



FAMILY HANDBOOK

YMCA SOUTH AUSTRALIA CHILDREN'S SERVICES

**OUT OF SCHOOL
HOURS CARE**



CONTENTS

- 3 Welcome
- 4 Child Safe Environments
- 5 Our Philosophy
- 6 Program and Activities
- 7 Hours of Operation
- 9 Fees and Charges
- 10 Enrolment Procedures
- 11 Inclusion Support Subsidy
- 12 Staffing
- 13 Food Nutrition
- 14 Policies
- 17 Customer Feedback

**Work commitments
and school hours
rarely align – that’s
where OSHC comes in!**

WELCOME

YMCA OSHC welcomes you and your child/ren to the service. This handbook provides an overview of YMCA Outside of School Hours Care.

At YMCA OSHC we strive to offer high quality services for children and families who require outside school hours care and vacation care programs. Our Educators are friendly and work hard to ensure your children are cared for in a welcoming, supportive and stimulating environment. Educators make regular observations on your child and provide a range of culturally diverse activities to support their development. YMCA SA follows the National Quality Framework and adheres to all relevant industry and workplace legislation.

We value your input into the operating of our services, so please feel free to provide feedback or suggestions directly to our Educators.



CHILD SAFE ENVIRONMENTS

YMCA South Australia is committed to the fact that all children/young people have the right to develop and reach their potential in environments that are caring, nurturing and safe.

We consider any form of abuse, inclusive of emotional, physical, sexual abuse or neglect as intolerable under any and all circumstances.

Our directors, executives, managers, staff and volunteers have a duty of care to ensure that all who access our owned and operated facilities, programs and services are provided with a safe, open and honest environment that protects children/young people and those who work with them.

Our staff (including Educators) and volunteers are required to adhere to this policy at all times and are expected to be pro-active in identifying new opportunities to improve it. Related policies, workplace and program/service procedures and practices seek to eliminate and minimise the risk of harm of children/young people and vulnerable people in their care.

Our Safeguarding Children accreditation means that we are continually audited by the Australian Childhood Foundation on our adherence to the strictest practices to ensure the safest environment possible.



OUR PHILOSOPHY

We build healthier, happier communities through the provision of health and wellbeing programs that promote community connection, education and development. We adapt and shape our offering to be relevant and serve the needs of the local school community.



Building Capacity

YMCA has a role in building the capacity of those who lives we work with.

Developing the Whole Child

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

Providing High Quality, Evidence-Informed Practice

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

Strengthening Communities

YMCA provides a safe, happy place in which children and young people are strengthened through connections, learning, physical exercise, play and fun.



PROGRAM AND ACTIVITIES

Before School Care

Before School Care is a program for children who need care before school hours. Children will enjoy unstructured play and stimulating activities that help get them ready for the day ahead. A healthy breakfast is also available each morning.

After School Care

Our After School Care program offers a healthy nutritious snack and a wide range of flexible activities. Children can choose from a variety of activities including arts, crafts, music, cooking and sports. With the support of qualified, experienced Educators, children select and plan their own experiences. In consultation with families and carers. Educators can also supervise homework.

Vacation Care

Vacation Care provides care to preschool and school-aged children during the school holiday periods. Vacation Care offers great fun and diversity through activity theme days, excursions and incursion options as well as specialty clinics in sports and creative arts. Breakfast and afternoon tea is provided.

Examples of Vacation Care programmed activities include:

- **Excursions** – Movies, swimming, picnic and nature walks, trampoline centres, fire stations and many more as suggested by the children.
- **In-house** – Science days, spy school, master chef cooking days, wheels day and sensory days.

Programs

Programs and activities are developed for each service in accordance with the framework for school aged children in Australia My Time, Our Place (Before School, After School and Vacation Care). They are written plans with sound preparation, organisation and co-ordination.

We encourage families, carers/guardians and children to be involved in the planning of these programs to ensure that their children's needs (e.g. age, cultural diversity, developmental stages and interests) are being met.

Programs are developed regularly and displayed in a prominent position. Information regarding the programs is available to families and carers/guardians.

A range of equipment is provided to meet the outside school hours developmental needs of the children.

The equipment and other materials will be suitable, safe and well maintained.

Our aim is to encompass activities and play which are expected to be part of the life of school age children. Since some children spend a substantial amount of time in OSHC, these activities will include excursions, incursions and other recreational and creative experiences.

