

Kingston Active General - Terms and Conditions

Entry to the City of Kingston – Waves Leisure Centre Creche is subject to the following Terms and Conditions.

General Entry Conditions

Waves Creche Facility is owned and operated by the City of Kingston and registered by the Department of Education and Early Childhood Development (DEECD). The Crèche/Occasional Care can care for children aged between 8 weeks to 9 years of age.

The Waves crèche operates from 8.30am – 12.30pm Monday to Friday.

The Crèche can provide care for a maximum of 4 hours per session and with a total 15 hours per week per child.

1. REGISTRATION

Prior to your child's first visit to the creche/occasional care, a registration form will need to be filled out online. An up to date immunisation statement is also required when submitting your registration form, or can be emailed or provided in person to Waves Leisure Centre.

2. BOOKINGS

We understand that families need to be plan ahead, so crèche bookings can be made by members up to 7 days in advance and casuals can book 2 days in advance.

We ask all families to arrive and depart according to your booked times.

First time crèche users are encouraged to arrive 5 minutes prior to their booked time to meet crèche staff, discuss any special requirements of your child and ensure all details on the enrolment form are complete.

Bookings can be done via phone or in person

3. CANCELLATIONS

At Waves we also understand that there may be times when you need to cancel a crèche booking, we require families to provide at least 24 hours' notice prior to cancellation to offer your booking to any family who may be on the waiting list.

If your cancellation is not received 24 hours prior to the crèche booking you will be required to pay the cost of your original booking, extenuating circumstances will be considered.

Medical Credit

Upon presentation of a medical certificate a credit may be applied for cancellation fees paid to be

utilised for future crèche bookings. Credits will remain on customer account for 12 months.

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

4. ARRIVAL AND COLLECTION OF CHILDREN

All parents must prepay 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 2020.

On arrival at the 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.

5. HEALTH AND SAFETY

We value the health and safety of all children utilising the Waves crèche facility by asking all our crèche users to adhere to the following:

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 being signed in to the crèche, parents will be contacted immediately and arrangements made for the child to be taken from the crèche, as soon as possible.

All parents must ensure that they complete the sign in sheet, noting where you can be contacted by crèche staff 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 or she is removed from the crèche.

Our program is indoor and outdoor based, therefore we ask parents to ensure child is supplied with a hat and sunscreen is applied prior to attending the service. Sunscreen is not supplied by the creche staff.

6. NON ADMITTANCE TO THE CRÈCHE

A child will not be admitted to the crèche facilities if they:

- Have a fever of more than 38°C
- Have been prescribed antibiotics for an acute illness (your child should be kept at home for a least 24 hours)

- Display any symptoms of diarrhoea and or vomiting
- Have any signs of contagious conjunctivitis – a condition of the eyes characterised by redness, yellow discharge and watering. This condition requires specific medical treatment.
- Show any signs of Impetigo (school sores) – a contagious skin infection characterised by crusted sores which usually appear first on the face area and the condition requires medical attention and your child should be kept at home until the sores have healed.
- Have Pediculosis (head lice)
- Signs of Cold Sores (herpes simplex)
- Signs of Hand Foot & Mouth Disease – a highly contagious infection, which consist of small lesions and these tend to spread quickly on the side of the tongue or inside the mouth around the cheek region. Lesions may also appear on the hands, feet and legs and occasionally on the buttocks.

7. MANAGING BEHAVIOUR

The staff will guide and redirect a child to another activity if he / she are seen to be causing harm or stress to the safety and wellbeing to 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 the child out of the Crèche facility immediately, until strategies for managing behaviour is agreed upon between Crèche staff and parent / guardian.

8. WHAT TO BRING

At the Waves Crèche we want to make your child/ren feel comfortable, so here is a list of things to bring to help them enjoy their time in care:

- A healthy snack for morning tea of fruit, dried fruit or vegetables only
- 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 (warm weather)
- sunscreen must be applied prior to entering the crèche for outdoor play (warm weather)
- 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

9. UNCOLLECTED CHILDREN

Any child not collected at the nominated time, but still within the 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.

Any child not collected at the nominated time and still in attendance after the crèche and Leisure Centre closes, will remain in 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.

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 the Department of Health and Human Services (Victoria).

10. VISUAL RECORDINGS

It is a condition of entry that a person not operate any visual recording equipment except in accordance with a Visual Recording Agreement made with the Kingston City Council. Forms of agreement are available from reception.

Any person breaching this condition must immediately allow a staff member to view any visual recording, or leave the Centre if directed to do so by a member of the Council's staff.

Patrons should note that visual recordings may be made of them by authorised personnel while they are at the centre. If you object to being photographed or filmed, please promptly advise a staff member.

Visual recording devices are not permitted in any change room facility at any time

11. CRECHE HOURS OF OPERATION

Management reserves the right to alter the crèche operating hours and programs as required. Operating hours can be viewed at kingstonactive.com.au