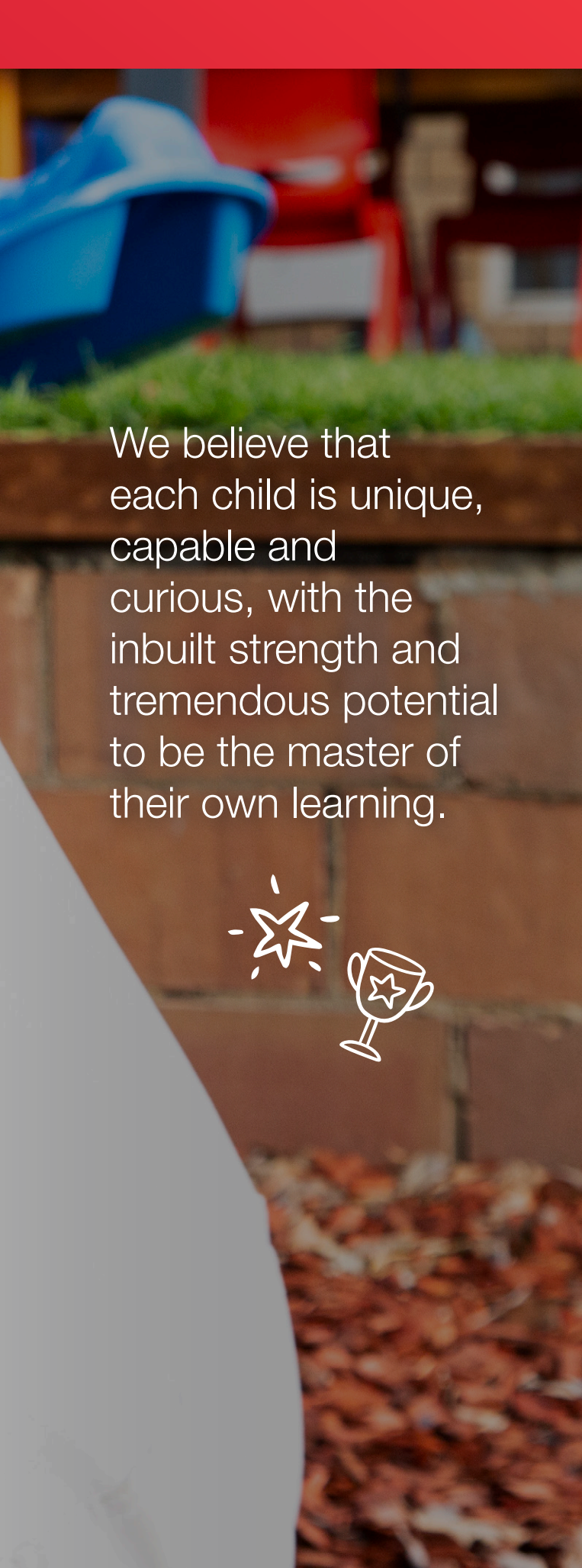


The Y WA Family Day Care Information Handbook

For Families







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.



Our Philosophy

Our Philosophy

The Y WA Family Day Care Services Philosophy

Building capacity

At the Y WA, we believe every child is capable of flourishing when their unique strengths, interests, and cultural identity are nurtured within a safe, supporting, and inspiring environment.

Developing the whole child

We view children as confident and capable learners who thrive when surrounded by caring, dependable adults and role models.

Providing high quality, evidence-informed practice

Our practice is grounded in evidence, strengthened through meaningful partnerships, and enriched by the voices of families and communities.

The Y WA Family Day Care

At The Y WA Family Day Care we pride ourselves in being a professional and approachable service.

Our experienced staff possess a wealth of knowledge that is shared with each educator to support and guide them in creating a successful career path while operating a quality educational service within their community.

Through mutually respectful and transparent relationships, service staff inspire and challenge educators to adapt and build on their existing principles and knowledge, encouraging reflection on their current practice and to strive for continuous improvement within their learning environments. We are committed to The Y philosophy, beliefs and visions, which we hope will help our staff, educators, children, families and communities become valued contributors to society



About the Y WA Family Day Care Service

For more than 30 years, the Y WA Family Day Care Service has supported dedicated educators to provide safe, flexible, and affordable childcare in nurturing home environments.

Our educators are qualified, professional small business operators who deliver high-quality home based early learning experiences with the support of our principal office based in Busselton.

We offer care for children ages 0 to 12 across Perth Metro and regional WA, including full-time, part-time, casual, weekend, and evening options, making it easier for families to find care that suits their needs.

This handbook is designed to give you an overview of our service including what to expect, how we operate, and how to make the most of your Family Day Care experience.

About our Educators

Our dedicated educators provide high-quality education and care that helps every child to flourish. Each educator is registered and approved to operate as a self-employed professional with the Y WA and is supported by our experienced team.

