

YMCA Gold Coast Family Day Care

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CHILD CARE

Family Handbook



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Welcome!

On behalf of the YMCA of Brisbane we welcome you and your child/ren to our YMCA Gold Coast Family Day Care.

This Family Handbook has been put together to provide an overview of the service program, what you can expect for your child/ren and as a resource you can access during your time with us. The YMCA Gold Coast Family Day Care provides play based care and education for your child/ren. YMCA Family Day Care Educators are professional, qualified small business operators, working from home with the support and resources of our Coordination team. Our Educators will ensure children are cared for in a welcoming, supportive and stimulating environment. Educators provide a range of culturally diverse activities to support children's development.

The YMCA of Brisbane follows the National Quality Standards for Early Education including the National Early Years Learning Framework and My Time Our Place for school aged children. Your input and feedback is valued to ensure the service achieves high standards.

The YMCA Gold Coast Family Day Care service was established in 1983 and has Educators in servicing the Gold Coast. YMCA Gold Coast Family Day Care has an extensive toy and resource library available to Educators.

We look forward to working in partnership with all families and children to ensure we are delivering a service that is not only quality child care but also meets the needs of the community.

Mission Statement

We believe in our YMCA Child Care Programs that every child and young person should be given a real chance to develop in body, mind and spirit.

We do this by providing innovative, fun and safe programs delivered by exceptionally dedicated Educators and staff.

We run a diverse range of exceptional Child Care Programs to meet the flexible needs of children and families in our community.

Our Values

As part of the worldwide YMCA movement we embrace the values of:

- Care
- Honest
- Respect
- Responsibility

Our Commitment

The delivery of high quality care and services including rich and diverse early learning experiences with access to quality resources which consider each child's individual need. Our program is measured against the National Quality Standards and includes a continuous improvement process.

Hours of Operation - Service Office

Gold Coast Family Day Care Office - Monday - Friday 8:00am - 4:00pm

Philosophy

YMCA Brisbane Family Day Care acknowledges the rights of all children, including Aboriginal and Torres Strait Islander, to the access of quality child care, education and support.

At YMCA Brisbane Family Day Care we recognise that it is in the early years of development that children form who they are as individuals, the foundation on which children base the rest of their lives on. Children are full of potential, confident and capable of building their own theories. We will treat children as individuals and value their unique abilities and vulnerabilities. They have the right to positive guidance and nurturing in an environment rich in learning opportunities and one that is welcoming, clean and safe.

We believe respect for each child and their family is paramount and is expressed through listening, observing, and interacting with families and children. We recognise that the family is the child's first and most important teacher. Parents are viewed as partners, collaborators and advocates for their children. We involve and invite parents into every aspect of the curriculum. We embrace cultural diversity, respecting a family's diverse values, beliefs cultural backgrounds, traditions, life experiences and knowledge. Families are encouraged to share their culture, language and experiences with Educators and staff.

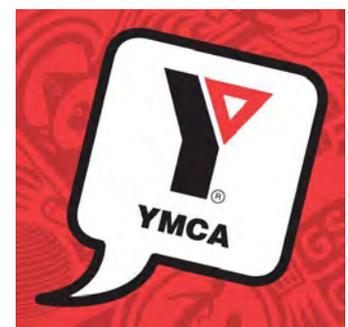
We recognise the importance of culture and religion in the lives of children and families. We expect our Educators and staff to act in ways that are inclusive and respectful of the cultural and religious practices of families who access our service. However no cultural or religious belief will take precedence over the right of children to protection from harm.

We expect our Educators and staff to act in ways that communicate effectively with and are supportive of children.

We will continue to be active participants in our local community by supporting and partaking in local events and activities

We are conscious of our carbon footprint and will continue to look at ways to minimise our effect on the environment. We encourage environmental sustainability by empowering people to take responsibility for making informed decisions towards a sustainable future, whereby we gain knowledge and understanding of the environment as it relates to our society. We promote and involve the children in water conservation, recycling, and growing seasonal foods.

We provide a learning environment where children learn and develop by exploring their world through stimulating and challenging play. We plan for children's learning around their interests and their own specific needs, guided by the National Quality Standards, the Early Years Learning Framework and the School Aged Care learning Framework-My Time, Our Place. This provides opportunities for children to reach their potential, in all areas of their development: physical health and wellbeing, social, emotional, language and cognitive, and spiritual.



