



WANANGKURA CRECHE PARENT INFORMATION

The Crèche operating at Wanangkura Stadium is excluded from the meaning of Child Care in the Child Care Services Act 2007. The service is an unlicensed venue and operates under the Crèche Regulation WA 2006.

Aims of the Crèche

Our Philosophy

Our philosophy is to provide a high quality care and service, which is clean, safe, stimulating and develops the “whole” child.

- An environment that provides children with choices.
- To foster the social, emotional, physical, intellectual development of each child.
- For the children to develop respect for others, equipment and their environment.
- To involve parents and crèche staff with appropriate and continuing interaction.
- To provide continuing training of crèche staff.

Aims and Goals

To provide the children with a healthy, happy, loving, caring and trusting environment, where each child develops a strong sense of independence and belonging.

To provide each child the opportunity to develop in the following areas:

- Social and emotional skills, physical skills, fine motor skills, gross motor skills and intellectual/cognitive skills
- For children to develop independence and self discipline
- For all children to have equal access to the program regardless of race, ability, age or physical abilities.

What happens to information collected by Wanangkura Stadium

The YMCA is committed to protecting the privacy of personal information that is supplied to the Stadium in the course of carrying out its stated functions. The information collected by Wanangkura Stadium is kept in accordance with the Information Privacy Act 2000 and the Health Records Act 2001. All of the information collected is stored securely, remains confidential, and only accessed by the appropriate crèche staff members.



Responsibility of Parent/Guardians

To enable the Stadium to provide the best possible service to parents and guardians using the crèche and for Wanangkura Stadium to meet the requirements associated with unlicensed crèche regulations, we rely on the cooperation of parents and guardians to complete several tasks.

Parents are required to:

1. Remain within the building at all times and able to attend to child's needs if required.
2. Immediately return to the crèche if requested by centre staff.
3. Complete all necessary enrolment documents
4. Sign child/ren in and out of the program each day.
5. Inform crèche staff if their child/ren have any allergies or medical conditions, and label their child with the specific allergy.
6. Inform crèche staff if their child/ren requires food/bottle/sleep at a particular time.

Parents are required to notify Wanangkura Stadium if the following occurs:

1. Your child's details have changed or are incorrect.
2. Will not be attending their booking.
3. If the child has or has had an illness.

Access to the Crèche

The crèche is available for all children aged 8 weeks to 5 years of age. All parents or guardians using Wanangkura Stadium will be required to book their child/ren in prior to the day. Parents or guardians must stay within the recreation facilities while their child or children attend the crèche. It is recommended that Children are immunised to use the crèche facilities.

Enrolment Process

Bookings

Crèche bookings must be made in advanced to ensure there is an available spot. This can be done at front reception. Bookings can only be made 48hrs in advanced and **payment will be required before your child is booked into the facility**. Parents that hold visit passes are still required to book in their child/ren. Please ensure you let the Customer Service Officer know how old your child is to ensure there is adequate care.

Payment Method

Payment must be made at the time of booking. Please note the following:

- No family discounts are offered
- No refunds provided
- Crèche fees are \$5 per child (visit passes are also available)



Enrolment Forms

Parents must fill out the Crèche Enrolment Form before their child enters care. The enrolment form must be completed in full, including the authorisation for collection of children and also the medical information. If any particulars on the enrolment form change, such as address or phone numbers, crèche staff in the crèche must be advised immediately and the enrolment details will need amending. Information recorded on these forms are confidential.

Please note: crèche staff are not able to accept a child unless they have a copy of the enrolment form completed and signed by a parent/guardian.

Arrival & Departure Procedure

Parents/guardians over the age of 18 years **must** sign their child **in and out** of the crèche each day with their full name under the *Crèche Regulation WA 2006* and Wanangkura Stadium policy.

Persons collecting the child must be authorised on the enrolment form as this is a requirement of the Commonwealth Government. In the event of someone else coming to collect the child, the parent or guardian must have notified staff prior and completed the necessary paperwork. In the case of emergency where the parent or guardian cannot be contacted, the names and contact numbers on the enrolment form may be used and that person may collect the child. Any changes must be advised in writing to the crèche by the custodial parent.

If there is an order by court, magistrate or an officer of the Police Force that exempts a particular individual having access and/or communication with the child a copy of the order must be provided to the coordinator to protect the safety and care of their child.

Cancellations, refunds and absences

If a cancellation is made more than 24 hours in advance (in crèche hours the day before) then you are able to move your booking to another day or time with no extra charge. If you call in the morning of the day your child is supposed to be attending crèche, a credit/refund will not be approved. No refunds will be provided.

Late Fee and Late Collection Policy

Parents/guardians who pick up their child after the crèches operational closing hours or after their allotted two hour time slot will be charged late fees. This charge is to cover the additional staff wages and the extra expense of keeping the venue open. In this situation the parent or guardian will be asked to come and collect the child (either over the PA system in the centre or personally by a crèche staff member). If the parent does not come or cannot be found after this attempt, the crèche staff will then call the emergency contact person authorised on the enrolment form.

Parents and guardians will only be given one chance at being late. If late collection happens again, the parent will be required to pay a late fee of \$5. Payment of this late fee must be made at front reception before the child can attend crèche another time.



Please be aware that by leaving your child in the crèche over the two hour maximum our ratios are affected and we cannot guarantee that adequate care will be given to all children. Our ratios are one crèche staff member to nine children over 24 months, or one to four/five for children under 24 months.

Visitor Access

Visitors cannot access the crèche unless they have permission of the parents and/or crèche staff. If not authorised on the enrolment form, other family members and friends may only visit the crèche if they are present with the child's parent or legal guardian.

