

WILLI WAG TAILS FAMILY DAY CARE SERVICE

Family Handbook



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Welcome

The Shire of Williams introduced their first Occasional Child Care service to their community in 1996.

With the consistent demand from their community for childcare and seeing the benefits this service provided, they progressed their service delivery into a Centre Based Service which has been operating since 2012.

With the Shires commitment to providing a valuable service to their community and understanding the benefits it has offered their families, they extended their service delivery and introduced a Family Day Care Service. This service type expands across Rural and Remote WA, supporting many communities similar to Williams, providing them with a valuable and sustainable childcare service.

The Shire of Williams is the Approved Provider with Willi Wag Tails FDC the Approved Service which attracts the Government paid Child Care Subsidy.

The aim of Family Day Care Service is to provide quality childcare in an intimate setting that resembles a family environment. Educators are carefully selected and assessed before becoming registered to the Service. They must abide by the Education and Care Services National Law (WA) Act 2012 and the Education and Care Services National Regulations, 2012.

Each Educator is supported by the Service through regular face to face visits, face time calls, email and phone. They engage in training throughout their membership to further develop their skills and knowledge in the childcare industry so they can support your child's early learning journey.

This parent handbook is provided to help you become better acquainted with Family Day Care and aims to assist you and your child to settle happily into care.

Philosophy

Willi Wag Tails Family Day Care Service will strive to build strong relationships with children and families embracing diverse backgrounds; through collaboration, communication and mutual partnerships.

Our team acknowledge the land and culture of our Elders, Aboriginal and Torres Straight Island people. We aim to continue to grow our knowledge in all cultures, sharing this with all children and their families, bringing our communities together.

Our service and educators will continue to form networks within our communities to enhance children's learning and wellbeing, ensuring they develop a strong connection to their world and become involved learners from a young age.

As children learn through play, educators' environments will offer challenges, be engaging, supportive and provide stability, ensuring all children can develop their individual identity.

The service and educators will continually reflect on their professional practice to ensure children are receiving high quality education and care through pedagogical practice. Health, safety and wellbeing, the environment and the curriculum will be the core foundations of every child's journey in family day care.

The service as a collective will increase our awareness and make a conscious effort to become environmentally responsible, reducing our carbon footprint; reducing, reusing and recycling will be embedded in our daily practice.

Priority of Access

Your Family Day Care Educator may be required to apply the 'Priority of Access' as set out by the Commonwealth Government, if a situation arises where a child needs emergency care. A summary of the guidelines is set out below;

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

If further information relating to child abuse or neglect is required, please contact the service. Your anonymity will be respected.

Confidentiality

Any personal information about families or children is confidential and will be held accordingly. Comments, complaints and positive feedback can be made confidentially through the FDC Service or the CEO at the Shire of Williams.

If for any reason you are not happy with the service, the care your child has received or the environment provided, we would like to know immediately so the matter can be resolved.

You can discuss matters with the above mentioned or formally write a letter. When any matter is raised, the service will follow the Grievance Policy. Any serious confidential matters that need addressing will only be handled by the Approved Provider and/or Willi Wag Tails FDC Service Coordinator and/or the appropriate government representative (ie: Education and Care Regulatory Unit or Child Protection Services).

Settling into Care

Help your child to settle into care by providing your educator with any information that may affect your child's health or behaviour. Let your educator know of any changes such as a restless night or circumstances changing at home. It is important for you to work with your educator so they can provide the best possible environment when they are away from home.

Below are some policies and procedures have been established for you to discuss with your educator;

- Your child's routine
- Food and nutrition
- Activities your child will engage in
- Sleeping arrangements
- Outings and excursions
- Positive guidance behaviour
- Immunisation
- Illness and infections
- Cancellation of care
- Settling in
- Pets
- Delivery and collection
- Hours of care
- Fees
- Arrangements for holidays
- Sun protection
- Policies and procedures



Contract of Care

If possible, arrange to go to the Educators home or venue several times before your child begins care to familiarise them with their new surroundings. Show your child where they will eat, sleep and play. An introduction to the other children in care could also make them feel more relaxed.

Although leaving your child for the first time is difficult, parents are encouraged to say goodbye and leave promptly if they are upset. Most children will usually settle down once left. Educators are very skilful in the art of distraction and have plenty of experience to comfort children who are upset.

