

EVERYTHING CRÉCHE

Bibra Lake

Bibra Lake cater for children from 8 weeks - 12 years of age. (Up to 12 years of age for evening and Saturday shifts) as well as school holiday. Capacity of 20 - 30 children: 2 - 3 staff members

Canning Vale & Cockburn

These clubs cater for children from 8 week - 12 years of age. Both the Cockburn & Canning Vale Creche have a capacity of 20 - 30 children: 2 - 3 staff members

Forrestdale

Forrestdale can cater for children from 8 weeks - 12 years of age. Our Forrestdale Creche has a capacity of 10 children: 1 staff member.

For all babies under 12 months or children who are not walking you must bring a pram or capsule (with pram) for safety and evacuation purposes. If your child aged over 1 still requires a sleep in their pram during their booking, they may need to be booked in as under 12 months.

Settling Your Child Into Crèche

Children all react differently to being away from their parents, you are welcome to stay for 10 minutes to settle your child into Crèche before leaving.

Once you leave the Crèche, we ask that you do not return to the room unless you have been asked, or are signing your child out as this can unsettle them. You can ask staff at reception to ring the crèche to check on the child if they were upset when you left. We encourage bringing new children into the creche at quieter times to start, until they are settled in.

We encourage a 10 minute cry rule – after 10 minutes of attempting to settle your child, you will be called to come back to creche to calm or collect your child. The Crèche Team Leader and staff will be open to discuss ways of improving your child settling in, and work with parents as much as they can in making your child comfortable.

Enrolment

Every parent/guardian must complete an enrolment form. This form contains informations regarding your child's health, custody arrangements and emergency contacts.

The enrolment forms are needed by our staff, to help the take the best possible care of your child/ren. Enrolment forms will be updated annually or when family details change. Enrolment forms will be kept in a confidential file, available only to the Crèche Team Leader, Crèche Staff, Parent/Guardian of that child and Department of Child Protection Officers.

Opening Hours

Scan the QR code below to view our opening hours:

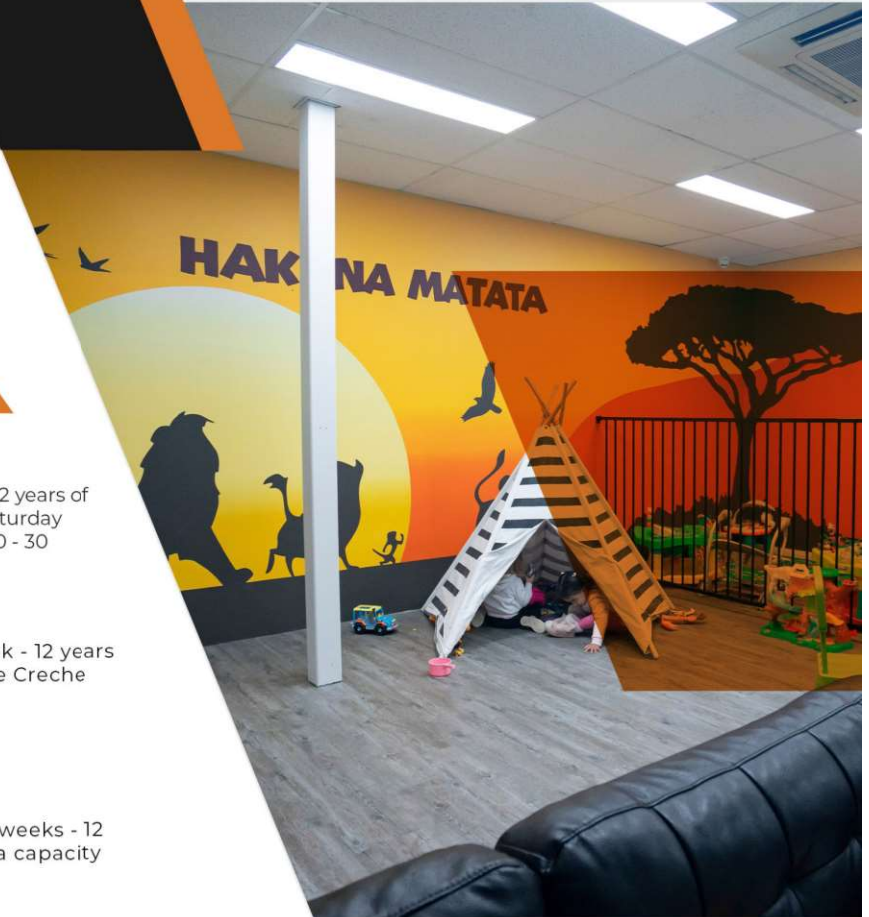


Signing In & Out Sheets

Signing children in and out of the Crèche is a daily requirement.

