Creating healthier, happier, connected communities
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WELCOME TO YMCA NSW

We’re delighted to have you as part of our community and we look forward to working together to help you and your family live happier, healthier and more connected lives.

At YMCA NSW, we know that people thrive when they challenge themselves, engage in stimulating and enjoyable activities and connect with others. For more than 160 years, YMCA NSW has influenced the wellbeing and happiness of millions of children, young people and adults.

You can find us at over 100 locations across NSW and the ACT including camps, before and after school care, community recreation and sporting facilities, swimming pools and youth services. We deliver inclusive programs that meet community needs, and raise funds to help make our activities accessible for everyone. We work with government, corporate and community partners who are also committed to improving the health and happiness of all people.
OUR STAFF

All YMCA NSW staff members are qualified and experienced professionals, who are passionate about providing the best possible service to our clients.

Whether it be helping you to achieve your fitness goals, caring for your children, or providing you with opportunities to connect to your community, YMCA NSW staff will do their best to ensure that your experience of the Y is a positive one.

At YMCA NSW, we provide regular training and support for our staff, so that they are up to date with the latest trends in their chosen field. New staff members also undergo accredited child protection training and hold current Working with Children police clearance.

Working at the Y is more than a job for our people, it’s a belief that we can have a positive impact on our clients’ lives.
WHAT WE DO

YMCA NSW provides a variety of services to all members of the community, from our popular swimming pools and fitness facilities, to before and after school care and programs for people with disabilities.

RECREATION

The YMCA is the largest aquatic, leisure and recreation facilities manager in Australia. In NSW and the ACT we operate more than 30 centres across metropolitan and regional locations.

YMCA NSW's recreation centres are welcoming spaces where visitors of all ages and fitness levels can enjoy the benefits of physical activity undertaken in a friendly community environment. At YMCA NSW, we believe that being active makes people happy and enhances their general sense of wellness.

Run by our expert staff and featuring modern equipment, our recreation and aquatic centres offer a range of experiences. We teach children and young people how to swim and be safe in the water; we coach gymnastics and prepare young gymnasts for competitions; we provide a range of exciting activities including Parkour, Trampolining, Dance, Indoor Rock Climbing and Dodgeball; we run Physical Education classes for schools, support sports competitions; and we host community events such as ‘Sunday Brekky on the Deck’ and Bingo.

At YMCA NSW recreation centres, visitors can also access YMCA NSW Community Services, including our popular Ability Programs for people with disabilities; Brightside, which offers personal training to people experiencing mental health issues; and Fee Assistance for people in difficult circumstances.
COMMUNITY SERVICES

At YMCA NSW, we believe that everyone should have the chance to be connected to their community and to live a healthy, happy life. Our Community Services put this belief into action by delivering, managing and supporting a diverse array of programs for people from all areas of the community.

Primarily delivered through our Recreation and Children’s Services centres, YMCA NSW’s Community Services programs create opportunities for people who may often be excluded because of disability, family or social circumstances. Our programs include the popular Ability programs, which give people with disabilities the chance to engage in physical activities, such as swimming and gymnastics; Brightside, through which people experiencing mental illness can access personal training; and Fee Assistance, for people in compromised financial situations.
CHILDREN’S SERVICES

YMCA NSW provides before school, after school and vacation care programs for school-aged children.

Our aim is to create a safe place for play in a leisure-based environment that supports children’s learning and development. At our centres, children are free to communicate and form social relationships, which we know is fundamental to developing life skills. We strive to nurture a child’s sense of agency and freedom of choice.

Our educators foster an engaging and supportive environment where children feel a sense of belonging. They seek input from children and their families to develop programs that correspond with children’s interests and needs.

Our programs are based on the ‘My Time, Our Place’ national framework for school-aged care.
YMCA NSW’s outdoor learning facilities create great memories by offering a range of fun, challenging and educational experiences for children, families, schools, and community groups.

Currently, we operate two unique camping venues at which campers can take part in a large selection of activities such as archery, kayaking, campfires, high ropes, giant swing, flying fox, art and craft and a host of nighttime entertainment options.