Family Assistance

YMCA South Australia is a Centrelink registered childcare provider. To register for Family Assistance and Childcare Subsidy (CCS) visit www.servicesaustralia.gov.au or please phone **13 61 50**.

The Additional Child Care Subsidy (ACCS) is also available.

All families wishing to use our OSHC service must register beforehand or will be charged full fee for their sessions.

Collaborating with schools and parents to establish programs that engage and inspire students.

HOURS OF OPERATION



Service	BSC	ASC	VAC
Adelaide North Special School	-	-	8:00am - 6:00pm
Airdale Primary School	-	3:00pm - 6:00pm	8:00am - 6:00pm
Aldinga Payinthe College	6:30am - 9:00am	3:00pm - 6:30pm	6:30am - 6:30pm
Clapham Primary School	6:30am - 8:35am	3:10pm - 6:00pm	7:00am - 6:00pm
Craigmore South Primary School	6:30am - 8:30am	3:00pm - 6:00pm	6:30am - 6:00pm
Eastern Fleurieu School	6:30am - 8:30am	3:15pm - 6:30pm (Wed 2:50pm - 6:30pm)	6:30am - 6:30pm
Emmaus Brooklyn Park School	-	3:10pm - 6:00pm	7:30am - 6:00pm
Emmaus South Plympton School	-	3:10pm - 6:00pm	7:30am - 6:00pm
Encounter Lutheran College	6:30am - 8:30am	3:15pm - 6:00pm	7:00am - 6:00pm
Flaxmill P-6 School	6:30am - 8:45am	3:15pm - 6:00pm	6:30am - 6:00pm
Gawler East Primary School	7:00am - 8:30am	3:00pm - 6:00pm	7:00am - 6:00pm
HackHam West Primary School	6:45am - 8:30am	3:00pm - 6:00pm	6:45am - 6:00pm
Investigator College	6:45am - 8:45am	3:30pm - 6:30pm	6:45am - 6:30pm
Mark Oliphant College B-12	6:30am - 8:30am	3:00pm - 6:00pm	6:30am - 6:00pm
McDonald Park School	6:30am - 8:30am	3:00pm - 6:00pm	6:30am - 6:00pm
Moana Primary School	7:00am - 8:30am	3:05pm - 6:00pm	7:00am - 6:00pm
Modbury Special School	-	3:00pm - 6:00pm	8:00am - 6:00pm
Munno Para Primary School	7:00am - 8:45am	3:00pm - 6:00pm	7:00am - 6:00pm
One Tree Hill Primary School	6:30am - 8:45am	3:00pm - 6:15pm	6:30am - 6:15pm
Our Saviour Lutheran School	7:00am - 8:30am	3:00pm - 6:00pm	7:00am - 6:00pm
Para Hills School P-6	6:30am - 8:30am	3:00pm - 6:15pm	6:30am - 6:30pm
Para Hills West Primary School	6:30am - 8:30am	3:00pm - 6:00pm	6:30am - 6:00pm

HOURS OF OPERATION



Service	BSC	ASC	VAC
Pembroke School	7:00am - 8:30am	2:45pm - 6:00pm	7:00am - 6:00pm
Pennington School R-6	6:15am - 8:45am	3:15pm - 6:15pm	6:15am - 6:15pm
Port Elliot Primary School	6:30am - 9:00am	3:15pm - 6:30pm	6:30am - 6:30pm
Reidy Park Primary School	6:30am - 8:30am	3:00pm - 6:00pm	6:30am - 6:00pm
Reynella Primary School	6:30am - 8:30am	3:00pm - 6:30pm	6:30am - 6:30pm
Riverbanks College B-12	6:30am - 8:30am	3:00pm - 6:30pm	6:30am - 6:30pm
Rosary School	6:30am - 8:30am	3:00pm - 6:00pm	6:30am - 6:00pm
Rostrevor College	6:30am - 8:30am	2:20pm - 6:15pm (Mon) 3:15pm - 6:15pm (Tue-Fri)	6:30am - 6:15pm
Scotch College	6:30am - 8:30am	3:15pm - 6:00pm (Mon) 3:30pm - 6:15pm (Tue-Fri)	7:00am - 6:00pm
St Anthony's Catholic Primary School	-	3:10pm - 6:00pm	6:30am - 6:00pm
St Dominic's Priory School	6:30am - 8:30am	3:10pm - 6:00pm	6:30am - 6:00pm
St Francis of Assisi School	7:00am - 8:30am	3:00pm - 6:00pm	7:00am - 6:00pm
St Joseph's School	6:30am - 8:30am	3:10pm - 6:30pm	6:30am - 6:30pm
St Mark's College	6:30am - 8:30am	3:20pm - 6:00pm	6:30am - 6:00pm
St Mark's Lutheran School	6:30am - 8:30am	3:15pm - 6:15pm	6:30am - 6:15pm
Stradbroke School	7:00am - 8:45am	3:00pm - 6:15pm	7:00am - 6:15pm
The Pines School	6:30am - 8:30am	3:00pm - 6:00pm	6:30am - 6:00pm
Tyndale Christian School	6:30am - 8:30am	3:15pm - 6:30pm	6:30am - 6:30pm
Unley Primary School	7:00am - 8:30am	3:15pm - 6:00pm	7:30am - 6:00pm
Victor Harbor R-7 School	6:30am - 8:30am	3:00pm - 6:30pm	7:00am - 6:30pm
Westbourne Park Primary School	7:00am - 8:30am	3:00pm - 6:00pm	7:00am - 6:00pm
Whitefriars School	6:30am - 8:30am	3:00pm - 6:00pm	7:00am - 6:00pm
Woodville Gardens B-6	7:00am - 8:30am	3:00pm - 6:00pm	7:00am - 6:00pm
Woodcroft Primary	6:30am - 8:40am	3:00pm - 6:15pm	6:30am - 6:15pm

