



# STARplex Crèche Information Package

## **Welcome to the STARplex Crèche!**

The crèche provides a high quality, safe, caring and fun environment, giving children the opportunity to play and learn with age appropriate toys, activities and to interact with other children.

**The STARplex Crèche is a FREE service for parents or guardians who are participating in the areas of either the**

Fitness Centre

Courts

Café

Pool

Theatre

Wellness & Rehabilitation

STARstore

Physio

**The STARplex Crèche benefits greatly from the generosity of our families and through the donations that we receive. Donations are greatly appreciated, with all money raised going towards toys and equipment for the children who use our facilities.**

Children between the ages of three months to 12 years are welcome to utilise the STARplex Crèche. School aged children are welcome in the crèche during the afternoon/evening sessions however there is a one hour limit on care. On weekends all children are welcome to utilise the STARplex Crèche for a maximum of two hours. During the school holidays we also offer a Kids Club service for all school aged children.

**STARplex Crèche booking time is 2hrs maximum per session.**

Due to the high demand on the crèche, bookings are essential and can be made at reception or by contacting the STARplex Crèche direct line.

Our friendly, qualified and dedicated staff look forward to welcoming you, supporting you and caring for your children.

Please feel free to approach our crèche team with any comments or questions.

**STARplex Crèche**

**18-20 Alexander Avenue**

**Evanston Park SA 5116**

**STARplex Crèche Ph: 08 85238784 (During our opening hours)**

**STARplex Reception Ph: 088522 0622 (After Hours)**

**Email: [mettyeda@starplex.com.au](mailto:mettyeda@starplex.com.au)**

**Web page: [www.starplex.com.au](http://www.starplex.com.au)**



# Crèche Arrival and Departure Guidelines

- Parents/Guardians are to remain within STARplex whilst their children are in the STARplex Crèche.
- Parents need to complete an enrolment form on their child's first visit. Families with more than one child need to complete an enrolment form for each individual child. At the beginning of each year a new enrolment form is to be completed. Please advise staff of any changes to this information as soon as it occurs.
- Please ensure that you advise staff if your child has any medical conditions i.e. allergies/asthma on each visit.
- All children need to be signed in on arrival and out when departing. This is to ensure that all children are accounted for in the event of an emergency fire/evacuation procedure.
- Please write your child's full name and complete all details, when either signing in or booking your child into the STARplex Crèche. This will be helpful in identifying children who share the same first name and also if we need to contact you by telephone when we have any queries.
- **For the safety of the children, all children need to be collected by the same person who signed them into care. Unless prior arrangement has been made with a staff member and it is written on the arrival and departure form, no child will be released to another person. Staff will always check Photo Identification (current driver's licence) if any authorized/nominated person unknown to them has come to collect your child. If STARplex Crèche staff, are unsure on whether the person has authorization to collect your child, they will notify you to confirm authorization.**
- In order for staff to provide a balanced ratio of children to staff, children need to be booked in to our service in advance. Bookings can be made in the STARplex Crèche during opening hours or at STARplex Reception.
- If the STARplex Crèche is full and you would like to book in for that day/time, your booking will need to go on to a waiting list. This is to ensure the STARplex Crèche remains a safe environment for all children.
- Please ensure that you cancel your booking if you no longer require care, this will enable us to provide a place to families on a waiting list. If you are placed on waiting list, please ensure that you complete your contact details on the form provided, so that our staff can contact you promptly if a place becomes available.
- The STARplex Crèche opening times may change from term to term. Please ensure that you keep up to date with any changes before booking into the crèche. Please feel free to approach staff or obtain a copy of our current opening times at the entrance to STARplex.



# Belongings / Clothing

- All children need to arrive in the STARplex Crèche with a bag, change of clothing, appropriate snack and water bottle which are all fully labelled.  
  
\*Please check with staff and/or our food policy for suitable snack options.
- Babies/toddlers/children who are not toilet trained need to arrive in a clean dry nappy and also provide a spare nappy in their bag in case they require a nappy change. Disposable nappies are available for \$1.00 each from STARplex Crèche if needed. If your child is toilet training, please let staff know and we can support you in assisting and reminding your child to use the toilet.
- The STARplex Crèche provides play experiences throughout the day which include activities such as play dough, gluing, textas and painting. Please ensure your child's clothing is suitable so they can be involved with the group.
- Please do not leave any personal belongings i.e. purses, watches etc in your child's bag. The STARplex Crèche will not be held responsible if any personal items go missing. Lockers are provided in the Fitness Centre which are secure and are free to members.
- Please do not leave any medication in your child's bag.
- We encourage the older children who use our service to be independent and be responsible for their own belongings where appropriate. Could you please check your child's bag before each session to ensure that there are no small items, toys, lollies etc., which can be a hazard to smaller inquisitive children.



