

Thank you for enrolling your child/children at the Waves Crèche.  
Please read the following information carefully.

## WAVES CRÈCHE

Waves Crèche is owned and operated by the City of Kingston.

Children from 8 weeks to 9 years can spend time in the Waves Crèche. During school holidays there are six spots per session for school age children aged up to 9 years.

Each child can be cared for a maximum of 4 hours per session, and 15 hours per week.

Registered by the Department of Education and Early Childhood Development (DEECD), to care for 21 children per hourly session, Waves Crèche is open:

- Monday to Friday from 8.30am to 12.30pm.

On arrival at crèche, parents will be required to sign the attendance book and state who will be collecting their child. Children will not be allowed to leave the Centre with persons other than those you have authorised on the enrolment form.

In the event of an emergency all children will be evacuated to the Chesterville Road car park and can be collected from this point. Parents must sign their child out from the attendance record at this point.

## BOOKINGS

- Members can book up to 7 days in advance.
- Casuals can book 2 days in advance.
- it is essential to arrive and depart according to your booked times.
- First time crèche users should arrive 5 minutes prior to their booked times to meet crèche staff, discuss any special requirements of your child and ensure all details on the enrolment form are complete.

## CANCELLATIONS

Due to high demand and limited crèche spaces available, cancellation of your booking is essential.

Waves Crèche enforces a strict 24 hour cancellation policy. Failure to cancel at least 24 hours prior to your session time will incur the cost of your original booking (extenuating circumstances will be considered).

We do ask that you consider other crèche users and notify Customer Service of any cancellations at least 24 hours in advance where possible. This enables us to offer any unwanted places to others on the waiting list.

In the instance of illness on presentation of a medical certificate you may receive a credit to be utilise for a future creche booking.

## WHAT TO BRING TO WAVES CRÈCHE

- A healthy snack for morning tea of fruit, dried fruit or vegetables only. For those attending for 3 + hours - we are happy for you to provide additional food items eg sandwich. Please do not include nut products.
- Bottle or a drink.
- A favourite toy or dummy.
- A bib for feeding.
- A change of clothes.
- Nappies or spare underwear for toilet trainers.
- A coat for outdoor play (cold weather).
- A hat for outdoor play (Sept -Apr) Sunscreen must be applied before entering the crèche.
- A pram or stroller for infants/younger children.
- If your child requires nappy rash creams or medication please notify staff on arrival and they will ensure they are kept out of reach of any children.
- Asthma and anaphylaxis action plans and medication.

Please ensure all items are labelled with your child's name.



## CHILD CARE HEALTH

Children who are ill or who have any contagious conditions are not permitted to attend the Waves Crèche.

The period of exclusion from the crèche will be at the discretion of the supervisor, doctor's certificate notwithstanding.

When a child becomes ill after admission, parents will be notified immediately, and arrangements made for the child to be taken from the crèche, as soon as possible. All parents must ensure that the crèche knows where you can be contacted at all times, and all emergency contacts are listed with current phone numbers.

With all infectious and communicable diseases, every effort is made to make the sick or infectious child comfortable, and the child remains in close observation at all times, until he/she is removed from the crèche.

- a) The health and safety of children using the crèche is of primary concern to all staff and parents. As the centre does not have separate facilities for the care of sick children, parents are asked not to send children who are ill.

The Carer/Provider will not permit entry of a child into the Child Care Centre if he/she has any of the following conditions:

- A FEVER of more than 38°C.
- BEEN PRESCRIBED ANTIBIOTICS for an acute illness. Your child should be kept at home for at least 24 hours.
- DIARRHOEA
- VOMITING
- CONTAGIOUS CONJUNCTIVITIS: This is an infection of the eyes, characterised by redness, a yellow discharge and watering. This condition requires specific medical treatment.
- IMPETIGO (SCHOOL SORES): This is a contagious skin infection characterised by crusted sores which usually appear first on the face area. The condition requires specific medical attention and your child should be kept at home until the sores have healed.
- PEDICULOSIS (HEAD LICE)
- COLD SORES (HERPES SIMPLEX)

- HAND FOOT AND MOUTH DISEASE is a highly contagious infection. It consists of small lesions which tend to spread quickly on the side of the tongue or inside the mouth around the cheek region. Also lesions appear on the hands, feet and legs and occasionally they may appear on the buttocks.
- IN ACCORDANCE WITH THE VICTORIAN HEALTH DEPARTMENT REGULATIONS CHILDREN MUST ALSO BE EXCLUDED FROM THE CENTRE IF THEY HAVE ANY OF THE FOLLOWING DISEASES: **Chicken Pox; Diphtheria; Viral Hepatitis; Leprosy; Measles; Meningococcal Infection; Mumps; Pediculosis (Infestation of Lice); Whooping Cough; Poliomyelitis; Ringworm; Rubella (German Measles); Scabies; Streptococcal Infections; Tuberculosis; Typhoid and Paratyphoid Fever (First Schedule of the *Infectious Diseases Regulations 1984*)**
- **This policy has been based on State Health Department -Exclusion List.**

- b) If child does have and infectious disease, parents are asked to notify Supervisor, so that other Crèche users can be informed about illness.

In the event of a child having been diagnosed with any Infectious disease the centre will post a notice informing parents/guardians of details of when the infected child attended the centre and the disease diagnosed for a period of seven days.

## BEHAVIOUR MANAGEMENT

Where necessary, staff will guide and redirect a child to another activity if he/she is seen to be causing harm or stress to the safety and well being to the themselves and other children in attendance at the Crèche.

Staff will use verbal communication with the child, however in the event communication fails, the parent or guardian will be notified, and asked to take child out of Crèche facility immediately, until strategies for managing behaviour is agreed upon between Crèche staff and parent/guardian.

## ARRIVAL AND COLLECTION OF CHILDREN

- All parents must pre pay at reception before entering the crèche.
- Parents are asked to adhere to their booking times, to enable the Crèche to operate smoothly during transitional times, and to meet *Children's Services Act 1996*, and *Children's Services Regulations 2009*.
- On arrival parents are asked to sign in all children on the attendance record, and sign out all children on departure from the Crèche.
- Each child must be signed in and out on a separate line in the attendance book.

## UNCOLLECTED CHILDREN

- a) Any child not collected at the nominated time but still within normal operating hours of the Crèche and Leisure Centre will be charged a late collection fee of \$5.00 for every fifteen minutes the child is left at the centre.
- b) Any child not collected at the nominated time, and still in attendance after the Crèche and Leisure Centre closes, will remain in the care of the Centre staff until alternate arrangements can be made. The parent/guardian will be charged a late collection fee of \$5.00 for every fifteen minutes. The Emergency Contact(s) as named on the enrolment form will be contacted and asked to collect the child. If the Emergency contact(s) are unavailable Victoria Police will be notified and requested to assist locating the parent/guardian and/or emergency contacts.
- c) In the event of the parent/guardian and/or emergency contact(s) being unable to collect the child, the child will remain in the care of centre staff, until arrangements can be made to collect the child. The parent/guardian will incur all costs associated with the care of the child.

Failure to collect the child after 24 hours will result in the child being handed over to a field officer from Department of Human Services (Victoria).

**Thank you in advance for following these guidelines.**