We recommend to parents and to Educators that a 'settling in' time of two weeks be given so that if the arrangement doesn't work out either party is free to cancel the care arrangements.

We believe all parents and children should have equal opportunity to access our service. We allow all legal parents/guardians the right to enrol their children in the service and the legal parents/guardians have the right to choose who has access to their child at any time.



Enrolment and Orientation

- Following are the procedures for enrolment of a child into Willi Wag Tails FDC service.
- The Educator will carry out the following procedure for first time enrolments.
- The enrolment form and other relevant information will be given to the enrolling parent.
- The main policies and procedures will be explained to the parents/guardians. They will include details on:
 - Priority of access guidelines.
 - Booking procedure (permanent or occasional)
 - Daily record of attendance. The parent will be shown where and how to carry out this procedure and told of its importance.
 - Child Care Subsidy and Fees Policy.
 - Delivery and collection of children.
 - Grievance procedure.
 - Medical Policy.
 - Education and Care Regulatory Unit contact details.





Enrolment forms

A parent who wishes to enrol their child must complete the prescribed Service Enrolment Contract, submit this form together with a copy of the child's current Immunisation History Statement taken from the Medicare website located on your MyGov account before the first day of attendance.

Child Enrolment Forms must be completed in full and checked by the Educator.

Enrolment Forms will be kept in a secure and confidential manner. Access to this information is available only to the Educator, Management, enrolling parent and Commonwealth Department Officers.

The Enrolment Form must be checked at least annually. Any necessary alterations must be signed and dated.

It is advised that the legal parent/guardian updates the Enrolment Form at any time if details change (eg. Address, phone, custody or any other detail).

Explicit consent must be given to take images of your children for educational purposes.

Family Access



Educators will communicate with parents/guardians in a positive and supportive manner to further encourage the parent-child relationship. Information with regards to family issues and personal lives will be handled confidentially. Every effort will be made to treat both parents and guardians equally. Without legal documentation, Educators cannot act as though one parent is more fit than another to make decisions regarding their child.

Parents/guardians will have access to the Educator to enable them to discuss any concerns they may have at any reasonable time regarding their child. This may be spontaneous, by telephone or by appointment. Educators will not discuss information of a confidential nature regarding any other child or family in their care to any external parties.

Parents/guardians are welcome to visit at any time whilst their child is in care. However, they are requested to give due consideration to the time of day in relation to the children's program i.e. rest time may be inconvenient and could disturb other children.

If the person responsible to collect the child arrives in a visibly intoxicated or unfit state to drive, the Educator will encourage that person to contact another adult to drive them and the child home. Alternatively, the Educator will try and make alternate arrangements. If the person insists on taking the child, the police may be informed.



Attendance Records

Our educators use the electronic 'Harmony' software system to record children's attendances. You and every authorized person who has access to your child must have their own individual PIN to sign the child/ren in and out. PINs cannot be shared between authorized people as it is paramount we always protect children. Upon enrolment you must provide personal details including email address for all authorized people you would like to access your child/ren. A PIN will be sent to the authorized person as well as yourself to use when required.

You will also be required to verify the care that has been provided to your child via entering your PIN or a signature on a separate timesheet at the end of every week of care. This is a legal government requirement and one that must be always adhered to. You will receive an electronic copy of the care that has been provided to your child for your reference.

Child Care Subsidy

Child Care Subsidy (CCS) is a government payment available to all eligible families based on your work/volunteer commitments, income earned, and type of service used. Families should contact Services Australia (Ph: 136150) and be assessed for the CCS prior to using childcare. The Service will need to be provided with the appropriate Service Enrolment Form given to you from your educator with the child and enrolling parents' Customer Reference Numbers and dates of birth to ensure the correct childcare usage details are lodged. Once this information has been registered the enrolling parent must confirm two arrangements; one on their MyGov account and one with Willi Wag Tails Family Day Care Service.



Full fees are payable until the Service receives the entitlement details confirmed by Services Australia. Once this has been applied CCS can be backdated up to 28 days by Services Australia. Families are required to pay the gap fee to the service and this and the CCS component is passed on to your Educator. Failure to pay your gap fee portion may result in immediate cancellation of care.

Please note the Government withholds 5% of your eligible CCS and if there is any difference at the end of the financial year, they will make the appropriate adjustments when you complete your Tax Return. The Government will only pay the CCS up to the capped rate stated on their website. If your educators' hourly fees are above this, you will be required to pay the remaining gap in full.

