



Government of **Western Australia**
Department of **Local Government and Communities**

Setting up a Crèche

Information and guidelines
to help organisations set up
a quality crèche service



Services provided by the **Department of Local Government and Communities**

Education and Care Regulatory Unit

The unit is responsible for administering legislation, assessment and rating. It supports quality improvement, and monitors and enforces compliance for education and care services.

Telephone (08) 6551 8333

Freecall 1800 199 383

Parenting WA

Parenting WA offers an information, support and referral service to parents and families from pre-birth to 18 years. The Parenting WA Line is a telephone information and support service available 24 hours a day, seven days a week. Parenting WA also offers a free library service and access to regional parenting co-ordinators.

Telephone (08) 6279 1200

Freecall 1800 654 432

Disclaimer

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Introduction

Crèche care is short-term or one-off care provided for children while their parents participate in an activity, meeting or other event at the same premises.

Crèche services that meet the exclusion criteria in regulation 5(2)(e) of the *Education and Care Services National Regulations 2012* may operate without a provider or service approval.

A crèche service can be provided at a range of venues, for example:

- recreation centres
- health and fitness clubs
- aquatic centres
- sporting clubs/centres
- health/medical clinics
- churches
- community/learning centres
- shopping centres.

Providing a crèche service can allow organisations to:

- increase the opportunity for parents to participate
- increase membership and use of facilities.

This booklet has been developed to give guidance and support to assist organisations to provide quality crèche services. Some useful contacts are provided on pages 16 and 17.

Why offer a quality crèche service?

Providing a quality crèche service allows parents to feel confident that their children will be safe and well cared for.

A quality crèche service should provide:

- a safe, healthy and welcoming environment for children where interactions between staff, children and parents are warm and positive
- opportunities for children to play with equipment and activities suited to their age and interests
- opportunities for children to experience positive social interactions with other children and adults.



Best practice

To safeguard your service and ensure best practice it is recommended you consider:

- the appropriate starting age for a baby to attend the service
- the number of hours a child attends a day
- the number of hours a child attend in a week.

If you are not sure whether your service should have a provider or service approval contact:

Education and Care Regulatory Unit
Ground Floor, 111 Wellington Street
East Perth WA 6004

Telephone (08) 6551 8333 or
1800 199 383 (regional)

Working with Children

The *Working with Children (Criminal Record Checking) Act 2004* has introduced compulsory criminal record checking for people who work with children.

Find out about requirements for employers and employees by contacting the Working with Children Screen Unit. Contact details are provided on page 16.

Duty of care

A crèche service must provide safe care for children while their parents are participating in an activity. The crèche service should only be available to children of participants or members. Crèche providers and their employees have a duty of care to the children attending the crèche.

A duty of care is a duty to take reasonable care to avoid acts or omissions that you could reasonably foresee would be likely to injure a person for whom you have a responsibility, or some relationship towards.

To fulfill a duty of care a service provider might consider whether:

- all children are well supervised and protected from harm
- all furniture and equipment is safe, well maintained and in good repair
- all gates, fencing and doors are secure and child-proof
- emergency procedures are developed and practised
- safe emergency exits are accessible at all times.

Duty of care may be breached if you or your employee behaves or acts unreasonably. Failure to act may also constitute a breach of duty of care.

A breach of duty of care means legal action could be taken against the crèche provider.

Insurance

Public liability insurance

Public liability insurance provides cover in the event the service provider or an employee is negligent, in breach of their duty of care and this negligence leads to physical injury or property damage to a third party.

For example, a service provider may be exposed to a liability as a result of a child being injured by a fall from unsafe playground equipment. This would be a breach of the provider's duty of care.

Worker's compensation insurance

Legislation requires organisations to have worker's compensation insurance in place for all employees. Failure to do so can result in the employer being prosecuted.

Worker's compensation insurance ensures that if a worker is injured or has an accident in the course of their normal duties, they receive medical attention at no cost to themselves and their wages are paid during the time they cannot work.

Some organisations may already have worker's compensation insurance in place for paid staff. In such cases, their present insurer will need to be informed of the need to include crèche staff. An additional premium may be required.

For more information, visit the Work Cover WA website:

www.workcover.wa.gov.au/Employers

Insurance for volunteers

It is important to find out whether insurance policies cover volunteers (including committee members).

Some insurance companies have packages that cover personal accident and public liability insurance for volunteers.

It is recommended you talk with your insurer or insurance broker.

