

# BubDesk Wembley

## Orientation Manual

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*Meg Burrage, October 2017.*



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# 1. All Things BubDesk

## 1.1 BUBDESK MISSION

“To create a world where parents can have it all.”

In a nutshell, that’s it! Who says that having a family marks the end of your career or business? The BubDesk mission is to provide a service that enables parents to truly blend work and life, enabling you to go on with whatever makes you happy.

## 1.2 CORE VALUES

BubDesk prides itself on being a supportive environment of professional parents. Our core values are:

- Inclusiveness – everyone is made to feel welcome and valued at BubDesk
- Resilience – we rise to any challenge, including the juggle of work and life!
- Excellence – nothing we do is mediocre and we encourage all BubDesk members to strive for their best
- Integrity – we can be relied on to do what we say we’ll do

## 1.3 BUBDESK OVERVIEW

BubDesk specialises in parent co-working. The creation of parent workspaces within new and existing childcare facilities that enables parents to work nearby their child, but in a distraction free environment.

The benefits of using a BubDesk workspace include:

- A gentle way to transition your child into care
- The ability to continue feeding throughout the day
- A community of likeminded professional parents
- A distraction free environment
- A flexible and licensed education and care facility, eligible for rebates
- Casual days, half days, kindy days – whatever makes your life easier!

## 1.4 BUBDESK KEY CONTACT

BubDesk is owned and operated by Meg Burrage. Meg is readily available on mobile 0429 431 382, or by email [info@bubdesk.com.au](mailto:info@bubdesk.com.au) should you have any queries before or after you join the community.



## 2. BubDesk Wembley

Each BubDesk operates a little differently depending on the childcare facility within which it operates.

BubDesk Wembley is operated by MercyCare and is located at:

**18 Barrett St, Wembley, WA 6014**

**Phone:** (08) 9442 3410

**Email:** [wembley\\_ELC@mercyCare.com.au](mailto:wembley_ELC@mercyCare.com.au)

**Opening Hours:** 7am to 6pm Monday to Friday

Reception is staffed from 8:30AM daily and you will be greeted by the lovely Administration Officer, Ellie Basilio, on arrival. Ellie handles all enrolments and will let you know in which room your child will be cared for if it's your first visit.

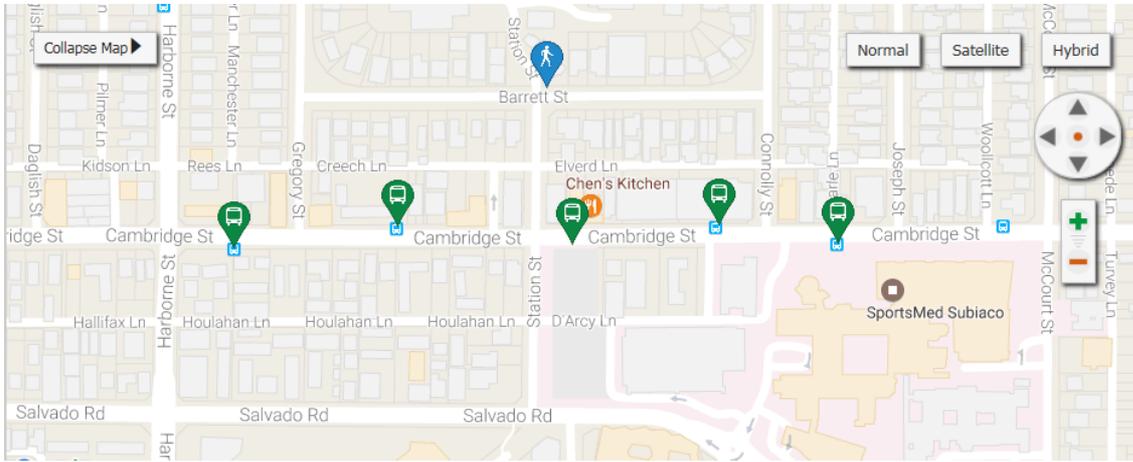


At BubDesk Wembley you will find the following facilities:

