

**FREQUENTLY ASKED QUESTIONS**

- 1. How were the three operators appointed?**
  - a. ECDA issued an open call to invite interested operators to apply to participate in the pilot. Operators were then evaluated based on criteria such as track record in childminding, incident management capability, and financial standing before being appointed.
  
- 2. How can I register my infant for the pilot?**
  - a. Interested parents with eligible infants can contact any of the appointed operators to register your infants.
  
- 3. Why does the pilot only include childminders' homes and community spaces, and not at parents' homes?**
  - a. Currently, childminders who provide childminding services at the parents' homes will likely only care for one infant at a time. This limits the number of infants who can benefit from such caregiving arrangements.
  - b. Childminders' homes and community spaces are more suitable as these spaces allow childminders to care for more than one infant at a time. This would also allow childminding services to be kept affordable for parents since childminders can care for more than one infant.
  - c. Parents who prefer to opt for childminding services in their own homes can continue to make their own arrangements with suitable service providers, outside the pilot.
  
- 4. Why is the Government only subsidising a maximum of 10-hours, between 7am to 7pm on weekdays? What if I need these services beyond the 10-hour block, and outside of 7am to 7pm on weekdays?**
  - a. The 10-hour block ensures that childminders can balance their work and personal commitments and needs.
  - b. If parents require more than 10 hours or if they require childminding services outside of 7am to 7pm on weekdays, they can make separate arrangements with the operators directly based on their regular rates, outside the pilot.
  
- 5. If there are issues regarding the childminding services, how and who can I raise the matter to?**
  - a. Operators will be required to establish agreements with parents prior to providing childminding services, which will include clear incident management protocols to ensure that all disputes, feedback and incidents are handled in a timely, fair and transparent manner.
  - b. Parents should thus reach out to operators first if the services provided do not meet the contractual terms that were agreed upon between operators and parents.

- c. Where there are disputes related to the contractual agreements between the operator and parents, individuals may approach other consumer channels for assistance.
- d. Parents may also reach out to ECDA for serious incidents, and operators found to have breached the service requirements or industry standards may be removed from the pilot.

**6. What kind of background checks will ECDA conduct on the childminders? Will these background checks extend to the childminders' family members since infants will be cared for in the childminder's home?**

- a. ECDA will conduct background checks on childminders, including checks on whether childminders have any criminal history, such as child-related offences. For services conducted in childminders' homes, such background checks will also be extended to those who will have regular access to the homes (e.g., family members).

**7. Will childminders concurrently be looking after their own infants/children?**

- a. Childminders may be concurrently looking after their own infants/children. Childminders are expected to disclose such arrangements and parents should check with childminders or operators directly.
- b. Regardless, childminders can only look after up to a maximum of three infants/children under the age of 12 at any one time.

**8. Will monitoring devices such as closed-circuit television (CCTV) be mandatory under the pilot?**

- a. For community spaces, operators will be required to set up CCTVs as these are public areas.
- b. For childminders' homes, childminders are not required to set up CCTVs. Nevertheless, ECDA encourages operators and childminders to make use of CCTVs and monitoring devices as part of their commitment to the safety and well-being of infants. Childminders can consider placing CCTVs in caregiving areas only, and during the hours of care. This is to balance the privacy of childminders and those that reside in their homes while also providing parents with peace of mind.
- c. Parents may also wish to discuss such arrangements in selecting their childminders.

**9. I would like to be a childminder. Do I need to be under an operator, or can I provide childminding services individually?**

- a. Individuals who are interested to become childminders under the pilot will need to be engaged under one of the appointed operators. Childminders will not be allowed to operate individually under the pilot.

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