

**NORTH
SYDNEY**
LEGENDARY SINCE 1936
**OLYMPIC
POOL**

WELCOME!

Welcome to **NORTH SYDNEY OLYMPIC POOL (NSOP) CRÈCHE**,
a safe, caring space for children while their parents
make use of the facilities.

We're here to provide quality care, comfort, and fun for your child.



ABOUT OUR CRÈCHE

Our crèche offers short-term care for children aged 8 weeks to 5 years, allowing parents to focus on their activities with peace of mind.

We're not a full-day childcare service, but we follow high safety and care standards.

OUR PHILOSOPHY

We create a safe, nurturing and play-based environment that encourages confidence, curiosity and joyful learning. We guide behaviour through positive support, encouragement, modelling and clear, developmentally appropriate expectations.

HOURS OF OPERATION

- Days: Monday to Saturday
- Hours: 8.30am to 1pm
- Maximum session length: 2 hours

OUR TEAM

Relax and enjoy your workout knowing your little one is being looked after by our caring crèche team.

Our carers are experienced in working with children and hold current first aid qualifications.

Each staff member holds:

- Working With Children Check (WWCC)
- CPR and First Aid Certificates
- Child Protection Training

We maintain safe supervision ratios:

- 1 staff member per 4 children up to 24 months
- 1 staff member per 10 children aged 24 months–5 years

REGISTRATION

Before your first visit, please complete a Registration Form that includes your child's:

- Emergency contacts
- Medical details and allergies
- Authorised pick-up person

You'll also be asked to sign consent for first aid, sunscreen use, and any photos (optional).

Please visit our website to book your sessions.

DROP-OFF AND PICK-UP

- Parents/guardians must sign children in and out each session.
- Only the people listed on your child's form can collect them.
- Parents must remain on-site while children are in care.
- Parents are not permitted to open or pass through the crèche gate unless directed or authorised by a staff member. Staff will greet you at the door, collect your child, and return them to you at pick-up.

HEALTH & ILLNESS

To keep everyone healthy:

- Please do not bring your child if they're unwell, contagious, or have had vomiting or diarrhoea in the past 24 hours.
- If your child becomes ill while in our care, we'll contact you immediately to collect them.

WHAT TO BRING

- Change of clothes
- Drink bottle
- Comfort items (dummy, toy, blanket)
- Pram or stroller (required for children under 2)
- Please label all items clearly.
- No food is allowed in the crèche

DAILY ROUTINE

Our routine includes free play, creative experiences, music and movement, stories and quiet activities.

Feeding and nappy changes are not part of our routine.

COMMUNICATION

We want you to feel confident leaving your child in our care. Please let us know about your child's preferences, routines, or concerns.

We'll provide feedback after each session and keep you informed about any incidents or changes.

BEHAVIOUR & GUIDANCE

We promote positive behaviour by modelling respectful interactions, guiding children gently, and offering encouragement and redirection when needed.

If a child's behaviour poses a risk, we may ask the parent to collect the child early and discuss a plan together.

CLEANLINESS & HYGIENE

Toys and equipment are cleaned daily.

Staff and children wash hands regularly, especially after toileting and outdoor play.

We take extra precautions to maintain a clean and safe play space.

SAFETY & EMERGENCIES

Emergency evacuation procedures are displayed in the crèche.

Staff are trained in first aid and emergency response.

In case of an emergency, children will be safely evacuated and parents notified immediately.

PHOTOS & PRIVACY

Photos of children may only be taken with parent's consent.

All personal information is kept confidential in line with the Privacy Act 1988 (Cth).

FEES & PAYMENTS

Fees must be paid before or at the time of each session.

OUR PROMISE

We're committed to making your child's time at NSOP Crèche safe, happy, and nurturing. Thank you for trusting us — we're proud to be part of your family's community!



CRÈCHE REGISTRATION FORM

Please complete this form once, prior to your child's first visit to the creche. All information is confidential and required to ensure the safety and wellbeing of your child.