It is your responsibility to notify Services Australia of any changes in circumstances which may affect your CCS payment. CCS will not be paid for absences that occur prior to a child commencing care, and an absence cannot be claimed as the last day of care. If you have a permanent booking, you are required to pay for the time booked. If your eligibility details change it is your responsibility to find out why. This is not something the service can do.

For further information on registering for the Child Care Subsidy please follow this link;

<https://www.education.gov.au/early-childhood/child-care-subsidy>

If, for some reason your child cannot attend care, fees still apply.

Child Care Subsidy (CCS) is paid for up to 42 absent days for each child per financial year without the need to provide documentation such as medical certificates. All absences beyond the first 42 will only be paid for 'additional absences' if parents provide evidence that the absence has occurred under a permitted circumstance. Additional absences include illness with a medical certificate provided (this may be for the child, the parent or a sibling of the child); exclusion due to non-immunisation; pupil free days at the school the child, or the child's sibling attends (except school holidays); a period of local emergency.

Once 42 absences have been taken, any other absence taken without evidence provided will not be entitled to any CCS payment and the Educator's full fee will be payable.

A cumulative absence total is provided on the child's attendance record and is also available online via the Centrelink website.



Fees

Families should apply and be assessed for the Government approved Child Care Subsidy (CCS) *before* they commence care. If the CCS hasn't been approved families must pay full fees to begin, the CCS will then be backdated and paid directly to the family up to 28 days.

All Educators who are registered to Willi Wag Tails Family Day Care Service have their own fee schedule that is provided to parents before care commences. If you have a permanent booking for your child, you are required to pay for the full sessions of care booked. If you require casual care, you may also be liable to pay for the full session of care if you cancel. Notice periods are required to be given if your child is going to be absent from care or if you are cancelling care permanently. Fees must be paid via EFT, no cash.

Check with your educator what the policy states.

As a requirement of the Family Assistance Law (FAL), if you are eligible to receive the CCS, you are required to pay the total gap fee amount within the set period stated in the policy. Accounting fees may be charged if you are late with your payment. If your account is outstanding, it may result in the immediate cancellation of your child's booking. Your educator will be at risk of losing their operational approval if families do not pay their gap fees as per FAL and service policy.

Public holidays will be counted as an absence day if your child would normally attend care on that day, and fees charged will be as per normal.

CCS is payable for public holidays at the usual rate.

Willi Wag Tails Family Day Care Service charges a levy per hour per child. This levy is included in the fees you pay to your Educator. The Service will recoup this levy from the Educator.

When the Educator is on holidays or sick, no fees will be charged. Parents will need to make alternate arrangements for care if the educator is unavailable for any reason.

The educator will determine how much notice they require when you're cancelling care, if they do not state this a default of two weeks' notice is necessary when care is no longer required.

An Allowable Absence cannot be claimed for the **last** day of care or the **first** day of care if the child does not attend, full fees are required to be paid.



Drop Off and Pick Up

It is important that you drop off and pick up your child within your contracted time. Educators make plans for the end of the day and need to meet their own family's needs, so it is inconvenient when parents do not arrive at the expected time. If you are unavoidably detained, please extend some courtesy and phone ahead to inform your Educator.

Children will not be released to anyone who isn't authorised on the Enrolment Form. If there are any alterations to authorised persons, this information must be provided in writing. Persons authorised by parents/guardians to collect children must be at least 18 years of age.



Regular outings, i.e. playgroup, the park, shops etc. are covered by your authorisation on the enrolment form. Any extraordinary outings need to have your written permission. You should discuss outings with your educator if you do not wish your child to be taken out of the Family Day Care home or venue.

Parents are encouraged to dress children in clothes appropriate for play activities. Educators will try to protect children's clothing as much as possible whilst in care. During changeable weather, a number of layers which can be removed or added to would be most suitable.

Parents are asked to provide a complete change of clothes when their child attends care. If the child is being toilet trained, several changes of clothes may be required.

All clothing should be clearly marked with the child's name.



Meals

Your Educator may or may not provide a nutritious lunch and midmorning and afternoon snacks. If they do, the weekly menu will be displayed for viewing and input.

