



# GOLDFIELDS OASIS CRECHE

Parent Handbook

# WELCOME

Our team welcome you and your children to the Goldfields Oasis creche. We're passionate about what we do and can't wait for your child to get involved in all our fun activities.

## WHAT IS CRECHE?

A creche is different to formal childcare centre as it is classified as a short term, childminding service. A creche does not need formal registration; however the Goldfields Oasis creche aims to achieve similar standards as a registered childcare centre.

## CRECHE OPENING TIMES

### MONDAY - THURSDAY

9:00 AM - 12:00 PM

3:30 PM - 6:30 PM

### FRIDAY

9:00 AM - 12:00 PM

### SATURDAY

8:15 AM - 11:15 AM

### SUNDAY & PUBLIC HOLIDAYS

CRECHE CLOSED



## STAFF SCREENING & QUALIFICATIONS

All staff possess the following:

- Police Clearance
- Working with Children Check
- First Aid & CPR





# REFUND POLICY

## CANCELLATION REQUIREMENTS

Cancellations are essential and are required to be made during staffed hours in person or over the phone, 24 hours prior to your booking, in order to reschedule your appointment or receive a full refund. Cancellations made via email will only be accepted outside of staffed hours.

## UNSETTLED CHILDREN

Every attempt will be made to settle your child, however a refund or make up session will not apply, should a parent or caregiver be required to return to the creche before the care session has ended. This applies whether the child is 10 minutes or 1 hour into the session.

The Goldfields Oasis creche cannot offer one on one care.

## SICK CHILDREN

Refund will not apply if cancellation requirements have not been met. Should a child become sick overnight and your child is booked into a morning or afternoon session, consideration for a refund will be given if a parent can provide a Doctors Certificate within 2 business days of scheduled booking.

## REFUND PROCESSING TIME

Processing a refund via direct debit may take up to 30 days for the funds to return to your account. Otherwise you can attend the Centre to receive a refund via cash (volume of refund may affect cash refund option).

# CANCELLATION REQUIREMENTS

- Cancellations must be received 24 hours prior to your booking in order to reschedule your appointment.
- Cancellations can be made in person or over the phone between 5:00am and 9:00pm Monday to Friday, and 8:00am to 6:00pm Saturday and Sunday.
- Outside of staffed hours, all cancellations are to be emailed to [oca@goldfieldsoasis.com.au](mailto:oca@goldfieldsoasis.com.au) with the following details:
  - Your Full Name
  - Child or children you wish to cancel
  - Time of session
  - Desired rescheduled session date and time

# NO WAITLIST OPTION

- There are no wait list options available.
- Cancellations are essential as there is potential for someone else to be able to take that spot.



## LATE COLLECTION

- Please return to the creche before your session time is finished. This is to ensure staff and children ratios are adhered to at all times.
- A \$6 late collection fee is payable per 5 minute intervals late (per child). If you incur this fee payment is required prior to your next scheduled booking.
- Care sessions will be refused if a late collection fee remains outstanding at the time of arrival to your next booking. A refund will not apply. Options to pay on the day will be available.



## ENROLMENT PROCESS

- Parents are required to complete a Creche Enrolment Form before their child enters creche. If any information on the form changes, please inform creche staff to amend any details.
- A birth certificate copy must be attached to enrolment form.
- Please note that creche staff are not able to accept a child unless they have a copy of the completed enrolment form.
- Please note a creche booking must be made prior to creche sign ins. This is to ensure you child has a space available for them in creche. Bookings open 1 week in advance, please see “How to Book” section for more information.

## PARENT RESPONSIBILITIES

To ensure the best possible creche service is provided for your children we rely on your assistance and cooperation with the following things

- Parents must remain within the facility at all times and able to attend to their child's needs if required.
- If a child is upset, needs feeding, needs to go to the toilet or have their nappy changed and creche staff are unable to attend to those needs in a timely manner, the parent will be asked to return to creche.
- Parents must immediately return to creche to attend to their child if requested to do so by staff.
- Parents are required to directly supervise their children before and after creche attendance times.
- Child must be signed in and out of creche each visit.
- Clearly mark all of your child's belongings with their name Inform creche staff if your child has any allergies, medical conditions or additional needs.
- Bookings to be made under the name of the child who will be attending the creche booking.

## AGE OF CHILDREN ATTENDING

- Creche is available for children from 8 weeks to 12 years.
- School aged children are not permitted to attend during school hours except during school holidays or pupil free days.
- Please discuss arrangements if your child is currently registered for home schooling.



# HOW TO MAKE A CRECHE BOOKING

## ONLINE

Bookings can be made and paid for online via our website:

[www.goldfieldsoasis.com.au](http://www.goldfieldsoasis.com.au)

Click on the 'book a creche spot' tab

Bookings can be made one week in advance up to three hours prior to start of session.

Please speak to staff within opening hours if you require any assistance on how to book online.

## SETTING UP YOUR ONLINE MEMBER ACCOUNT

You can set up your online members account via our website. Click on the Members Area Log On tab and follow the set up directions.