All educators take part in regular training and professional development to stay up to date with the latest childcare practices and standards, ensuring your child receives the best possible care and learning experience.

Essential requirements our educators hold include:

- ▶ Hold a Certificate III in Children's Services (or ACECQA-approved equivalent)
- ▶ Provide at least 30 hours of care per week between Monday and Friday (exceptions require approval)
- ▶ Have prior childcare experience
- ▶ Hold a current First Aid Certificate
- ▶ Hold a current CPR Certificate
- ▶ Hold a Federal Police Clearance (issued within the last six months)
- ▶ Hold a current Working with Children Check
- ▶ Maintain Public Liability Insurance with a minimum cover of \$10 million
- ▶ Successfully complete I'm Alert Food Safety Training
- ▶ Successfully complete Mandatory Reporter Training
- ▶ Successfully complete Safe Sleep training.
- ▶ Successfully complete all the Y WA training requirements
- ▶ Register for an Australian Business Number
- ▶ Meet all regulatory and service requirements to obtain a Certificate of Membership and Registration with Y WA

What Families Say About Our Educators

Families like yours appreciate our educators and the impact they have on their children's lives. Read what they have to say:

"Something I really appreciate about our family day care educator is her genuine interest in our children's lives. She is always adapting things as their interests develop and grow."

"It's relaxed and comfortable, home from home, where kids can be kids."

"I chose my family day care educator because of the beautiful environment she provides, the small group sizes and her passion. We love the genuine care she shows always."

"She lets the kids be who they really are, and works hard to celebrate and encourage their uniqueness. I think it is a testament to how awesome an educator she is, how much thought and care she puts into how closely she works with her families for the betterment of the children."

"You are not just an educator to us you are like family; you care for our boys like they were your own, you go above and beyond for them and us."

"...We are so happy to have found you and your home daycare, it's such a special place for children to grow up in a relaxed, fun and safe environment."

"From the beginning our educator has made not only my child, but also myself, feel nurtured & safe in her care. Thank you for the love you provide & the exploration you encourage."

"Something I really appreciate about our family day care educator is the welcoming environment she creates for my baby. It's reassuring to know she is receiving such great care and attention at daycare."

"Ever since we first met and my daughter was in her care she did everything by the book and was so attentive to the kids, which put my mind at ease especially as I found it very difficult to be away from my daughter (and her away from me). I'm so grateful for her family day care, and incredibly thankful for her hard work and dedication to caring for our kids."

"There is no one outside of my immediate family I would trust more with my children than her. Her tender hand, loving and caring personality creates the most beautiful environment for our kids, and they love their time with her. A wonderful teacher, carer and support, always!"

"It's so much more than a business to them. The combination of animals and children is beautiful, careful and planned well. We couldn't ask for more, as a young family with no family support in the area."

"Thank you for treating our boy like he is part of your family. He is a sensitive soul, and you have made him feel so loved and cared for. We are so lucky to have someone like you in our life."



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.



Enrolling your child

Parents/guardians must complete an online enrolment form before care begins. Forms are stored securely at our principal office in Busselton and on educator premises.

- ▶ Forms must be completed, signed, and submitted at least two business days before care starts
- ▶ Please ensure all information is up to date, including emergency contacts
- ▶ Record any special requirements, such as allergies, medical conditions, behavioural or emotional needs, and parenting orders.

Drop-off and Collection

- ▶ Under Child Care Subsidy regulatory compliance, parents and guardians are required to sign their children in and out daily.
- ▶ Educators will only release children to authorised persons (Identification will be requested for unfamiliar persons).
- ▶ Children under 18 may not collect unless they are a parent/guardian.

Settling in

A joint visit with both parent and child is recommended before starting care. This helps children adjust comfortably and feel safe in their new environment. Collaboration between parents and educators is key to a smooth transition.

Educational program and practice

Engaging play-based programs and activities are developed for each child relevant to their age, interests and abilities. Upon enrolment each child has a profile added to our Storypark software, for parents to have direct access to educational programs and observations of your child's learning and development whilst in care.

The Early Years Learning Framework (EYLF) is a National Framework incorporated into every Y WA Family Day 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.

Excursions and Play Sessions

Educators may choose to run excursions or play sessions to give children opportunities to explore, learn, and connect with their local community. All excursions require a completed risk assessment to ensure children's safety and that activities are developmentally appropriate. Written authorisation from parents or guardians must also be obtained before any excursion takes place.

To support their play sessions, educators can borrow toys and resources from the toy library at our Busselton office. Play sessions are held within educators' approved environments such as their homes, local community centres, or nearby parks. Providing children with rich, engaging, and developmentally appropriate learning experiences.

Community Diversity

At the Y WA we respect all children, families and educators regardless of background, physical capability or culture. 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.

Child Protection – Safeguarding Children

The Y WA Family Day Care team and educators have a duty of care to protect the safety and wellbeing of the children using the service. The Y WA adopts the highest standards of behaviour and conduct at all times and maintains a child safe culture. The Y WA 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.

