note: Failure to advise Centrelink and/or failure to provide the correct date of birth and customer reference for your child(ren) and yourself will result in full fees being applied. Centrelink allows 42 allowable absences each financial year where Child Care Subsidy will be paid, which include public holidays. Once the initial 42 absent days have been paid by Centrelink any further absences will require payment of full fees unless the absence meets an additional absence reason e.g. if the absence can be supported by a medical certificate.

## ELC CENTRALISED ADMINISTRATOR

Our ELC Administrator is available Monday to Friday to support families with their accounts including billing and CCS (Childcare Subsidy) and any enrolment enquiries.

If you have any queries regarding the above, please contact our Administrator on [elc@ymcawa.org.au](mailto:elc@ymcawa.org.au) or on 0427 199 271.

## TESTIMONIALS



“

BEST DECISION EVER! My daughter, 3, enjoys the age dynamic, the equipment and especially the staff. We all know that it's not easy entrusting your children to care but my daughter is so happy.

We wouldn't go anywhere else. It's a family!

## TESTIMONIALS

“

My child has attended our local the Y Early Learning Centre for the past year and in that time, I have always felt extremely comfortable leaving her. The Educators are caring, friendly and passionate. I know my child is very happy there and feels safe and secure at the service.

“

Communication with me as a parent is fantastic, patience with behavioural and developmental issues is optimum, and my children have clearly benefited from their collective experiences at the Centre. I would not hesitate to recommend the Y Early Learning Centre as the premier child care centre in our area. Brilliant if you're local, worth travelling for if you're not!

“

My child is enrolled at the Y and I have nothing but praise for the staff for their commitment and personal attention to each and every child, and the caring attitude they have at all times. I would have no trouble recommending their services to anyone as I have peace of mind whenever my child is with them.

“

I found the services at the Y to be excellent and well organised.

The staff are friendly, and my children look forward to going there as there are plenty of excursions and a lot to do. I would recommend it to anyone.

“

I was so sad when I had to return to work and put my two boys in day care. In saying that though the staff at the Y have been so supportive, not only to my boys but to myself as well.

I have no hesitation in recommending them to anyone that, like me, struggled in letting go. Thank you the Y!

“

Hello. More than happy to provide feedback for a wonderful organisation. I have three girls, two are currently teenagers who in their early years were cared for before and after school by myself at home. My third lovely daughter has had to adapt to life with a full time working mum.

We started with day care a couple of days per week progressing to full time with a couple of different Centres as fitted with family dynamics. At the end of the kindy year and from discussions I had about the Y Early Learning Centre from another mums, we enrolled.

“

My son Kyah attends the Y and every morning he asks if today is the day that he attends because he loves going and interacting with the carers and the other children. I find the ladies at the Centre to be very friendly, caring and informative regarding the child care my son receives, I could not have ask for a better service and Centre.

“

The care and service my son has received at the Y has been of a consistent high quality and always professional. The ladies are always friendly and helpful and Max enjoys his time there – thank you.

“

Our family just wanted to thank the Y Early Learning Centre and After School Care facilities. We honestly would not know what we would have done without these services. We are originally from South Africa and have no family members living within Australia and therefore lack the support of close family members that can help with babysitting and school drop offs and pick-ups. The Y has helped us so much, due to them, myself and my husband have been able to work normal trading hours and settle into beautiful Australia quicker.

Thank you again!

“

The Y is a wonderful service! It is convenient and has good solid family values. I feel safe knowing my daughter is well cared for by highly experienced staff who cater to all her needs and feed her healthy snacks. I highly recommend this service and love the varied activities that the children get to do. The Y is a home away from home.

# FAQ'S

## Why is it important to sign my child in and out?

This is in accordance with the National Education and Care Services Regulation that all children be signed in on arrival and out on departure by an adult over the age of 18 years. All children must be signed in and out using actual times to comply with Child Care Subsidy requirements. To make this simple for families all children are signed in and out of child care using QikKids Kiosk tablets that are located at the main entry area of our Early Learning Centres. Failure to sign in and out or failing to sign for any absences may result in full fees being implemented.

The new subsidy is means tested. This means that your child care entitlements will therefore be based on your combined family income, your fortnightly activities (including work, study and volunteering) and your Centre's daily fee. You can claim CCS through Centrelink via the MyGov online account.

## How do I know how much to pay? Do I receive a statement of accounts?

Statements are emailed regularly and can be hand delivered if email is not available. If at any time you would like to know details of your account, please ask office staff and they will be able to assist you.

## What is the 10 hr scheme and how does it work?

Some Families are entitled to a maximum of 100 hours of subsidised care per fortnight, the hours you are eligible for are determined by the information you submit to Centrelink and these hours may be at varying percentages.

