

# Childcare at Bluewater



118-134 Hearn Street  
Colac, 3250

Phone: (03) 5231 4398

Email: [bluewater@colacotway.vic.gov.au](mailto:bluewater@colacotway.vic.gov.au)

Website: [www.bluewater.org.au](http://www.bluewater.org.au)

## **OUR PHILOSOPHY**

*Bluewater has a strong commitment to providing high quality children's services where the needs of children and families are met.*

*We promote mutually beneficial partnerships with families and the wider community by encouraging involvement and expression of ideas about the service.*

*We value the individuality of children and encourage expression and acceptance of culturally diverse backgrounds, beliefs and attitudes.*

*We offer children the forum to develop skills through the exploration of educational, play based programs within a safe, caring, friendly and enjoyable environment.*



# **WELCOME TO OUR CRECHE**

This handbook has been created as a guide for new and existing families. Please read and keep for future reference.

## ***Age Eligibility***

Available for children from birth until their 6th birthday.

## ***Hours of Operation***

Monday to Friday 9am to 11:30am

## ***Enrolment Procedure***

A complete enrolment form, signed by the child's parent/guardian must be handed to Crèche or Customer Service staff before your child can be cared for.

Should your child require medication of any kind, a parent/carer must fill in and sign the 'Medication Record' book held in the Crèche.

Children at risk of Anaphylaxis, Asthma or other life threatening conditions must provide an emergency 'Action Plan' signed by their doctor.

A copy of any Court Orders relating to the child must be given to the Child Services Supervisor. Please notify in writing if there is any change.

## ***The Program***

We offer a broad range of activities to enhance the learning and developmental needs of each individual child.

We provide a variety of experiences to choose from including art and craft, musical, puzzles, construction materials, group activities, inside and outside play.

## ***Aim of the Program***

- To develop self confidence and to act independently
- To learn to share and co-operate with others
- To use language as a means of communication
- To use the program as an avenue of physical, emotional, social, creative and cognitive development.

The program is developed by staff and displayed on the noticeboard inside the crèche. Please take some time to read the program and discuss any ideas or queries you may have regarding the planned activities.



## ***Bookings***

Bookings are essential to ensure sufficient staff and quality care. They can be made in person or by phoning the centre during operating hours.

Parents/ guardians linking Swim School lessons to their Crèche Cash bookings are able to book and pay by the term.

All other bookings can be made up to 2 weeks in advance of the date required.

Bookings must be paid for in advance unless made by phone less than 12 hours prior to the time being booked.

## ***Cancelling Your Booking***

**Cancellations need to be  
made by 8.30am**

You may cancel your booking by 8.30am of the same day. For paid bookings you will receive a credit for use on a future booking. No credit will be given for cancellations made after 8.30am or for failing to turn up as staff have already been engaged. Parents not cancelling bookings on a regular basis will be NAME THE PENALTY.

*Please note: No cash refunds are able to be given.*

## ***Crèche Facilities***

The Crèche is a spacious room with plenty of natural light, a kitchenette and a children's bathroom. A secure outside play area is available for ride-ons and active play.

## ***What to Bring***

- A healthy snack and a drink. See note below.
- Pram, if your child is likely to need a sleep during their stay.
- Nappies and wipes
- Change of clothes as required - some activities may be messy.
- Sunhat for First and Fourth term each year.

**Please ensure that all items are clearly labelled. This includes, bags, food containers, drink bottles, dummies,**

## ***General Information***

### ***Can my child bring their favourite toy?***

- For safety we do advise parents to leave toys at home, however toys of comfort are acceptable.



### ***If I arrive late, can my child stay later?***

- We cannot be in breach of our licence conditions at any time, therefore we cannot guarantee that we can automatically extend your child's childcare session. Please see staff when you arrive to see if this is possible.

## ***Snacks and Drinks***

Some children who use the Crèche can have a severe allergic reaction to a number of common food substances.

A complete list of notified allergens can be found on the crèche notice board.

Please assist us in providing a safe environment for these children by following these simple guidelines:

- ***Do not bring allergenic foods (egg, nut products) into Crèche.***
- Clearly label all food containers, bottles and dummies with your child's name.
- Consider fresh fruit alternatives.
- Sit your child at the crèche tables to eat.

Your co-operation is much appreciated by Crèche staff and particularly by the children who suffer these allergies.

## ***Sun Smart Protection ~***

Children are required to wear sun hats everyday during 1st and 4th term. Please provide a hat from home that is clearly named.

Regrettably we do not have sunscreen on hand in the Crèche. Staff are happy to apply sunscreen brought from home. Please let staff know if you wish for this to occur.

## ***Dropping off and collecting your child***

To ensure children are dropped off and collected from Crèche in a safe and supportive manner that conforms with DEECD and BWFC requirements, we ask that you comply with the following:

### ***Arriving at Crèche***

Please stay with your child at all times prior to the opening hours of the Crèche.

Bookings are essential. Please check in at reception on arrival. Children must be taken to the Crèche by the nominated carer and signed in on the *Arrival and Departure Book*.

