

23 June 2017

Dear Bluewater Member,

Bluewater Childcare Service

I write to you as a member of the Bluewater family. Bluewater management has recently undertaken a review of the membership structure, in particular inclusion of the childcare service in the Family Platinum category. This information has been used to decide on the most cost effective way we can continue to provide childcare services.

Currently Family Platinum members are entitled to use the childcare service at no additional cost as it is included within the membership structure. This has been a very well-utilised service, but unfortunately one that Council is unable to continue in its current format due to the costs involved in providing additional staff members to meet current needs.

Historically, our childcare service has operated on its budgeted two staff capacity, which due to current demand is proving inadequate to meet the current patron demand.

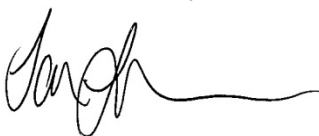
From 1 August 2017, free access to childcare will no longer be offered as part of the Family Platinum membership. In its place, Council proposes to introduce a small user fee for all childcare customers, including Family Platinum members, as a way to ensure the service is maintained at current levels for members. It also provides consistency with other value-add services such as swim school, personal training etc.

Council is confident that the cost for childcare at Bluewater is still extremely good value for money when compared to other childcare facilities. You can be assured that your children will also continue to have access to the same great child carers.

The new fee structure will commence on 1 August 2017. We understand and appreciate that this is a change in expense to some members and encourage you to speak with Bluewater staff to ensure that you receive the best value membership for your needs ready for when the change is introduced. We have introduced a new payment option in regards to multi-visit childcare passes to offer a more convenient payment option. Thank you for your ongoing patronage at Bluewater.

If you have any queries regarding this matter, please feel free to talk to the Bluewater team on 5232 9551.

Yours sincerely



Ian Seuren
Manager Arts and Leisure

Changes to Bluewater Childcare – Q & A

Why do we need to introduce a fee?

There has always been a fee associated with the childcare service however in recent times the Platinum family membership changed to include free access to childcare. This has proved to be unsustainable and not consistent with our services across the centre. To meet current demand, Bluewater childcare has been operating with additional staff which has not been budgeted for. In order to maintain this service level, it has been decided to implement a small fee in an attempt to help cover a portion of this cost.

Will we get more from the service that what we do now for the extra cost?

Bluewater will still provide the same high standard of care with the same educators that our facility has offered. The fee will simply allow our capacity to remain at 18 to accommodate the current demand, whilst providing consistency with other value add services across the centre

Will there be a charge if you cancel or don't turn up, now much notice do you need to provide when cancelling?

Cancellations need to be made no later than 8:00am on the day of the booking.

What are the multi-passes and how will they work?

The multi-passes are an efficient way of patrons paying for the childcare service and will eliminate the need for members to pay by cash or eftpos each time. The pass will simply be applied to the child's profile and to the bookings at 8:00am each day.

Can the added cost be tacked onto my membership fee?

At this stage we cannot attach a separate childcare portion to memberships. This is something that we have discussed with our software provider for possible future options.

What is the cost?

The fees and charges for childcare services at Bluewater as at August 1, 2017 are:

Type	Single Child Rate	Family Rate
Non-Member	\$10.00	\$18.00
Member (other than Family Platinum)	\$5.50	\$10.00

Family Platinum Member Multipass	Price
10 hours of childcare	\$50.00
30 hours of childcare	\$140.00

Family Platinum Members using the Multipass system pay for the hours used only, regardless of the number of children they have booked in.

Will time restrictions still apply?

Childcare at Bluewater will still be available from 9:00am – 11.30am with a maximum of 2 hours per day and a total of 6 hours per week per child.

Will the booking system still be the same?

Yes, we still believe that our current booking system is the fairest option for all patrons wanting to book childcare. We will continue to use our waiting list, which has been an effective tool in keeping occupancy rates at a maximum.

Will there be a cheaper rate for parents using the facility rather than those dropping kids off and leaving the centre?

The childcare service is primarily designed for people utilising Bluewater services. However, members will continue to be able to leave the facility whilst their child(ren) are using the childcare service. There are three pricing levels for childcare – Platinum Member, Member and Non-Member.