On rare occasions the crèche may offer student placements to high school students or students training in Early Childhood or Child Care, who wish to gain work experience as part of their school, TAFE or university program. This placement will only take place if the school, TAFE or university has initiated the placement. If a student is present in the crèche, a note introducing them will be placed in clear view of the parents/guardians. All students will only be accepted after an interview with the Crèche Supervisor.

What to Bring

To ensure that your child has a smooth and enjoyable time at crèche please make sure that they bring the following;

- A bag for belongings.
- Appropriate clothing and footwear.
- Spare clothing.
- Disposable nappies, wet ones or underwear.
- Bottles and/or drinks, preferably water.
- Snacks – Please see the section Nut Free Policy.
- Dummy, if required.

On the very first visit to the crèche, you will need to bring;

- Enrolment Form.

Please make sure that all of your child's belongings are clearly marked with his/her name in black permanent marker or with a label.

Settling Children In

Every attempt will be made by crèche staff to make the settling in experience as positive as possible. To assist children and their families to adjust to the transition that is involved with coming to the crèche, crèche staff will ensure that they offer a safe, secure and clean environment that welcomes the child and the family.

Whenever possible a new child should be introduced to the crèche gradually. Short visits or stays before the child or children are due to stay longer in the crèche will help them to become familiar with the crèche staff and the crèche environment.



When a child first starts at the crèche, crèche staff are encouraged to speak to the parents about the following;

- Specific routines, for example, if the child is toilet training and needs to be taken at certain time intervals.
- Strategies for settling the child down, especially for babies

Crèche staff will encourage parents/guardians to say goodbye to their child calmly and confidently. Parents are encouraged to remind their child where they are going and when they will return. Parents are advised not to leave without notifying their child and to ignore protests from the child.

Crèche staff are aware that it can be a very hard experience being separated from your child, therefore, every effort will be made to help parents and children during this period. Parents are encouraged to discuss any areas of concern with the crèche staff. All discussions will be kept confidential.

Immunisation/Illness

As crèche is not the place for sick children, we regret that we are unable to care for sick children or children with a contagious illness or communicable disease. A child cannot be accepted into our care with signs of a communicable disease or any condition that may prejudice the health of others. Children will be excluded from the crèche if they are ill. If symptoms become apparent at the crèche, the parent or guardian will be contacted to collect the child.

To prevent any cross infection, no child can be admitted to the crèche suffering from any of the following;

- o A temperature above 38C
- o Diarrhoea (runny, watery or bloody stools)
- o Vomiting more than once in the previous 24 hours
- o Body rash, skin lesions or herpes simplex (cold sores)
- o Sore throat with fever and swollen glands
- o Nose, eye or ear discharge (thick mucus draining from the nose, ear or eye)
- o Head lice or nits (eggs)
- o Severe coughing with obvious discomfort
- o Yellow skin or eyes

Crèche Regulation WA 2006 and Wanangkura Stadium do not permit children with an infectious illness to attend the crèche. A child with an infectious illness/ condition jeopardises the health of other children, crèche staff and other families. A medical certificate may be required before a child can return to the crèche after an infectious illness. The decision to exclude or re-admit a child who has been ill will be the responsibility of the crèche staff. For a copy of our Exclusion Guidelines for Illnesses please contact the Crèche Team Leader.

Parents are advised that non immunised children will be excluded from care in the event of an infection outbreak. If there has been a confirmed case of such disease, notification will be a clearly displayed note on the front door, stating the name of the outbreak.

Under Health Department direction, a child not immunised against measles (MMR vaccination at 12 months) must be excluded from a child care setting for two weeks once any case of measles is diagnosed. A case of measles must be notified to the local authority.



Guiding Children's Behaviour

All crèche staff will model desirable behaviour and praise children who are exhibiting good behaviour. Discipline in the crèche is through redirection of inappropriate actions and positive reinforcement of desirable behaviour.

If a child does not respond to redirection of behaviour, crèche staff will gently take the child to the side of the group to settle the child and use the time to reflect, depending on the age. Parents will be notified of the behaviour being displayed whilst in the crèche.

If negative behaviour continues, cannot be modified within a reasonable time, and crèche staff have justifiable concerns for the child, the Crèche Team Leader will discuss the action that may need to be taken.

Nut Free Policy

To protect the children in our care who may have allergies to peanuts and similar nut products, we have put into place a Nut Free Policy.

Products such as peanut butter, Nutella, nut food bars and any other products which have nuts listed as an ingredient **are not** permitted in the crèche. This is to prevent allergies arising and to protect everyone who enters the crèche environment who may have an allergy to nuts. If a child brings a product containing nuts into the crèche, they may not be allowed to eat it until they have left the crèche.

Parents of children who have a known allergy to nuts should inform crèche staff at time of enrolment and each time they book in. The severity of the child's allergy, the symptoms and the emergency procedures to be followed in case of an allergic reaction will be discussed.

Please note: Epipens are the only medication that will be administered by staff in an emergency. Please ensure to tell crèche staff where to locate a child's EpiPen each time you visit the crèche. In the case of an allergic reaction, crèche staff will page the parent and start emergency procedures.

Feedback and Enquires

Wanangkura Stadium welcomes all types of feedback and enquiries from families on any aspect of the crèche. Any complaints raised will be taken seriously and will follow the Children's Services Complaints Handling Procedure. If parents have a concern relating to the crèche it should be discussed in the first instance with the crèche staff members.

Enquiries regarding the crèches can be directed to Stadium front reception or crèche team members.