



CRECHE HANDBOOK

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Welcome

Welcome to Loftus Crèche. Please read this information carefully to assist you in settling your child into the Centre and to answer any questions you may have.

As part of our commitment to customer service, we offer childcare to all patrons using the Centre. Our aim Loftus Crèche is to provide high quality care for your children while you use our facility.

Philosophy

The Childcare Facility is a child focused place where:

- All children have the right to feel safe and secure in their environment.
- The value of play is important; children have opportunities for various types of play.
- All children are treated with respect and individuality in their development domains: social, emotional, physical, cognitive, cultural, and ethnic.
- All families are made to feel valued.
- Our resources and activities are safe and developmentally age appropriate.

Operating Hours

| | | |
|------------------|-------------------|-----------------------------------------|
| Monday to Friday | 9.00am – 12.00pm | The Crèche is closed on public holidays |
| Session I | 9.00am – 10.30am | and 2 weeks over the Christmas and |
| Session II | 10.30am – 12.00pm | New Year period. |

Bookings and Payments

Bookings are essential and can be made from Friday 12pm for the following week, no earlier. All booking enquiries need to be texted to Doreen on 0415751688 and are only valid on confirmation. We cannot guarantee available spaces for last minute bookings. You will not automatically get a space for being a regular creche user.

Please note, an enrolment form must be completed and handed to the crèche on your child's first session, along with your child's immunisation history.

Payment is required at reception on the day of the booking prior to the session for non-members. Gym members have free access to the Crèche.

Cancellations

To make sure everyone has access to the creche and we don't have to turn people away unnecessarily, we ask that you cancel any session you're not coming to with as much notice as possible, preferably at least 24hrs. If a session is cancelled with less than 2 hours notice i.e. after 7:30am for a 9:30am booking, your next creche visit will be \$5/child as a once-off fee. However, if you provide a medical certificate, the fee won't be charged.

Age of Children & Supervision

Our Crèche is licensed for up to 20 children at one time, aged 12 weeks to 12 years old.

We are using the WA Education and Care Services National Regulations 2012 as a guideline for our staff – child ratios:

- 1:4 for children under 24 months
- 1:5 for children 24 months – 36 months
- 1:10 for children older than 36 months

Enrolment Procedures

An enrolment form must be completed prior to your child/children's first visit and at the beginning of each year, for that year. The information on this form authorises childcare staff to act in the case of an emergency, and gives the centre important information regarding medical issues, allergies, or custody details. Please notify us of any changes to care arrangements, medical details, or immunisation status. Your child/children's safety is of our highest concern.

What to Bring

- A clearly labelled water bottle
- A pram for babies under 12 months and those who do not walk yet
- Milk/Formula for babies
- Comfort items such as dummy or teddy

Sign In/Sign Out

It is necessary to sign your child/children in and out upon each visit. Children's Services Regulations state that you **MUST** complete ALL information.

A person collecting your child other than yourself **MUST** be registered as an "authorised person" on the enrolment form and when necessary, identification must be provided before your child/children can be collected from the Crèche by such a person. When the pick-up person is not registered formally in writing by the child/children's parents or legal guardian, the child/children **WILL NOT** be released from the Crèche under any circumstances.

Upon Arrival

1. Sign your child/children in, completing ALL details.
2. Place drink bottles on the desk, making sure items are clearly labelled.
3. Inform staff of ANY specific requirements relating to the care of your child/children for the session. This may include feeding times, enrolment record updates, persons other than yourself collecting your child/children from care etc.

Please endeavour to adhere to the time of your booking since the number of children in the room at any one time is governed by strict regulations and affects the quality of care staff can provide.

Upon Departure

1. Collect ALL your child/children's belongings.
2. Sign your child/children out along with the time of collection.

Routine

A formal routine is not adhered to due children arriving and departing from the Crèche at different times. In addition to this, a diverse range of children attend the facility, all varying ages and at different stages of development. To best meet the needs of each individual child, a flexible routine and approach is adopted. With this approach your child's own routine can be maintained. Resources are provided daily to meet the children's individual and group needs. We assist in fostering independence, responsibility, co-operative behaviour, problem solving skills, active play, and creativity.

Further Conditions of Entry

- We request that NO FOOD is brought into the Crèche.
- All children should be fed, changed or toileted prior to commencing their session. Staff do not change nappies.
- Parents/guardians will be notified if their child is overly distressed or needs attention such as a nappy change or in the event of an emergency. To assist us in locating you, details must be left in the specific section on the sign in/out form.
- Parents/guardians are not permitted to leave the centre whilst their children are in the care of the Crèche staff.
- We advise that children's toys remain at home so as they do not get misplaced or broken.

Illness/Infectious Disease Procedure

Please do not bring children into the Crèche if they are unwell or are showing early signs of fever, runny nose, vomiting, diarrhoea, or general illness. Crèche staff reserve the right to refuse entry if a child is showing obvious signs of illness. If your child had vomiting or diarrhoea, they should not come back to care for 48 hours after their last episode of either.

Should staff discover your child is unwell during their stay, you or any other nominated emergency contact on the child's enrolment form will be notified immediately of the situation and the child's symptoms. Other attending patrons will also be notified of the illness when required, to take the necessary precautions. Confirmation from a doctor may

be required upon your child's return to the Crèche to ensure they have completely recovered from their ailment. Under legislation, we are required to notify patrons when we have had an outbreak of infectious disease.

Immunisation

Under the 'No Jab, No Play' legislation, before enrolling a child, the Crèche will have to first obtain evidence that the child is:

- fully immunised for their age OR
- on a vaccination catch-up program OR
- unable to be fully immunised for medical reasons.

'Conscientious objection' is not an exemption under the 'No Jab No Play' legislation.

Behaviour Management

A diverse range of children attend our Crèche every day, all varied ages and at different stages of development. Behaviour is managed in a positive and consistent age-appropriate manner, specific to each individual child, by experienced and qualified staff. In this way, children learn as they grow, to behave in a happy positive and appropriate manner when attending a social and group environment.

Emergency Evacuation Procedures & Training

In the event of an emergency evacuation of the Centre, children will be evacuated to the following assembly area: Assembly Area – outside the main entrance in the carpark

In the interest of yours and your children's safety, parents are not to return to the childcare facility during this time. Please follow the direction of the staff in are of the facility where you are situated. You will be able to meet up with the Childcare team and your child/ren at the Assembly Area.

Staff Employment

The staffing requirements regarding the Crèche are as follows:

- The Crèche Supervisor to hold a recognised Children's Services qualification (Note: if the Crèche Supervisor is unable to attend, Loftus will endeavour to find a cover who has this qualification; however this may not always be possible).
- All staff hold a current Working with Children Check.
- All staff hold a current workplace Senior First Aid and CPR certificate or equivalent
- All staff Have completed and have a current certificate in Anaphylaxis Awareness and Asthma Management.

- All staff have completed a facility orientation and induction program which includes health and safety obligations, emergency evacuation procedures and customer service expectations.

Thank you for taking the time to read our Parent Handbook. Please speak with a member of our Childcare Team if you require any further clarification.