## ON THE DAY BOOKINGS

Online bookings will close 3 hours prior to the commencement of a session.

Should a space be available and you would like to make an 'on the day' booking, this can be done through creche only.

Payment is required prior to confirmation of your booking.

## COST PER CHILD

Creche bookings are \$6 per 1.5 hour care session

## ALLERGIES & ASTHMA

Please inform creche staff at each visit if your child has any known allergies or asthma. An up to date medical care plan must be provided prior to their first booking so our staff are able to assist your child in the event of an emergency.

Details regarding the severity of the allergy, symptoms and emergency procedures will be discussed.



# MEDICATION

- If your child requires an EpiPen it is the parents responsibility to bring this to every visit. Failure to do so may prevent your child from attending creche.
- Staff are **not** authorized to administer medication of any sort. This includes sunscreen and nappy rash cream.
- Medications will only be given to children in an emergency situation. This includes the administration of an EpiPen or Ventolin, however parents must sign an authorization form on enrolment and provide an action plan.
- Parents will be collected immediately should medication be required.



# IMMUNISATIONS

It is recommended that all immunizations are kept up to date.

- Please allow 24 hours to pass after an immunization before bringing your child into care.
- Care without immunizations is at the discretion of the parent.

## HEALTH

If your child is unwell, parents/guardians are asked not to bring their child to the Centre.

Sick children need the comfort of one-to-one care, which is difficult to provide in a creche setting.

Please keep your child home if any of the following applies:

- A temperature above 38.5 degrees
- Any vomiting or diarrhea
- Nose, eye or ear discharge
- Conjunctivitis
- Body rash, skin lesions or cold sores
- Sore throat with fever and swollen glands
- Head lice or nits
- Cough with obvious discomfort
- Yellow skin or eyes
- Received immunizations in the last 24 hours



A child cannot be accepted into our care with signs of communicable disease or any condition that may prejudice the health of others. Children will be excluded from the creche if they are ill. If symptoms become apparent at the creche, the parent or guardian will be contacted to collect the child.

A medical certificate may be required before a child can return to the creche after an infectious illness. The decision to exclude or re-admit a child who has been ill will be the responsibility of the creche staff.



## NUT FREE & WHOLE EGG FREE POLICY

- Strict nut free and whole egg free policy applies
- Products such as peanut butter, nutella and nut food bars are not permitted in the creche
- Products such as quiche, boiled eggs and frittatas are not permitted in the creche
- Children will not be given any products containing nuts during their visit

## ARRIVAL & DEPARTURE PROCEDURE

### SIGN IN / OUT REGISTER

Parents and guardians must sign their children in and out of Creche each day with their full name.

Please specify where you are in the Centre to allow staff to locate you if needed.

### CHILD COLLECTION

The person collecting your child must be authorized on the Enrolment Form and Sign In/Sign Out sheet.

An Authorization to Collect form must be completed when any alternative person (including Mum or Dad) will be collecting a child. ID may be requested by staff upon collection.

Staff may refuse collection if the Authorization to Collect form has not been completed.



## WHAT TO BRING

To ensure your child has an enjoyable time in creche please bring the following items:

- Drink / water bottle
- A bag for belongings
- Snacks (there is a strict nut free and whole egg free policy)
- Appropriate clothing and footwear for the season
- Spare clothing
- A hat for outdoor play
- Disposable nappies, wipes or underwear
- Pull ups if toilet training.
- Prams for children under 2
- Any comforters that may help with your child's adjustment to creche

**ENSURE ALL ITEMS ARE  
CLEARLY LABELLED**



# FOOD AND DRINK

Oasis creche encourages healthy eating and good behavior

Children are required to sit at table/highchair when eating and drinking  
Children will be given food when requested or when they appear to be hungry  
Please label all food and drinks clearly



## ACCESSIBILITY TO THE CRECHE

FOR THE SAFETY AND WELL-BEING OF ALL CHILDREN PLEASE BE MINDFUL OF THE FOLLOWING:

- Nominated parent or care giver (along with the children) may access the creche only. Additional family members and friends are asked to kindly wait outside creche
- Please do not intentionally obstruct the doorway or gate.

## SAFETY

In case of an emergency, such as fire alarm, parents are required to follow staff directions. Children in the care of the creche staff will be taken to the muster point under the supervision of staff.