Superannuation

Check with either your insurance adviser or the Australian Tax Office to see whether superannuation is required for employees.



Health and safety considerations

Should there be a policy to exclude sick children?

It is highly recommended that children with infectious diseases be excluded from attending a crèche to reduce the risk of cross-infection to other children and staff. Sick children require the comfort of one-to-one care, which is difficult to provide in a crèche setting.

The crèche supervisor is responsible for ensuring information about infectious diseases contracted by children or staff is passed on to all parents as soon as possible.

The Department of Health website www.public.health.wa.gov.au has a number of helpful resources including "A-Z topics and diseases" and the "Communicable Disease Guidelines" which includes information on diseases, transmission, exclusion and prevention.

What about first aid training?

It is recommended crèche services have at least one staff member on duty who has a current first aid certificate. There are many organisations that provide first aid training.

First aid kit

A first aid kit should be in a child-proof cabinet and easily accessible to crèche staff. The kit should be properly maintained and advice should be sought from an approved first aid training provider on items to be included in your kit.

It is important to check expiry dates on first aid items and replace when necessary.



Attach this information to the lid of the first aid kit and close to the telephone:

Nearest doctor's address:
Telephone number:
Ambulance telephone number:
Hospital telephone number:
Information to be reviewed: [date]



Incidents, accidents, injuries or illness

If a child is injured, their parent must be contacted immediately.

A record of all incidents, accidents, injuries and illness should be kept in an incident/accident book or electronic recording system to assist with any insurance claims or in identifying an outbreak of infectious diseases.

The record should include:

- the day and date, name of the child
- brief description of the incident
- treatment administered to the child
- signature of the crèche staff member and counter-signed and dated by the child's parent.

To maintain confidentiality a separate sheet should be used for each child.

Ask your insurance company for advice about storing records of incidents, accidents or injuries.

In most circumstances crèche staff would not administer any medication to children. This would remain the responsibility of the parent. However in case of a medical emergency which requires immediate attention, you should have an action plan in place e.g. anaphylaxis (severe allergic reaction) incidence.

For further information on:

- managing asthma: www.asthmawa.org.au
- anaphylaxis www.health.wa.gov.au/anaphylaxis click on education and care

Emergencies

Consult the local government authority about building requirements for emergencies. Issues to consider include:

- ensuring there is an alternative emergency exit, ideally with direct access to a safe location outside the building
- developing emergency/evacuation plans and practicing them
- ensuring all staff and parents are aware of their responsibilities for children in an emergency.



The physical environment

Providing a safe and secure physical environment is important. The following checklist will help you to evaluate the safety of your environment:

- the building is in sound condition
- there is adequate space, light and ventilation
- heating and cooling equipment is available and in good working order
- entry/exit doors are accessible and child-safe
- there is easy access for wheelchairs and prams
- there is no industrial activity nearby that might emit fumes or particles that pose a risk to children's health
- there is direct access to a telephone
- there is direct access to an outside exit in case of an emergency
- there is an alternative exit in an emergency
- access to hazardous areas such as swimming pools is restricted
- flooring is clean, level and free from hazards
- electrical fittings are child-safe
- heating equipment and fans are safeguarded when in use to prevent access by children
- fire and emergency requirements meet standards set down by the local government authority
- cleaning products are safely stored and locked out of children's reach
- glass areas are shatter proof or protectively screened
- a first aid kit is available and stored in a child-proof cabinet
- there is direct access to toilets suitable for children



- furniture and equipment is suited to the ages of the children e.g. no sharp edges, appropriate size chairs etc.
- suitable nappy changing and hand washing facilities are directly accessible
- food preparation and nappy changing areas are separate, but near to play area or easily accessible
- drinking water is available (inside and outside) for staff and children
- shade is provided in outside play areas
- playground equipment is safe, well maintained and does not pose a risk to children
- fences surrounding the area are adequate and secure
- a sun safety policy is in place.

Toilet requirements

- A junior size toilet or adapted adult toilet should be conveniently located with direct access from the crèche room. If the service is for young children only, consider the use of half doors.
- Access to the toilet should not be through a swimming pool area or an adult activity area in use.
- If the toilet is not immediately accessible to the crèche room, a staff member must be available to accompany children to the toilet – without risking the safety of remaining children. Alternatively, parents should accompany their child to the toilet.
- If toilet doors are fitted with locks, they need to be easily opened from the outside.
- Hand washing facilities, soap and paper towels should be available.