# Settling your child into the STARplex Crèche

We encourage you to visit the STARplex Crèche with your child/ren prior to their commencement (if possible).

Some children will settle immediately and others will take a little longer. Depending on your child's needs, these first visits should be short and frequent (15-30 minutes approximately). If you or your child, are becoming anxious about you leaving, it may be a good idea to leave straight away and then come back after a short period of time to spend some time playing with your child when you return. Whatever way you decide to settle your child into care, it is always a good idea to tell your child/ren when you are leaving as it is important that they know you will be coming back to pick them up soon. The STARplex Crèche staff will support you and your child whilst you are settling in to this routine.

When your child becomes comfortable and safe in the STARplex Crèche, the time can be extended. This will help you and your child/ren establish a trusting relationship with the staff that will be caring for your child as well as providing them with the opportunity to explore their new environment and interact with staff and children.

The staff will notify you if your child is not settling on any given day.

Please feel free to approach staff with any questions, comments or concerns about your child's settling in period.



# Illness Guidelines

**Please Ensure:-** For the health and safety of our children and staff that your child is well enough to attend the STARplex Crèche.

**Your child will not be accepted into the  
STARplex Crèche if:-**

- your child is not feeling well;
- has the common cold (with a nasal secretion which is discoloured, thick and greenish);
- has a temperature of 37.6C or higher;
- Infectious Diseases (Please refer to the next page for a list).

**\*If you have any doubts as to whether your child is well enough to be brought into the STARplex Crèche, please contact staff for advice prior to bringing your child into care.**



# Allergies / Medical

We have had an increase in the number of children attending the STARplex Crèche who have various food allergies or medical conditions. Certain allergies/medical conditions pose a life threatening risk to these children. In an emergency situation, these children may require certain medication to be administered.

- **Staff in *the STARplex Crèche* cannot accept responsibility to administer medication to your child (with the exception of Anaphylaxis/Asthma reliever medication). Staff will promptly notify you if any medication is required in an emergency.**
- The STARplex Crèche team have an “**Action Plan**” for Anaphylaxis (life threatening conditions), which will enable staff to provide a safe environment for children with allergic/medical conditions whilst in the STARplex Crèche. It will contain up to date information about your child together with parent/guardian information.

Action Plans will also include steps which staff will follow in a life threatening emergency situation. Due to the large influx of children and families that utilise our service on a casual basis it is important that the parent/guardian hand medication and action plans to staff on arrival so that it can be stored in our medication box. This will ensure that staff can find medication quickly in an emergency.

- **In an emergency situation, staff will follow STARplex policies. Should a child require medical attention, staff will first meet the child’s immediate needs, i.e. call an ambulance, then make contact with parents/guardians.**

Please feel free to approach STARplex Crèche staff if you need to fill out an “Action Plan or with any questions or feedback.



# Infectious Diseases Guidelines

- Children with visible signs of a contagious illness will be excluded from the STARplex Crèche until the child is free from infection.
- Please Note:- A medical clearance must be obtained from your doctor before your child attends the STARplex Crèche again.
- The STARplex Crèche must be notified if a child develops any contagious diseases whilst they have been in the service, so staff can notify other parents with an information notice which is displayed on the wall, above the sign-in-sheet detailing the type of illness, date and number of cases etc. (all other details remain confidential)

## **Exclusion times are an important factor in limiting the spread of infectious diseases, they are:-**

* Chicken Pox	Incubation period 14-21 days Exclude until blisters are crusted and dry.
* Conjunctivitis	Exclude until discharge from eyes has ceased.
* Diarrhoea	Exclude until diarrhoea has ceased.
* Hand ,Foot & Mouth	Exclude until blisters have dried/disappeared.
* Head Lice	Exclude until appropriate treatment has commenced and no live lice or eggs are evident.
* Hepatitis	Exclude until medical certificate certifies recovery.
* Measles	Exclude for at least 4 days after onset of rash.
* Meningitis	Exclude until well.
* Mumps	Exclude for 9 days, or until swelling has gone down
* Rubella	Exclude until fully recovered, at least 4 days.
* Scabies	Exclude until cleared.
* School Sores	Exclude until cleared.
* Vomiting	Exclude until cleared.
* Whooping Cough	Exclude child for 5 days after starting anti-biotic treatment.

