



YMCA In Home Child Care Service



Parent Information Book





YMCA FAMILY AND CHILDREN'S SERVICES PHILOSOPHY

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 aim is to nurture these vital qualities with warmth and understanding to enable all children to grow and develop in body, mind and spirit.

We believe that children bring to the learning environment a unique set of cultures, languages, skills, ideas and attitudes. 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. We will do this by providing a natural environment that reflects the real world and takes advantages of the child's natural wonder.

We will value all families and their diversity, we are committed to developing cooperative and interacting relationships and we will work together to increase understanding. Our aim is to create a partnership built on mutual trust and respect, working together to assist our children to grow stronger in confidence.



What is In Home Child Care?

In Home Child Care (IHCC) is a flexible form of childcare where the care of your children is provided in the safety and comfort of your own home by an approved Educator (child care worker). In Home Child Care is particularly useful where main stream childcare services do not meet your family's needs or is not accessible at all.

To be eligible to access In Home Child Care, you must meet one of the following criteria

- Parents or carers are working non-standard or variable hours, outside normal child care service hours
- Parents or carers are geographically isolated from other types of approved child care, particularly in rural or remote locations
- The family has challenging or complex needs, including where families are experiencing challenging situations, and other approved child care services are not able to meet the needs of the child or the family.

In Home Child Care gives families the advantage of the children being able to remain in familiar surroundings, with siblings and familiar routines. Educators can ensure your children are able to continue to be involved with activities such as sporting commitments after school.

Unfortunately, Educators can not take your child to any water sports, pools, beach, unless they themselves are a qualified person to do so (please see YMCA Water Policy).

In Home Child Care is very different from babysitting, or nanny work – it allows families to access Child Care Benefit and Child Care Rebate.

A Home Registration and Safety Check must be completed as a commonwealth government requirement by a YMCA staff person prior to commencement.

This home visit will cost \$90 and will include a home safety check, discussion of eligibility and child care requirements. A family service membership agreement will be issued on the visit. This agreement must be signed and returned to the service prior to child care commencing.



Public Indemnity Insurance

It is *recommended* that you have public indemnity insurance (domestic workers compensation). This insurance provides further cover for your Educator in the event of an accident occurring on your premises. This insurance can either be attached to your home and contents insurance or be a separate policy, dependant on your insurance company.

Educators have their own current Public Liability Insurance whilst working on your premises.

For further information regarding available insurance telephone (08) 9388 5555 or toll free 1800 670 055. The website www.workcover.wa.gov.au provides links to the various agencies that offer this insurance, definitions of the policy and other relevant information.

When contacting your insurance company or work cover you should disclose to the insurance company that, the In Home Educator has their own public liability insurance which covers their occupation as an In Home Child Educator, and that you need to have your current home and or contents policy endorsed to include public indemnity insurance should the In-Home Child Care Educator be injured on your premises.

Costs of In Home Child Care

Each Educator sets their own hourly rate, within the parameters of the recommended fee schedule and Service policy. You only pay the Educator the gap fee once you deduct the child care subsidy amount.

Our Service also charges an hourly levy for administration processing of child care subsidy, toy library, play sessions, support for families and Educators.

\$1.80 per child per hour of care provided (including absences).

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 Family Assistance Office 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 % to calculate fees?

The service will query your CCS percentage with the Child Care Management System (CCMS). The service submits attendance records fortnightly to CCMS 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.

Statement of Entitlement

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

You can also access an online statement via the 'view child care details' of the online services section of the Centrelink website (www.centrelink.gov.au). This statement includes details of CCS payments and absences for your records.

What if I have children using another child care service?

If you are using another form of child care families need to be mindful that their allocated hours from Centrelink are allocated across all child care services. Ie If you are allocated 72 hours per fortnight, you use 60 hours at the child care centre there will be 10 hours left to be used in In Home Care for the fortnight.





What is an Educator?

An Educator is self-employed and is registered with the YMCA In Home Child Care Service. All Educators are interviewed inducted and provided with training through the YMCA Coordination Unit. All Educators have the following minimum requirements

- Certificate 3 in Education and Care Children Services or working towards this qualification.
- Working With Children card
- First Aid Certificate
- Public Liability Insurance
- Medical Certificate
- Australian Business Number (ABN)
- National Police Clearance
- Training Modules completed
- Referenced checked

Educators provide child care in your home with your children only. No other family members can bring their child over to be supervised by the Educator. Your child can have friends over for short plays if the Educator is comfortable with this, but they will not be in charge of supervising any other children that are not registered with the YMCA Service.

Educators are not required to do house cleaning or gardening, however Educators will clean up after activities during the day from child care related experiences including meal times.

