



Yangebup Family Centre

CHILDREN'S SERVICES HANDBOOK

11 YANGETUP FAMILY CENTRE
YANGETUP CHILD HEALTH CENTRE

(08) 9417 9995

11 Dunraven Drive, Yangebup

info@yangebupfamilycentre.org

yangebupfamilycentre.org

Office Hours: Monday to Friday 8.30am to 3.30pm

Welcome

Welcome to Yangebup Family Centre Inc. We trust your time with us will be a positive and happy experience for both you and your family. This booklet contains all the relevant information you may require regarding the children's services we offer. More information is available on our website or from the office.

The Yangebup Family Centre (YFC) is a community managed not-for-profit organisation that promotes connection and wellbeing in the local community. The Centre is a cultural hub where children, families, individuals, and seniors can embrace diversity and belonging.

The Centre is located on Dunraven Drive between Yangebup Rd and Beeliar Drive. The Centre is funded by the State Government through the Department of Communities and the City of Cockburn. We are fortunate to have established an excellent rapport with Yangebup and the surrounding communities.

- We build capacity through our flourishing community groups, collaborative partnerships and strong relationships with residents and stakeholders for over 30 years.
- We provide a safe supportive place for individuals, families and community groups to connect
- We utilise a range of engagement strategies to understand the needs of individuals, families and community groups
We build capacity by empowering individuals to take an active role in our community
- We develop the potential of individuals, families and community groups to build connections and increase wellbeing
- We meet the identified needs of individuals, families and community groups through services, programs, networks, partnerships, initiatives and events

Community Representation

The YFC is an Incorporated Association registered with ACNC. The Management Committee comprises of a Chair, Vice-Chair, Secretary, Treasurer and no less than 3 Ordinary Committee Members. The Board employ staff to manage the day-to-day running of the Centre. The YFC has a strong Management Committee with well-established management systems and controls that support its activities and service delivery to the local community. Management Committee Meetings are held the third Tuesday of most months at 7pm and new members are very welcome.



Children's Services Philosophy

Connection promotes parental confidence and develops a sense of trust and partnership between parents, children, educators, community group leaders and administrative staff through positive interactions and a safe and secure transition from home to the Centre.

Integrity is an open and honest communication platform that we pride ourselves in creating between staff, families, and children. We believe open and respectful communication builds trust, which in turn allows people to be open about their thoughts and feelings. Through open communication we are better able to understand the child's strengths and can work together to address any challenges. Role modelling these open relationships encourage positive interactions between children and their peers, an important part of children's social development.

Respect and understanding for others underpins all our key values. As a diverse community, the educators at the Yangebup Family Centre are considerate of everyone who visits our service. We teach an understanding of diversity through our carefully planned curriculums, environments, and celebrations. We are understanding of individual needs and will always help where we can. Families can rely on us for confidential advice without judgement, we understand every family is unique.

Caring environment where children feel safe and secure with a strong sense of identity is of great importance. We provide a safe, hygienic, and nurturing environment giving children the confidence to learn and explore. Our experienced educators develop secure attachments with the children through consistent and warm interactions. We promote healthy living through exploring physical and mental well-being, in addition to building a child's resilience to make transitions more comfortable. A healthy child has more resilience and is more able to cope with different situations throughout the day.

Learning through play-based experiences and active involvement challenges the child's thinking and encourages them to extend on their thoughts and the ideas of others. Literacy and Numeracy are an integral part of communication and vital for successful learning across the curriculum. Our educators provide meaningful experiences to enhance the development of literacy and numeracy in the early years. Staff work collaboratively, sharing their knowledge with one another and the community.

Empowering children, staff, and community members to showcase their cultural heritage by using their home language, displays in the classroom setting and community programs offered at the centre. We believe this enhances their sense of identity. The Centre will integrate into existing support networks and take an active interest in other community groups, developing and delivering programs in response to community engagement.

Our Programs

Playgroup

Our playgroup sessions provide an opportunity for dads, mums, grandparents and carers, with their children aged under 5 years, to meet other local families in a relaxed and playful setting. Our facilitator provides activities and support for local families to learn about children's development through play, talk through an issue, and find out about other activities and services in the community.



Playclub

Developed as a 'stepping-stone' from playgroup to kindy our Playclub provides a fun-filled, educational environment for children 2 – 3 years of age. A parent/guardian is required to attend with the child and activities are provided by our educational facilitator. We also provide a Pre-School Program at local schools to further assist with the transition to school.