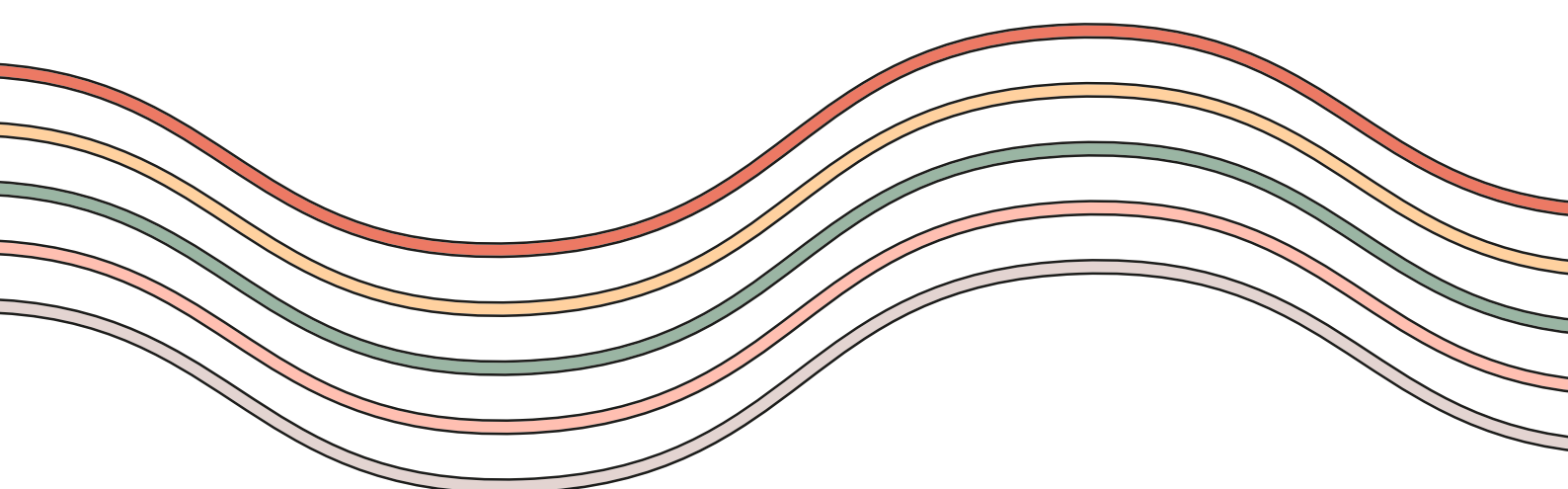
## EQUAL OPPORTUNITY

Any children who have a disability will not be discriminated against and will be afforded access where the Centre's resources are able to adequately care for the child. Please note we cannot offer 1 on 1 care.



## NAPPIES & TOILET TRAINING


- Staff are happy to change nappies and assist with toilet training as best we can
- Please kindly assist us by providing spare nappies, wipes and a spare change of clothes in case of an accident.
- It is preferred that training pants or pull ups are worn for children that are toilet training.
- We are happy to discuss this more with you to assist as much as we can





## BEHAVIOR POLICY

The Goldfields Oasis Creche will provide a secure, nurturing and stimulating environment which encourages children to cooperate, enhance their self-esteem and encourage their ability to interact with others. When a child continues to behave in an unacceptable manner, they will be redirected to another activity. If the child does not respond to redirection of behavior, creche 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. If the child continues to behave inappropriately then the parent/guardian will be asked to return to the creche. Parents/guardians will be consulted and asked to work with staff to ensure discipling techniques are consistent and clear.



# AGGRESSIVE BEHAVIOR

Safety of all the children and staff attending our creche is a top priority of the Goldfields Oasis, for this reason we have a zero-tolerance policy for Aggressive Behavior. This may include but not limited to, Any form of Physical, Emotional and Verbal Aggression with intent to harm and/or cause damage to children, staff and/or property. Hitting, kicking, punching, slapping, or any acts that cause physical hurt (this does not include accidental harm). Verbal aggression, swearing, insults, and cruel and unkind remarks intended to cause pain and distress & hate speech. Hostile aggression describes emotional or reactive acts that involve a specific intent to hurt someone or destroy something and Intense relentless bullying.

## First Occurrence

When a child behaves in an aggressive manner, we will immediately separate the offending child and place them in time out while explaining to why their behavior is unacceptable. Another staff member will go to collect the parents instantly and ask them to return to the creche to collect their child. Once the parent has arrived the staff will speak with the parent and tell them what has happened and inform the parent that their child is now on probation period of 12 weeks. If another incident is to occur within 12 weeks, we will suspend their creche membership for 3 months.

If the staff cannot find the parent after 15minutes and they cannot be contacted via phone proceed with “child left alone at Centre” policy (police may need to be called).

\*If no occurrence happens with in the probationary period the child will return to a first occurrence again. The case will be reviewed if another occurrence happens again.

## Second Occurrence

If another aggressive behavior occurs within 12 weeks of the first, the child will be on a 3-month suspension. Same as the first occurrence, the children will immediately be separated. The offending child and placed in time out. Staff members will go to collect the parents instantly and ask them to return to the creche to collect their child. The staff/Senior Officer will inform the parent that the child will now have a 3-month suspension from creche due to their behavior and they will not be able to use our services in that time for that child (other children in the same family can).







**WE WELCOME ANY  
QUESTIONS, COMMENTS OR FEEDBACK  
PLEASE GET IN TOUCH WITH THE TEAM**

## **Contact Us**

Located at Goldfields Oasis Recreation Centre  
99 Johnston Street, Somerville, WA  
9021 0900  
[oca@goldfieldsoasis.com.au](mailto:oca@goldfieldsoasis.com.au)  
[www.goldfieldsoasis.com.au](http://www.goldfieldsoasis.com.au)