If babies attend the crèche, special measures are required to prevent cross-infection. These include:

- ensuring a change table or bench that is easily cleaned is readily available
- using a paper barrier between the child and the change mat that can be removed between each nappy change
- ensuring a supply of clean water is adjacent to the change table
- cleaning the nappy change surface with detergent and warm water after each nappy change
- washing your hands with soap after changing each nappy and wearing disposable gloves.

For additional and current information see the National Health and Medical Research Council publication [Staying Healthy: Preventing infectious diseases in early childhood education and care services](#) (www.nhmrc.gov.au).

Toilet and nappy change areas should be kept separate from play areas and any food preparation areas.

Outdoor area

It is highly recommended that an outside play area be provided. The play area should be:

- adjacent to the crèche room and be adequately fenced with a child-safe gate
- checked for hazards before children go out to play
- shaded to ensure protection from the sun. Check with the WA Cancer Council for information and advice on developing a "Sun Protection Policy" www.cancerwa.asn.au

Playground equipment

It is important to ensure that the playground area and equipment is safe and children's play is supervised at all times. The Australian Standards provides important information about safety of playground equipment and Kidsafe WA can provide information on nature-based playgrounds and safe play: www.kidsafewa.com.au

Safety considerations for babies and toddlers

Small babies and toddlers require special consideration in group care situations where there are older children present. If possible, provide separate play areas for babies and toddlers. If this is not possible, consider higher staff to children ratios to ensure constant supervision.

Operating a crèche service

A crèche service should have sufficient staff to be able to adequately supervise the children in attendance.

Children should be under the supervision of crèche staff at all times, whether indoors or outdoors.

When a child attends the crèche, parents must inform crèche staff of their exact location within the facility (e.g. aerobics room, classroom, meeting room etc.).

Best practice

It is suggested crèche services prominently display a notice to inform parents that the service is not an approved education and care service and therefore not subject to the requirements of the *Education and Care Services National Law (WA) Act 2012* and *Education and Care Services National Regulations 2012*.



Information for parents

Written information outlining what is expected and what happens in the crèche should be provided to parents. Parents need to be made aware that they must be available to attend to their children's needs during their attendance at a crèche service.

Parents should also be informed about:

- admission requirements and enrolment forms
- hours of operation
- costs and how to pay
- arrangements about dropping off and collecting children
- what to bring
- expectations of their responsibility to attend to their children's needs
- activities offered for children
- procedures for dealing with illness and emergencies
- procedures and expectations for nappy change and feeding times
- details of any parental contribution, such as cleaning rosters
- complaints procedure
- policy related to medications.

A sample **Parent information sheet** is provided on page 21.

Crèche staffing

Employing suitably qualified or experienced staff is advantageous as formal training equips staff with an understanding of child development and the needs of children, particularly in a group setting.

The *WA Education and Care Services National Regulations 2012* require:

- one staff member for every four children aged up to two years
- one staff member for every five children aged two to three years
- one staff member for every 10 children aged over three years.

This is a useful guide for your crèche to consider.

It is recommended at least one staff member present:

- be 21 years or older
- holds a current first aid qualification
- has completed asthma management training
- has completed anaphylaxis management training.

It is also suggested:

- a minimum of two adults be present at all times (this ensures safety of the children should one adult have to leave the room) and sufficient other staff to ensure the safety and wellbeing of the children.
- if the service will operate at any time with only one staff member, it is good practice to have additional adult assistance immediately available in the case of an emergency.

Supervising children

Children must be under the supervision of caregivers at all times during their attendance at a crèche service. Supervision means monitoring children's whereabouts and activities, being aware of potential risks and being able to intervene if required. The level of supervision will depend on the age of the child and the activity in which they are participating.

Being within sight and sound of the children may be adequate in some circumstances. However, in other situations direct supervision will be required. Children must also be supervised when using an outside play area – they should never be outside on their own. For information on safe sleeping visit: www.sidsandkidswa.org



Information from parents

An information sheet should be completed for each child attending the crèche. This should include:

- child's name, age, date of birth, home address and telephone number
- parents' name, address, email and telephone number
- any special care needs of the child
- permission to allow medical treatment to be obtained for the child in an emergency
- details of an emergency contact including telephone number (in case the parent is unavailable).

For an example of a **Child information sheet** see page 19.