Educators must provide each family with a written program of activities that they are going to be doing with the child/children for the week.

Play Sessions with a YMCA Qualified Play Leader are held in Bunbury and Busselton, if you would like your child to attend these please let your Educator know.

If you know of someone over the age of 18 years that you would like to be your Educator, please ask them to call the service and discuss the requirements and training needs.

A list of our current Educators are located on our website:

<https://www.ymcawa.org.au/what-we-do/child-care/in-home-care>



Interviews with Educators

We encourage you to show the Educator around your home and the rooms they will and will not be using.

Below are some examples of things you may wish to discuss at the interview;

- What is the Educators approach to child rearing and family values?
- Discuss any special needs of your child including allergies and medication required
- How is the Educator going to maintain your family's nutritional eating habits?
- How is the Educator going to ensure your child is safe at all times?
- What activities and experiences is the Educator going to provide for your child?
- Discuss your child's daily routine
- Will the Educator be taking your child to the YMCA weekly Play Sessions?
- How will the Educator be transporting my child to and from excursions?
- What days and hours of child care is required?
- Pets on the premises
- How much notice do I need to give to cancel the child care contract?
- Any persons likely to be in and out of the home whilst you are not there. Any visitor over the age of 18 years of age, whilst you are not at home will be required to sign the Educators visitors' book, so that you are aware of who has been in your house whilst you are not there.

Educators will bring paperwork, including Policies and Enrolment Forms and a Profile of themselves for you to have a look at.

Enrolment Process

Families are referred to the In Home Care Agency for Western Australia link below to complete an online application form.

<https://www.wanslea.asn.au/children-and-family/in-home-care-support-agency/western-australia/>

Priority of Access

As part of our Funding Agreement with the Commonwealth Government we are required to accept children in care in the following order of priority;

- 1) Child at risk of serious abuse or neglect
- 2) Parent working/training or studying under section 14 of the Family Assistance Act
- 3) Any other child



Parent Daily Requirements – Attendance Records

You are required to sign each child in and out every day using the Attendance Records your Educator provides.

These Attendance Records are a LEGAL DOCUMENT and must be completed accurately.

You must only sign your child in at the time the Educator arrives and sign your child out at the time when the Educators shift is over.

Absences from In Home 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.**

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 immunised; illness of a 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 In Home Child Care Service and the other child care 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.

Recording Absences

Educators are required to record absences on the child's weekly attendance record sheet – using the word "absence".

If you need assistance to check what absences have been used, please ring the service or alternatively the Family Assistance Office will also have this same information on record. Parents can access an online statement via the "view child care details: of the online services section of the Centrelink website (www.centrelink.gov.au). This statement includes details of CCS payments and absences.



YMCA Support Visits and Mentoring

YMCA Support Staff will support the Educator by coming to your home and observing the child care provided.

The aim of these visits is to mentor and assist in the provision of high quality child care whilst recognising and respecting the individuality of your family home. The support visits will consist of;

- An exchange of current and relevant information, and days and hours of care
- Service staff will role model quality child care practices and use positive guidance
- Exchange resources from our Toy and Resources Library
- Discuss queries and concerns regarding all children in care
- Break down the isolation that can be associated with In Home Child Care
- Monitoring the physical, social, emotional and intellectual development of children in care
- Ensure the required documentation is completed accurately

Staff conducting visits to your home are Qualified, with an extensive working knowledge of In Home Child Care.

Safeguarding Children and Young People

YMCA 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 for families and child protection.

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

Community Services Phone Numbers

- In Home Care Agency for Western Australia (Wanslea) – 1300 164 202
- YMCA In Home Child Care – 9752 4033
- Department for Child Protection Bunbury – 9722 5000
- Department for Child Protection Busselton – 9752 5600
- Centrelink Family Assistance Office (FAO) – 136 150
- Family Help Line & Crisis Care – 9223 1111
- Women's Domestic Helpline – 9223 1188
- Men's Domestic Helpline – 9223 1199





- Inclusion Development Fund Manager – 1800 824 955
- Perth Children's Hospital – 6456 2222

CONFIDENTIALITY

The YMCA In Home Child Care Service protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, Educators and Staff are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil their responsibilities at the Service or have a legal right to know.