**For more detailed information on infectious diseases, please see staff with any questions or comments. The STARplex Crèche uses “Staying Healthy in Childcare” as a guide to the appropriate treatment and exclusions for all childhood illnesses.**

**Thankyou**



# STARplex Crèche Food Policy

STARplex Crèche is committed to providing a safe and healthy environment for staff and children. Our policy reflects the importance of healthy eating, dental health and a safe environment for those children with allergies to food and drink. We also need to consider that children are only in the crèche for a maximum of two hours per session time. It is important that your child/ren's main meals ie breakfast, lunch & dinner are to be given to your child/ren before or after their time in the STARplex Crèche.

## **Food that is suitable to bring into the STARplex Crèche:**

Fruit - fresh (apple and other hard fruits to be pureed or cooked)  
grapes to be cut in half  
- pureed - dried (cut into small pieces) - tinned fruit

Crackers – plain, rice or savoury (includes shapes, vegemite dips)

Plain Sweet Biscuits - (no chocolate/chip/coated, cream, iced or jam)

Plain Cake/Muffin - (no chocolate/chip/coated, cream, iced or jam)

Sandwiches - (no sweet fillings, butter, cheese or nut products) suggested fillings  
vegemite, ham, fritz, tuna, salad

Fruit Bars - (no chocolate coating)

Fruit Twist Type Bars - (no nut products)

Drink - water only is to be brought in for children  
except for babies whom have a milk formula bottle.

Milk - plain, formula or breast (only in a baby's bottle)

**PLEASE REMEMBER NO DAIRY, NO NUTS OR EGG PRODUCTS ARE TO BE BROUGHT INTO THE CRECHE. FOR CHILDREN UTILISING THE 0-5 CRECHE NO CARROT STICKS OR POPCORN PLEASE AS THIS PRESENTS A CHOKING HAZARD FOR THE YOUNGER CHILDREN.**

**We thank you for supporting our food policy and we encourage you to talk to staff about any concerns you may have with the policy.**



# For the safety of our Children:

- Please ensure all bags, lunchboxes, bottles and prams are labelled with your child's full name. Please note: any lunchboxes, food items or bottles not labelled will not be given to your child by staff.
- **The staff aim to develop a positive self-concept in all children in our care. The guidance of your child's behaviour will be positive, supportive and consistent with their age, expectations and individuality. Any child/children behaving in an aggressive and unsafe manner will be requested by staff to be collected immediately by their parents.**
- Please ensure your child's fingernails are cut short to ensure the safety of your child and other children in the crèche in case of any scratching accidents.
- Small items need to be kept at home. Please check your children's pockets, bags etc for any such items before leaving your child.
- Please ensure toys are kept at home. Toys brought into the Crèche create conflict between the children and there is a risk of losing your well loved toys. The STARplex Crèche provides a large range of toys suitable for different age levels.
- Please ensure small hairclips are not in your child's hair , they may fall out and be a choking hazard to a baby.
- No medication is to be kept in your child's bag.
- Parents please be aware when rushing out the door, that the gate and door are closed behind you.
- Please check 'Lost Property' boxes for any of your lost items.
- **Reminder: If your child requires a milk bottle or food which needs to be warmed up please ensure it is warmed up before you bring your child in. The STARplex Crèche has no microwave and staff may not have the opportunity to leave the room to warm them up. It is acceptable to bring in warm boiled water in a bottle and a measured amount of formula, so staff can then make up the bottle if your child requires it. This is a healthier option and will not destroy the nutrients in the milk like microwaving or reheating.**



## **Emergency Evacuation Procedures:**

**STARplex Crèche in conjunction with STARplex have a detailed emergency evacuation procedure, so if the need ever arises, we are effective in evacuating the service as quickly and safely as possible.**

**It is important that all the children and staff are accounted for if we evacuate the building and this is why we have all children/staff signed in and out for each session. To ensure that we are not hindered in an evacuation, it will not be possible for us to release a child when transporting children to the STARplex assembly point. If you make your way to the STARplex Crèche in an emergency evacuation stay with the group until we are able to account for all the children. We may then call on you to assist, otherwise follow the directions from STARplex staff to the nearest exit.**

**Once we have called the role and notified the Fire Warden that all children are out of the building and the Fire Warden has advised that it is safe to leave, you can then sign out your child and leave STARplex.**

**Detailed copies of our Fire/Emergency Evacuation Procedure are clearly displayed in our two care facilities.**

**The STARplex Crèche newsletter is published every three months with updated, current and important information for the parents/guardians utilising the STARplex Crèche.**

**Please feel free to collect your copy from the STARplex Crèche or advise us of your email address and we will be happy to email you a copy.**

Thank you for supporting the staff in providing a safe and caring environment for your child.