The *Arrival and Departure Book* must show your child's name as it appears on the enrolment form, arrival time, your full signature or that of the person signing your child in, and at what location within the complex you can be found.

Please make a Crèche staff member aware of your child's presence before leaving the Crèche.

Any extra requirements for your child's wellbeing and comfort can be recorded in *Comments / Needs* section of the *Arrival & Departure Book* or communicated to staff directly.



## ***Collection of Children***

The authorised carer collecting your child must be a person nominated on the enrolment form. If the authorised person will not be picking up your child, notification in writing must be given to Crèche staff.

Your child must be signed out with the departure time and your full signature.

The authorised carer must make personal contact with one of the Crèche staff to ensure a staff member is aware that your child is being collected.

## ***Crèche Licence***

The Crèche has been approved by DEECD and is licensed as a Children's Service Type 1.

As such the Centre and staff must meet and maintain high standards of care and safety.

As a condition of our operating licence no child is able to be cared for or educated in our Crèche for more than 2 hours per day and not more than 6 hours per week.



## **Child Behaviour Management**

We believe that positive guidance techniques and positive management of behaviour will foster self-esteem and self worth, as well as offering children the opportunity to express their feelings in a constructive manner.

We believe that children need to experience consistent, clear and coordinated expectations of behaviour.

### **For all children in our care, staff will:**

- Have age and developmentally appropriate behaviour expectations.
- Set up the environment to minimise conflict by offering age appropriate choices and experiences, an adequate supply of equipment and the correct child/staff ratio.
- Focus on the behaviour that is inappropriate, not the child. We need to protect the child's feelings of self worth by avoiding comments or using techniques that will frighten, embarrass or make the child feel insecure.
- Identify and reinforce appropriate behaviour consistently. To teach a child what is acceptable behaviour we need to focus on what is appropriate with encouragement and positive reinforcement.
- Set clear limits with a brief explanation so the child knows why the limit has been set.
- Be aware of the need to redirect children to other activities when unsettled.
- Model appropriate Behaviour — children learn through imitation.
- Recognise their own limitations and seek support when they feel unable to deal with a specific situation.

- Discuss with parents, any problems which recur and work with the parent to develop new strategies and/or intervention techniques.

The overall aim of the crèche is to provide a relaxed friendly , safe environment for all children, their families and our staff.

Behaviours considered to be unacceptable are:

- Physical Abuse – biting, hitting, kicking etc.
- Verbal Abuse – swearing, racist or sexist remark or name calling.
- Misuse of equipment—throwing, smashing toys etc.



## ***Inclusion***

The Crèche provides access to all children between birth and 6 years of age without discrimination, including those with additional needs.

If your child has specific needs, either physically, emotionally, culturally or in communicating with others, please speak with the Children’s Programs Officer prior to making a booking in the Crèche. We will then discuss with you, how we can best meet those needs, e.g. providing additional staff, extra equipment, Crèche routines and practices which support your families.

## ***Discounted rates for Bluewater Membership holders***

In 2016/17 Bluewater included complementary childcare with Platinum Family Memberships.

Swim School and Adult Membership holders received a discounted members rate when using the childcare services.



## ***Emergency Evacuation***

In the unlikely event of the need to evacuate the centre, staff will take all children from the Crèche to the designated emergency evacuation points.

In the event of an emergency, Creche staff and the children in their care will report to the Library.

Staff will wait with the children until each child has been collected by his/her parent or a person authorised on the enrolment form.

Parents will be required to notify staff when taking their child from either of these assembly points.

Centre maps showing Emergency Exits and the Emergency Response Procedure are posted on the Crèche wall just inside the entry door.

The Crèche Emergency Management Plan is available on request.

## ***Medication***

If your child needs medication during care hours it must be given to the Co-ordinator on arrival. The medication is to be clearly Labelled, the dosage details entered in the medication book and the book signed by the parent otherwise medication cannot be given.

## ***Distressed Child***

Parents will be contacted if a child is injured, unwell and/or distressed and unable to be appeased.

## ***Infectious Diseases***

Children may be excluded from the Crèche for the period set out on the Department of Humans Services exclusion table shown on next page.

Any child that is not immunised or who hasn't provided BWFC with a copy of their immunisation details may also be excluded.

Children that appear to be unwell whilst at the Crèche may be excluded from the program if deemed necessary by the supervisor.

**Public Health and Wellbeing Regulations define a medical certificate as one provided by a registered medical practitioner.**

<b>[1] Conditions</b>	<b>[2] Exclusion of cases</b>	<b>[3] Exclusion of Contacts</b>
Amoebiasis (Entamoeba histolytica)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Campylobacter	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded
Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
Diarrhoea	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later	Exclude family/household contacts until cleared to return by the Secretary
Hand, Foot and Mouth disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until at least 4 days of appropriate antibiotic treatment has been completed	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness	Not excluded
Hepatitis B	Exclusion is not necessary	Not excluded
Hepatitis C	Exclusion is not necessary	Not excluded
Herpes (cold sores)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible	Not excluded
Human immunodeficiency virus infection (HIV/AIDS virus)	Exclusion is not necessary	Not excluded
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
Influenza and influenza like illnesses	Exclude until well	Not excluded unless considered necessary by the Secretary
Leprosy	Exclude until approval to return has been given by the Secretary	Not excluded