1. CHILD'S DETAILS

Child's Full Name: _____

Preferred Name: _____

Date of Birth: ____ / ____ / ____

Age: _____

Gender (optional): _____

Home Address: _____

2. PARENT / GUARDIAN DETAILS

Primary Parent / Guardian

Full Name: _____

Relationship to Child: _____

Mobile Number: _____

Email Address: _____

Home Address (if different from child): _____

Secondary Parent / Guardian (if applicable)

Full Name: _____

Relationship to Child: _____

Mobile Number: _____

Email Address: _____

I authorise this person to collect my child from the creche:

☐ Yes ☐ No

Photo ID will be required for all collections.

3. EMERGENCY CONTACTS (OTHER THAN PARENT/GUARDIAN)

Emergency Contact 1

Name: _____

Relationship to Child: _____

Contact Number: _____

I authorise this person to collect my child from the creche:

☐ Yes ☐ No

Photo ID will be required for all collections.

Emergency Contact 2 (optional)

Name: _____

Relationship to Child: _____

Contact Number: _____

I authorise this person to collect my child from the creche:

☐ Yes ☐ No

Photo ID will be required for all collections.

4. MEDICAL INFORMATION

Does your child have any medical conditions?

☐ Yes ☐ No

If yes, please specify: _____

Does your child have any allergies (food, medication, environmental)?:

☐ No ☐ Yes If yes, please specify:

Does your child require an EpiPen? ☐ Yes ☐ No

If yes, action plan and EpiPen provided: ☐ Yes ☐ No

Does your child have Asthma: ☐ Yes ☐ No

If yes, action plan and asthma reliever medication provided:

☐ Yes ☐ No

Is your child currently taking any medication?

☐ Yes ☐ No

If yes, please specify:

Any other health, developmental, or additional needs we should be aware of?

5. IMMUNISATION INFORMATION

Is your child's immunisation up to date? ☐ Yes ☐ No

Immunisation Disclaimer

The Crèche acknowledges the importance of immunisation programs in reducing the spread of vaccine-preventable diseases. However, children who are not immunised are not excluded from attendance.

For the safety and wellbeing of all children and staff, any child displaying signs or symptoms of illness will not be accepted into care. Parents and carers are required to notify the Crèche immediately if their child is diagnosed with a notifiable infectious disease by a registered medical practitioner. The Crèche may be required to notify NSW Health of applicable conditions in accordance with public health requirements.

6. ADDITIONAL INFORMATION

Please include any information that will help us support your child (comfort items, routines, languages spoken, separation concerns, etc.):

7. PERMISSIONS

Please tick to indicate your consent:

☐ I give permission for crèche staff to apply sunscreen supplied by the service to my child, when required.

☐ I give permission for photographs and/or videos of my child to be used in promotional materials, including brochures, newsletters, social media platforms, and the service website.

☐ I give permission for my child to participate in all age-appropriate creche activities.

☐ I authorise staff to administer first aid and/or seek medical attention for my child in an emergency if I cannot be contacted.

☐ I understand that the creche must be informed of any changes to the information provided.

8. PARENT / GUARDIAN DECLARATION

I declare that the information provided in this form is true and correct to the best of my knowledge.

Parent/Guardian Name: _____

Signature: _____

Date: ____ / ____ / ____



CRÈCHE USE ONLY

Date received: _____

Staff member: _____

Notes: _____

CRÈCHE TERMS AND CONDITIONS

GENERAL

The Crèche provides short-term child-minding services to support patrons attending the Centre. The Crèche is not an accredited childcare service and does not provide long-day care, preschool or educational programs.

The service is operated by suitably qualified and experienced staff committed to providing a safe, caring, inclusive and child-focused environment for all children attending the Crèche.

All Crèche staff hold a current Working with Children Check, current First Aid certification and any other qualifications or training required by the Centre.

Membership of the North Sydney Olympic Pool is not required to access the Crèche. Non-members may utilise the service while using Centre facilities or visiting approved onsite amenities. A non-swimmer entry fee may apply where a patron is not participating in an exercise activity within the facility.

