



## Welcome to the Wanangkura Stadium Crèche

Warmest welcome to you and your family, and thank you for choosing our services.

This handbook will provide you with all the information you need on our crèche services. Please read through everything carefully as this handbook forms a condition of enrolment if accepted. If you require further information please do not hesitate to ask.

#### **MONDAY - FRIDAY**

Session 1	08:30am - 09:55am
Session 2	10.00am - 11:25am
Session 3	04:15pm - 06:15pm

#### **SATURDAY & SUNDAY**

Session 1	08:00am - 09:25am
Session 2	09.30am - 11:10am

#### **PUBLIC HOLIDAYS**

Closed

## About the Crèche

### Licensing

The crèche operating at Wanangkura Stadium meets the exclusion criteria in regulation 5(2)(e) of the Education and Care Services National Regulations 2012, and may operate without a provider or service approval.

#### **Our Philosophy**

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

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

#### **Our 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:

- Skills:
- Social and emotional
- Physical
- Fine motor
- Gross motor
- Intellectual/cognitive
- Children to develop independence and self-discipline
- All children to have equal access to the program regardless of race, ability, age or physical abilities.

#### **Our Team**

We have wonderful staff members in our crèche team who have a wealth experience in the care of children. Each team member holds a valid WWCC, First aid Certificate and Police clearance.

#### Staff to child ratios

- One (1) staff to four to five (4-5) children under 24 months or
- One (1) staff to ten (10) children over 24 months.

#### Access to the Crèche

The crèche is available for all Children aged 8 weeks – 11 Years of age.

All parents or guardians using Wanangkura Stadium will be required to book their child/ children in prior to the day.

Parents or guardians must stay within the recreation facilities while their child/children attend the crèche.

# Responsibility of Parents/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:

- Complete all necessary enrolment documents
- 2. Book, pay and check in at the Customer Service Desk
- **3.** Follow all procedures and policies outlined in the handbook
- Remain within the building at all times and able to attend to child's needs if required
- Immediately return to the crèche if requested by centre staff
- 6. Inform crèche staff if their child/children have any allergies or medical conditions
- Inform crèche staff if their child/children requires food/bottle/sleep at a particular time
- **8.** Clearly print your child's name on all belongings.

## Parents are required to notify Port Hedland Leisure if the following occurs:

- 1. The child's details have changed or are incorrect
- **2.** Will not be attending their booking
- If the child currently has or has had a recent illness.

## **Enrolment Process**

#### **Enrolment Forms**

Parents must complete the Crèche Enrolment Form prior to child/children entering care.

The enrolment form is to be completed in full, including the authorisation for collection of child/children as well as allergies, medical conditions or additional needs.

Parents are to advise immediately of any changes to enrolment details, e.g. address or phone numbers. Staff in the crèche must be aware of changes and enrolment form amended accordingly. Information recorded on these forms are confidential.

If there is an order from a court, magistrate or police officer that exempts a specific individual from having access and/or communication with your child, a copy of the order must be provided to the Crèche Team Leader to ensure the safety and care of your child.

## **Photographs**

By completing the Enrolment Form, you acknowledge that the Town of Port Hedland regularly conducts photography works on premises, and you consent to images being taken of your child/children and used, independently or in conjunction with the specified first name/s, for any and all advertising, promotional and publicity works conducted by the Town of Port Hedland without consideration, compensation, limitation or reservation.

Any additional assignment of rights are subject to separate written agreement.

### **Bookings**

Crèche bookings must be made in advance, as there are only a limited number of spots available. If you're a member, the easiest way to make a booking and complete your payment is to logon to the FitCloud™ from our website − If you aren't a member yet, you can use the guest checkout.

Alternatively, you can make a booking at reception, or by calling us on (08) 9158 9750.

Bookings can be made one day in advance, however your payment must be processed before your booking can be confirmed.

Please let our Customer Services Officer know how old your child is so that we can ensure that we provide the necessary care and support required.

#### **Payments**

All payment must be made at the time of your booking. No refunds are provided for cancellations/no shows.

Family Memberships includes FREE use of our crèche facilities for up to 2x Children (Children aged 8 weeks – 11 Years)

Single Session	\$7.00
10x Crèche Passes	\$63.00
20x Crèche Passes	\$126.00

Crèche fees are per child/session. Crèche visit passes are not refundable or transferable.



### **Procedures**

## **Arrivals and Departure Procedure**

Please head to the reception desk to register your arrival and ensure that all bookings are in order. Then ring the doorbell on the crèche door; a Crèche Assistant will accompany and settle your child in the crèche.

Upon departure, please once again ring the doorbell and wait patiently outside the crèche door; a Crèche Assistant will pack up your child's belongings and have them ready for a smooth transition to parents. This is to ensure that your children are always safe and do not exit the crèche unsupervised.

As per Crèche Regulation WA 2006 and Port Hedland Leisure's Crèche Policy, parents/guardians must ensure all children attending the crèche are signed in and out by an authorised person.