Camp Yarramundi, located in the beautiful Hawkesbury valley, was established by the YMCA in 1937. Set amid 40 acres of bushland, Camp Yarramundi is the perfect setting for outdoor activities and getting away from it all.

Housed in a former Armory, Sydney Olympic Park Lodge is an oasis in the heart of the Olympic Park precinct, where campers can enjoy an authentic camp experience without ever leaving the city.

Featuring traditional facilities and run by experienced and educated YMCA NSW staff, both of our camps provide opportunities for campers to grow in mind, body and spirit, in a fun, safe and professional environment.

YMCA NSW’s camps are also the sites for benevolent programs such as Siblings Reconnect, which gives young siblings, who are in out-of-home care through external factors, a chance to reconnect and spend time together.
THE YMCA: A SAFE SPACE FOR EVERYONE

At YMCA NSW, we are committed to providing a safe, peaceful and happy environment for everyone to enjoy. We believe that the safety and wellbeing of children, young people and vulnerable adults is of the highest priority and this is reflected in our policies and practices.
YMCA NSW does NOT support our staff to contract directly with individuals or families outside the workplace. YMCA NSW staff members are not allowed to involve themselves with families they have met only through the YMCA when they are outside of the work environment. This means they must not babysit; communicate on social media, such as Facebook, Twitter and Instagram; accept or extend invitations for dinner; or attend children’s activities, such as soccer games and parties. We request that you also do not ask our staff to work for you outside the normal hours, ask them to pick up/drop off children, or meet them outside of work hours, as this is in breach of our policies. Your cooperation in this matter is appreciated.
SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS

At YMCA NSW, we take the safety and wellbeing of children, young people and vulnerable adults seriously. The right to enjoy a safe environment free from threats, abuse or mistreatment is first and foremost in our service commitment to our clients and communities.

YMCA NSW STATEMENT OF COMMITMENT TO SAFEGUARDING

YMCA NSW, including its Board of Directors, commits to creating and maintaining an environment that ensures all people involved in YMCA NSW activities, programs or services act in the best interests of children, young people and vulnerable adults, and take all reasonable steps to ensure their safety, welfare and wellbeing.

There is a requirement for all YMCA NSW employees, volunteers (including its Board of Directors), student placements, consultants and contractors, affiliated associations, clients, parents, guardians, families and others associated with YMCA NSW understand the important responsibility they have to:

Protect children and young people from all forms of abuse, bullying and exploitation by our people.

Be alert to incidents of abuse and neglect occurring outside the scope of our operations and services that may have an impact on the children and young people to whom we provide a service.

Create and maintain a safe culture that is understood, endorsed and put into action by all the individuals who work for, volunteer on, or access our programs and services.
IF YOU SEE SOMETHING, SAY SOMETHING

Keeping people safe is everyone’s business and we encourage all our clients and staff to speak up and report inappropriate behaviour. If there are concerns about the safety of a child, young person or vulnerable adult at a YMCA NSW site, please report that concern to the YMCA NSW Manager on duty, call 02 9687 6233 or email safeguarding@ymcansw.org.au.

If there is a risk of significant harm to a child or young person, you can make a report to the NSW Child Protection Helpline (NSW) or Child and Youth Protection Services (ACT).

In NSW call 13 21 11
In ACT call 1300 556 728
YMCA NSW GUIDELINES

To ensure that the YMCA NSW is a safe and happy place for all people who access our services, we ask for your cooperation in abiding by our guidelines.
YMCA NSW STANDARDS OF CONDUCT FOR CLIENTS

We expect our clients will:

Respect the YMCA NSW culture that promotes and monitors the safeguarding of children, young people and vulnerable adults, where we are all expected to speak up and ask questions about the safety of others.

Not act in any way that condones or fails to respond to inappropriate behaviour with children, young people and vulnerable adults by YMCA NSW staff, clients or members of the public. Any concerns are to be reported immediately to YMCA NSW staff.

Not approach YMCA NSW staff to provide any other support or service outside the boundaries of our programs, such as babysitting, coaching services, or lifts to and from the YMCA centre or events.