If you are required to supply your child's own food, please do not send the following foods in your child's lunchbox: Confectionery, snack foods such as potato chips, chocolate bars, cool drinks, cordial and any foods that are high in fat or sugar.

Parents are asked to provide any food needed for a special diet.

Evening meals and breakfast may be supplied upon special arrangements and may attract an additional fee, or you will be required to supply.



Sun Protection

All children in attending care will be protected from skin damage caused by ultraviolet rays from the sun, the following will apply:

- Children will be required to wear a hat which protects the face, neck and ears whenever they are outside. i.e. legionnaire, broad-brimmed or bucket hats.
- Children who do not have their hats on when outside will be asked to play in an area protected from the sun.
- SPF 30+ broad-spectrum, water-resistant sunscreen will be applied before going outside.
- Children should wear sun smart clothing for outside play.

When UV is 3 or above be SunSmart



Slip



Slop



Slap



Seek



Slide





Babies

Many people choose Family Day Care for babies because of the home environment and the personalized attention. If you are placing your baby in care, please make sure you visit prior to commencing care and let the Educator become familiar with your baby's routine.

Bottles

Please provide enough formula or breast milk for the time your baby will be in care. These bottles should be marked with baby's name. Your Educator will rinse the bottles, but sterilization is your responsibility.

Nappies

Parents are required to provide sufficient nappies for the time their child is in care. These may be either cloth or disposable. If using cloth, your Educator will rinse them out and put in a waterproof bag provided by you to take home and launder. A hygienic nappy changing procedure will be adhered to.

Toileting

Parents who have children being toilet trained are encouraged to discuss with the Educator the methods being used at home, to ensure consistency is maintained. It is important you are both working together and that your routines coincide to avoid confusing the child. Please ensure there are extra pants in your child's bag in case of an accident.

Guiding Children's Behaviour

Guidance and discipline techniques used in Family Day Care will aim to encourage the individuality and confidence of each child, never lowering their self-esteem. Under no circumstances will physical punishment be used as a method of guiding behaviour. If there is a concern regarding children's behaviour, then they may be excluded until the parent and Educator have discussed an agreed behaviour management plan. They may be referred to an appropriate service for assistance.

Immunisation

All children must be immunised to attend childcare and to receive the Government approved Child Care Subsidy. Immunisation records must be provided to your Educator upon enrolment and all

future immunisation updates should be provided as they have been given.

Any child who does not have an up-to-date immunisation record will be treated as unimmunised and will not be able to attend care unless special permission has been given by the Chief Health Officer or they are on a catch-up plan. Child Care Subsidy is not applicable.





Illness

As with all early childhood education and care services children, with certain conditions will not be accepted into their educator's care, if they present with the following:

- Ear, eye or excessive nasal discharge

- Rashes

- Infected or infectious sores

- High temperatures

- Vomiting or diarrhoea (24-hour exclusion period to be applied after last motion)

- Infectious childhood diseases

Whilst it is accepted that sudden illness can cause inconvenience for working parents, it must be remembered that to send a sick child to care jeopardizes not only other children, but the Educator and their family. It is important that the Educator is notified if your child has been unwell or has had an injury since last attending the service. ***Educators will send your child home if they are unwell or become unwell as they have a duty of care to all children to ensure their health and safety.***

Injury/Incident/Trauma

Educators will notify parents of an Injury/Illness/Incident/Trauma suffered by the child whilst the child is in care. An Injury/Illness/Incident/Trauma Form will be completed by the Educator on the same day the incident occurs and must be counter-signed by the parent. These records must be kept by the Educator and the service until the child is 25 years old. **If Medical attention is sort within 24 hours of incident occurring** this must be reported to your Educator and the Service Coordinator which will then be reported to the Education and Care Regulatory Unit.

Medication

Your Educator cannot administer any type of medication without your written approval unless in the case of an Asthma or Anaphylaxis emergency. There is a Medication Form to be completed and signed by you. This must be counter-signed by the Educator when medication has been administered. It is not legally permissible to administer medication unless the correct procedure has been followed. Prescribed medication will be checked for the correct name of the child, the quantity of medication to be administered to the child, and the expiry date. The medication must be in the original container and will not be administered unless all information is correct. Your Educator should also be informed if your child is on any medication at home which is not required during care times. A copy of the Medical Policy will be provided at enrolment time.