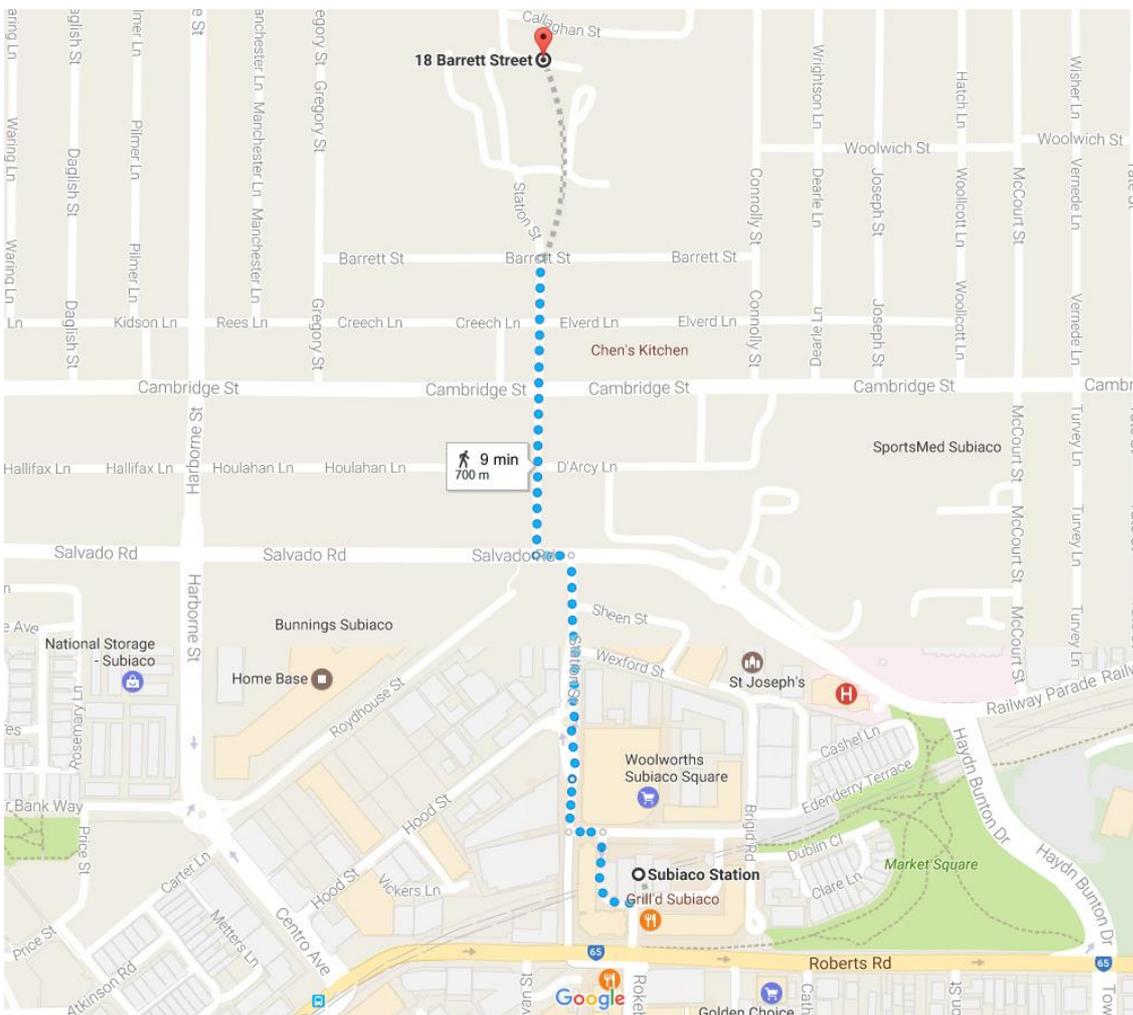
- WIFI
- Printing/Scanning
- Free Parking
- Full use of kitchen
- Open Plan Workspace & Private Offices
- Feeding Spaces

## 2.1 PUBLIC TRANSPORT TO BUBDESK WEMBLEY

The closest **bus stop is 12732**, by the corner of Station Street and Cambridge Street.



And the closest **train station is Subiaco**, which is 700m walk along Station Street.