Should there be a legal order by court, magistrate or an officer of the police force that exempts a specific person access and/or communication with a child, a copy of the order must be provided to the Crèche Team Leader.

#### Cancellations, refunds and absences

All cancellations are to be advised no less than 1 hours prior to session commencement. Any cancellations made outside of the 1 hour notice period will incur the full fee and a credit/refund will not be approved.

Failing to cancel and repeat no shows may have then ability to book into crèche for 48 hours suspended.

Crèche sessions will close off for entry 15 minutes prior to the end of sessions.

#### Late Fee and Late collection Policy

Late fees can apply to parents/guardians collecting their child/children outside of operational hours or allocated time slot.

Regular offenders of late collection of child/children may be refused use of crèche as this may affect safe staff to children ratios.

Should attempts to locate the parent/guardian fail, contact will be attempted with authorised emergency person noted on Enrolment form.

#### **Visitor Access**

No permission is given to access crèche by unauthorised visitors unless permitted by crèche staff or present with the child/children's parent/guardian. Unauthorised visitors are those not included on Enrolment Form.

Students (school or TAFE) looking to gain work experience may be placed at crèche on occasion. An introductory note will be made visible on these occasions.

#### What to Bring

Please ensure all belongings are clearly labelled.

- ☐ Bag for belongings.
- ☐ Appropriate clothing and footwear.
- ☐ Spare set of clothing including underwear.
- ☐ Additional disposable nappies.
- □ Water in marked container.
- ☐ Fruit/Snack in a labelled container please note our Nut Free Policy.
- ☐ Comforter/Dummy if required.
- ☐ Pram for children under 2 if required

#### Settling In

Crèche staff hope to make the crèche experience a pleasant and enjoyable time for your child/children and offer a safe, secure, clean and welcoming environment.

If possible, a gradual introduction to the crèche is preferred with initial short visits extending to longer.

Please advise staff of any routines that may be helpful for your child/children, e.g. toilet training.

Please advise staff of any suggestion on settling of babies, e.g. dummy and blanket.

Parents are encouraged to say goodbye to their child/children calmly and confidently and tell them where they are going and that they will return. Crèche staff will assist if needed.

Parents are encouraged to discuss any areas of concern with crèche staff – all discussions will be considered confidential.

## Health

#### Illness and Immunisation

We are unable to care for children who may prejudice the health of others, children who:

- Are sick and vomiting more than once in the previous 24 hours
- · Have a temperature above 38°
- Have diarrhea including runny, watery or bloody stools
- Have a body rash, skin lesions or cold sores (herpes simplex)
- · Are coughing or have the flu
- Have a contagious illness, e.g. conjunctivitis, chickenpox
- Have a sore throat and fever with swollen glands
- Have nose, eye or ear discharge (thick mucus draining from area)
- · Have head lice or nits (eggs)
- · Have a communicable disease
- · Have an abnormal yellow tint to skin or eyes.

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.

We recommend immunising your child against preventable diseases to minimise the risk of contracting an infection. Parents are advised that non immunised children will be excluded from care in the event of an infection 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.

#### Safety

In the event of an emergency, crèche staff safely take all children from the crèche following our evacuation procedure to the muster point. In the event of an emergency evacuation, please do not go to the crèche to collect your child. Crèche staff are trained in emergency response and you will be able to meet your child at the muster point after appropriate head counts have been conducted.

#### **Nut Free Policy**

Our Nut Free Policy is in place to ensure the protection of all children in our care who may have allergies or intolerance to peanuts and similar nut products.

Products which have nuts listed as an ingredient are NOT permitted in the crèche. These include:

- Peanut butter
- Nutella
- Nut food bars
- Chocolate bars with nuts listed as an ingredient.

Any child who brings a product containing nuts to the crèche will not be permitted to eat it and will be asked to place back into their bags.

#### **Allergies**

Parents of children who have a known allergy must inform crèche staff at time of enrolment and each/every time they make a booking for their child. Parents will be asked of the severity of the child's allergy, the symptoms to be aware of and any emergency procedures to be followed in the case of an allergic reaction.

In the event of an allergic reaction, staff will immediately attempt to contact/locate parent and commence emergency procedures.

## Guiding Children's Behaviour

Behaviour guidance is all the things done and said to help children learn and demonstrate acceptable behaviour.

Two of the biggest challenges children face are learning acceptable behaviour and being able to control their own behaviour. The aim is for children to improve guiding and controlling their own behaviour and to rely less on carers to guide them.

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

Should a child not respond to redirection of behaviour, crèche staff may quietly take the child to the side to settle and use the time to reflect (age dependent). Crèche staff will advise parents of behaviour being displayed whilst in crèche.

If a child continually displays negative behaviour which cannot be modified within a reasonable period and there is justifiable concerns for the child, other children and crèche staff, staff will discuss with parents/guardians what action may need to be taken including the possible exclusion of child/children from attending the crèche

## Feedback and Enquiries

Port Hedland Leisure welcomes feedback and enquiries on all aspectsof crèche processes and procedures.

**)** (08) 9158 9750

leisure@porthedland.wa.gov.au