All persons accessing the Crèche must comply with the Centre's Conditions of Entry and any reasonable direction provided by Centre staff.

Food is not permitted within the Crèche unless approved by Crèche staff for medical, dietary or other approved reasons.

Parents and authorised guardians remain responsible for the welfare of their child at all times and acknowledge that the Crèche provides short-term supervision only.

Centre accepts no responsibility for loss of, theft of, or damage to personal belongings brought into the Crèche.

LIMITATION OF SERVICE

The Crèche is provided as a short-term recreational support service for patrons of the Centre and is not an approved education and care service under the Education and Care Services National Law or associated regulations.

The Crèche does not provide long day care, preschool, kindergarten, educational programs, sleep services, developmental assessments or specialised childcare services.

Attendance at the Crèche is limited to the booked session duration and is intended to facilitate a parent or authorised guardian's use of Centre facilities and services.

The Centre does not warrant that the Crèche is suitable for every child and reserves the right to determine whether it can safely accommodate a child's individual care, medical, behavioural or supervision requirements within the operational limits of the service.

Nothing in these Terms and Conditions creates a continuing entitlement to access the Crèche. Access remains subject to availability, staffing levels,

operational requirements and compliance with these Terms and Conditions.

BOOKINGS

The Crèche provides care for children aged between eight (8) weeks and five (5) years.

Bookings may be made for one (1) or two (2) consecutive hours, up to a maximum of two (2) hours per child per day.

Payment must be made prior to commencement of the booked session.

A completed Registration Form must be submitted prior to a child's first attendance. The Registration Form must include all information reasonably required by the Centre to provide safe and appropriate supervision, including but not limited to medical information, allergies, behavioural considerations, additional support needs, emergency contacts and authorised collection arrangements.

Parents and authorised guardians must ensure all information provided to the Centre remains accurate and up to date and must notify the Centre of any changes as soon as practicable.

Bookings may be made up to seven (7) days in advance through the approved booking system.

The Centre reserves the right to limit, cancel or refuse bookings where required for operational, safety or staffing reasons.

ARRIVAL, ATTENDANCE AND COLLECTION

Parents and authorised guardians must arrive for drop-off and collection at the times specified in the booking.

A late collection fee of \$7.00 will apply where a child is collected after the booked session end time.

A parent or authorised guardian must remain within the Centre premises and be actively using, or visiting, Centre facilities for the duration of the child's attendance at the Crèche.

Children must be signed into and out of the Crèche by a parent or authorised guardian on each visit.

Parents and authorised guardians must remain contactable at all times during their child's attendance and are responsible for monitoring telephone calls, text messages and voice messages.

Where a child is unable to settle within a reasonable period following arrival, Crèche staff may contact the parent or authorised guardian and require the child to be collected.

Unless prior written authorisation has been provided, the person who signs a child into the Crèche must also collect the child.

Children will only be released to a parent, authorised guardian or other person nominated in writing by the parent or authorised guardian.

NAPPY CHANGING AND TOILETING

Children attending the Crèche must arrive with a clean and freshly changed nappy where applicable.

Crèche staff do not undertake nappy changing duties.

Where a child requires a nappy change during a session, the parent or authorised guardian will be contacted and requested to attend the Crèche to undertake the nappy change.

The child may return to the Crèche following completion of the nappy change.

Parents and authorised guardians are responsible for supplying nappies, wipes, spare clothing and any other personal care items required by their child.

PARENT REQUIREMENTS

For children under two (2) years of age, parents and authorised guardians must provide:

- a pram or stroller suitable for the child's comfort, rest and safety
- a change of clothing

For children aged two (2) years and over, parents and authorised guardians must provide:

- a clearly labelled water bottle
- a change of clothing, particularly where the child is toilet training

All personal belongings should be clearly labelled.

ALLERGIES, MEDICAL CONDITIONS AND MEDICATION

All allergies, medical conditions, additional support needs and relevant care requirements must be disclosed on the Registration Form.