<b>Measles*</b>	Exclude for at least 4 days after onset of rash	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received NHIG within 144 hours of exposure, they may return to the facility
Meningitis (bacteria —other than meningococcal meningitis)	Exclude until well	Not excluded
<b>Meningococcal infection*</b>	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
<b>Mumps*</b>	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
<b>Pertussis*</b> (Whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment
<b>Poliomyelitis*</b>	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced	Not excluded
Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
Salmonella, Shigella	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced	Not excluded unless considered necessary by the Secretary
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well	Not excluded
Tuberculosis	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious	Not excluded
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Secretary	Not excluded unless considered necessary by the Secretary
Verotoxin producing Escherichia coli (VTEC)	Exclude if required by the Secretary and only for the period specified by the Secretary	Not excluded
Worms (Intestinal)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded

For further information about exclusions mentioned in this document, please contact the Department of Health's Communicable Disease Prevention and Control Unit on 1300 651 160 or visit [www.health.vic.gov.au/ideas](http://www.health.vic.gov.au/ideas)

## ***Child / Staff Ratio***

Our child / staff ratio's are:

- 1 staff member or volunteer for every 5 children under the age of 3 years
- 1 staff member or volunteer for every 16 children aged 3 years or more.

At least 2 staff members must be on duty whenever children are being cared for or educated in the Crèche.

## ***Staff Qualifications***

Each staff member working in the Crèche must have a minimum qualification of *Certificate III in Children's Services*. Some of our staff hold the higher qualification of *Diploma in Children's Services*.

Staff must also hold a current:

- Level 2 First Aid qualification
- Cardio Pulmonary Resuscitation (C.P.R. ) Certificate
- Police Check
- Working with Children Check
- Anaphylaxis Management Training



## ***Information Available for Inspection***

The following information is available for your inspection in the folder marked “Crèche information for Parents/ Guardians”. This folder can be found next to the ‘sign in’ book during crèche operating hours.

- (a) admission requirements and enrolment procedures;
- (b) arrangements for the payment of fees;
- (c) the policy of the service with respect to the employment of qualified staff;
- (d) the educational or recreational programs provided for children cared for or educated by the service;
- (e) the policy of the service with respect to behaviour management;
- (f) arrangements for the delivery and collection of children;
- (g) procedures for dealing with illness and emergency care;
- (h) procedures for dealing with infectious disease;
- (i) provision for dealing with complaints;



## ***Centre Facilities***

Bluewater comprises a modern indoor pool hall with 25m heated pool, warm water therapy pool, toddler pool, children's splash pad, spa and steam room. Our spacious gymnasium is fully equipped and staffed by qualified fitness leaders offering gym floor support and personal training services. We have a large dedicated spin bike room and large double program room. The stadium offers 3 basketball courts, courtside seating and an adjoining meeting room and ticketing office. Our Crèche is available for those utilising the Centre's facilities and/or attending programs within the centre.

## ***Enquiries, Suggestions and / or Complaints***

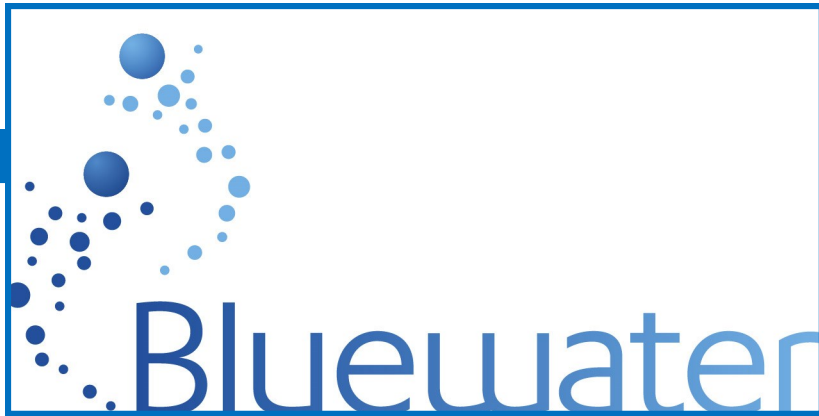
Staff welcome the opportunity to discuss any questions, ideas or suggestions you may have regarding your child's care in the Crèche, our facilities or the service we offer.

Day to day concerns about the running of the Crèche should be directed to either the Centre Manager or the Child Services Supervisor.

Complaints may be made in person, by phone or email, or in writing to either:

1. The Centre Manager
2. The Children's Programs Officer or
3. Directed in writing to:  
Colac Otway Shire Council  
PO Box 283  
Colac, Victoria 3250

List and description of group fitness classes goes here.



## **Fun, Health & Happiness**

### Centre Hours

Monday - Thursday	6.00am—8.30pm
Friday	6.00am—7.30pm
Saturday & Sunday	8.00am—4.00pm
Public Holidays	10.00am—4.00pm

### Crèche Hours

Monday - Friday 9.00am - 11.30am

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