Enrolment Process

Prior to commencing care with a Family Day Care Educator, the parent/guardian is required to thoroughly complete a YMCA Gold Coast Family Day Care enrolment form with accurate/up to date information. This information will be kept in a secure location at the service office and Educator premises.

It is essential to ensure all parents/guardians have completed all the sections fully, signed and dated the enrolment form and included any attachments. Enrolment forms must be completed and returned to the YMCA Gold Coast Family Day Care office at least 2 business days prior to your child/ren commencement of care date.

Enrolment forms must be updated whenever there is a change to personal details or as required by the Service or other authorities. It is crucial the Service has correct information, particularly contact numbers, in case of an emergency involving a child.

As part of the enrolment process, it is vital to ensure any special requirements are recorded. Please discuss these requirements with the Coordinator and Family Day Care Educator. For example; allergies, medical conditions, behavioural issues, emotional issues and parenting orders etc.

Booked Hours

Booked hours are arranged and agreed upon between Educators and families before care commences. Booked hours should be adhered to. If there is a permanent variation to these booked hours, a "Change of Booking Request" form is to be completed and lodged with the service through the Harmony Web program. You will then receive a confirmation email stating the new hours.



Educator Absences

If your Educator is taking planned leave, alternate care can be arranged (where possible) for your child during Educator planned leave, the alternate Educator may have different fees to your normal fees. It is your responsibility to contact the alternate Educator as soon as possible. If you are relocating to a new Educator within the service, you will be required to complete a Care Arrangement Form.

If your Educator is unavailable due to illness or other unplanned leave, the Educator will inform you as soon as possible. If you require alternate care, please contact the office on 07 5503 7400.

If no alternate care is booked, no fees are payable.

Cancellation of Care

Parents/Guardians will need to provide two (2) weeks notice when ceasing care with their Family Day Care Educator. Parents/Guardians will need to inform the YMCA Gold Coast Family Day Care Service and their YMCA Family Day Care Educator in writing.

The Family Assistance Law states that a child must be physically in care on their last day to receive child care subsidy (CCS). If a child is absent for the last day of care, you will be required to pay your Educator full fees.

Absences from the Service/Family Day Care

The parent/guardian must notify the Educator if a child is to be absent from the service.

If a child is absent from Family Day Care on a booked day, fees are still payable.

Each child eligible for Child Care Subsidy (CCS) has up to 42 absences a year, including public holidays. These absences are for one child across all approved child care services.

These absences can be taken for any reason and do not require supporting documentation. Should a child use more than 42 absences days per year, full child care fees will be charged as no CCS will be paid.

Fees

Family Day Care Educators set their own hourly fees in accordance with the YMCA Gold Coast Family Day Care "Educator Fee Schedule Guidelines". Administration levy and core hours are set by the Service. A copy of the Educators fee schedule will be provided to each family by the Family Day Care Educator or Service during orientation and enrolment.

Fees are to be paid for the days child/ren are booked into the Service, including times when the child/ren are absent due to illness, holidays, camps etc. Fees are payable on all gazetted public holidays.

Payments will be made directly to the Educator. Method of payment will be advised by the Educator. A receipt will be issued by your Educator. YMCA Gold Coast Family Day Care Service will provide each family with an entitlement statement about their child care usage, fees and government assistance paid to families on a fortnightly basis.

If families utilise alternative care, the alternate Educator fees will be payable.

Family Day Care Educators are within their rights to terminate care if fees are not paid by due date or in arrears. The Service will not refer a family to another Educator if the service is aware that a debt is owed for education and care that has actually been provided.

The YMCA is environmentally friendly and for this reason, statements and other documentation will be emailed where possible.

Government Assistance - CCS

YMCA Gold Coast Family Day Care is an Approved Service and registered to administer Child Care Subsidy entitlements. For information regarding your entitlement (including access to fee calculator) for Family Assistance and Child Care Subsidy visit <https://www.humanservices.gov.au> or phone 136150 (Monday to Friday 8am to 8pm).

If a parent/guardian is registered to receive CCS, they must provide the service with their Date of Birth (and CRN for both parent and child) so the Service can link the enrolment(s) with the Department Of Human Services. Families will be responsible for their CCS entitlements and claims.

Families will need to confirm each child enrolment on their MYGOV account prior to care commencing.