Respect the rights, dignity and worth of every person and must not make any derogatory, culturally insensitive, violent, sexually suggestive comments or use inappropriate language whilst on YMCA NSW-operated premises.

Talk to children, young people and vulnerable adults and ensure that they are aware of their right to be protected and free from harm. Clients should make sure that children, young people and vulnerable adults know that if they feel they are being bullied or are concerned about the way they are being treated, they can talk to their parent/guardian or a YMCA NSW staff member.

Ensure that all children under 10 years of age are supervised at all times by a parent or responsible guardian of 18 years of age or older (unless in a supervised activity).

Not use, possess, or be under the influence of illegal drugs and/or alcohol or supply alcohol or drugs, including tobacco, to children, young people and clients on YMCA NSW premises.

Understand that verbal, emotional, psychological or physical abuse and physical punishment are unacceptable forms of behaviour at any YMCA NSW facility or event.

Not engage in any sexual behaviour on YMCA NSW-operated premises. Any sexual behaviour is prohibited.

Speak with YMCA NSW management if you have any complaints, concerns or feedback in relation to these Standards of Conduct or in relation to their time with the YMCA NSW and/or treatment by YMCA staff.
PRACTICE AND BEHAVIOUR GUIDELINES FOR CHILDREN AND YOUNG PEOPLE

Please read these with your children and/or young people and ensure that they understand their rights and what is expected of them at the YMCA NSW.

As children and young people you have the right to:

Enjoy your time at the Y.  
Feel comfortable and supported.

Feel welcome and part of the group.  
Be respected and listened to.

Be and feel safe.  
Not be bullied.

We expect that you:

Participate fairly and allow the same for others.  
Ask staff if you need to leave the group/main area and always go in pairs.

Treat others with honesty, caring, respect and kindness.  
Tell staff if you feel unsafe or uncomfortable in any situation so we can help you.

Listen to others.  
Say no to an adult if they ask you to do something that makes you feel unsafe or uncomfortable.

Follow the rules at the Y.  
If you are unhappy with the way you are being treated, please tell someone from the Y or a parent/guardian.

Contact your parent/guardian at any time if you feel upset, unsafe or uncomfortable.

Keep your hands to yourself.  
Will not bully anyone.

Ensure that you use online programs (social media) responsibly including not posting images of others without permission and not bullying anyone online.
YMCA NSW staff will:

| Provide you with a safe space with safe equipment. |
| Treat you with honesty, caring, respect, responsibility and safety. |
| Do whatever we can to make sure you are protected from harm. |
| Create a space where you feel comfortable and familiar. |
| Listen to you, support you and try to resolve any concerns you may have. |
| Respond and report incidents of abuse or neglect |
| Supervise you while you are at the YMCA NSW. |
| Provide you with rules so you know what you can and can’t do at the YMCA NSW. |
| Wear a YMCA NSW uniform or a YMCA NSW name badge when working. |

WE WILL NOT:

| Take pictures of you without permission. |
| Transport you in our own car without parent/guardian permission. |
| Be alone with you in a private space, where we cannot be observed by others. |
| Call or text you from our own phone or make contact with you on social media. |

These Practice and Behaviour Guidelines for children and young people were developed in consultation with children and young people of the Y.
YMCA NSW provides Before School Care, After School Care and Vacation Care for primary school-aged children on a permanent or casual basis. Our aim is to deliver safe, high-quality, educational and recreational programs for children who require care at the start and end of the school day and during the school holiday period.

YMCA NSW Children’s Services programs seek to offer appropriate developmental support for each child. Our friendly staff work hard to ensure your children are cared for in a supportive and stimulating environment. They welcome input from you and your children, as it assists them in tailoring programs to children’s individual needs and interests, along with the ever-changing needs of our communities.
BEFORE AND AFTER SCHOOL CARE

Our Before and After School Care services offer families a positive and community-centred environment where children can grow and develop.

We promote healthy eating through cooking activities and by serving nutritious breakfasts and afternoon teas. We help children to develop self-esteem and learn how to express themselves appropriately through creative arts projects and music, dance and drama programs.