Parents and authorised guardians must advise Crèche staff at each attendance of any allergy, medical condition or care requirement relevant to the child's wellbeing.

Children diagnosed with asthma or anaphylaxis must provide:

- a current medical Action Plan prepared by a registered medical practitioner
- prescribed medication, including any EpiPen®, asthma reliever medication or other prescribed emergency medication

Medication will only be administered where:

- administration is reasonably required during the booked session
- the medication cannot reasonably be administered outside Crèche operating hours
- a completed medication administration form has been provided by the parent or authorised guardian.

All medication must be supplied in its original packaging with the child's name and dosage instructions clearly displayed.

Medication will be stored securely and administration records maintained in accordance with Centre procedures.

Parents and authorised guardians are encouraged to administer non-essential medication outside Crèche hours wherever practicable.

Parents and authorised guardians are encouraged to apply SPF50+ sunscreen to their child prior to attendance, particularly where outdoor play activities may occur.

In the event of illness, injury or a medical emergency involving a child, the Centre may seek such medical treatment, ambulance assistance or emergency services support as it considers reasonably necessary.

Any costs associated with medical treatment, ambulance transport or related services remain the responsibility of the parent or authorised guardian.

CANCELLATIONS AND TRANSFERS

Cancellations must be made through the approved booking system no less than twelve (12) hours prior to the commencement of the booked session.

Cancellations made with less than twelve (12) hours' notice, and non-attendance without notice, will be deemed late cancellations and are not eligible for transfer or credit.

Refunds are not available for Crèche bookings.

Where a child is unwell and unable to attend, a request may be made to transfer the booking to an alternative session, subject to availability. Requests must be made on the day of the absence.

Where a booking is cancelled by the Centre for operational reasons, the family will not be considered at fault and the twelve (12) hour notice requirement will not apply.

In such circumstances, the Centre will provide a credit or transfer the booking to an alternative session, subject to availability.

Operational reasons may include, but are not limited to:

- staffing shortages
- safety or emergency situations
- building or facility issues

- venue events or bookings
- unforeseen circumstances affecting required supervision ratios

HEALTH, ILLNESS AND IMMUNISATION

The Crèche acknowledges the importance of immunisation programs in reducing the spread of vaccine-preventable diseases. Children who are not immunised are not automatically excluded from attendance.

Children displaying signs or symptoms of illness may be refused entry to the Crèche.

Where a child becomes unwell during a session, the parent or authorised guardian may be contacted and required to collect the child immediately.

Parents and authorised guardians must notify the Crèche as soon as practicable if their child is diagnosed with a notifiable infectious disease by a registered medical practitioner.

The Centre reserves the right to exclude a child from attendance for such period as is considered reasonably necessary to protect the health and wellbeing of other children, patrons and staff, or to comply with public health requirements.

Notifiable infectious diseases may include, but are not limited to:

- Diphtheria
- Haemophilus influenzae type b (Hib)
- Measles
- Meningococcal disease
- Mumps
- Pertussis (Whooping Cough)
- Poliomyelitis

NSW Health maintains an up-to-date list of notifiable conditions through its Notifiable Conditions Information Management System.

The Centre may notify NSW Health of applicable conditions where required by law or public health requirements.

EMERGENCY PROCEDURES

In the event of an emergency evacuation or other emergency situation, parents and authorised guardians must comply with all directions issued by Centre staff and emergency services personnel.

Crèche staff will implement emergency procedures and relocate children to the designated assembly area or other safe location as required.

Parents and authorised guardians must not attempt to enter the Crèche during an evacuation or emergency situation unless directed to do so by authorised personnel.

Children may only be collected once all persons have been accounted for and clearance has been provided by Centre staff or emergency services personnel.

All children must be formally signed out prior to leaving the Centre.

CHILD SAFETY, CONDUCT AND SERVICE ACCESS

The Crèche is committed to providing a safe, inclusive and child-focused environment consistent with the NSW Child Safe Standards.

All staff participate in child safety, safeguarding and mandatory reporting training.