Rest

A rest period, usually after lunch, is offered to every child in care. If your child does not sleep at this time they will still be encouraged to have a quiet time with a book or a quiet activity. You may be required to complete a Sleep Risk Assessment for your child if they are under 6 months of age. You should inform your educator if your child has been unwell so additional monitoring during this time can be carried out.



Grievance Procedure

All parents play an important role in our Family Day Care Service and have a right to complain about the service that they are receiving without fear of retribution. Families using the service can expect complaints to be dealt with promptly and confidently. The following procedure will be followed if parents/guardians wish to make a complaint:

1. Parents are firstly encouraged to raise their complaint with their educator;
2. If the parent is not satisfied with the outcome of the complaint, or does not feel comfortable approaching them, the FDC Coordinator may be approached to discuss the complaint;
3. The Coordinator or educator concerned will record all formal complaints in writing;
4. The issue will then be resolved as quickly and effectively as possible;
5. Parents will be informed either verbally or in writing of the outcome of the complaint and the action that has been taken;
6. If the parent is not satisfied with the outcome of the complaint, they are encouraged to direct the matter in writing to the CEO at the Shire of Williams (as the Approved Provider);
7. If, after performing the above actions, the matter is still not dealt with to the parent's satisfaction, the parent may wish to take the complaint to the Education and Care Regulatory Unit.

Details are on the following page.



Willi Wag Tails



Family DAYCARE

Education and Care Regulatory Unit
Locked Bag 5000
Fremantle WA 6959

ECRU Department of Communities
Level 7, Boorloo Campus
130 Sterling Street, Perth

Phone: 62773889
1800 199 383

E-mail: ecru@communities.wa.gov.au
Website: www.communities.wa.gov.au

If you have raised concerns about quality issues and your concerns remain unresolved, please contact;

Australian Children's Education & Care Quality Authority (ACECQA)

Email: enquiries@acecqa.gov.au

Phone: 1300 422 327

Parents/Service Grievance

The parent has the right to report any grievance with Service policies or procedures to the Coordinator. If the grievance is unresolved to the satisfaction of the parent, they have the right to report to:

The CEO at the Shire of Williams
9 Brooking Street,
PO Box 96 WILLIAMS WA 6391

The Education and Care Regulatory Unit inspects Educators services to ensure the Education and Care Services National Law (WA) Act 2012 and the Education and Care Services National Regulations, 2012 are being met. ACECQA implements and administers the National Quality Framework for Early Childhood Education and Care for Family Day Care across Australia.

Community Services supporting Parenting and Family Wellbeing

Child Care Access Hotline

1800 670 305, 133 677 (TTY service for people with a hearing/speech impairment), 8 am-6 pm Monday to Friday

Family Relationship Advice Line

1800 050 321, 8 am-8 pm Monday to Friday, 10 am-4 pm Saturday

healthdirect

1800 022 222, 24 hours 7 days

Kids Helpline

1800 551 800, 24 hours 7 days

Lifeline

131 114, 24 hours 7 days

Medicare Public Enquiries Line

132 011, 24 hours 7 days

Mensline Australia (support and referral to specialist men's services)

1300 789 978, 24 hours 7 days

National Breastfeeding Helpline

1800 MUM 2 MUM (or 1800 686 268), 24 hours 7 days

National Poisons Information Centre

131 126, 24 hours 7 days

Perinatal Anxiety and Depression Australia (PANDA) Helpline

1300 726 306, 10 am-7.30 pm (AEST/AEDT), Monday to Friday

Playgroup Australia

1800 171 882, 9 am-3 pm Monday to Friday

Beyond Blue

1300 22 4636, 24 hours 7 days

Pregnancy, Birth and Baby

1800 882 436, 7am-midnight (AEST/AEDT) 7 days

1800 RESPECT (National Sexual Assault, Domestic and Family Violence Counselling Service)

1800 737 732, 24 hours 7 days

CHILD HEALTH CLINICS	
Narrogin	988 10385
Broome	9194 2340
Kellerberrin	9045 6240
Northam	9690 1320
BROOME Support Services	
Bidyadanga Health Clinic	9192 4952
Beagle Bay – AMS Clinic	9192 4952
Broome Medical Clinic	9192 2022
Headspace	9192 6222
Kimberley mental Health and Drug Service	9194 2640
NORTHAM Support Services	
Avon Hospice	9690 1338
Northam mental Health	9621 0999
Northam Early Learning Centre	9622 5167
NARROGIN and SURROUNDS Support Services	
Great Southern Community Mental Health Service	9881 0700
Wickepin Health Centre	9888 222
Dumbleyung Child Health Clinic	9863 5222
Beverley Child Health Services	9646 1210