The following policy applies to all families:

Accurate attendance records will be kept and checked each day. The parent/guardian that brings the child to and from the Crèche must record and sign the child's times of arrival and departure. Children must not leave Crèche unaccompanied and parents must stay onsite while their child is signed into Crèche.



Online Booking Systems

Bookings are essential to secure your child's attendance and payment is required at the time of booking via Paypal or credit card.

Bookings can now be completed through the Roar app. To find the app search 'Roar Active' on the App store or Google Play store. Once on the app, select your desired club in the drop down menu and scroll until you find 'Creche Bookings,' this will then take you to our booking system.

If your child(ren) is booked into the Creche you must cancel your booking online at least two hours before the booking. Any cancellations made less than two hours before the booking will not be eligible for a refund.

Parents/guardians that are late collecting their child (after the purchased duration) will incur an extra Creche fee for each child.

Current Fees:

Our fees are reviewed from time to time and should there be a price change, sufficient notice will be given.

- \$4.00 per child for 1 hour.
- \$6.00 per child for 1.5 hours.
- \$7.00 per child for 2 hours.

Communication With Parents

Staff will communicate with parents/guardians in a positive and supportive manner that encourages the parent-child relationship.

When signing your child into Crèche please tell staff anything that may be relevant to your child's time in the Crèche that day. When collecting and signing your child out, staff should tell you how your child's morning has been.

Snacks

Parents are asked to make sure that any food allergies are recorded on enrolment form and written on sign in sheet, at each booking.

Nuts and Nut products are prohibited from the Crèche-please do not have any foods in child's bag or bring any foods into the Crèche that may contain nut products. The creche's food policy only allows for Fruit, veggies, dry crackers and water only. **NO POPCORN or BOILED EGGS allowed.** We also ask that you bring your child a named drink bottle with water in it. The Crèche does not provide food for the children.

**individual clubs may have varied food policies based around spaces and allergies.*

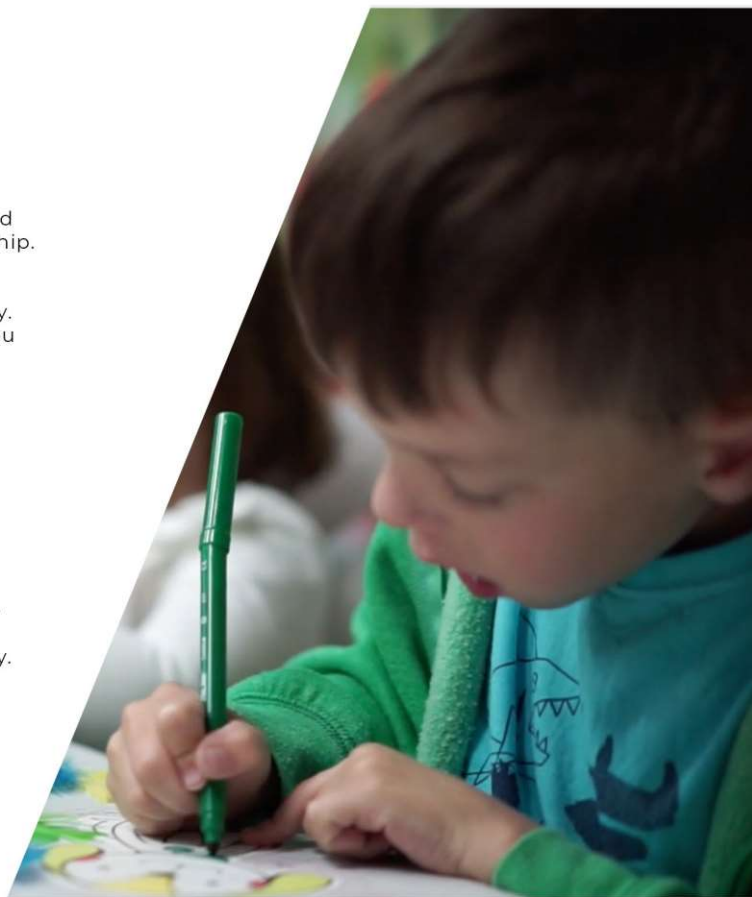
In the event of your child needing to be bottle fed whilst in our care, please let staff know when your child is due. Bottles are required to be pre-made for staff.