Delivery and Collection of Children

Parents/guardians are required under CCS regulatory compliance to sign their child/ren in and out using their unique Parent/Guardian pin on the Harmony Web software at the Family Day Care Educators premises at the time of arrival and departure. Parents/Guardians must not share their pin with anyone.

This must be the actual arrival time and the actual departure time each day of your child's attendance in order to comply with licensing and insurance requirements. In relation to school drop offs and pick ups, Family Day Care Educators will sign the children in/out of care using their Educator Pin.

Children will not be released to anyone not authorised by the parents/guardians. Persons unknown to the Educator will be asked for identification, and confirmation sought from the guardian if no prior approval is on record.

Children will not be released to a person under the age of 18 years of age unless that person is the child/rens parent/guardian.

Office of Early Childhood Education and Care

The Office for Early Childhood Education and Care is responsible for administering the Education and Care Services National Regulation 2011 and the Education and Care Services National Law Act 2010 that relates to the Service Approval of children's services in Queensland. Approved Services include Long Day Care, School Age Care programs, Independent Preschools and Family Day Care.

The role of the Office for Early Childhood Education and Care includes:

- Service Approvals for children's services in Queensland;
- Monitoring Approved children's services. Early Childhood Officers make both announced and unannounced visits to services regularly to ensure they are operating in accordance with the legislation;
- Providing advice and support for families, children's services and the community relating to child care.
- Investigating complaints or concerns lodged with the Office for Early Childhood Education and Care relating to the provision of an Approved Service;
- Providing professional advice on planning, design and establishment of new services.

The Office for Early Childhood Education and Care is staffed by professionals with Early Childhood Qualifications. Further information relating to the role of the Office for Early Childhood Education and Care, visit <http://www.deta.qld.gov.au/earlychildhood>.

The Office of Early Childhood Education and Care can be contacted at:

Early Childhood Education and Care
PO Box 492
OXENFORD QLD 4210
PH: 07 5656 6688
Email: southeastregion.ecec@det.qld.gov.au

Australian Government Priority of Access

The demand for child care sometimes exceeds supply. The Australian Government has determined guidelines for allocating places in such circumstances. These guidelines apply to Child Care Services. They set out the following three (3) levels of priority:

- Priority 1 – A child at risk of serious abuse or neglect;
- Priority 2 – A child of a single parent, or of parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act;
- Priority 3 – Any other child.

Settling In/Orientation Procedure for Children

All children need the opportunity to settle into Family Day Care. Children all react to situations and changes in different ways. Children may experience some anxiety about going to a new place for the first time. It is important that both parents and the Family Day Care Educator work together to build the special relationship needed for successful adjustment. It is beneficial if both parent and child visit the Family Day Care Educator together, prior to commencement of care.



Excursions

Excursions provide an opportunity for children to engage in meaningful ways with their communities. Excursions are an integral part of Family Day Care. Excursions are either regular or non-regular. Excursions require careful planning to ensure that children will be safe and that they are offered experiences which are appropriate to their developmental level. A risk assessment is completed for all excursions and written authorisation has been given by parents/guardians prior to them taking place.

Community Diversity

We adopt an attitude of respect for all children and their 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 rather than differences.

The program will present positive experiences for the children which are based on gender equality. The service and Educators aim to create an atmosphere where all children feel comfortable, secure and happy.

Parents from non-English speaking backgrounds are invited and encouraged to contribute knowledge of their own culture to enhance the overall program.

Where a child has additional needs we will make every reasonable effort to overcome any barriers to provide access to care and ensure a positive and meaningful inclusion to the program.

We will engage the support of advisory agencies, visiting entertainers, members of the community and parents to support the program and enhance children's understanding of other cultures and people with additional needs.

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



Staffing Structure - Management Structure

YMCA of Brisbane is overseen by a Volunteer Board and Executive Management Team.

Each individual YMCA of Brisbane Child Care Service has a Service Manager who reports directly to the Group Manager - Child Care. This structure is supported by the YMCA of Brisbane, which is reportable to the Board and Executive Management Team.

Staffing

YMCA recognises that the care of groups of children for periods of times requires Educators to have specialist knowledge and skills.

The YMCA of Brisbane prides itself on engaging suitably qualified Educators to all positions to meet the legislative requirements. Our Educators will work towards providing a secure, safe, educational and stable environment.