We nurture children’s leadership and decision-making skills, giving each child the opportunity to take ownership of his or her activities and experiences with the support and guidance of our educators.

VACATION CARE

Our Vacation Care programs have been designed with a focus on children having fun while they learn new skills, make new friends and have new experiences.

At YMCA NSW Vacation Care, children can take part in a range of fun activities and learn important social skills in a safe and supportive environment.

To book your child in for Vacation Care, please complete an Enrolment Form (available on the YMCA NSW website under Outside School Hours Care> Forms & Downloads).

With your Enrolment Form, we also require a Booking Form for each holiday period (available on the YMCA NSW website under Outside School Hours Care> Forms & Downloads).

Note: Vacation Care programs may be cancelled with notice.

In some services, children may attend excursions. Please read the information board at your service each day for communication about excursions.

In order to take part in these excursions, children must wear the appropriate coloured YMCA NSW Vacation Care t-shirt and broad brimmed hat, both of which are available to purchase at your service.

Note: Kindergarten children may only attend an excursion after they have completed their first term at school. For more information, please refer to the YMCA NSW Excursion Policy and Procedure, available at your service.
BOOKINGS

What is a permanent booking?
A permanent booking is a booking that does not change each week. For example, every Monday and Tuesday, every Wednesday and Friday, etc. This will be charged at the permanent booking rate. All absences due to illness, holidays, public holidays and staff development days are still payable and will be charged as normal.

Can I make a change to a permanent booking?
All changes to permanent bookings must be made in writing on the YMCA Parent Account Enquiry/Correction Form, which can be found on the YMCA NSW website under Outside School Hours Care>Forms & Downloads.

Any cancellation of care and changes to a booking requires two weeks’ written notice.

Note: If your child ceases to attend care during this period, we are unable to apply Government rebates or benefits to your fees.

What is a casual booking?
A casual booking is a booking that changes from week to week. Casual bookings are only available if the service can accommodate them and can only be booked on a weekly basis.

Parents are required to inform us of the days their child will require the following week (i.e. one week ahead of time).

A casual booking must be confirmed by your service’s Coordinator or educator, to ensure we have availability. In accordance with the National Regulation and National Quality Standards, we cannot always guarantee a position for your child when a casual booking is made.

A casual booking costs an additional $2 per day and once a casual booking has been made, you will be charged even if you decide to cancel or your child is absent that day.
FEES AND CHARGES

How are fees set?

YMCA NSW Management sets the daily fee for our programs on an annual basis. This fee will be based on your service’s annual budget, and the income required to successfully ensure the continued running of the service with quality staffing, programming and resources.

How do I pay the fees for my child’s care?

Before and After School Care

Before and After School Care fees can be paid via Direct Debit. You will be asked to complete a Direct Debit Authorisation Form when you enrol your child into our service.

Vacation Care

Payments for Vacation Care must be made upfront via Credit Card or EFTPOS. We cannot hold a place for your child in Vacation Care unless payment is received.

What if I have a question about my account?

We ask that you understand the complexity of conducting thousands of financial transactions each week. Every attempt is made to use best-practice technology, office procedures and policies that maintain timeliness and accuracy in our financial dealings with customers.

If you have queries or questions about your account, please speak to your Service Coordinator.

If the Coordinator is unable to resolve the issue, please contact our Central Administration Team on (02) 9771 6033 (extension 2) or email: centraladminteam@ymcansw.org.au

If we make an error, we will endeavour to fix it as soon as possible.

A full copy of the YMCA NSW Fees Policy is available at your local service.
DIRECT DEBIT PROCEDURES

We will charge your preferred bank account or credit card each week for the full amount outstanding on your OSHC account. The amount debited will be the amount remaining after your CCB rebate and CCR have been applied (please note that these rebates are subject to Australian Government processes and eligibility requirements).

You will be able to see the amount debited each week on your bank statement.

This service is provided in partnership with Westpac.

When will I be debited?

Payments are processed weekly, each Friday, except when a public holiday falls on a Friday. You will be debited on Friday each week.