1. Every Educator and employee are provided with clear written guidelines detailing:
2. What information is to be kept confidential,
3. What confidential information they may have access to in order to fulfil their responsibilities
4. How this information may be accessed,
5. Who has a legal right to know what information
6. Confidential conversations will be conducted in a quiet, private area.
7. Personnel forms and information will be stored securely.
8. Information about Staff members will only be accessed by the Service Manager or an individual Staff member concerned.
9. No member of Staff or Educator may give information or evidence on matters relating to children and/or their families to anyone other than the Parent, when that information has been obtained at YMCA Family Resource Centre.
10. Exceptions may apply regarding information about children when subpoenaed to appear before a court of law. Notwithstanding these requirements, confidential information may be exchanged in the normal course of work with other Staff members at the Service when this is reasonably needed for the proper operation of the Service and the well-being of users and Staff.
11. Staff will protect the privacy and confidentiality of other Staff members and Educators by not relating personal information about another Staff member or Educator to anyone either within or outside the Service.
12. Students/people on work experience/volunteers will not make Educators, Staff, Children or Families at the Service an object for discussion outside of the Service, nor will they at any time use family names in recorded or tutorial information.



PRIVACY

Protecting your privacy and personal information has a high priority in the way this organisation is conducted. This organisation's policies are designed to comply with national legislation, in particular the National Privacy Principles.

This organisation commits to:

1. Only collecting information about you with your knowledge and consent;
2. Being fair and open in the way we collect the information, and will only collect that information actually required in the course of our dealing with you;
3. Retaining your information in a secure environment and will only provide essential information to agencies or service providers for the purpose of conducting our business or services with you;
4. Binding all staff, agencies and service providers to our confidentiality agreements and our Privacy Policies;
5. Not sharing or selling your information to any third party for marketing purposes and not releasing information unless required by law to do so;
6. Allowing you access to the personal information held about you and you may advise us if you think any information is incomplete, inaccurate or out-of-date;
7. Where possible, satisfying your requirements by amending any information that you may consider incomplete, in accurate or out-of-date;
8. If you require, allowing you to deal with the organisation anonymously wherever practical;
9. Providing you with a copy of our Policy Document if you require it;
10. Explaining the reasons for collecting information, how we use it and the consequences of not having the information required;



GRIEVANCE

The YMCA Family Resource Centre fosters positive relations between all associated groups utilising or accessing the service. Solutions are sought to resolve all disputes, issues or concerns that impact or affect the day to day wellbeing of the delivery of the service and these will be conducted in a fair, prompt and professional manner.

PROCEDURE:

1. All interested parties associated with the YMCA Family Resource Centre are provided with clear written guidelines detailing the YMCA Grievance Policy.
2. Every effort will be made to resolve the complaint, before moving on to the following steps.
3. All grievances may be lodged face to face, over the phone, or in writing. A written record will be kept until the complaint is resolved.
4. Staff can request the complaint be put in writing and signed if the complaint involves the protection of children the cancellation of a family or educators membership or puts the staff at risk in any way.
5. If the grievance is not resolved satisfactorily either party can bring the matter to the attention of the Manager.
6. All confidential conversations and discussions will take place in a quiet area away from children, parents, other Educators and staff.
7. Names will remain confidential except where a breach of the Interim Standards and or YMCA policies has occurred.
8. Not all disputes can be handled in one particular format and judgment needs to be made on what particular style is appropriate to suit each individual dispute.

Grievance with an In Home Child Care Educator

1. The YMCA Family Resource Centre shall have the right to immediately suspend or terminate the membership of an In-Home Child Care, Educator without notice if;
 - 1.1. The Educator breaches any of the provisions in the YMCA Policy Manual where it is expressly stated that a breach will give rise to immediate suspension or termination without notice
 - 1.2. The Educator persistently breaches any of the provisions contained in the YMCA Family Resource Centre Policy Manual.



- 1.3. The Educator in the opinion of the Service acts in such a manner as to put the health, safety and welfare of the children in care at risk.
- 1.4. The Educator fails to remedy an identified breach of any of the provisions contained in the YMCA Policy Manual within the time frame set by the service.
2. In such an event the service shall give the Educator written notice of suspension or termination, the service membership will be suspended from the date in the letter.
3. Families enrolled with the Educator will be informed in writing if applicable.
4. The service manager can lift the suspension and this will be communicated in writing.
5. Once the grievance has been lodged with the Early Years Operations Manager a decision will be made within 10 working days.
6. Educators have the Right of Appeal to the suspension of service membership. Refer to Right of Appeal

Grievance Procedure

1. If possible the complainant should discuss the problem with the person they have the concern with.
2. If unresolved the complainant should contact the Service Manager.
3. If the complainant does not wish to disclose any details, no **formal** action can be taken.
4. If the complainant is prepared to lodge a written complaint the Service Manager will follow the grievance procedure.
5. The Service Manager will contact the person the complainant had a concern with and notify them of the action. The Service Manager will advise the person that they have the right to have another "Support" person present at any stage of the Grievance Procedure, to provide them with further assistance. For example an Interpreter.
6. The Service Manager will notify the Early Years Operations Manager where there has been a breach of a breach of service membership.
7. If the complaint is an issue with the running of the service and but not necessarily a breach of interim standards the Service Manager will offer to mediate between both parties to achieve a solution. Both parties have the option of having an advocate with them at mediation or to seek information from an independent arbitrator.
8. If this is not successful the complainant may write to the Early Years Operations Manager and commence the Right of Appeal process.