All Educators are deemed to be fit and proper persons to provide care and education for children within a Family Day Care environment. This evaluation is made through such things as working with children's checks, National Police Checks, contacting referees, establishing a person's character and assessing capabilities to provide exceptional care and education in a Family Day Care setting. Educator to Child ratios will

be adhered to at all times

In order to maintain quality care, an Educator may, at any one time, care for a total of no more than seven (7) children; with no more than four (4) children who have not started school including the Educator's own children

younger than 13 years of age at the approved premises. The Educator must not exceed the permitted numbers

of children specified by the Education and Care Services National Law and Education and Care Services National Regulations.

Children Protection - Safeguarding Children

The YMCA Brisbane Family Day Care Staff, Educators and anyone engaged by the Service will have a duty of care to protect the safety and wellbeing of the children using the Service.

The YMCA supports the Government's position that in our society every child and young person deserves the right to thrive, learn and grow, be respected, valued and enabled to become an effective adult member of the community.

The YMCA supports the concept that a community in which the safety, stability, health, development and learning of every child and young person is protected and promoted throughout childhood.

YMCAs are entrusted to ensure that the people who care for children and young people act in the best interest of the child and take all reasonable steps to ensure the child's safety

The YMCA of Brisbane:

- Recognises that all children and young people have the right to develop and reach their potential in environments that are caring, nurturing and safe.
- Considers any form of child abuse including emotional, physical and sexual abuse or neglect as intolerable under any circumstances.
- Has a legal, moral and mission driven responsibility to protect children and young people from harm.
- Is required to ensure that any incident of suspected child abuse is promptly and appropriately dealt with.
- Ensure all Educators hold a Positive Notice (Blue) Card in accordance with the YMCA of Australia's Safeguarding Children and Young People Policy. All Early Childhood Educators are mandated to report any suspected child abuse.
- All YMCA Child Care Services are accredited by the Australian Childhood Foundation.
- A copy of our full Safeguarding Children and Young People Policy is available at the front counter, we are able to provide a copy on request. We also have child and young people-friendly versions available at <http://www.ymcabrisbane.org/about/safeguarding-children>.



Educational Program and Practice

Programs and activities are developed for each child relevant to their age, interests and abilities.

There are written plans with sound preparation, organisation and co-ordination.

The Early Years Learning Framework (EYLF) is a National Framework incorporated into every YMCA Child Care Service. For further information regarding this framework, please speak to your Family Day Care Educator or Family Day Care Coordinator, alternatively visit the Australian Children's Education and Care Quality Authority website at <http://www.acecqa.gov.au>.

We encourage parents/guardians, extended family members and children to be involved in the planning of these programs to ensure that individual needs (e.g. age, cultural diversity, developmental stages and interests) are being met. Information regarding the program is available to all parents/guardians.

A range of equipment is provided to meet the Early Education developmental needs of each child. The equipment and other materials utilised will be suitable, safe and well maintained.

Through play based learning we aim to assist in the development of each child as an individual.

Some Family Day Care Educators may take the children on excursions as part of their educational program, families will be required to sight risk assessment documentation and provide written permission before this occurs.



Food and Nutrition

YMCA Family Day Care Educators are responsible for providing a sufficient amount of healthy food and drink appropriate to the age of their child. Parents and Guardians are encouraged to discuss meal routines with their chosen Family Day Care Educator to establish the dietary requirements of their child. YMCA Family Day Care Educators may choose to provide a nutritional menu of food and drinks for children in care. Menu's will be on display within the care environment.

The YMCA Brisbane Family Day Care Service accesses the following resources which will be made available to families to support the provision of quality meals:

- Staying Healthy in Child Care
- Nutrition Australia
- Get Up and Grow - Healthy Eating and Physical Activity for Early Childhood

Educators use meal times as an opportunity to discuss the nutritional content of the food provided. Children are given the opportunity to develop their self-help skills through food preparation, serving themselves and they are encouraged to use best practise in regards to food safety measures. Educators aim to provide an eating environment that assists with the sharing of family and multicultural values.

Educators aim to create an atmosphere which is calm and incorporates the teaching of appropriate social skills.



