CeeBee Care – Creche Care FAQ’s

Who is providing the services?
The crèche facilities are provided by CeeBee Care (previously known as Charlton Brown Pty Ltd), an independent accredited child care provider. If you would like to know more about CeeBee Care, please visit their website https://ceebee.care/

What is CeeBee Care’s experience?
CeeBee Care has been a trusted name in the Australian care and community sector for more than 30 years. They only employ qualified early childhood educators and experienced childcare workers. They recognise and accept the important responsibility entrusted to them by parents and guardians of the children under their care. Staff are selected on their professionalism, flexibility and passion for the care industry and pride themselves in the industry.

Who is eligible to access the services?
All delegates attending the RACS ASC 2020 are able to access this service.

What are the ages of children permitted?
The crèche facilities are open to all children aged between 12 months up to 12 years.

Why are you not accepting children under 12 months?
As this is not a full time crèche centre it is difficult to have all the facilities and services required for children under 12 months available.

A parents’ room will also be available at the Melbourne Convention & Exhibition Centre if required.

What are the hours of operation?
The below table outlines the hours of operation. Depending on your requirements you can book for the full day or for the morning or afternoon only. Please advise the staff on site what time you anticipate you will be collecting your child or children.

<table>
<thead>
<tr>
<th></th>
<th>Morning session</th>
<th>Afternoon session</th>
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<tbody>
<tr>
<td>Monday 11 May 2020</td>
<td>Please contact CeeBee Care for expressions of interest</td>
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</tr>
<tr>
<td>Tuesday 12 May 2020</td>
<td>8:00am – 12:30pm</td>
<td>1:30pm – 5:30pm</td>
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<tr>
<td>Wednesday 13 May 2020</td>
<td>8:00am – 12:30pm</td>
<td>1:30pm – 5:30pm</td>
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<td>Thursday 14 May 2020</td>
<td>8:00am – 12:30pm</td>
<td>1:30pm – 5:30pm</td>
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<tr>
<td>Friday 15 May 2020</td>
<td>8:00am – 12:30pm</td>
<td>1:30pm – 5:30pm</td>
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What activities will be provided?
A child focused and age appropriate education program will be created by a qualified teacher and led by a lead educator during the hours of operation (created on confirmation of number and ages of children).
Resources included to suit the ages and program for e.g. (but not limited to) toys; puzzles; art & craft resources; building blocks; construction materials; playdough /clay play; soft toys; games; books; movie session (quiet time only); imaginative play; props; dress ups; soft furnishings and rest mats;

What is included?
- Fully qualified child care professionals
- All indoor activities including games, puzzles, construction, art and craft resources, children’s books, movies and more.
- Nappy changing - parents are asked to provide their own nappies, wipes, hygiene requirements to ensure your personal preferences are catered for
- Bean bags, soft floor furnishings will be provided. Please note that portacots may not be readily available for rest periods – please provide a pram for children who may want to rest
- Highchairs

What is not included?
- Food for children
  - If your child has special dietary needs or allergies it is recommended that you provide their meals to avoid medical complications
  - Parents are to provide all food for the day including morning tea, afternoon tea, lunch and drinks (water, milk or other). Please label all personal items for ease of return at the end of each day
- Nappies
  - Nappy changing is included. However, we ask parents to provide nappies, wipes and personal change mats to ensure their children are being dressed with their preferred brand of nappy
- Outdoor activities
  - As this is a temporary crèche facility, there is not a secure outdoor facility that staff can use
- Resting mats or Portacots – please provide a pram or stroller if your child is likely to rest during the care session

What do I need to supply?
- Change of clothes, bibs, linen, special comfort toys
- Labelled water bottle and/or milk bottles incl formula
- Any additional requirements relating to allergies. Medications to be included in child’s backpack and labelled with the child’s name with written permission provided including a management plan if applicable
- Labels for all personal items (including pram)

Why do I have to return at lunch?
Under Australian guidelines for childcare it is recommended that children have both indoor and outdoor play areas. Unfortunately, due to the setup of the venue the crèche is unable to provide a safe outdoor area. It is for this reason and for the wellbeing of all the children in care that we ask parents to return to the crèche to take your child out for a break at lunch period before returning for the afternoon session.
Where is the crèche located?
The creche will be located at the Melbourne Convention & Exhibition Centre, the room location will be confirmed closer to the ASC.

The ASC staff will be on hand, along with the convention centre staff to help with directions during the ASC – please ask at the registration help desk if you cannot find us.

How do I book?
Bookings and payments for care can be managed directly through CeeBee Care via an online link as below:
https://ceebee.care/corporate%2Fcreche

Can I decide on the day to drop my child off?
Whilst it’s not recommended, CeeBee Care may have limited capacity to accept children without booking. Please note that Australia has strict child to carer ratios which must be met. The ability to accept children without a booking will be dependent on these ratios being met.

What additional information do I need to know?
- Children are to be signed in on arrival and out by the parent or guardian at the end of the care session (Parent or Guardian ID maybe requested)
- Delegates are required to remain onsite at the Convention centre and provide a mobile number to CeeBee Care team members so they are easily contactable
- Should a child become unwell during the time of care, guardians will be contacted and the child will need to be collected
- Childcare is available to delegates independently of RACS and delegates use the onsite crèche at their own risk and having done their own due diligence and accept responsibility for the contractual arrangement between themselves and CeeBee Care.

Who can I speak to if I have further questions?
All enquiries relating to the crèche and child care services should be directed to CeeBee Care. When calling please advise that your enquiry is related to RACS ASC 2020.

CeeBee Care

Creche facilitator – Meegan Walsh
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