9. Any complaint concerning any allegation of Child Abuse shall be carried out according to the YMCA Family Resource Centre Child Protection Policy and the YMCA Safeguarding Children and Young People Policy and the Grievance Policy shall not apply.

Right of Appeal

The YMCA Family Resource Centre aims to foster positive relations between all parties utilising the service. All persons will have the right of appeal over decisions made by the Service Manager and Early Years Operations Manager of the organisation, except where a breach outlined in the Policy Manual states that the breach will automatically, without notice result in the termination of the Educators Membership and the Grievance Policy shall not apply.

1. The complainant may appeal on decision in writing to the Family and Children's Services Executive Manager within ten (10) working days of the outcome. The complainant may attach any supporting documentation.
2. The complainant should be prepared to be questioned and challenged by the Family and Children's Services Executive Manager and the opposing party
3. The complainant and enrolled families will be notified of the final outcome in writing within five (5) working days of the appeal being reviewed.

4.4 Contacts:

YMCA Family Resource Centre Manager
PO Box 1201 Busselton, WA 6280
(08) 9752 4033
info.frc@ymcawa.org.au



GUIDING CHILDREN'S BEHAVIOUR

The diversity in family life means children learn in many different ways. Education and learning is dynamic, complex and holistic. All aspects of the child's learning are interwoven and interrelated.

Educators and staff will provide outcomes that are appropriate for the child.

The YMCA In Home Child Care Service supports the provision of positive relationships with children based on mutual respect and trust which enhances their self-esteem and encourages cooperation and acceptable behaviour.

PROCEDURE

1. Clear guidelines about acceptable behaviours will be developed with input from children, Parents and Staff. Families will be made aware of acceptable child behaviours via family enrolment information.
2. Limits to behaviour will be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way.
3. Children will be encouraged to express feelings in acceptable ways and to settle differences in a peaceful manner, this will be role modelled and supported by Educators on an ongoing basis.
4. No child will receive any form of corporal punishment eg. smacked, or be placed in a room alone (including being sent to bed for reasons other than sleep and rest), made immobile, frightened or humiliated in any way. At no time will food and drink be withheld from a child as a form of punishment.
5. Children will not be pushed, pulled or handled roughly to be made to comply with instructions and manual handling will only be used as a last resort and only if the behaviour is placing a child (themselves or others) in danger.
6. Families who wish to discipline their own children whilst in the service will not at any time use any form of corporal punishment or use unacceptable language.
7. The word 'no' will be kept to a minimum with Educators using alternative positive words and phrases. Educators will not shout, raise their voice, use aggressive or menacing tones, tease or threaten children.
8. All behaviour has teachable moments. A child's misbehaviour will be seen as a teachable moment where a problem needs to be solved together rather than an infraction. This approach will help the child to develop a much more effective sense of responsibility.



9. Educators will speak with the child in a way that is developmentally appropriate.
10. Children will be given opportunities to learn from their behaviour through things such as choice and responsibility
11. If children consistently display unacceptable behaviour the Educator will ensure / consider: the expectations of the child's behaviour are realistic and appropriate to their developmental level,
 - 11.1. the child understands the limits,
 - 11.2. the child's needs are being met,
 - 11.3. events at the service have not encouraged the behaviour,
 - 11.4. consequences of the behaviour do not encourage it to persist, and
 - 11.5. strategies are consistently followed by all persons in contact with the child
12. Families will be offered assistance where possible in respect to the behaviour or participation in the programme.
13. If the unacceptable behaviour persists Educator's will seek assistance from appropriate professionals or agencies with the permission of the Parent.
14. In the case of severe behaviour which threatens self-harm or bodily harm to him or herself or other persons, the Educator will act immediately to prevent the danger and then talk through the problem with the child or children concerned. Parents will be informed and the contract may be suspended or ended.
15. After the child has been given every chance to respond positively and if all methods fail to result in an improvement in behaviour, discussions will be held with the Parent to consider the health and safety of the child.
16. Where a dispute or conflict occurs Educators will talk separately to the children involved, be calm, fair, positive and firm in their assessment of the situation. Wherever possible the children will be involved in deciding on the appropriate course of action to follow. Educators will not react to conflict situations by getting angry themselves.
17. Educators are required to update their Guiding Children's Behaviour training annually.