Additional Dietary Requirements

YMCA Family Day Care Educators will endeavor to provide assistance and support to any child with additional dietary requirements. Parents must inform the Service and Educators upon enrolment about such requirements and provide all necessary information within the enrolment form. Educators will develop strategies that will ensure the child is monitored during meal time. The YMCA will also endeavor to meet the religious beliefs regarding food for individual families. YMCA Child Care Services are peanut/tree nut free zones. It is requested that food bought from home does not contain nuts as children attending may have allergies.

What to Bring Each Day:

Each child is individual and unique, however, the following provides a guideline as to what is required to be brought to Family Day Care each day your child attends. It is recommended that you speak to your Educator to discuss this further.

- Hat - a wide brim hat that covers ears and back of neck
- Change of clothes (clearly labelled)
- Sheet/blanket for rest time
- Bottles (including formula) – if required
- Comforters/Pacifiers - if required to assist your child during the day
- Nappies - enough for the whole day (generally 6-7 nappies)

Emergency Procedures

To ensure the safety of the children, emergency procedures will be practised every 3 months and when a new child commences care in the Family Day Care environment. Procedures are also in place in case of harassment and/or threat to the children by persons known and unknown to the Educators. Evacuation plan and instructions will be displayed at each exit.

Sun and Heat Procedures

Outside play is a valuable component of all YMCA programs. Although weather conditions determine if outdoor programs continue, parents should expect that if it is not raining the children will go outside and therefore require a hat daily. Where possible this play will take place in a shaded area, however the YMCA employs a Sun Protection Policy – ‘No Hat No Play’.

Clothing

Parents are asked to send children to Family Day 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, long pants and jumpers with closed in shoes are recommended. For sun safe reasons parents are asked not to send children in singlet tops. A spare set of clothes should also be sent in your children’s bag daily.

Personal Items

All personal toys and devices, including hand held games, are not to be brought to the Family Day Care premises unless previously discussed with the Family Day Care Educator. The YMCA takes no responsibility for belongings which are lost or stolen.

Smoke Free Zone

Smoking is not permitted in the Family Day Care premises or its surrounding buildings, grounds or facilities. Smoking is banned within early childhood education and care facilities and for 5 metres beyond their boundaries.

Parent Communication

YMCA Gold Coast Family Day Care recognise the importance of parent involvement within the program. We realise for many working parents time is limited and therefore we aim to provide a variety of opportunities for parents to participate according to their availability. Some of the ways in which a parent can become involved are: completing surveys, social functions, input into weekly programs, policies and procedures and fundraising. Parents will receive newsletters from the Service outlining current Service information.

Custody and Access - Court Orders

If a parent is experiencing problems associated with custody and access, please discuss this with the Family Day Care Educator/Coordinator. A copy of a current Court Order is required and we will do our utmost to abide by this. If there is any likelihood of problems associated with the collection of your child, it is the parent’s responsibility to advise the Educators and to provide information about any change to court orders, during the year.

Guiding and Supporting Children's Behaviour

In order for the children to feel safe, secure and know the limits of their behaviour, the Educators ensure the children experience a consistent approach to behaviour management. This involves developing each child's awareness of what is appropriate to do, what is not appropriate, what is safe, what angers or hurts others while developing the child's capacity for self-discipline.

No child will be subject to punishment that humiliates, frightens or threatens them.

A child may be excluded from the program for consistent, unacceptable behaviour which puts the health and safety of children and Educators at risk.

Policies and Procedures

YMCA Early Education Services hold policies and procedures for all areas of the National Quality Standards and Service Approval. These are reviewed regularly with feedback from children, families, Educators and YMCA management.

If you would like to read more about the YMCA of Brisbane's policies and procedures a complete manual is available from the Service or Family Day Care Educator.

Confidentiality and Privacy

The Service protects the confidentiality and privacy of individuals by ensuring records about Educators, individual children, families and management are kept in a secure location and are only accessed by, or disclosed to, those people who need the information to satisfy their responsibilities at the Service or have a legal right to know.

All confidential conversations will be conducted in a quiet area away from children.

The Service is required to keep records about Educators, parents and children to fulfil their legal responsibilities. Personal forms and information will be stored in a locked cabinet/cupboard.

Medication

If a child requires medication whilst in care, parents/guardians must complete a "Medication Form", clearly stating the name of the medication, the dosage and the time it was last administered. If the form is not filled out completely and signed by the parent/guardian, the medication will not be administered. Medication must be in original packaging. Prescription medicine must have the pharmacy issued label clearly visible, stating the child's name and the prescribed dosage. Medication will not be administered if it is not in its original packaging or if it's past its expiry date.