The Y WA Family Day Care Costs

Fees vary by educator based on working hours, services offered, and the age of children in care. All educators comply with the Y WA's fee setting schedule, ensuring that quality home-based childcare services are affordable for families. Please see page 10 for details on Child Care Subsidy (CCS)

Cancellation of Care

Parents/Guardians will need to provide two weeks written notice when ceasing care with their educator and the Y WA Family Day Care Service. The Family Assistance Law states that a child must be physically in care on their last day to receive childcare 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 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 Rostered Day Off
- ▶ 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, the Y WA 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.



Frequently Asked Questions

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

Absolutely! Tour can be organised directly with your Family Day Care Educator. Visit the Educator Location and Contact List on our website to contact local educators directly, enquire about vacancies and arrange a visit.

If you need any assistance connecting with an educator, you can also contact our office directly.

What do I do if my educator is unavailable?

Family Day Care operates with a single educator model, so there may be times when your educator is unavailable due to planned or unplanned circumstances, such as holidays, illness, or emergencies.

Educators will give families as much notice as possible, allowing you to plan alternative care arrangements.

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

Your educator will communicate with you via text, email, communication booklet, or storypark. Please discuss these options with your educator and agree on your preferred method of communication.

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.

Will the educator create an educational program for my child?

Yes, the educator will display the program to all families via the Story Park platform.

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.

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.

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

If you're 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.

Do I pay for public holidays?

Yes, all permanently booked sessions that fall on a public holiday are charged as an allowable absence if the educator is closed. Some educators may choose to open their service to provide care on public holidays, with a public holiday hourly rate detailed on their fee schedule.

What should my child wear to family day care?

Children should have weather-appropriate clothing and will need at least two changes of clothes for messy play.

What policies are in place to protect my child/ren?

All Family Day Care Educators have access to the Y WA's current Policies and Procedures through an online educator portal. Some educators may also provide families with a service-specific enrolment or information pack, which can include additional policies relevant to their home setup (for example, trampoline use). Families can access all relevant Policies and Procedures via the portal through their educator.

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

Discuss the issue with your educator or contact us via phone or email. If you are still concerned call the Education Care and Regulatory Unit on 1800 199 838.

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

ECRU is a government organisation responsible for approving and monitoring Family Day Care providers under National Regulations. All Family Day Care service providers are approved by ECRU and must meet National Regulations.

How do I pay my childcare fees?

We operate in a centralised payment model, where the service issues all invoices and receipts for childcare fees on behalf of Family Day Care educators. Families are invoiced weekly in arrears for each child's attendance, with payment required to be maintained in full weekly.

Upon enrolment each family will be advised of payment methods available, as well as provided with copies of policy and procedure relating to payment of fees.

Any questions regarding payment of fees can be discussed directly with service administrative staff via phone or email.

What you need to know about Child Care Subsidy

What is the Child Care Subsidy?

The CCS is a payment from the Australian Government designed to help eligible families with the cost of childcare.

The amount of CCS you receive depends on several factors, including your family's income, the type of care you choose, your child's age, and how much you work, study, or volunteer (known as the activity test).

How is CCS paid?

It's paid weekly as a fee reduction to your educator. This lowers your out-of-pocket expenses, making care more affordable.

How do I register my child to receive CCS?

Guardians can apply for Child Care Subsidy either via the Services Australia website or directly via your My Gov / Centrelink account. The application process will involve providing details about family circumstances such as income and activity levels relating to work or study.

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 the Y WA Family Day Care Service know the correct percentage to calculate fees?

- ▶ The service checks 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

CCS Statements are emailed to families weekly.

Maintaining Child Care Subsidy Entitlement

It is the responsibility of guardians to maintain eligibility for the Child Care Subsidy (CCS). This includes keeping your details up to date and following the requirements set by Services Australia. Examples of what this involves include:

- ▶ **Updating your Activity Test:** Notify Services Australia of any changes in your employment, study, or activity status when prompted.
- ▶ **Lodging tax returns on time:** CCS uses your tax return to compare estimated income with actual income and adjust your subsidy accordingly.
- ▶ **Keeping your child's immunisations up to date:** Ensure your child receives all scheduled vaccinations on time.

Guardians should have processes in place to regularly check for communications from Services Australia. This helps avoid unexpected changes to your subsidy, which could affect your out-of-pocket costs. Services Australia may contact you via MyGov, email, or mail.

Service staff cannot make changes to your CCS entitlement. For privacy reasons, all matters relating to applications and eligibility are handled directly between guardians and Services Australia.

We're here to help


If you have any questions about your child's care, please contact us via phone or email.


Phone: 9752 4033

Email: bsnfrc.fdc@ymcawa.org.au

Office Hours: Monday to Friday 8.30am – 4.30pm

Connect with us

 **YMCA WA Family Day Care**

 **ymca_wa**

ymcawa.org.au