Children's wellbeing, dignity, comfort and personal boundaries will be respected at all times.

Any assistance provided by staff, including comforting, settling or supporting children during play activities, will be undertaken in a professional, age-appropriate and respectful manner.

Parents and authorised guardians must provide all information relevant to the safe supervision and care of their child, including any medical, behavioural, developmental or additional support requirements.

Any concerns regarding the safety or wellbeing of a child will be managed in accordance with applicable child protection legislation, child safe requirements and mandatory reporting obligations.

The Centre reserves the right to refuse or discontinue a child's attendance where:

- the child is unwell or displays symptoms of illness
- required information has not been provided
- the child's behaviour presents a risk to themselves, other children or staff
- the Centre reasonably determines that it cannot safely meet the child's care, medical, behavioural or supervision requirements within the operational limits of the service

The Centre may refuse entry, suspend access to the Crèche or direct any person to leave the premises where their conduct is unsafe, inappropriate, disruptive, abusive, threatening or otherwise places, or is likely to place, children, patrons or staff at risk.

PRIVACY AND SURVEILLANCE

Information collected in connection with the Crèche will be managed in accordance with applicable privacy legislation and Council's Privacy Management Plan.

Personal information is collected for the purpose of administering bookings, ensuring the safety and wellbeing of children, managing emergencies and providing Crèche services.

The Centre may utilise closed circuit television (CCTV) within and around the facility for safety, security, operational, incident management and child protection purposes.

CCTV footage may be collected, stored, accessed, used and disclosed in accordance with applicable legislation, Council policies and lawful requests from authorised agencies.

By utilising the Crèche, parents and authorised guardians acknowledge that CCTV may operate within areas of the facility and consent to the collection and management of personal information in accordance with this clause and Council's Privacy Management Plan.

PRIVACY COLLECTION NOTICE

North Sydney Council (Council) is collecting your personal information for the purpose of administering your membership, booking, enrolment, program participation or facility hire at North Sydney Olympic Pool (NSOP), providing requested services, ensuring the health and safety of participants, responding to emergencies, managing payments, communicating with you regarding Centre operations and complying with applicable legislative and regulatory obligations.

The collection of this information is authorised under the Local Government Act 1993 (NSW) and other applicable legislation. Providing the requested information is voluntary; however, if sufficient information is not provided, Council may be unable to process your application, provide the requested service or permit participation in certain activities.

Your personal information may be disclosed to Council employees, authorised contractors, service providers (including payment processing providers), emergency services, medical practitioners, insurers, government agencies or other organisations where authorised or required by law, or where reasonably necessary to provide the requested service or respond to an emergency.

Council manages personal information in accordance with the Privacy and Personal Information Protection Act 1998 (NSW), the Health Records and Information Privacy Act 2002 (NSW) (where applicable) and Council's Privacy Management Plan.

The Centre operates closed circuit television (CCTV) throughout parts of the facility for safety, security, operational, incident management and asset protection purposes. CCTV footage may be collected, stored, accessed, used and disclosed in accordance with applicable legislation and Council policies.

You have the right to request access to, and correction of, your personal information in accordance with applicable privacy legislation.

For further information about how Council manages personal information, to access Council's Privacy Management Plan, or to request access to or correction of your personal information, please contact:

PRIVACY CONTACT OFFICER

North Sydney Council
200 Miller Street
North Sydney NSW 2060
Phone: (02) 9936 8100
Email: council@northsydney.nsw.gov.au

ACCEPTANCE OF TERMS AND CONDITIONS

I acknowledge and agree that:

- ☐ I have read and understood these Terms and Conditions.
- ☐ I agree to comply with these Terms and Conditions and the Centre's Conditions of Entry.
- ☐ I understand that participation in aquatic and recreation activities involves inherent risks.
- ☐ I agree to follow all reasonable directions issued by Centre staff.
- ☐ I acknowledge that I have provided accurate and complete information and will notify the Centre of any changes relevant to my participation.
- ☐ I acknowledge that I have read the Privacy Collection Notice.

Signature: _____



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