FEES AND CHARGES

YMCA South Australia in partnership with the School Council will set the daily fee on an annual basis. Please see your Director for updated fee information.

Once a child is enrolled families and carers can contact Family Assistance with the service's provider number to determine their eligibility for Child Care Subsidy, which will be used to determine the families subsidised fee.

For simple and safe payments of your account YMCA South Australia accounts are payable by direct debit from credit card or bank accounts. YMCA South Australia has partnered with Debit Success to provide you with this service. Please note our fees are charged one week in advance.

Other Fees

LATE FEE

YMCA South Australia OSHC programs close strictly at the end of their operating hours.

The late fee for collecting a child after the specified closing time has been set at \$15 per 15 minute increments per child to provide sufficient funds to pay for the wages for the Educators for additional time worked. This fee is not covered by CCS.

To avoid a late fee, please organise for your child to be collected before closing time. If for some reason, you are unable to do so, then please contact the educators at your child's service by phone and organise for your child to be collected before closing time by an Authorised Emergency Contact.

If you do not pick up your child within 30 minutes and have not contacted the service, we will be obliged to call the police to collect your child.

NON-NOTIFICATION FEE

When a child fails to turn up at a meeting point or the service, it is the responsibility of the Educators to locate the child. This may mean that Educators have to search the school grounds, speak to school staff and contact families and carers to ascertain the child's safety. A \$10 non-notification fee will be added to the parent's account in this situation, which is not eligible for CCS.

CANCELLATION POLICY

Our Cancellation Policy for Before and After School Care requires 48 hours' notice to cancel the booking with no charge. Any cancellations after this time will be recorded as an absence and charged the full fee.

Our Cancellation Policy for Vacation Care allows cancellations up until 2 weeks prior to commencement of the Vacation Care session. Any cancellations within two weeks will be charged the full fee.

HAT FEE

We require a YMCA hat to be purchased for all children in our services. This assists in our supervision of the children at school and on excursions. We will keep them on site at the service to ensure the children have them at all times when needed. This \$15 fee will be added to your first week's payment.

SHORT NOTICE FEE

A \$3 short notice fee will be charged for Before and After School Care bookings made within 48 hours of care. For Vacation Care any bookings made after the advertised closing date will be charged a short notice fee. All booking fees are to be paid prior to your child attending the service by contacting the OSHC Support Team on 8200 2516.

Overdue Accounts

YMCA South Australia understands that some families may be experiencing genuine financial hardship and may have difficulty in meeting their obligations in paying the fees.

When a family has a direct debit dishonoured payment or has not adhered to a payment plan, they will be contacted by the OSHC Support Team via either telephone or email within 7 days from the date the rejection notification is received.

If payment or contact with the OSHC Support Team is not made within 14 days, future bookings will be cancelled and care will not be provided until payment is made.

Where a genuine financial hardship is occurring the YMCA will endeavour to assist the family with every possible means. We request that open communication be maintained to ensure service to the family and obligations are met.

ENROLMENT PROCEDURES



To ensure Educators are able to provide the best possible care for children who attend our programs, all documentation relating to your child must be provided to the service along with fully completed enrolment forms.