You will be issued with a fortnightly statement, via email, that will indicate all charges for care and payments made.

Note: Casual attendances on a Friday may not be charged until the following week.

What will appear on my statement?

‘CCDD’ (Child Care Direct Debit) will appear on your credit card statement

‘YMCA of Parramatta’ will appear on your statement if you choose to pay directly from your bank account.

What do I need to do?

Complete the Direct Debit Authorisation Form and return it with your Enrolment Form when you enrol your child in our care.

Should you have any questions regarding this payment method, please contact your Service Coordinator.
OVERDUE ACCOUNTS

What happens if I am late to pay my account?

We understand that some families may experience genuine financial hardship and may have difficulty meeting obligations to pay fees. However, as a not-for-profit organisation, we have our own financial obligations to pay our staff and suppliers.

Families will receive a verbal and written reminder of outstanding debt from the Service Coordinator and/or Area Manager.

If you have fees overdue by more than 14 days, we will take steps to suspend your care and you will not be able to continue using the service. This may include not accepting a new application for enrolment, or not allowing enrolment into a Vacation Care program until your account is brought up to date.

We will, at our discretion, engage an accredited commercial debt collection agency to act on our behalf to recover outstanding debts and you will bear all of the associated costs.

Where genuine financial hardship is occurring, we will endeavour to assist you and ask that open communication be maintained.

OTHER FEES AND CHARGES

A $5 Direct Debit Rejection Fee will be charged if your Direct Debit payment is declined.

Search Fee

When a child fails to turn up to 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 with school staff and contact parents to ascertain the child’s whereabouts and safety. A $10 Search Fee will be added to your account in this situation. It is your responsibility to tell us if your child is absent.

Late Fee

Our programs close at their stipulated closing time. The penalty fee for collecting a child after the specified closing time is $20 per 15 minutes, per child. This fee covers overtime wages for two educators for time worked.

You should arrive with sufficient time to have a discussion with staff about your child, collect your child and their belongings and be out the door of the service before the specified closing time. The time used for the calculation of the late fee is not the time of your arrival, but the time of departure after collecting your child and conducting any other business.

Late fees must be paid in full because they do not attract CCB; however they will be included in the 50% CCR.
SIGN-IN AND SIGN-OUT

It is a legal requirement for you to sign your child in and out of the service when they arrive and depart. Only those who are an authorised nominee for collection of the child and who are over 18 years of age can legally take responsibility for this. Any absences will also need to be signed and ‘accepted’ on the services’ sign-in register.

POLICIES AND PROCEDURES

All of our OSHC centres have policies and procedures that are readily available to families. Fourteen days’ notice is given to families before any changes are made to a policy or procedure that would:

- have a significant impact on any enrolled child
- affect the family’s ability to utilise the service, or
- affect the fees charges or the way fees are collected.

The notice period will not be required if the change to a policy or procedure is to address an issue in relation to the safety, health or wellbeing of any child enrolled.

Required policies and procedures under the National Regulations:

- Health and safety including matters relating to:
  - nutrition, food, beverages and dietary requirements
  - sun protection
  - water safety
  - administration of first aid.
- Delivery and collection of children
- Excursions
- Refusal of authorisations for a child to leave the service
- Dealing with infectious disease
- Dealing with medical conditions
- Emergency and evacuation
- Incident, injury, trauma and illness
- Child-safe environment
- Staffing arrangements including:
  - code of conduct
  - determining the responsible person present
  - participation of volunteers and students.
- Interactions with children
- Governance and management of the service including confidentiality of records
- Enrolment and orientation
- Payment of fees
- Dealing with complaint.
THE NATIONAL QUALITY FRAMEWORK

The National Quality Framework (NQF) was introduced in January 2012 to bring legal requirements and a new National Quality Standard to improve education and care across long day care, family day care, preschool/kindergarten, and outside school hours care services.

The major benefits for parents and children include:

- improved educator-to-child ratios in most services
- greater individual care and attention for children
- educators with increased skills and qualifications
- better support for children’s learning and development
- a ratings system to help parents assess the quality of education and care providers in their area.

