



PARENTS CRECHE HANDBOOK

BIBRA LAKE | COCKBURN | CANNING VALE | FORRESTDAL



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ABOUT THE CRECHE

Welcome:

Welcome to our Creche on behalf of all our Creche Staff. Roar Active now has 4 locations that provide a creche facility – Bibra Lake, Canning Vale, Forrestdale and Cockburn. Please read this information carefully to assist you in settling your child into the crèche and to answer any questions you may have.

The contact telephone numbers for each club, during staffed hours, are as follows:

Bibra Lake: 08 9412 0000
Canning Vale: 08 9456 2266
Cockburn: 08 9468 7778
Forrestdale: 08 9488 8247

Creche Age Policies:

For all babies under 12 months 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.

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 holidays. 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 with 1 staff member.





Opening Hours:

Bibra Lake:

Monday - Friday:
8.30am to 1:00pm

Saturday:
7:30am to 12.00pm

Mon, Tues, Wed:
4:30pm to 7.30pm

Cockburn:

Monday - Friday:
8.30am to 12.30pm

Saturday:
6.45am to 11.30pm

Mon - Thurs:
3:30pm to 7:30pm

Canning Vale:

Monday - Friday:
8.30am to 12.00pm

Saturday:
7:15am to 11:00am

Monday & Thursday:
4.30pm to 7.30pm

Forrestdale:

Monday - Thursday:
9.15am to 10.45am

Friday:
9.15am to 11.15am

Saturday:
7.45am - 10.30am

Settling Your Child Into Creche:

When children first visits our crèche the needs of both the parent and child will be respected. 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 Creche Coordinators and staff will be open to discuss ways of improving your cub settling in, and work with parents as much as they can in making your child comfortable.

ENROLMENT & FEES

Enrolment:

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

The details required on the enrolment form are needed by our staff, to help them 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. Access to this information is available only to the Crèche Coordinator, Company Manager/Directors, Crèche Staff, Parent/Guardian of that child, and Department of Child Protection Officers.

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 collects child from crèche must record and sign the child's times of arrival and departure. Children must always arrive and depart the crèche accompanied by an authorised adult. Parents and Guardians must remain onsite while their child is signed into crèche.



Current Fees:

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

**Any pre-purchased/unused credit will not be refunded.*

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

Payment of Fees:

Payments are now made through our online system; Yep Booking – and must be made at the time of booking.

Late Collections:

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

Creche Cancellations:

If your child(ren) is booked into the crèche you must cancel your booking online at least two hours before the booking. Any cancellations made after this time, your booking payment will not be eligible for a refund.





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.

If you do not have a booking, you risk being turned away as ratios cannot be exceeded as we staff accordingly based on our bookings.

Bookings can now be completed through the Roar app. Our app is available on both IOS and Android devices and will allow you to book in prior to your visit. 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.

Alternatively bookings can also be done through our website. To get started on our online system please follow the below few steps:

- Visit our website for the link or click here:
<https://roarfitness247.yepbooking.com.au/>
- Choose your club location
- Click the "Login" box
- Enter your login details if you are already registered, or click "New Registration" if you require a new user account
- A message will be sent to the e-mail you entered. Click the confirmation link in the message to finish your registration.
- Select the correct tab for which club and age your booking requires.
- Select the time of your booking. The minimum booking is 1 hour, and the maximum is 2 hours per child per day
- You will be required to add credit to your account. Click "Credit top up"
- Select the amount of credit you wish to top up in your account. Please see fee structure above.
- Select the "Pay button". You do not require a paypal account to make a payment. The option to pay by card is on the following screen
- Login to Paypal to process your payment, or select "Pay with a card" below the paypal login and follow the prompts.
- After your payment has processed click "Return to Seller's Website"
- Click "back to timetable" to make your booking.

Communication With Parents:

Staff will communicate with parents/guardians in a positive and supportive manner that encourages the parent-child relationship. Every effort will be made to treat both parents/guardians equally.

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, if staff are busy please don't hesitate to ask.