Enrolments will be approved pending all information is completed on the enrolment form and documentation such as behaviour management forms, health care plans and medication forms are provided to the service. Other documentation may be required and in some cases it may be necessary for the Director to request a meeting with families and carers and other agencies before attendance.

Online enrolments and bookings can be made by registering through our website sa.ymca.org.au/OSHC. Please go to your specific school and follow the links.

Sign In and Sign Out

Families and carers need to sign their children in and out of the service at the time of arrival and departure through the iPad. This procedure is a legal requirement of the funding body as it is linked to your childcare subsidy payments. Your co-operation in this matter is appreciated.

Any additional caregivers picking up children need to be documented on the enrolment form. Any changes to general routine of this process must be discussed with the Director prior to access.

Medication

YMCA Educators understand that from time to time children in their care may require medication. In order for Educators to administer medication in a safe and appropriate manner Educators will adhere to the YMCA South Australia Medication Policy and Procedure. A copy of which can be found on our website.

The Policy and Procedure outlines the requirements of the families and carers and the practices of Educators. Families and carers need to be aware that non prescription medication such as Panadol can not be administered to children whilst in the care of the YMCA Educators, unless accompanied by a medical authorisation.

Australian Government Priority of Access

There are no requirements for filling vacancies. Providers can set their own rules for deciding who receives a place.

Providers are asked to (but are not legally obliged to) prioritise children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

This meets the Australian Government's aims of helping families who are most in need and supporting the safety and wellbeing of children at risk.

Information from the Child Care Provider Handbook September 2024 edition.

INCLUSION SUPPORT SUBSIDY

Our program may be eligible to receive an Inclusion Support Subsidy (ISS) which can assist with the inclusion of children with additional needs.

For further information concerning ISS please contact your Director. This process can take considerable time to complete. We suggest children with additional needs have a trial period at the OSHC to ensure the safety and suitability of the service and correct support is put in place.

Where families and carers are from non-english speaking backgrounds, they 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. We will engage the support of advisory agencies, members of the community and families and carers to support the program and enhance children's understanding of other cultures and people with additional needs.

We encourage any families and carers/ guardians/approved persons to participate in the program by utilising their talents, ideas and suggestions that will enhance the interactions and activities of the children at the Service.

Community Diversity

We adopt an attitude of respect for all families and Educators regardless of background, physical capability or cultural diversity. This is encouraged by fostering high self-esteem and a positive self-concept in children by exploring similarities and celebrating differences.

The program will present positive experiences for the children which are based on gender equity. We aim to create an environment where all children feel comfortable, secure and happy.



STAFFING

We recognise that the care of large groups of children for significant periods of times requires educators to have specialist knowledge and skills. The YMCA employs staff to meet the legislative requirements.

Qualifications in child care, early childhood teaching and primary teaching are considered to be acceptable qualifications for OSHC as well as other courses being developed for the age range of 0-12 years. Some transitional arrangements are made for staff that are in the process of qualifying.

Educator to child ratios will be adhered to at all times and are as follows:

- There shall be a maximum of 15 children to 1 Educator. 11 children when pre-school children are present.
- A risk assessment will be undertaken for all excursions to determine the appropriate Educator to child ratio, which will generally be a maximum of 8 children to 1 Educator during excursions.
- There shall be a maximum of 5 children to 1 Educator member for swimming activities.

All Educators are deemed to be fit and proper persons to provide a child care service. This evaluation is made through such things as police clearances, working with children checks, contacting referees, 100 point identification check, establishing the person's good character and assessing their capabilities to provide an adequate standard of care in the OSHC setting.



FOOD AND NUTRITION



We offer a healthy nutritious snack/afternoon tea based on the five food groups and Educators use the opportunity to discuss the nutritional content of the food provided. Children are given the opportunity to develop their self-help skills through food preparation, service and encouraged to use best practice in regards to food safety measures.

Educators aim to provide an eating environment that assists with the sharing of family and multicultural values and to create an environment which is calm and incorporates the teaching of appropriate social skills.

During Vacation Care, families and carers should send food and drink for morning tea and lunch. Food should cover all food groups and be nutritionally sound in order to assist the child in becoming involved in the high energy program. There will be occasional opportunities for a shared lunch, provided by the service and this will be advertised on the program.

Please note that we are an “allergy aware” service provider.

Additional Dietary Requirements

YMCA educators will endeavour to provide assistance and support to any child with additional dietary requirements. Families and carers must inform Educators upon enrolment about such requirements and provide all necessary information with the enrolment form.