**Regards STARplex Crèche team**



# **KIDS CLUB**

## **at STARplex**

**IN THE SCHOOL HOLIDAYS**

**for 5-12 year olds for three fun hours!**

**BETWEEN 9:00AM AND 12:00 noon**

OPEN Monday-Friday; CLOSED PUBLIC HOLIDAYS

Kids Club is only available to parents/guardians who are using the complex while their children are being cared for.

**COST: \$5.00 for 1<sup>st</sup> sibling**

**\$4.00 for 2<sup>nd</sup> sibling**

**\$3.00 for 3<sup>rd</sup> sibling**

**Admittance tickets are to be prepaid and can be purchased from STARplex Reception. Before and after Kids Club opening times children need to be signed in at the STARplex Crèche.**

**KIDS CLUB ACTIVITIES include: Arts & Crafts, Construction, Board Games, Courts Play, Table Tennis, Children's favourite Video/Dvd screenings and much more.**

**Bookings are essential and can be made at STARplex Reception or STARplex Crèche.**

**Come along and join in our high quality fun and educational service!**



# STARfun 2 Day Holiday Program

This program is available every school holidays for two consecutive days and dates are advertised during week five of each school term. The children really enjoy these two days and have the opportunity to try basketball, boot camp, netball, soccer, tennis, gymnastics, craft activities and finish each day with some swimming.

This is a great opportunity for children to experience several different sporting activities before they commit to a team sport. These activities are organized and supervised by both qualified instructors and children services STARplex staff.

Keeping the children busy and active in the holidays can be a real challenge. The activities offered during these two days are not only fun, they improve fitness, hand and eye co-ordination and is also a good social outlet for the children whilst giving parents the opportunity to have two full days of care at an affordable price.

The cost of the two day program is \$90.00 with lunch and morning tea provided. Discounts are available for families with three or more children booked into the program and one day is available at a cost of \$50.00 per child.

Children are signed in/out at the Hewitson Theatre STARplex at 8.45 a.m. and 4.00 p.m.

Limited places are available and fill up fast.

To help us with staffing it would be appreciated if bookings can be made two weeks prior to the program commencing.

Book at STARplex Reception on 85 220 622.



# STARplex CRECHE

## Opening hours:

Monday	8:30am-12:30pm 3:30pm-6:30pm
Tuesday	8:30am-12:30pm 3:30pm-6:30pm*
Wednesday	8:30am-12:30pm 3:30pm- 6:30pm
Thursday	8:30am-1:30pm 3:30pm-6:30pm*
Friday	8:30am-12:30pm
Saturday	8:15am-11:30am

\*PM sessions only available during school terms.  
Bookings are essential.

Children who arrive for care, and who are not booked in, may be refused care due to staff-child ratios.  
In addition, closing times may vary when there are no bookings  
Bookings can be made at STARplex Reception:  
08 8522 0622 or STARplex Crèche: 08 8523 8784

The aim of the STARplex Crèche is to ensure a safe and caring atmosphere, in an educational environment, for children whose parents or guardians are participating in recreational activities at STARplex.



## **TO ALL STARPLEX CRECHE PARENTS/GUARDIANS**

**STARplex Crèche provides quality care for children between three months to 12 years within a safe and caring environment. We are a FREE service offering care to parents/guardians who are involved in STARplex activities. Care is provided for children, for a maximum of 2 hours per session. Bookings are essential.**

The STARplex Crèche incurs significant running expenses and relies heavily on the generosity of our families and the donations that we receive. All donations we receive assist us in providing even better equipment and supplies which ultimately benefit the children that we care for.

### **There is a number of different ways in which you can support us.**

One is giving a gold coin donation on a regular basis.

The second is supporting our fundraisers that we have from time to time either by buying a raffle ticket, selling raffle tickets, purchasing goods or by being on a fundraising committee.

And thirdly by donating any of the following items which we are in continuous need of:-

\*Any books, toys, games, puzzles, old videos, dvds which are in good repair and you no longer have a need for.

\*Donating craft items such as wool, thread, beads, patty pans, pencils, textas, paper, cardboard, contact, foil, old wrapping paper, cellophane, paper plates, plastic cups, stickers or any recyclable items that can be turned into creative masterpieces by the children.

\*Donating any size 3-5, new/old tracksuit pants, trousers, jocks, knickers which you no longer need.

\*Donating tissues, baby wipes, dishwashing liquid, cleaning products such as gumption, spray and wipe, chux cleaning cloths, glade air freshner refills, toilet paper.

\*Donating play dough ingredients such as home brand plain flour, cooking oil and food colouring.

We take this opportunity to thank you all for your continued support and assistance in providing and maintaining our quality service.