CODE OF ETHICS

In relation to children, I will:



1. Act in the best interests of all children.
2. Respect the rights of children as enshrined in the United Nations Convention on the Rights of the Child (1989) and commit to advocating for these rights.
3. Recognize children as active citizens participating in different communities such as family, children's services and schools.
4. Work with children to help them understand that they are global citizens with shared responsibilities to the environment and humanity.
5. Respect the special relationship between children and their families and incorporate this perspective in all my interactions with children.
6. Create and maintain safe, healthy environments, spaces and places, which enhance children's learning, development, engagement, initiative, self-worth, dignity and show respect for their contributions.
7. Work to ensure children and families with additional needs can exercise their rights.
8. Acknowledge the uniqueness and potential of all children, in recognition that enjoying their childhood without undue pressure is important.
9. Acknowledge the holistic nature of children's learning and the significance of children's cultural and linguistic identities.
10. Work to ensure children are not discriminated against on the basis of gender, age, ability, economic status, family structure, lifestyle, ethnicity, religion, language, culture, or national origin.
11. Acknowledge children as competent learners and build active communities of engagement and inquiry.
12. Honor children's right to play, as both a process and context for learning.

In relation to families, I will:

1. Listen to and learn from families, in order to acknowledge and build upon their strengths and competencies, and support them in their role of nurturing children.
2. Assist each family to develop a sense of belonging and inclusion.
3. Develop positive relationships based on mutual trust and open communication.
4. Develop partnerships with families and engage in shared decision making where appropriate.
5. Acknowledge the rights of families to make decisions about their children.
6. Respect the uniqueness of each family and strive to learn about their culture, structure, lifestyle, customs, language, beliefs and kinship systems.
7. Develop shared planning, monitoring and assessment practices for children's learning and communicate this in ways that families understand.
8. Acknowledge that each family is affected by the community contexts in which they engage.
9. Be sensitive to the vulnerabilities of children and families and respond in ways that empower and maintain the dignity of all children and families.
10. Maintain confidentiality and respect the right of the family to privacy.





In relation to colleagues, I will:

1. Encourage my colleagues to adopt and act in accordance with this Code, and act in the presence of unethical behaviours.
2. Build collaborative relationships based on trust, respect and honesty.
3. Acknowledge and support the personal strengths, professional experience and diversity which my colleagues bring to their work.
4. Make every effort to use constructive methods to manage differences of opinion in the spirit of collegiality.
5. Share and build knowledge, experiences and resources with my colleagues.
6. Collaborate with my colleagues to generate a culture of continual reflection and renewal of high-quality practices in early childhood.

In relation to communities, I will:

1. Learn about the communities that I work within and enact curriculum programs which are responsive to those contexts and community priorities.
2. Connect with people, services and agencies within the communities that support children and families.
3. Promote shared aspirations amongst communities in order to enhance children's health and wellbeing.
4. Advocate for the development and implementation of laws and policies that promote child-friendly communities and work to change those that work against child and family wellbeing.
5. Utilise knowledge and research to advocate for universal access to a range of high-quality early childhood programs for all children.
6. Work to promote community understanding of how children learn, in order that appropriate systems of assessment and reporting are used to benefit children.



Our commitment to Child Safety...

Our service is committed to ensuring the safety and wellbeing of children is always maintained whilst being educated and care for by our educators. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect.

We understand our responsibilities and statutory duty of care to adopt and comply with the National Principles of Child Safe Organisations and the Reportable Conduct Scheme to build our capacity as an organization to prevent and respond to allegations of child abuse.

Our educators carry out their responsibilities as mandatory reporters as required by law and maintain up to date with knowledge of child protection law and child protection training.

We ensure our educators are recruited through an extensive screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in additional to holding a validated Working with Children Check.

We have zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management.

Willi Wag Tails Family Day Care Service

1 Growse Street Williams
PO Box 96 WILLIAMS WA 6391

Telephone: 0455461655

Email: Sharon.Palumbo@williams.wa.gov.au