Discussion regarding afternoon tea will be made in consultation with families and carers and Educators. Where food requirements cannot be met by the service, families and carers and Educators will develop strategies that will ensure the child receives appropriate snacks. The YMCA will also endeavour to meet the religious beliefs, regarding food for individual families.

POLICIES

YMCA OSHC services are governed by a clear set of policies and procedures that can be found on our website, which can be accessed at any time. These policies are reviewed annually or as necessary by management, educators, families and stake holders.

Health Policies

ILLNESS AND INFECTION

Children should not attend any of our programs if they are unwell. If a child becomes unwell while attending our services, caregivers will be notified and asked to collect the child. When any child or educator is found to be showing signs of any infectious disease:

- Children's caregivers will be contacted immediately to collect their child and seek medical advice. Caregivers are expected to arrive in a timely manner. If this is not possible alternate arrangements must be made by the families and carers.
- For diseases published as requiring a doctor's certificate to clear the child or staff member from the illness, this will be required before that person will be admitted back into the program.
- Clear medical information such as signs or symptoms will be posted in the parent area.
- The Preventing Infectious Diseases Guidelines can be found in the following link:
www.nhmrc.gov.au/about-us/publications/staying-healthy-guidelines/posters-information-sheet

HEAD LICE

Any child or adult can be infested with head lice. It is not a sign of a dirty or careless lifestyle, or a negative reflection on parenting ability.

Any child found at any of our services with live lice will not be automatically be excluded from

a YMCA service. Educators will observe the infestation and notify all caregivers that it exists without identifying the source. They will also provide information about how all children can be inspected and/or treated for the infestation.

Children who are affected will not be stigmatised or excluded from activities, but Educators will counsel the child privately to be careful about avoiding contact with other children until they have been checked and cleared of the infestation and will monitor their contact to limit the effect on other children.

Emergency Procedures

To ensure the safety of children, emergency procedures will be practiced on a regular basis and be consistent with other disaster plans used by the service. Procedures are also in place in case of harassment and/or threat to the children by persons known and unknown to the service.

Sun and Heat Protection

Outside play is a valuable component of all YMCA programs. Although weather conditions determine if outdoor programs continue, families and carers should expect that if it is not raining the children will go outside and therefore require a sun smart hat and appropriate clothes. Where possible this play will take place in a shaded area, however YMCA employs a 'no hat, play in the shade' policy.

Educating children about the importance of sun safety is an important part of our program and YMCA services will also use the UV index with the children to ascertain the need for sun protection when the index is above 3.

Each service has sunscreen available to apply prior to going outdoors. If your child has skin conditions, an allergy or sensitive skin please supply a suitable sunscreen for them to use.

Clothing

As children in Before and After School care are in school uniform, YMCA Educators will encourage children to take care whilst participating in activities. Children will be encouraged to wear a paint shirt while involved in messy play. Educators will gladly accept donations of old shirts for the children to wear while involved in activities.

Families and carers are asked to send children to Vacation Care in clothes that are appropriate to the activity they will be participating in. Simple play clothes and running shoes allow children to participate without limitations or worries that their clothes will get damaged. Shorts, T-shirts, jeans and jumpers with closed in shoes (no thongs) are recommended. For sun safe reasons families and carers are asked not to send children in singlet tops. A spare set of clothes could also be sent in your children's bag if necessary.

Personal Items

Hand held electronic games i.e. Nintendo Switch, iPads etc. are not permitted at the service. If a child brings an electronic toy or mobile phone, Educators will keep this in a safe place until families and carers arrive. Educators may also ask children to hand in certain toys should it be at risk of being damaged etc.

If laptops, tablets or chromebooks are part of the school curriculum children are to store them in a safe place during OSHC times.

The YMCA takes no responsibility for belongings which are lost or stolen during Outside School Hours Care programs.

Homework

A quiet space will be provided to encourage children to do their homework, but Educators are unable to offer them individual help as they need to supervise all the children. Educators will not force or make homework time compulsory

for any child as the main focus of the program is recreation / leisure in a safe, fun and supervised environment.

Smoke Free Zone

Smoking is not allowed in the service or its surrounding buildings, grounds or facilities.

Family and Carers Communication

Our services recognise the importance of parent involvement within the program. We realise for many working families and carers time is limited and therefore we aim to provide a variety of opportunities for families and carers to participate according to their availability. Some of the ways in which you become involved are by completing surveys, attending parent committee meetings, social functions, input into weekly programs/menus, policies and procedures and fundraising.