Booking procedures

There should be a system for recording the attendance of all children at the service. Many services have a sign in/ sign out sheet or book that parents fill in. This will provide a record of children's attendance at the crèche.

Each day's attendance sheet/record should be easily accessible (for example, near or on the crèche door) in case of an emergency evacuation in order to confirm the safety of the children in attendance.

A child should not be handed over to anyone other than the parent who brought the child to the crèche service. If a child's parent is injured or becomes ill, services should telephone the emergency contact recorded on the child's information sheet.

A supportive environment

Children often attend crèche care on an irregular or infrequent basis.

Meeting the social and emotional needs of children is very important. The atmosphere, staff attitudes, activities and set-up of the environment should promote this.

Children can be supported to feel safe and secure by ensuring that they arrive to find:

- a familiar face, by providing continuity of staff
- a familiar physical environment, by limiting changes to the layout of the crèche environment
- familiar routines, by providing regular (but not rigid) times for snacks, story time or outside play.

Some crèches recommend parents bring along their child's stroller or a favourite comfort toy such as a teddy to provide security and comfort.

Ensure there is a space for some comfortable cushions where children can relax and spend some quiet time, as well as space for safe active play.



Activities

The environment should offer opportunities for children to choose from active, passive, indoor and outdoor activities. Activities and routines should be flexible and suited to the age and development stages of the children in attendance.

Toys and equipment

Suggested toys and equipment for children of different ages:

Babies under one year

Toys and equipment for babies should be washable to reduce the risks of cross-infection and be washed after each use.

Play items for babies should have no loose or removable parts that might pose a choking hazard.

Suggestions include:

- stable items to practise standing and items to climb on and crawl through
- washable rattles, shakers, blocks and cuddly toys to manipulate
- books, brightly coloured mobiles, music and wind-up toys to look at, listen to and reach for.

Children 1-2 years

Suggestions include:

- equipment for climbing on, crawling through and sliding down
- equipment for pushing, pulling, throwing, catching and riding on, such as pull-along toys, ride-on cars and large balls
- items to sort, classify and match, such as sets of plastic animals

- puzzles, posting boxes, stackable blocks and threading materials
- music to listen or dance to and big picture books to look at
- dramatic and role-playing items, such as furniture, dress-ups, puppets, dolls, cots, prams, tea/kitchen sets, phones, shop items and play computers
- creative/artistic equipment such as easels, small chairs and low tables, paper, large crayons, painting equipment and playdough equipment
- soft furnishing such as large cushions and comfortable chairs for quiet times.

Children 2-5 years

Pre-school children will enjoy playing with items provided for younger children. However, they are stronger and more coordinated, so will also be able to tackle more complex challenges.

They are also becoming more social and cooperative with their peers. Provide opportunities to practise and develop their sharing and turn-taking skills.

Examples include:

- group project activities
- simple board games and card games
- sports equipment if space is available.

Children with additional needs

Advice, information and training is available to support crèche services to cater for children with additional needs. Some of this support may involve a fee. However, parents themselves will often be able to advise on strategies for crèche staff. Some useful contacts are provided on the next page.

Some useful contacts and resources

Support setting up a crèche:

Education and Care Regulatory Unit

Department of Local Government
and Communities

Telephone (08) 6551 8333

Freecall 1800 199 383

www.dlgc.wa.gov.au

Screening:

Working with Children Screening Unit

Department for Child Protection and
Family Support for information on criminal
record screening

Telephone (08) 6217 8100

Freecall 1800 883 979

www.checkwwc.wa.gov.au

Early Childhood Organisations:

Meerilinga Young Children's Foundation

Advice, support and training

Telephone (08) 9489 4022

www.meerilinga.org.au

Child Australia

Professional support, inclusion support
and resources

Telephone (08) 9249 4333

www.childaustralia.org.au

YMCA Perth

Professional support, training and
consultancy

Telephone (08) 9473 8400

www.perth.ymca.org.au

Health and infectious diseases:

Department of Health

Telephone (08) 9222 4222

www.health.wa.gov.au

First aid and emergencies:

Australian Red Cross (WA)

First aid training, kits and advice

Telephone (08) 9225 8888

www.redcross.org.au/wa

St John Ambulance Australia

First aid training, kits and advice

Telephone (08) 9334 1222

www.stjohnambulance.com.au

Department of Fire and Emergency Services

Advice on safety and risk management

Telephone (08) 9395 9300

www.dfes.wa.gov.au

Poisons Information Centre

24hr/7 day advice and support

Telephone 13 11 26

State Emergency Service

For emergency assistance

Telephone 13 25 00

Health Direct

24hr/7 day health advice

Telephone 1800 022 222

Safety and sun protection:

