

BubDesk St James Cuddles Childcare Centre

Orientation Manual

[Meg Burrage, August 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 childcare co-working. The creation of parent workspaces within new and existing childcare centres 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 childcare, 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 should you have any queries before or after you join the community.



2. BubDesk St James

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

BubDesk St James is operated by Cuddles Childcare and is located just off Albany Highway along Palmerston Street:

10-14 Palmerston St, St James, WA 6102

Phone: (08) 9358 4673

Opening Hours: 6:30am to 6:30pm Monday to Friday

Reception is staffed from 8:00AM daily and you will be greeted by the lovely Centre Coordinator, Shevaita Zadoo on arrival. Shevaita handles all enrolments and will let you know in which room your child will be cared for if it's your first visit.



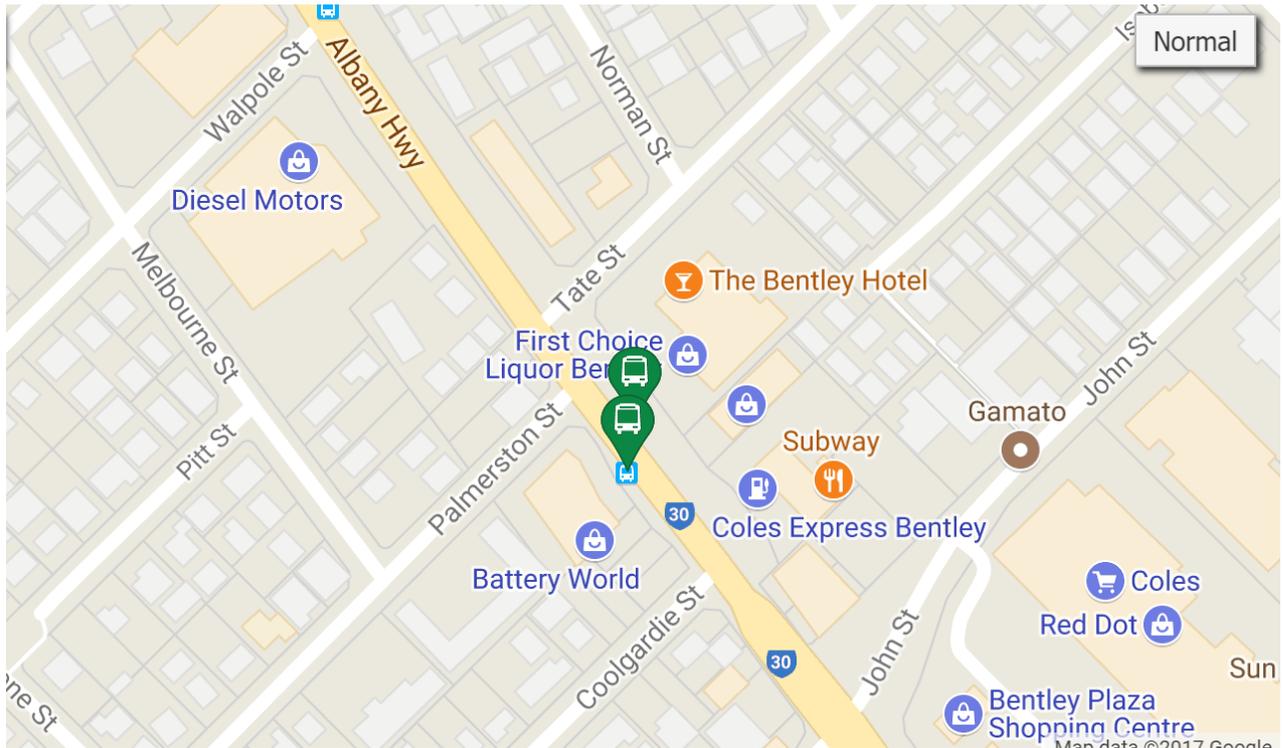
At BubDesk St James you will find the following facilities:

- WIFI
- Printing/Scanning
- Full use of kitchen
- Open Plan Workspace to Accommodate 2 Parents
- Feeding Area
- Free Parking

2.1 PUBLIC TRANSPORT TO BUBDESK ST JAMES

The closest **bus stop** is **10154** (from East Vic Park) or **10058** (from Cannington direction). Both stops are on Albany Highway and the walk down Palmerston St to Cuddles is 190m.

Buses on this route include: **930, 220**



2.2 KEY LOCATIONS

Parking: St James is fortunate enough to have a large car park onsite and you are welcome to park all day.

Parent Workspace: the BubDesk workspace is located within the main Early Learning Centre, just down the corridor, first door on the right after the kitchen.

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 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 Cuddles Childcare for an orientation session with your bub within the designated childcare room, so that your child is familiarised with their surrounding ahead of their first day.

3.2 ORDERING SUPPLIES

The workspace is equipped with 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 Cuddles Childcare 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 on the shelf and we ask that you leave a clean coffee cup and glass on your desk with the chair neatly tucked in.



3.4 **WIFI ACCESS**

Network: CuddlesStjamesSTAFF

Password: cuddlesp3W

3.5 **PRINTER ACCESS**

To print or scan simply connect your laptop to the Epson printer situated in reception - once connected to the WiFi network the printer should be discoverable. Please ask Shevaita for assistance if you experience any issues.

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

If your child is an infant you will also need to bring;

- A minimum of 5 nappies (If you prefer, you can leave a pack at the centre)
- Formula (if not on breast milk); to be brought in a labelled tin or a formula divider, clearly labelled with your child's name and amount of water required per serve i.e. 180mls.
- Any comforters

5.2 PARENT CHECKLIST

- Laptop
- Headphones
- USB (you never know when it will come in handy!)
- 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 enroll 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 BubDesk at info@bubdesk.com.au to check availability. 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 Cuddles St James 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 with your requirement and we will do our best to assist.

7.2 HOW TO ENROL

Enrolment paperwork, as with any childcare centre, is quite comprehensive. When you are ready to enroll you can either collect a hard copy of the enrolment pack from Cuddles Childcare reception or on the Cuddles website. <http://www.cuddleschildcare.com.au/enrolment/>

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 Cuddles Childcare to claim the rebate for you. The alternative is paying the full unsubsidised amount to Cuddles Childcare and claiming your rebate in a lump sum at the end of the tax year.

8 BubDesk St James 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: \$68.50 per half day session less your childcare rebate

Office: \$35 per half day

Estimated Weekly Rate based on 50% childcare rebate = \$69.25

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

**Sessions to be used over consecutive weeks

Regular Half Day Sessions

Priced as per Starter Pack

Regular Full Day Sessions

Childcare: \$112.50 per full day session less your childcare rebate

Office: \$35 per half day

Estimated Weekly Rate based on 50% childcare rebate = \$91.25

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

Other

Cuddles Childcare 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 St James on a Starter Pack the full amount of the Starter Pack will be debited by Cuddles Childcare 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 weekly until you no longer require the service. 2 weeks' notice is required to the service if you choose not to continue with care.

**All account queries are to be directed to Cuddles Childcare.
BubDesk is not privy to your account details.**

9 Cancellation Policy

9.1 CANCELLATION AND REFUNDS

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 convenient to both yourself and the centre.

A 3 session "Starter Pack" is non-refundable and offered as a way to try the service prior to committing to an ongoing arrangement.

In the instance where a parent declines a "Starter Pack" and moves straight to a weekly direct debit and finds the service unsuitable for their needs. Cuddles Childcare's standard cancellation policy will apply.