National Quality Standard and Quality Ratings

Our OSHC centres are assessed and rated against seven quality areas of the National Quality Standard:

- **Educational Program and Practice**
  Your child is supported to participate in play and learning

- **Children’s Health and Safety**
  Your child is protected from illness and hazards

- **Physical Environment**
  Your child plays in a safe and well maintained environment

- **Staffing Arrangements**
  There are enough qualified staff to give your child the attention they need

- **Relationships with Children**
  Your child is made to feel supported and welcomed

- **Collaborative Partnerships with Families and Communities**
  Local community involvement and respect and inclusion of all beliefs and values

- **Leadership and Service Management**
  Your child is cared for in a positive environment.
Program Content

Our services aim to meet the curriculum for OSHC – My Time, Our Place – Framework for School Age Care in Australia, incorporating all of the five identified outcomes:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident learners
- Children are effective communicators.

PRIORITY ACCESS

The Commonwealth Government has ‘Priority of Access Guidelines’ for allocating places. The guidelines only apply to Child Care Benefit-approved child care and they are used when there is a waiting list for a child care service, or when a number of parents are applying for a limited number of vacant places.

Every Child Care Benefit-approved child care service must abide by these guidelines.

Priority access is given to:

1. children at risk of serious abuse or neglect
2. children of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the ‘A New Tax System (Family Assistance) Act 1999’.
3. any other child.

Priority access is also given to children in:

- Aboriginal and Torres Strait Islander families
- families which include a disabled person
- families which include an individual whose adjusted taxable income does not exceed the lower income threshold of $43,727 for 2015-2016, or who (or whose partner) are on income support
- families from a non-English speaking background
- socially isolated families
- single-parent families.

More information can be found at: www.mychild.gov.au
STAFFING AND RATIOS

We recognise that caring for large groups of children for significant periods of time requires educators to have specialist knowledge and skills. YMCA NSW allocates a minimum of two staff to each of our services, and adheres to the following:

• YMCA NSW Children’s Services programs use the Risk Assessment Tool to manage child-to-educator ratios for the education and care of children within our services.

• Adjustments to the ratio must be documented and based on a thorough risk assessment plan. Documentation of this must be noted on the risk assessment.

• Ratios for the care and education of children when on an excursion will be published when permission is sought for each event.

Wherever possible, a minimum of two staff are present on child transport, including transport on buses or on foot. Where this is not possible, a risk assessment is undertaken and approval sought from the Regional Manager. The parents of the children involved are informed prior to scheduling of transport.

Note: Regular transport routes only require approval and for parents to be notified the first time the transport route is scheduled.

INCLUSION AND PROFESSIONAL SUPPORT PROGRAM

Inclusion Support Programme

The Inclusion Support Programme (ISP) commenced on 1 July 2016. The ISP assists early childhood and child care (ECCC) services to include children with additional needs alongside their peers, through the provision of tailored inclusion advice and support from Inclusion Agencies (IA) and access to funded support and specialist equipment where required.

What does the program mean for my child?

If your child has additional needs, your Service Coordinator/Area Manager may identify the need for an increased educator-to-child ratio for some of the time your child attends.

An additional educator may be required for:

• a limited time period to settle your child into the care environment; or
• for a longer period.

The additional educator works as a member of the team to provide a quality inclusive programme for all children. They are not funded to provide one-to-one support for any individual child.
PARENT COMMUNICATION

We recognise the importance of parent involvement in our programs. We realise that for many parents/guardians, time is limited; therefore, we aim to provide a variety of opportunities for you to participate, according to your availability.

You can become involved by:
- completing surveys
- attending parent meetings and social functions
- supporting fundraising initiatives
- providing input into weekly programs/menus and policies and procedures.

You will receive newsletters from your individual service, outlining current service information.

Parents and carers are asked to maintain appropriate and respectful communication with service staff at all times, and to refrain from using abusive or threatening language while at the service.

Parents and carers are not to approach any child other than their own while at the service.