## 2.2 SITE MAP



Sawle House	ZONE A
Volunteer Services	ZONE B
Carlow House	ZONE C
Martin Kelly Centre	ZONE D
E1 GROW E2 EARBUS	ZONE E
St. Rochs	ZONE F HERITAGE (Temp)
Davis House	ZONE G
Early Learning Centre	ZONE H H1 EARLY LEARNING CENTRE A H2 EARLY LEARNING CENTRE B H3 EARLY LEARNING CENTRE C
Mercy Village McAuley Apartments	ZONE I
Baggot House	ZONE J J1 PROPERTY SERVICES J2 CAHS
Aged Care	ZONE K K1 RECEPTION K2 CATHERINE WING K3 CLAVER WING K4 ANNE XAVIER WING K5 URSULA WING
Chapel	ZONE L
Frayne Units	ZONE M
Mercy Village Community Centre	ZONE N
Mercy Village Harris Apartments	ZONE O
Mercy Village Residences	ZONE P



### Key Locations

The Early Learning Centre is identified by the dark green buildings above and visitors to BubDesk Wembley are welcome to park in any available bays.

If you are a regular BubDesk visitor you will be provided with a parking permit to display on your dash.

The BubDesk parent workspace is located within the light blue coloured building by the circular driveway. You should see the signage in the window. **If you are the first one to arrive in the morning you need to collect the office key from Ellie. If you arrive before she does she leaves it on top of her computer – it has a BubDesk building 'E' tag on it.**

### Alarm

As you come in the front door of BubDesk there is an alarm panel on your left. If the alarm is armed the code to disarm is **1470**. You do not need to arm it again at the end of the day, as that will set it off on the neighboring tenants in the building.

## 3. Work Environment

### 3.1 NEW MEMBER ORIENTATION

If you are planning to use BubDesk on a regular basis then an orientation is highly recommended. Group tours of the workspace, childcare facility and feeding areas are scheduled regularly and one-on-one tours can also be accommodated by request.

Once enrolled you will be invited in by MercyCare for an orientation session with your bub within the designated education and care room, so that your child is familiarised with their surrounding ahead of their first day.

### 3.2 ORDERING SUPPLIES

The workspace is equipped with printer, envelopes and general stationery items. Stocktake is regularly conducted, but if you notice that we are in short supply of something you need or if there is anything we don't stock that you think we should please feel free to send an email.

### 3.3 HOUSEKEEPING

Weekly office cleaning is taken care of by MercyCare cleaners, however, we do ask that you kindly leave your desk in a neat and tidy state for the next person, as often there may be someone using your desk before the cleaner's scheduled visit. You will find desk wipes by the printer.

### 3.4 WIFI ACCESS

**Network:** Bubdesk Wifi

**Password:** bubdesk123

### 3.5 PRINTER ACCESS

To print or scan simply plug the USB from the printer directly into your laptop and the printer model will appear in your list of devices – HP OfficeJet Pro 6960

There is also the option to download the printer drivers off the HP website at <http://123.hp.com/ojp6960> which will allow you to print directly from your laptop to the printer without physically connecting.

## 4. Bub Access

### 4.1 FEEDING

If you are still breastfeeding or would like to give your own bub its routine bottle you are welcome to drop down to the baby room as required. The educators will call you when they think your baby is due.

## 4.2 ACTIVITIES AND LUNCH

It is up to the parent's discretion as to whether or not you drop in to visit your child throughout the day for reasons other than feeding. Some children will handle a visit from mum or dad quite well, but for others it can be distressing to have them come and go.

If you decide to take your baby out for lunch or a stroll you will be required to sign your baby out for the duration and then back in on your return.

## 5. What To Bring

### 5.1 CHILD CHECKLIST

You will need to bring;

- Bag
- Labelled hat (wide brim or legionnaires)
- Labelled drink bottle
- Labelled change of clothing or several if your child is toilet training

You may also need to bring;

- A minimum of 6 nappies (If you prefer, you can leave a pack at the centre)
- Formula; please bring in a full tin. Due to food safe laws we are required to open and label the tin onsite

### 5.2 PARENT CHECKLIST

- Laptop
- Headphones
- USB (for scanning)
- Lunch (optional) – you will have full use of centre kitchen



## 6. BubDesk Client Communications

### 6.1 COMMUNICATION METHODS

A closed Facebook group “BubDesk Community” has been created for all BubDesk members. Please take a minute to look us up and request to join, so that you can stay up-to-date with all the latest updates.

In this group you will find members from a variety of BubDesk branches. Please feel free to introduce yourself, your skills and any services you have to offer. We always promote the opportunity for members to do business between themselves.