Personal Toys

The Crèche provides a wide variety of equipment, games and toys for all children to play with, and would appreciate children leaving personal toys at home. Toys of comfort or small snuggle rugs are acceptable to bring.

We understand that many children would like to bring toys to the Crèche, however smaller toys brought from home can pose as a choking hazard, and will not be allowed in the creche under any circumstances. If toys get damaged or lost at the crèche it can cause great distress for the child.

No electronic items are to be brought to Crèche (Game devices, Phones, etc.), excluding electronic toys approved for 7+ years. The Creche is not liable for any damages.





Nappy Changing

All children must be brought into Crèche in a fresh nappy, and extra nappies and wipes must be provided. If the child requires changing during their time in Crèche the Crèche team will do so.

The Crèche does not supply any nappy changing items and if you do not provide these items you may be asked to collect your child, should they require changing. If you would prefer to be contacted to do so yourself please specify upon drop off. This also applies to any children who are in toilet training.

Any children who are toilet training must bring a clean change of clothes. We encourage you to take your child to the toilet on arrival, to familiarise and encourage them. Parents may be required to come and assist in the event of a toileting accident.

Supervision

The crèche will maintain a high level of supervision of children at all times. Staff will position themselves where they can see all the children under their supervision, listen carefully to what is happening and know the children individually so they can anticipate their needs. Staff will join in the children's play and encourage them to try new experiences.

Bookings are essential as we will not exceed our ratios under any circumstances. Should we be at capacity, you will be turned away.

Occupational Health & Safety

Our club is concerned to protect the health and safety of children and staff within the club. In the interest of Occupational Health and Safety and the wellbeing of the children, the Club is a smoke free zone. All equipment, toys and play areas are checked regularly to ensure they are clean and safe for children's use.

Everything Medical

If your child is unwell at home, please do not bring them to the Crèche. Children who have more than a slight cold should not be brought to Crèche and may not be accepted into crèche at the Crèche Team Leaders discretion. Fevers, vomiting, diarrhoea, or unexplained rashes are indications that a child should not be brought to the Crèche.

It is important that the Crèche Team Leader is notified if your child has been unwell since you last attended crèche. If your child becomes ill whilst in Crèche, they will be separated from other children and made to feel comfortable as possible until you can return to the Crèche.

The Crèche Team Leader has the prerogative to call an ambulance or doctor if urgent medical attention is required. All medical and ambulance costs are the parent's responsibilities.

Crèche staff are not to give medication to any child except in life threatening situations.

Please do not pack any medication in your child's bag or belongings

Life threatening medication such as Epi-pens and asthma medication, must be presented to the person at Crèche reception and clearly marked with the child's name. *Out of date medication will not be used.*

Allergy action plans must be supplied to the Crèche, detailing all allergies, type of reaction and treatment required. If your child required an Epi-pen, one must be brought to Crèche at every visit and given to staff at Crèche reception. Epi-pens must be in date. Every time you sign your child into Crèche you must write on sign in sheet your child's allergies and remind staff.

Complaint Procedures

Please let us know if you are not satisfied with any aspect of the service we provide for you and your child. If you have a complaint or concern, you may discuss your problem with the relevant staff member or the Crèche Team Leader.

Guiding Children's Behaviour

You are encouraged to discuss your child's behaviour with staff. Staff will focus on positive behaviour, providing praise and encouragement where appropriate.

When time-out is used it will be discussed with the child and the time out period will be no longer than 5 minutes (as a general rule one minute per age of child). Staff will get down to child's level and explain behavioural expectations to the child and ask them to say sorry to other children or staff that they have hurt.

Biting & Bullying Policy

Every now and then children will bite for many different reasons. Staff need to be aware of the children who continuously bite and have strategies in place to overcome the situation. If a biting or bullying incident does occur, staff will give first aid to the victim (wash with warm soapy water, apply ice and dressing if the skin has been broken). The child who has bitten or bullied the child will be separated and it will be explained so that biting and bullying is unacceptable, and the parent will be called to collect their child. Staff will document the biting or bullying incidents on an incident report form and will discuss the incident with child's parents upon pick up.

Accidents

In the case of a minor accident staff will attend to the injured child and apply first aid. Depending on the severity of the injury, you will be contacted at the time of the accident.