Occasional Care

This program operates 3 days a week and is a childcare service for children from 6 weeks to 6 years on an occasional basis, with some permanent positions available. Children are provided care and education in a safe and nurturing environment allowing parents time to attend to other commitments. We offer an educational program based on the Early Years Learning Framework in a multi-aged group setting. Qualified educators provide a stimulating environment with challenging activities based on the children's development and interests.

Pre-Kindy

Our Pre-Kindy program familiarises young children with the routines of a formal program in a relaxed and nurturing environment. Through educational experiences based on the Early Years Learning Framework, children develop in all domains including physical, social, emotional, and intellectual. The program assists children with their self-help skills, confidence, and the transition into formal education. We offer each child one session per week, additional days may be available if they are not filled, please complete a waitlist form if you are interested in an additional day. Children attend Pre-Kindy the year before they are eligible to attend kindy in a school setting and must be fully toilet trained, although we do understand that accidents still occur.

Venue Hire

We offer excellent rates for the hire of the Centre, with a 20% discount available to Centre users. You have the option of 1 or 2 activity rooms with outdoor playground or the meeting room. All rooms have reverse cycle air-conditioning and facilities are provided for tea and coffee. It's the perfect venue for children's parties, family celebrations, community group meetings and other community activities. To enquire about this please speak to one of our office staff.

Our Staff

All of our educators have either Bachelor of Education (Early Childhood), Diploma or Certificate III in Early Education and Care. At all times we have at least one staff member on duty with a First Aid Certificate, Anaphylaxis Training and Emergency Asthma Training. Our staff regularly attend in-services and workshops to keep their knowledge and skills up to date. All staff, including casual relief staff, have a current Working with Children Check and National Police Clearance.

Enrolments

- Enquiries can be made at the Centre office or by telephoning 9417 9995. If the program you require is full we can place you on a waiting list.
- An enrolment form **MUST** be completed on or before the first visit and updated annually or when details change.
- A copy of your child's [immunisation statement](#) and [birth certificate](#) must be attached to the enrolment form.
- When completing the enrolment forms you must ensure all details are correct and that we have at least two emergency contacts other than the parents/guardians.
- If your child is unable to attend a session of care, a phone call, email or notification via the app is appreciated.

Fees

- The Yangebup Family Centre aims to provide a high-quality service at an affordable price.
- The Yangebup Family Centre reserves the right to exclude a child if fees are not paid by the due date.
- We have a NO REFUND POLICY. Refunds are only issued in extenuating circumstances.

Pre-Kindy and Occasional Care

- Pre-Kindy and Occasional Care are registered for Child Care Subsidy (CCS)
- To register for CCS, complete an online Child Care Subsidy assessment using your Centrelink online account through myGov. More information is available here www.servicesaustralia.gov.au
- Each child is entitled to 42 absent days per year.
- CCS is not payable for absences submitted before a child has started at a service, or after a child's final day of actual attendance at a service. Where a child is absent on the first day of care or the last day of care full fees will apply with no CCS.
- CCS ceases if 26 continuous weeks pass without the child attending a session of care at the service. The CCS can be reactivated when booking.
- Fees for Occasional Care are invoiced in advance and must be paid prior to each session.
- Fees for Kindy will be invoiced on a term basis and must be paid in advance.

Playgroup and Playclub

- Fees for Playgroup and Playclub are to be paid by the term in full.
- A non-refundable 50% deposit is required to confirm the place prior to commencement.
- The balance of term fees must be paid in full by week 2 of each term.
- Fees are to be paid at the Centre by cash or card, or by electronic transfer as detailed below:

BSB	016 454
Acc No.	2559 65605
Reference	Child's surname, name of group

Please forward a receipt to the office, or email confirming payment to info@yangebupfamilyCentre.org

Leaving and collecting your Child

Children must be left in the care of a staff member. A parent or guardian must sign the child in on arrival and out on departure using the ipad. These records need to be accurate as they are checked by the Licensing Board and used in the case of an emergency to ensure all children have been evacuated.

A late fee of \$1.00 per minute will be charged if you do not collect your child on time. This fee must be paid prior to your child attending the Centre again.

Custody of a Child

Staff will not allow a child to be collected from the Centre by a person unless they are listed on the enrolment form. Please advise staff in writing if someone different is collecting your child. If staff aren't familiar with the person, they will ask to see their driver's licence as proof of identification. If staff have not received a message, or are in doubt, they will not release your child.

If there are court orders regarding custody a copy must be provided to the Centre for the orders to be enforced. If a situation arises where a non-custodial parent/guardian attempts to collect a child the Responsible Person or Manager will contact the custodial parent and inform them as well as the police.