Snacks:

Snack time will provide positive learning experiences for children who will be encouraged to develop healthy eating habits. We also ask that you bring your child a named drink bottle with water in it.

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 banned 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.

The crèche does not provide food for the children.

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

NO POPCORN or BOILED EGGS allowed.

Baby area:

Please let staff know what your child is due whilst in our care.

Bottles - Bottles are required to be premade for staff.

Food - ALLOWED except for the above mentioned.

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.

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.

We therefore request that all personal toys be left at home. Toys of comfort or small snuggle rugs are acceptable to bring.

No electronic items are to be brought to crèche (Game devices, Phones, etc.), excluding 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 creche 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.

This is to ensure children are appropriately supervised 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 and should we be at capacity, you would be turned away.



HEALTH & HYGIENE

Hygiene:

The application of universal hygiene procedures will be followed at the crèche at all times to control the spread of infection within the club. Staff role model a high level of personal hygiene always, and place emphasis on the children learning and understanding why hygiene is important. Hand washing is expected of all children, every time they go to toilet, before snack times and after messy craft activities.

Immunisation:

Immunisation of children who attend the crèche will help to limit the spread of infection. We encourage parents/guardians to immunise their children against all diseases appropriate to the child's age.

Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council exclusion guidelines, even if the child is well. This is to limit the spread of infection and protect unimmunised children.

Exclusion:

Children with infectious diseases will be excluded from the crèche in accordance with the National Health & Medical Research Council exclusion guidelines.

A medical certificate is required after contacting diphtheria, conjunctivitis, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before your child can attend crèche.

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 Coordinators discretion. Fevers, vomiting, diarrhoea, or unexplained rashes are indications that a child should not be brought to the crèche.

Unwell Children At The Crèche:

The crèche is not able to care for children who are ill. The following policy has been developed to protect your child and the other children attending the crèche.

It is important that the Crèche Coordinator be 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 Coordinator 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.

Medication:

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

Please do not pack any medication in 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.

Allergies - Asthma:

Allergy action plan 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-pen 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.

Asthma action plan must be supplied to crèche, detailing action plan. In the case of severe asthma attack staff will administer Ventolin to child whilst another staff member will call you back to crèche. If your child has severe asthma within a 24 hour period it is preferred that you do not attend crèche until your child is feeling better.





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.

Safety Drills:

Safety drills will be practiced to ensure that children and staff are familiar with the procedures should an emergency occur.

In the event of an evacuation parents are advised to immediately collect their children from the appointed staff at the entrance of the creche, staff will check off sign in sheets before releasing the child. Parents will then exit through the emergency door to muster point.

All personal belongings will be left inside the club.

Accidents:

Despite every precaution accident will occur at the crèche from time to time.

In the case of a minor accident staff will attend to the injured child and apply first aid. Depending on the injury, you will be contacted at the time of the accident or informed about the incident when you arrive to collect your child.

OUR POLICIES

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 coordinator. If you still feel action is needed you may take the matter to the Club Manager by writing to the Club Manager to explain the problem. You may request a meeting to discuss the matter further.

All confidential conversations or discussions between parents will take place in a quiet area away from children, other parents and staff who are involved.

Guiding Childrens Behaviour:

Learning appropriate behaviour is part of your child's social development. Our staff aim to help children be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations.

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 behaviour expectations to the child and ask them to say sorry to other children or staff that they have hurt.

At no time will a child receive any form of corporal punishment. E.g. Smacked, or be placed in room alone, made immobile, frightened or humiliated in any way, verbally or emotionally punished, nor will food or drink be withheld as punishment.

Biting and 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. Biting is an anti-social behaviour that is considered normal in children under three. Some reasons for biting are frustration, teething, to assert power, and even experimenting. Staff will get to know each child on an individual level before putting evidence to paper, this applies for both biting and bullying. 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 in an incident report form and will discuss incident with child's parents upon pick up. Child may be asked to reassess days at the service or be suspended if biting or bullying continues at the discretion of the crèche team leader.