If the Centre is open from 7:00am until 6:00pm and your children are in full-time, you'll be paying for 110 hours of care per fortnight, 10 hours above the maximum 100 subsidised hours. If you select the 10 hour scheme this will mean you will stay within your hourly allocation.

A 10 hour scheme is available for full time families so you can make most of the Child Care Subsidy. This helps to reduce out of pocket costs and increase access to subsidised hours. It means you can select a shorter day between 7:30am-5:30pm and stretch your subsidy. An admin fee of \$1 per minute will apply if you drop or pick your child/children outside these hours.

We understand that every family is different and you have the option to choose a session that suits you.

## How can I pay my fees?

Our families pay by our direct debit supplier. If you need to update your details please request a new direct debit form.

## What is Cessation of Care?

Please note that the Child Care Subsidy is not payable for any absences after the first/last physical attendance. This includes 7 calendar days (including the first day of attendance) and 7 calendar days (inclusive) from the last attendance. This is referred to as cessation of care.

## Can I drop off or pick up my child at any time?

Yes, children can be dropped and collected at any time between our opening hours. However, please be aware, particularly with school age children, there may be certain times your child may have to be at the Centre to go to school. Also, please check with staff what time children need to be at the Centre on excursion days.

Please note – depending on your session time additional charges may apply if you drop off outside of the booked session.

## Does the Centre provide breakfast?

No, but you are more than welcome to bring cereal that the staff can prepare for your child or bread that we can toast for their breakfast. Morning tea will be served at around 9am, dependent on the children's routine.

## What are the Child to Educator ratios?

- 1 Educator to 4 Babies 0-2 years old
- 1 Educator to 5 Toddlers 2-3 years old
- 1 Educator to 10 Kindy 3-5 years old

## When does my child move up to the next room?

As your child's birthday approaches staff will begin, in partnership with you, the journey of transition. The children may begin to go up to the next room for short plays until they eventually feel confident in the room and staff and parents feel they are ready to make the permanent move.

## Why do I need to provide family photos?

Each room has a photo album that is accessible to the children. In the photo album are pages of photos of the children in their day to day experiences and of their families. We find having the photo album in our room is a great comforter if the child becomes unsettled during the day. It also provides an exciting social experience throughout the day for the children.

## If I have children in different rooms will they be able to visit one another during the day?

Yes, there are always opportunities for children from different rooms to visit one another. Staff will speak to the Educators in the other room to arrange a suitable time for the children to visit one another.

### **What is Family Grouping?**

Family Grouping is the name given in a care setting to groups of mixed ages and is so named as this system more closely resembles that of a family than the more popular choice of grouping children in care by age.

### **When are we doing Family Grouping?**

Family Grouping occurs at services during opening and closing times, services will have a sign to advise families where family grouping is occurring. The children will transition to and from their rooms with their educators around the flow of the day.

### **How does Handover Communication work?**

Information is relayed between Educators and carers throughout the day and will be readily available to you at time of pick up to ensure you have the complete picture of your child's day.

### **Why are we doing Family Grouping?**

The Family Grouping routine is designed to make the pick up and drop off process quick and easy for parents. The children get an opportunity to play and learn from children of other age groups and by optimising staff ratios, we can ensure lower fees.

### **Who is with your children at Family Grouping?**

The centre's responsible person. These team members are qualified to take on the highest level of responsibility.

### **What happens to your children's belongings at Family Grouping?**

Your child's belongings are dropped and organised in the child's locker at drop off and will be handed to you at time of pick up.

### **Do I pay when my child doesn't attend?**

For all permanent bookings which guarantee a place for your to attend, if your child is absent due to health, holidays or public holidays closure you are still required to pay for care for that day, this ensure your child position is held for their return. For more information please read 'Payments of fees and bookings' on page 10.

### **How do I settle my child into care?**

We understand that starting care can be a daunting time for you and your child. We are here to support you and your child to make this transition. Children need time to develop relationships, form bonds with the educators and friendships with the other children.

We encourage you to start with an orientation, spend time in the room playing and building positive memories. During the orientation when you are confident, you can enjoy a cup of coffee in the piazza while your child spends one on one time with educators in the room, being on hand for any encouragement they may need. Repeated routines will help encourage your child to know what to expect, keeping this consistent including who is bringing them, the arrival time and the amount of time saying your goodbyes for the day. It is best to build in increments the amount of time at the center, collecting them earlier, if possible and increasing this when they are showing more confidence. We understand this family transition can be full of emotions and we encourage you to call, email, and spend time getting to know us and checking on your child's day.

# WE ARE HERE TO HELP

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

**Phone:** (08) 9473 8400

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

Discover More



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