CUSTODY AND ACCESS

Court orders

If your family has custody arrangements or court orders in place, we ask that you discuss this with your Service Coordinator. A copy of a current family law court order is required on enrolment and we will do our utmost to abide by this.

If there is the likelihood of problems associated with the collection of your child, it is your responsibility to advise the Coordinator and to provide information about any current court orders, or change to court orders.
**HEALTH**

It is a requirement that parents/carers disclose any conditions that your child may have – please ensure you discuss these directly with the Service Coordinator.

**Administering Medications**

Educators will only be permitted to administer medication to a child if it is:
- a prescribed medication
- in its original package with a pharmacist’s label that clearly states the child’s name, dosage, frequency of administration, date of dispensing, and expiry date
- accompanied by a signed Administration of Medication Record from the parents/guardian.

All forms are available on the YMCA NSW website under Outside School Hours Care> Forms & Downloads.

**Ongoing medical conditions**

For ongoing medical conditions, including allergies and asthma, you must provide a Medical Management Plan completed by a medical practitioner. Medication must travel with the child at all times.

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**Injury, illness and infection**

Children should not attend any of our programs if they are unwell and you must inform the service if your child has been unwell. If a child becomes unwell while attending our services, you will be notified and asked to pick up your child.

When any child or educator is found to be showing signs of infectious disease:
- we will contact you immediately to collect your child and seek medical advice. You are expected to arrive in a timely manner. If this is not possible, alternate arrangements must be made for collection of your child and the service notified of these arrangements
- for any diseases or conditions that require a medical certificate to clear the child or educator from the illness, we refer to Staying Healthy in Childcare Edition 5, available at: www.nhmrc.gov.au. This medical certificate will be required by the Service Coordinator before that child or educator can be readmitted to the program
- clear medical information, such as signs and symptoms of any illness or condition, will be posted in the parent area.

If your child is involved in an accident or becomes ill whilst at the service, you will be notified and will be required to sign the Incident/Injury/Trauma and Illness Record that an educator will complete.
Food and Nutrition

We offer a healthy nutritious breakfast and/or 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 chance to develop their self-help skills through food preparation and serving, and are encouraged to use best practice in regards to food safety measures.

We aim to provide an eating environment that assists in the sharing of family and multicultural values and try to create a calm atmosphere that incorporates the teaching of appropriate social skills.

During Vacation Care, please ensure you send enough food and drink to get your child through morning tea, lunch and afternoon tea. Food should cover all food groups and be nutritionally sound in order to assist your child in becoming involved in the high-energy program.

Note: Please do not to send any food containing nut or nut-related products with your child. In response to the increase in children’s nut allergies, and the associated risk of anaphylactic reactions, our services are ‘NUT-FREE ZONES’.

Additional dietary requirements

Our educators will try to provide assistance and support to any child with allergies or additional dietary requirements. Please inform our educators at enrolment about your child’s requirements and provide all necessary information during the enrolment process.

Decisions regarding breakfast and/or afternoon tea will be made in consultation with parents and educators. Where food requirements cannot be met by the service, parents and educators will develop strategies to ensure your child receives appropriate snacks. We endeavour to also meet religious beliefs in regard to food for individual families.

Note: Please remember that additional dietary requirements are about health or respect for religious beliefs, not likes or dislikes.
TRANSPORTING CHILDREN

Due to the location of some of our services, there may be a need to transport children to and from school as well as to and from excursions. Services may use YMCA NSW vehicles and drivers, commercial drivers or public transport. In order to ensure the safety of all children in all situations, a Transport Policy is in place to govern transport practices. Please speak to your Service Coordinator to find out the individual service pick-up and drop-off points at your school. Parental consent for transportation of children will be sought during the enrolment process.

Thorough risk assessments are conducted and, where specific activities such as excursions require transportation, explicit permission will be sought.

SUN PROTECTION

Outside play is a valuable component of all our programs. Although weather conditions determine if an outdoor program takes place, you should expect that unless it is raining, the children will spend some time outside.

Please ensure your child is prepared, with a broad-brimmed hat (available for purchase at the centre) and appropriate clothing to suit the weather conditions of the day.