Child's Daily Requirements

Your child should bring the following items every day. Please ensure all your child's belongings are clearly labelled.

- A Bag to keep your child's belongings in
- Sun safe hat for outdoor play
- Sunscreen applied before care
- At least one change of clothing
- Waterproof bag for wet clothes
- Water bottle
- Morning Tea and Lunch in a lunch box (depending on program)
- Extra underwear if your child is toilet training (Occ Care)
- 5 Nappies (Occ Care - if required)
- Bottles of milk or formula (Occ Care - if required)
- Comforter (Occ Care/Pre-Kindy - if required)



Clothing

Please ensure children are dressed in comfortable, practical clothing. Aprons are provided for messy activities but this cannot ensure children don't get paint, glue, clay or other materials on their clothes. Clothing should also protect the children from UV rays so we encourage t-shirts rather than singlet tops. Yangebup Family Centre t-shirts are available from the office.

Sun Policy

Please provide a hat for your child to wear all year round. Hats must provide adequate protection to the face and neck such as a legionnaires hat or wide brimmed hat. Yangebup Family Centre hats are available for purchase from the office. It is your responsibility to ensure your child has sunscreen applied before attending the Centre. Staff will re-apply sunscreen as necessary during the day.

Allergies

The Centre must be informed of any existing or suspected allergies. An Emergency Action Plan must be completed by a General Practitioner or Allergy specialist and provided to the Centre before attending one of our programs. Any medication required for administration in the case of an allergic reaction must be handed to a staff member at the beginning of each session. Under no circumstances is medication to be left in a child's bag. We will contact you to complete a Risk Minimisation Plan and Communication Plan and these will be displayed in the Centre so they are readily accessible for staff.

As a precaution, our Centre is allergy aware, and we ask that NO NUT PRODUCTS be packed in the children's lunch boxes or brought into the Centre. This means no peanut paste, nutella, muesli bars containing nuts etc. If you have a query about this, please speak with staff.

Nutrition Policy

Meal and snack times will provide a positive learning experience for children who will be encouraged to develop healthy eating habits.

We ask that you pack healthy food for your child to enjoy whilst at our Centre. A piece of fruit, vegetable sticks, cheese and sandwiches make an ideal lunch box for the day along with a drink bottle with fresh water. Please pack your child's lunch in a safe and hygienic matter – using ice blocks to keep the food fresh is perfect. All lunch boxes and drink bottles need to be clearly labelled with your child's name.

Babies' bottles need to be prepared at home and stored in our kitchen fridge. Please ensure your child's bottle is clearly labelled to avoid mix ups.



Birthdays

We love to celebrate your child's special day. If you would like to send in a cake or special treat, please do so. These may be consumed during the day or handed out as children leave the Centre. Individual items are great such as cupcakes, donuts etc and a list of the ingredients is required to assist staff with ensuring no child with an allergy is given the wrong food. Please remember the treats must be NUT FREE.

Illness and Medication

Any medication to be given to the children must be handed to staff at the commencement of the program. Medication must be in the original bottle or packet with the guidelines for administration clearly visible. A Medication Form must be completed by the parent / guardian and staff will administer the medication according to the authorisation form. Do not leave any medication in your child's bag.

If your child becomes ill or injured during a session, we will contact you, or an authorised contact, to come and collect your child or be informed of the injury. An accident/incident form or illness report form needs to be completed and signed by staff and parents. It is your responsibility to ensure the Emergency Contact details are up to date for your child in the case of your child becoming unwell whilst in our care.

In the case of an emergency, the Responsible Person has the authority to call an ambulance and any cost will be the responsibility of the parent / guardian.

We pride ourselves on keeping high standards of hygiene and our staff will educate the children on personal hygiene such as covering our mouth when we sneeze or cough and washing our hands.

Children's Health

Please DO NOT send your child to the Yangebup Family Centre if he/she is unwell. Many illnesses are highly contagious and easily spread amongst children under 6 years of age.

Children who have had vomiting or diarrhoea must be kept away from the Centre for a full 24 hour period after their last motion. A child with a temperature of 37.5 degrees or above must also be excluded.