Families and carers will receive newsletters and / or Xplor communications from individual services outlining current service information.

There are a number of ways to communicate with your OSHC service. These include:

- Phone
- SMS
- Email
- Xplor
- and of course in person

Contact oshc@ymcasa.org.au or **8200 2516** between 9am – 5pm Monday to Friday.

Custody and Access – Court Orders

If a parent is experiencing problems associated with custody and access then please discuss this with the Director.

A copy of a current Family Court Order is required on enrolment 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 parents responsibility to advise the Educators and to provide information about any change to court orders.

Behaviour Guidance

These are formal expectations of the behaviour and conduct from children and young people and their parents/carers. Expectations of behaviour will be clearly expressed in positive terms and reinforced consistently in developmentally appropriate ways.

This procedure is aligned with the Safeguarding Children and Young People Policy, Positive Behaviour Guidance Policy and in YMCA South Australia's general Code of Conduct.

Children in the program are expected to respect the rights of other children. Every effort will be made to encourage children to behave appropriately. If a child's behaviour is inappropriate the following strategies will be put into place by staff:

- Educators will support the child to express themselves if they are feeling uncomfortable or upset.
- Educators encourage children to make an appropriate choice of behaviour. Educators can redirect behaviour by making suggestions of realistic appropriate choices that reflect the child's interests.
- The child will be requested to take reflection time with an Educator away from other students and activities in order to discuss realistic choices. At this point the children will be reminded of the Children's Behaviour Levels and what comes next. Parents/carers will be informed of the child's behaviour when they come to collect them.
- If the child does not respond to the strategies implemented by Educators of the YMCA or the schools guidelines then the parent/carer will

be called by telephone and will be asked to collect the child within 30 minutes, if they are unable to do so they will need to organise a contact to collect the child.

- At the discretion of the Director and Regional Area Manager in consultation with the school principal, suspension may occur and a re-entry meeting will be arranged with the family and a behaviour contract will be made and explained to the child.
- Behaviour will be documented by all Educators and families will be able to access these at all times. If the behaviour continues, then in conjunction with the school principal, other alternatives will be sought for the child and care will no longer be given by OSHC.

According to National Quality Standard 2.3 the service ensures that all aspects of children's safety are protected and as a guiding principle, the rights and best interest of the child are paramount.

Families / Carers Guidelines

- Families/carers who wish to discipline their own children whilst at the service will at all times use acceptable language and not, at any time, use any form of physical or humiliating punishment.
- It is unacceptable for families and carers to discipline any child/ren other than their own whilst at the service.
- All families/carers are to conduct themselves in a civil and respectful manner at all times whilst in attendance at the service or over the phone.

Transporting Children

Due to the location of some services, there may be a need to transport children to and from school as well as to and from excursions. Services may use buses/cars and drivers or public transport. In order to ensure the safety of all children in all situations a risk assessment is conducted prior to transport occurring.

Please refer to the Director at your individual service for information regarding your child's pick up and drop off points at their school if applicable.

CUSTOMER FEEDBACK



YMCA views customer feedback as an opportunity for improvement and deems to utilise these events as an opportunity to not only improve the service provided but to build stronger relationships and loyalty with individual customers who have taken the time to let us know how they are feeling.

All customer feedback received is used for quality improvement purposes.

Complaints

Anonymous Customer Complaint

Responses to all anonymous customer feedback / complaints are to be displayed with the action or response addressing the complaint.

Verbal Customer Complaint

All verbal feedback from customers should be responded to by the Director, or Educators directly receiving the feedback.

The customer is encouraged to complete a Customer Feedback Form which will be forwarded to the Director.

Written Customer Complaint

All written customer feedback is to receive a written reply within 48 hours of the complaint. These procedures ensure the highest quality of service is reached.

Feedback received from these sources allows constant review of service levels, increased customer satisfaction and therefore, increased positive feedback within the community. Customer feedback received will be reviewed at management meetings.

The YMCA as an approved childcare provider is also required to forward all complaints that indicate a risk to children's health and wellbeing to the state regulatory body – The Education Standards Board of South Australia.

Phone: 1800 882 413 | **Website:** esb.sa.gov.au

Confidentiality

The YMCA acknowledges and follows confidentiality guidelines as outlined in legislative requirements by the Department of Community Services Centre - Based and Mobile Child Care Services Regulation (No2) 1996, The Australian Early Childhood Association (AECA) Code of Ethics and the Privacy Act.