If we need you urgently we will call the number we have on file.

## 7. Enrolment Procedures

### 7.1 CHILDCARE AVAILABILITY SCHEDULE

Generally families will enrol for the same day and session time each week and your place will be confirmed until you advise that it is no longer required. Should we wish to add an additional casual day simply email MercyCare to check availability and then book in your desk online through the BubDesk booking system. This can be done as late as the day the service is required, providing your enrolment paperwork is already on file.

If you have not yet enrolled at MercyCare Wembley and have an urgent requirement this can often be accommodated, but full enrolment paperwork will still need to be completed. Please contact BubDesk at [info@bubdesk.com.au](mailto:info@bubdesk.com.au) with your requirement and we will do our best to assist.

### 7.2 HOW TO ENROL

Enrolment paperwork, as with any education and care facility, is quite comprehensive. When you are ready to enrol you can either collect a hard copy of the enrolment pack from MercyCare reception or BubDesk can email it to you in soft copy.

Something you will want to organise as early as possible is your Centrelink customer reference numbers (CRNs) – you will need to supply this on your enrolment paperwork in order to claim the government childcare rebates. Unless you are the sole parent or guardian you will need to state the CRN for both parents and the child.

If you have had any previous dealings with Centrelink you will have a CRN number already and can find it on the top of their correspondence to you.

If not, you will need to visit a Centrelink branch with sufficient identification to apply:

<https://www.humanservices.gov.au/customer/enablers/register-online-account>

Once you have obtained a CRN for all relevant family members contact Centrelink to let them know you will be commencing use of a childcare service and that you would like your rebate paid "direct to service". This will enable MercyCare to claim the rebate for you. The alternative is paying the full unsubsidised amount to MercyCare and claiming your rebate in a lump sum at the end of the tax year.

## **8. BubDesk Wembley Membership Options**

### **8.1 BUBDESK OPTIONS**

BubDesk Members can take advantage of the following options:

**Starter Packs: 3 x Half Day Sessions** to trial the service for suitability

Childcare: \$88 per half day session less your childcare rebate

Office: \$35 per visit

Estimated combined session rate based on 50% childcare rebate = \$79

\*\*Half Day sessions run 7:30AM-12:30PM and 12:30PM-6PM

\*\*Sessions to be used over consecutive weeks

#### **Regular Half Day Sessions**

Priced as per Starter Pack

#### **Regular Full Day Sessions**

Childcare: \$137 per full day session less your childcare rebate

Office: \$35 per visit

Estimated combined session rate based on 50% childcare rebate = \$103.50

\*\*Regular sessions are defined as a minimum commitment of 10 weekly visits

#### **Booking System Log In**

Once we are aware of you starting care with MercyCare Wembley we will create you a log in to our online system and create your desk bookings on your behalf.

BubDesk will invoice you weekly for the BubDesk component, either \$35 per session of shared desk or \$60 per session of private office, and invoices can be paid by EFT, PayPal or Credit Card. If you would prefer your credit card details are stored on file and debited automatically please

let us know - otherwise I'd suggest setting up a weekly EFT for the days you regularly come to save you the effort each week

**Extra Days:** If you need to add an additional day, please firstly arrange the childcare with MercyCare and then log in and book/pay your additional day of desk (any on-the-spot bookings you make yourself through the system need to be paid at the time or they auto-cancel after 15 minutes)

**Changes:** If you need to change a weekly booking due to illness or absence please email MercyCare and copy me. I will switch the desk booking at my end once I see the childcare change has been accommodated

### **Other**

MercyCare will do their best to accommodate special requests, such as fortnightly kindy schedules and FIFO rosters. Please contact Meg Burrage of BubDesk to discuss your requirement.

## **8.2 INVOICING**

When you join BubDesk Wembley on a Starter Pack the full amount of the Starter Pack will be debited by MercyCare on enrolment, less the government rebate if you are registered with Centrelink. Following your 3 half day sessions, if you choose to continue, you will be charged by direct debit fortnightly until you no longer require the service.

## **9. Illness/Absence Policy**

### **9.1 MAKE UP DAYS**

In the event a child or parent is unwell, away or the session falls on a public holiday, a make-up session will be offered at a time that is convenient for both yourselves and the centre. It will need to be worked in with the centre availability.