

# PARC Crèche parent information sheet

PARC Crèche provides opportunity for those parents who wish to enjoy PARC's many facilities whilst having their children cared for by qualified child care professionals. Our Crèche service has been built with the highest quality facilities to ensure our customers' children receive the highest quality care in a safe and secure environment.



PARC Crèche cares for children from 6 weeks to 6 years of age during the school term, with children up to 10 years of age welcome on school holidays and curriculum days. Please note parents/guardians must be present in the facility at all times while their child(ren) are in care. Visit our website here:

[www.parcfrankston.com.au/creche](http://www.parcfrankston.com.au/creche).

## Sessions

Monday to Friday:

Session 1 9:00am - 10:30am

Session 2 10:40am - 12:10pm

Crèche will be closed on public holidays and for three weeks over the Christmas/New Year period.

## Enrolments

An enrolment form for each child must be completed 3 days prior to leaving your child/ren in care. Forms are available from the Centre and on the PARC website. Any enrolment forms brought in after 1pm on Fridays will be processed on Mondays. The Crèche team will email you once your enrolment has been processed.

At that point you will then be able to make a booking.

## Immunisation status

From 1 January 2016 the State of Victoria Department of Health and Human Services requires all children enrolling in early childhood education and care services to be up to date with their immunisations or have an approved exemption letter. An up to date Immunisation History Statement is required prior to attending the Crèche and each time their immunisation status changes.

## Bookings

Bookings are essential and available seven days in advance. Contact PARC on 9781 8444 to make a booking.

Fees are to be paid at the time of booking. For your convenience it is recommended you purchase a multi-visit pass.

Fees for each session are:

|               |            |                    |
|---------------|------------|--------------------|
| Single visit  | Member     | \$6.30 per child   |
| 5 Visit Pass  | Member     | \$31.50 per child  |
| 10 Visit Pass | Member     | \$56.70 per child  |
| 20 Visit Pass | Member     | \$113.40 per child |
| Single Visit  | Non Member | \$12.60 per child  |
| 5 Visit Pass  | Non Member | \$63.00 per child  |
| 10 Visit Pass | Non Member | \$126.00 per child |

## Cancellations and no-shows

Notice is required for cancellation. If your child is unable to attend please notify the Centre on 9781 8444 as soon as possible. Refunds for the booking will only be given for notice more than one day prior to the session. No shows will be charged for the session(s).

## Arrival and departure

Under requirements set out by the Children's Service Regulations 2020, parents/guardians must sign their child in each day and out prior to departure and must include the name of the child, who will be collecting the child, signatures of parent/guardian and a contact phone number. Please endeavour to bring your child to Crèche in a clean, dry nappy.

## Collection of children

To ensure the safety of the child, only authorised people will be allowed to collect the child from the Centre. It is the parents/guardian responsibility to inform the Centre of any changes to the authorised people.

If you are unable to collect your child, crèche staff must be informed in writing or via the telephone of the name of the person who will be collecting your child. The person collecting the child will need to provide photo identification before the child will be released into their care.

We also ask parents to be vigilant when collecting their child and not allow any other children to exit the main crèche area without being accompanied by their parent. Please alert a crèche staff member if you suspect a child is unsupervised.

## Illness/injury

Children who are infectious or unwell should be kept at home. In the event of an illness or injury the parent/guardian will be contacted immediately. More information is provided on the parent information wall located in the Crèche foyer.

## Medication

Due to the short nature of the sessions it is preferred that any medication is administered prior to arriving for the session. If your child requires medication during the session please speak to the crèche staff on duty. Medication will only be administered by crèche staff with written permission and an accurately completed medication form.

## Anaphylaxis/asthma action plans

If your child has an allergy or asthma, you may be provided with an action plan from your doctor. This document must be signed by your doctor. We will need a copy of this plan prior to enrolment.

PLEASE NOTE: PARC Crèche is a nut free and popcorn free Centre.

Snacks – PARC Crèche promotes healthy eating so please bring healthy snacks for your child(ren) only. This may contain fruit, yogurt, vegetables, rice cakes or sandwiches.

## What to bring

- Clearly labelled bag and change of clothes
- Sufficient nappies
- Clearly labelled drinks, (including bottles) and snacks (we do not provide snacks)
- Hat and sunscreen in summer - please apply sunscreen prior to your child arriving.
- Hat and jacket in winter

We are unable to store prams in crèche or in the foyer due to health and safety reasons.

## Queries & Complaints

For any queries please call 9781 8444 from 9am - 12pm Monday to Friday. Any queries or complaints that cannot be resolved by staff can be directed to the General Manager of Customer Experience on 9781 8411.

## Staff

All staff are employed in accordance with the Victorian childcare legislative requirements. Crèche staff will be available from 9am - 12pm Monday to Friday for any enquiries and to tour PARC's Crèche facility by appointment.