We follow the Exclusion Guidelines set out for Children's Services by the W.A. Health Department as below:

Condition

Chicken Pox
Conjunctivitis
Diarrhoea / Worms / Vomiting
Hand Foot and Mouth
Hepatitis A
Cold Sores
Impetigo (School Sores)
Measles / Rubella
Meningococcal
Mumps
Ring worm / Scabies
Streptococcal
Whooping Cough
Cold / Flu
Head Lice
School Sores
Temperature / Fever

Exclusion Period

Until all spots are dry, approx. 5 days
Until discharge from eye has ceased
Until 24 hours after diarrhoea / vomiting has ceased
Until all blisters are dry
For 14 days after onset or 7 days after jaundice appears
Until sore has dried (adults not excluded)
Until treatment commenced, cover lesions with waterproof dressing
For 4 days after onset of rash
Until treatment completed
For 5 days after swelling goes down
For 24 hours after treatment has commenced
For 24 hours after treatment has commenced
For 5 days after treatment has commenced
Until well
Until hair is treated and lice removed
Until treatment has commenced, all sores must be covered
Until temperature has gone below 37.5 degrees

Reference: https://ww2.health.wa.gov.au/Articles/A_E/Communicable-disease-guidelines

YFC reserves the right to exclude a child from care if they are showing signs or symptoms of illness and request a Doctor's Certificate to confirm your child is free from illness.

Covid-19

If you or your child present with Covid-19 symptoms, please remain home and test using a RAT or PCR. If you or your child is positive, please isolate for 7 days. Your child may return to care after the 7 days and symptom free.

Routines and Rest times

Each program has a flexible routine allowing the children to become familiar with the program.

Some programs include a sleep or rest time. We have cots for babies and mattresses for the older children. All linen is supplied by the Centre and children are slept in accordance with the SIDS and KIDS safe sleeping recommendations.

No child will be forced to sleep, and educators will ensure babies / children can sleep when they need to.

Photographs

Photographs form an integral part of our program development. If you do not want photos of your child taken please advise their educator and include this information on your enrolment form.

Parent Grievance Procedures

In order to offer the best possible care for your child and to keep communication lines open, please do not hesitate to speak with your child's educator if you have any grievances. You may arrange a suitable time to meet with your child's educator outside of session times. If no satisfaction has been reached, then please speak with the Children's Services Co-ordinator or Manager.

The Yangebup Family Centre is governed by regulations from the Department of Communities, Education and Care Regulatory Unit. Information about the regulations can be obtained as below:

Department of Communities, Education and Care Regulatory Unit

Website: www.wa.gov.au/organisation/departments-of-communities

Email: ecru@communities.wa.gov.au

Telephone: (08) 6277 3889, Free Call 1800 199 383

Centre Policies

The operating of the Centre is guided by policies which are developed by staff and the Management Committee in consultation with families. These are available for all families to read, review and provide feedback.

The policy folder is kept in the office and available on request. Policies are reviewed and updated regularly.

Commitment to Child Safety

The Yangebup Family Centre Inc is committed to the safety, wellbeing and empowerment of all children and young people accessing our programs and services including particular attention to the cultural safety of Aboriginal children and children from culturally and /or linguistically diverse backgrounds, as well as the safety of children with a disability.

The Yangebup Family Centre Inc supports the rights of the child, and we will act immediately to ensure an environment is maintained where children and all participants feel safe, respected, valued, and empowered at all times.

Our commitment encompasses the rights and wellbeing of our staff, members, visitors and volunteers and requires their active participation in building and maintaining a secure environment. We also acknowledge these groups and individuals provide a valuable contribution to the positive experiences of children involved in our programs. We will take measures to protect the safety and welfare of children by embedding child safety in all our programs. It requires conscious action and proactive behaviours to protect children from harm. It means creating a culture of safety that extends from participation and education through to ensuring all members feel safe and secure in reporting inappropriate behaviour.

The Yangebup Family Centre has policies and procedures in place to support our commitment to child safety.

It is essential that everyone involved in the centre understand the important responsibilities they have in relation to child safety, and we are committed to educating our staff and community in this regard.

“Children have the right to be properly cared for and to be protected from violence, abuse, and neglect at all times and in all places. (Convention on the Rights of the Child, Article 19)”

Centre Values

Foundation Value

Family

- Our welcoming environment embraces diversity, so everyone is included.
- Our professional and approachable team provide energy and flexibility.

Connection

- We have meaningful conversations that create a sense of belonging.
- We engage with our community to promote social connection.

Integrity

- We pride ourselves on being positive role models.
- We remain transparent, whilst respecting confidentiality.

Respect

- All members are respected, have a voice, and will be treated fairly.
- We will be patient and considerate of one another.

Caring

- We foster a culture of compassion and empathy.
- We provide a safe and supportive space.

Learning

- We encourage ongoing learning and personal development.
- We actively ensure safety and compliance.

Empowering

- We promote agency.
- We encourage community engagement and the sharing of skills.
- Co-designed programs and events are created in partnership with our community.