Educators will not administer medication at a higher dosage than is prescribed or more frequently than is prescribed on the packaging. All medication will be stored away from the children.



Illness, Incident/Injury and Infectious Disease

If a child becomes ill whilst at Family Day Care, the parent/guardian will be contacted. If the parent/guardian is not able to be contacted, the emergency contact person will be notified. Every effort will be made to make the child comfortable until the parent/guardian arrives.

In the event of an incident/injury occurring, first aid will be provided.

All Educators have a current first aid certificate including CPR, Anaphylaxis and Asthma.

If the parent or guardian is not contacted at the time of a minor incident, they will be informed when they arrive to collect their child. Details about the incident/injury will be written on an *"Incident / Injury Report"* which you will be asked to read and sign upon arrival.

In order to protect the health of both Educators and children, it is necessary to minimise the risk of cross-infection of infectious diseases. The Service will be guided by health authorities as to any exclusion for specific infectious diseases. A list of infectious diseases is available at each Family Day Care premises. Parents and the Department of Health will be notified of any reportable infectious diseases.

Immunisations

Upon enrolment, parents/guardians are required to show the Service the child's immunisation records from their health record book. The staff member will take a photocopy of the immunisation record as proof of immunisation. This information will be kept in the individual child's file.

From 1 January 2016 parents who do not fully immunise their children (up to 19 years of age) will cease to be eligible for Child Care Subsidy. Children with medical conditions or natural immunity for certain diseases will continue to be exempt from the requirements. Conscientious objection and vaccination objection on non-medical grounds will no longer be a valid exemption from immunisation requirements. Parents/guardians are required to advise the Service/Family Day Care Educator when they update their child's immunisations. The Service, Educators and families can obtain up-to-date information on immunisation from www.immunise.health.gov.au/.

Should an outbreak of a communicable disease occur in the Family Day Care Environment, parents/guardians will be contacted immediately.

Guidelines for Exclusions

Children showing symptoms of an infectious disease will be required to be collected immediately. Educators showing symptoms will be asked to cease providing care until provided with medical clearance. If an infectious disease is diagnosed, the infectious person will be excluded for the appropriate period. It may be necessary in some cases for a doctor's certificate to be issued prior to re-inclusion into the service. In determining exclusion periods the YMCA Gold Coast Family Day Care will refer to the current edition of *"Staying Healthy in Child Care – Preventing Infectious Diseases in Child Care"* issued by the National Health and Medical Research Council.



YMCA Gold Coast Family Day Care



Family Handbook 2015

Customer Feedback Procedure

The YMCA of Brisbane views customer feedback as an opportunity for improvement and uses 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 kept for improvement and marketing purposes.

Complaints

The Nominated Supervisor/Manager will be happy to discuss any concerns and answer any questions you may have concerning the program or Service.

If the feedback is a complaint please approach the Nominated Supervisor/Manager. If there is a continuing issue, or it concerns the Nominated Supervisor/Manager, contact can be made to the YMCA Group Manager – Child Care Services on 07 3354 0444 or 0418 879 632. If you still have a concern that you feel has not been addressed, contact can be made to YMCA Head Office Brisbane on 07 3253 1700.

If you feel this process has not met your needs, complaints can be directed to the Office for Early Childhood

Education and Care, South East Regional Office on 07 5656 6688

ANONYMOUS CUSTOMER COMPLAINTS

Responses to all anonymous customer complaints are to be assessed and reviewed and actions recorded with the complaint.

VERBAL AND WRITTEN CUSTOMER COMPLAINTS

All verbal feedback from customers should be responded to by the Nominated Supervisor/Manager, or Educator directly receiving the feedback.

These procedures ensure the highest quality of service is reached. Feedback received from these sources allows constant review of the Services increased customer satisfaction and therefore, increased positive feedback within the community.

Approved Provider Details

YMCA of Brisbane

107 Brunswick Street, Fortitude Valley QLD 4006 Ph: Email: brisbane@ymcabrisbane.org

Group Manager – Child Care

Ph: (07) 3354 0444 / 0418 879 632

Email: Michele.meredith@ymcabrisbane.org





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