Where possible, play will take place in a shaded area and we employ a ‘No hat, play in the shade’ policy. We provide a SPF 30+ sunscreen for educators and children and this will be applied prior to outdoor activities.

Note: If your child requires a specific sunscreen, please label it clearly with your child’s name and send it along with your child each day.

CLOTHING

Children will be encouraged to wear a paint shirt while involved in messy play. Educators gladly accept donations of old shirts for the children to wear while involved in activities.

In our Vacation Care program, you are asked to send children 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 worrying that their clothes will get damaged. Shorts, t-shirts, jeans and jumpers with closed-in shoes are recommended. For sun-safety reasons, please do not send children in singlet tops.

All children attending excursions must have the appropriate coloured YMCA NSW Vacation Care t-shirt and broad brimmed hat each day.

For aquatic excursions to outdoor pools, we require all children to wear a rash shirt.

A spare set of clothes should also be sent in your child’s bag.
PERSONAL ITEMS

Hand-held electronic games are permitted into the programs only when there are specifically programmed technology days at the service.

The use of this equipment will be closely supervised by educators and the users will not be permitted to access the Internet or take photos on these devices while at the services. A thorough risk assessment of the activity will be conducted.

YMCA NSW takes no responsibility for belongings which are lost or stolen during our programs.

SMOKE-FREE ZONE

Smoking is not allowed at any YMCA NSW service or its surrounding buildings, grounds or facilities.

HOMEWORK

A quiet space will be provided to encourage children to do their homework, but educators are unable to offer individual help, as they need to supervise all the children. Educators do not make homework time compulsory for any child, as the main focus of our program is recreation and leisure in a safe, fun and supervised environment.

CHILD CARE BENEFIT AND CHILD CARE REBATE

To help with child care costs, the Australian Government offers two types of financial assistance: Child Care Benefit (CCB) and Child Care Rebate (CCR).

For further information please contact the Department of Social Services on 13 61 50 or visit: www.dss.gov.au

Note: This includes information about allowable absence days.
FEEDBACK

We value all feedback. There are several avenues for you to provide feedback or make a complaint. This can be done anonymously, verbally, via email or via our customer feedback form.

You are welcome to provide feedback to:
• the Service Coordinator
• the Children’s Services Area Manager
• the Children’s Services Regional Manager
• YMCA OSHC via email: oshc.nsw@ymcansw.org.au
• the General Manager, Community and Children’s Services
• the NSW Early Childhood Education and Care Directorate, Department of Education
  1300 679 332 or 1800 619 113 (toll free) ececd@det.nsw.edu.au

Note: Further details are available at your local OSHC service via the compliance sign which outlines details for your local OSHC service.

Anonymous Customer Feedback

All anonymous customer complaints will be acted upon, given there is sufficient information in the complaint to enable an investigation to be conducted. Customers are encouraged to voice all concerns.

Verbal Customer Feedback

All verbal feedback from customers will be responded to by the manager, or the educator directly receiving the feedback. The customer is encouraged to complete a feedback form which will be forwarded to the Area/Regional Manager.

Your Feedback

All feedback will receive a response within seven business days 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.

Note: If the feedback is alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached, the appropriate documentation will be forwarded to NSW Early Childhood Education and Care Directorate (ECECD).

The ECECD is our independent statutory authority for NSW. Once the ECECD receives the form they will make contact with YMCA NSW and may arrange to visit the service.
THANKS!

Once again, welcome to YMCA NSW Children’s Services. We look forward to working alongside you and having you as part of the YMCA family.
GET IN TOUCH

YMCA NSW is a people organisation and we value our clients’ points of view. If you have feedback or suggestions for us, there are a number of ways you can get in touch.

Speak to our friendly staff on the phone or in person
Use the suggestion box at your local YMCA NSW centre
Complete a feedback form at your local YMCA NSW centre or at www.ymcansw.org.au.

CONTACTS

YMCA NSW Children’s Services
Central Administration Team
184 The River Road
Revesby NSW 2212
02 9771 6033 (extension 2)
centraladminteam@ymcansw.org.au
oshc.ymcansw.org.au