Sids and Kids

Telephone (08) 9474 3544
Country calls: 1800 199 466
www.sidsandkidswa.org

Kidsafe WA

Telephone (08) 9340 8509
Country calls: 1800 802 244
www.kidsafewa.com.au

Cancer Council of Western Australia

Telephone (08) 9212 4333
www.cancerwa.asn.au

Cancer Council Shop

Telephone (08) 9381 5810
www.cancervic.org.au/store

Grants:

Lotterywest

Community Grants
Telephone (08) 9340 5270
www.lotterywest.wa.gov.au

Incorporation:

Department of Commerce

Information about incorporated associations
Telephone (08) 9282 0764
Country callers: 1300 304 014
www.commerce.wa.gov.au/associations

Insurance and superannuation:

WorkCover Western Australia

Information about workers' compensation
Telephone (08) 9388 5555
Country callers: 1300 294 744
www.workcover.wa.gov.au/Employers

Australian Tax Office

Information about superannuation
Superannuation Helpline: 13 10 20
www.ato.gov.au/super

Wages and industrial relations:

Department of Commerce

Information on state industrial legislation
awards and agreements
Wageline: 1300 655 266
www.commerce.wa.gov.au

References:

State Law Publisher

For copies of the:
Education and Care Services National Law (WA) Act 2012, Education and Care Services National Regulations 2012, Child Care Services Act 2007 and Child Care Services Regulations 2007
Telephone (08) 6552 6000
www.slp.wa.gov.au

Standards Australia

Safety standards for playgrounds
and playground equipment
Available from SAI Global Ltd
Telephone 131 242
www.saiglobal.com



Duty statement for crèche staff

Purpose of position

The crèche staff will care for the children attending the crèche.

Lines of responsibility

The crèche staff will report to the Crèche Coordinator (or appropriate position).

General duties

- ensure the safety of children at all times
- maintain an accurate attendance record
- greet children and parents in a warm and friendly manner
- interact positively with children, parents and other staff
- model good social skills
- ensure the environment is clean, safe and free of hazards
- ensure that hygienic toileting and nappy changing procedures are practised
- in consultation with the coordinator and other staff, plan and prepare activities suited to the age and developmental levels of the children attending the crèche
- ensure children are protected from the risks of sun exposure, and model and enforce the crèche's sun protection policy
- record details of any incident/accident in the incident/accident book or form
- implement emergency procedures if required.

Before children arrive:

- arrive ahead of crèche start time to allow time to set up and prepare for children's arrival
- set up activities, equipment and toys
- rake the sandpit and check the outside play area for any dangerous items
- check for any other hazards in the indoor or outdoor environment. Alert the coordinator immediately of any hazard that might pose a risk to children.

When children are present:

- closely supervise all children; ensure all children are in direct line of sight at all times
- interact warmly with parents and children at all times
- provide children with opportunities to participate in a range of play activities
- provide opportunities for children to have positive interactions with other children
- provide children with positive guidance towards appropriate behaviour
- seek advice and/or assistance from the crèche coordinator should you encounter any difficulties in positively guiding children's behaviour
- ensure that children are not subjected to any form of punishment
- ensure that all children are protected from any bullying, violence or harassment from other children.

After children leave:

- pack away toys and equipment
- wash baby toys.

Acceptance of duty statement	
I understand the responsibilities of the position of crèche staff as detailed in the duty statement.	
Name of crèche staff member	Name of crèche coordinator
Signature of crèche staff member	Signature of crèche coordinator
Date	Date

Child information sheet

Child's name	
First name	Surname
Parent's name	
First name	Surname
Address	
Telephone / mobile	Email
Important information relating to caring for child	
Include details of toileting requirements (e.g. nappies or toilet training) and any allergies or other special requirements.	
Medication	
Include details of any medication the child is taking.	
Administering medication is the responsibility of parents – not crèche staff. However, this information may be required in the case of an emergency.	
Emergency adult contact	
Please provide the name of another adult contact in the case of an emergency.	
First name	Surname
Address	
Telephone	Mobile
Acceptance of conditions of use	
<ul style="list-style-type: none"> • I accept that I must stay within close proximity of the crèche while my child attends. • I understand that I am at all times responsible for my child while he / she attends the crèche. • I understand that I must immediately return to the crèche to attend to my child should I be requested to do so by crèche staff. • I consent to medical treatment being obtained for my child in an emergency. 	
Signature	Date

Incident / accident record sheet

Child's name	
First name	Surname
Date and time of incident	
Date	Time
Details of incident / accident	
Include names of any witnesses and adults / children involved.	
Details of any action taken	
Include any treatment provided, who provided treatment and outcome.	
Crèche staff	
First name	Surname
Signature	Date
Parent of child	
First name	Surname
Signature	Date

Parent information sheet

Welcome to our crèche service.

