

## Childcare Guidelines

In order to provide a safe and happy environment for your child, Aquamoves Childcare complies with Children Services Regulations. These guidelines are listed below.

- Children who are sick or who have an infectious disease can not come into care. Please check with staff if you are unsure about bringing your child.
- On arrival and departure a parent/guardian must sign their child in/out with exact times.
- If something out of the ordinary has happened to your child before arrival please advise childcare staff so we can provide some TLC.
- If your child is stressed, hurt or unwell staff will notify parents/guardians.
- A change of clothes and/or nappies is required for babies and children who are toilet training.
- Please ensure all items brought into the centre including spare clothes, food and drink containers are clearly labelled with your child's name.
- Please provide a healthy snack and a drink/ bottle (filled with water) for your child when they attend. All consumables should be clearly labelled.
- **We prefer you to not include NUTS, Peanut butter or Nutella due to the associated choking/allergy risks.**

We welcome all queries and suggestions. Please don't hesitate to speak to one of our friendly staff.

Health and safety issues can be discussed with our Childcare Coordinator Shea Dodds by phoning 5832 9411 or by writing to the Team Leader – Children Services, Greater Shepparton City Council.

## Cancellations

**Cancellations must be made before 8.00am on the morning of your booking or the full fee will be charged.**

Prior notification of cancellations is important as there may be another family waiting to use our childcare services.

Cancellations can be made any time during Aquamoves operating hours if Childcare staff are unavailable. Reception staff will take a message and pass the details on to Childcare staff.

[aquamoves.com.au](http://aquamoves.com.au)

Aquamoves Lakeside Shepparton  
25 Tom Collins Drive, Shepparton, Victoria, 3630  
(03) 5832 9400  
customerservice@aquamoves.com.au



Aquamoves is proudly provided by Greater Shepparton City Council.

Effective 26 February 2021





## Operating Hours

Aquamoves Childcare is available from Monday to Friday between 9.00am and 12.15pm. It is closed on all public holidays, for one day in May annually (for a Childcare staff conference) and during a small break over the Christmas/New Year period.

## Childcare Costs

Single visit – Member	\$7.00 per hour
Single visit – Regular User	\$8.00 per hour
Single visit – Occasional Care	\$11.00 per hour
<b>20 Visit Pass – Member</b>	
20 visit pass per child	\$105.00
<b>20 Visit Pass – Non Member</b>	
20 visit pass per child	\$120.00



## Enrolling in Childcare

Enrolments must be completed online by visiting [www.greatershepparton.com.au/childcare-kinder-enrol](http://www.greatershepparton.com.au/childcare-kinder-enrol)

A copy of your child’s up-to-date AIR Immunisation History Statement will need to be uploaded as part of the application process.

Enrolment must be completed prior to your first booking.

Aquamoves Occasional Childcare can accept children aged from eight weeks up to 10 years, provided they have undergone their six week immunisation before enrolling.

## Staff Qualifications

Aquamoves Childcare is run by friendly and professional staff holding either their Diploma in Childcare or their Certificate III in Childcare Studies.



## Bookings

Bookings are required to guarantee a place for your child and are best made weekdays between the hours of 8.30am – 12.30pm by contacting Childcare staff directly on **5832 9411**.

If Childcare staff are unavailable, please feel free to leave a message with Aquamoves Customer Service. They will pass on the details of your booking to Childcare staff who will contact you to confirm your booking. You can also email [aquamoveschildcare@aquamoves.com.au](mailto:aquamoveschildcare@aquamoves.com.au) at any time to request a booking.

## Please note:

**There are no guarantees a place will be available without a booking.**

**Bookings open on Mondays at 8.30am for the following week.**

**Customer Service staff can not make confirmed bookings.**

In line with Department of Human Services licensing, children can attend the facility for up to three hours per day and up to fifteen hours per week.