To ensure we provide a safe and happy crèche environment for you and your child, we ask you to note the following information.

Responsibilities:

- Parents must remain within the building or facility at all times and must be 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 crèche staff are unable to attend to those needs in a timely manner, the parent will be asked to return to the crèche.
- Parents must immediately return to the crèche to attend to their child if requested to do so by crèche staff.
- Parents are requested to inform crèche staff if their child will not be attending.
- Parents are required to directly supervise their children before and after crèche attendance times.

What to bring:

- A healthy snack and drink – fruit, sandwich and water bottle
- A favourite toy or comfort item – while all care is taken staff cannot accept responsibility for personal items
- Wide-brimmed hat or legionnaire cap and sunscreen for outside play
- A change of clothes in case of an accident
- Spare nappies – preferably disposable nappies.

Please ensure all children's belongings are clearly labelled with their name.

What to do:

- Complete a child information sheet.
- Book your child into a care session.
- Sign in your child on the attendance sheet – include your exact whereabouts within the facility/building.
- Attend your activity, appointment or exercise class.
- Sign out your child on the attendance sheet when you collect your child.

Sickness:

- Children cannot attend the crèche when they are sick.
- Children will be returned to parents immediately if they become sick during their attendance at the crèche.
- Medication cannot be administered to your child by crèche staff.

We hope you and your child enjoy our crèche. If you have any queries please talk to crèche staff or call us on

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Checklist for setting up a quality crèche service

1. Legal obligations

- Duty of care
- Insurance – public liability, paid staff and volunteers covered
- Ensuring a parent is always available – a 'Conditions of use' form may need to be signed
- Maintaining records of attendance, accident, injury
- Notice displayed informing parents that service does not have a Provider or Service Approval

2. Health and safety

- Building suitable for age range of children attending
- Crèche room/area safe for children
- Electrical safety precautions taken
- Toileting and nappy change facility adjacent or directly accessible
- Separate areas, equipment, activities for babies and older children
- Toys and equipment safe and suitable for age of children attending
- Outside area and playground equipment safe, well-maintained and hazard-free
- Shade cover for the outside play area
- Fire and emergency procedures developed and practised
- Staff have first aid qualifications
- Accident, incident and injury recording procedures
- Infectious disease control
- Up to date first aid kit

3. Operating the crèche

- Training, qualifications and/or experience of staff
- Sufficient staff to care for children attending
- Staff are friendly, caring and responsive to children and parents
- Staff have current National Police Certificate/Working with Children card
- Information for parents is provided
- Information from parents about children
- Booking-in procedure
- Toys, equipment and activities are suitable for ages of children attending

4. Policy statements

- Duty of care
- Staff screening
- Conditions of use – responsibility of parents
- Booking-in procedures
- Number of children in care and their ages
- Ratio of caregivers to children, especially babies
- Sick children
- Behaviour management
- Contacting parents – generally and in an emergency
- Accident/injury reporting/recording system
- Rules of attendance and use
- Responsibilities for nappy changing and feeding
- Emergency and evacuation policies
- Lost children
- Complaint handling
- Child collection policy

Example of a notice

(You may wish to display for parents)

Crèche parents

This crèche service is not an approved education and care service (does not require a provider and service approval).

Crèche services provide short term care for children while their parents participate in an activity, meeting or other event at the same location.

As the parent, you maintain responsibility for your child. This means that you must:

- remain on the premises while your child attends the crèche
- return immediately to your child if requested to do so by crèche staff.

Please talk to crèche staff if you need more information or have any concerns. We hope you and your child enjoy your crèche experience.

If you have a concern about a crèche or education and care service you should contact the **Education and Care Regulatory Unit**:

Telephone: (08) 6551 8333 (Metro) or 1800 199 383

Website: www.dlgc.wa.gov.au





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