

BubDesk Wembley

MercyCare Wembley Early Learning Centre

Orientation Manual

[Meg Burrage July 2018](#)



BUBDESK ORIENTATION MANUAL CONTENTS

1. All things BubDesk

- 1.1 BUBDESK MISSION
- 1.2 CORE VALUES
- 1.3 BUBDESK OVERVIEW
- 1.4 BUBDESK KEY CONTACT

2. BubDesk Wembley

- 2.1 PARKING AND OFFICE LOCATION

3. Work Environment

- 3.1 NEW MEMBER ORIENTATION
- 3.2 HOUSEKEEPING
- 3.3 WIFI ACCESS
- 3.4 PRINTER ACCESS

4. Bub Access

- 4.1 FEEDING
- 4.2 ACTIVITIES AND LUNCH

5. What To Bring

- 5.1 CHILD CHECKLIST
- 5.2 PARENT CHECKLIST

6. BubDesk Client Communications

- 6.1 COMMUNICATION METHODS

7. Enrolment Procedures

- 7.1 CHILDCARE AVAILABILITY SCHEDULE
- 7.2 HOW TO ENROL

8. BubDesk Membership Options

- 8.1 BUBDESK OPTIONS
- 8.2 INVOICING

9. Cancellation Policy

- 9.1 CANCELLATION, MAKE UP DAYS AND REFUNDS

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

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 Wembley

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

BubDesk Wembley is operated by MercyCare and is located at:

**16 Barrett Street
Wembley, WA 6014**

Email: wembley_ELC@mercyCare.com.au

Phone: 08 9442 3410

Childcare Opening Hours: 7:30AM-6:00PM Monday to Friday
Available BubDesk Days/Hours: 7:30AM-6:00PM Monday to Friday

Reception is staffed from 8:30AM daily and you will be greeted by the lovely Centre Administrator, 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
- Kitchen Facilities
- Private Offices and Shared Workspace
- Feeding Area
- Free Parking

2.1 KEY LOCATIONS

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 permits are by the printer in the BubDesk office.

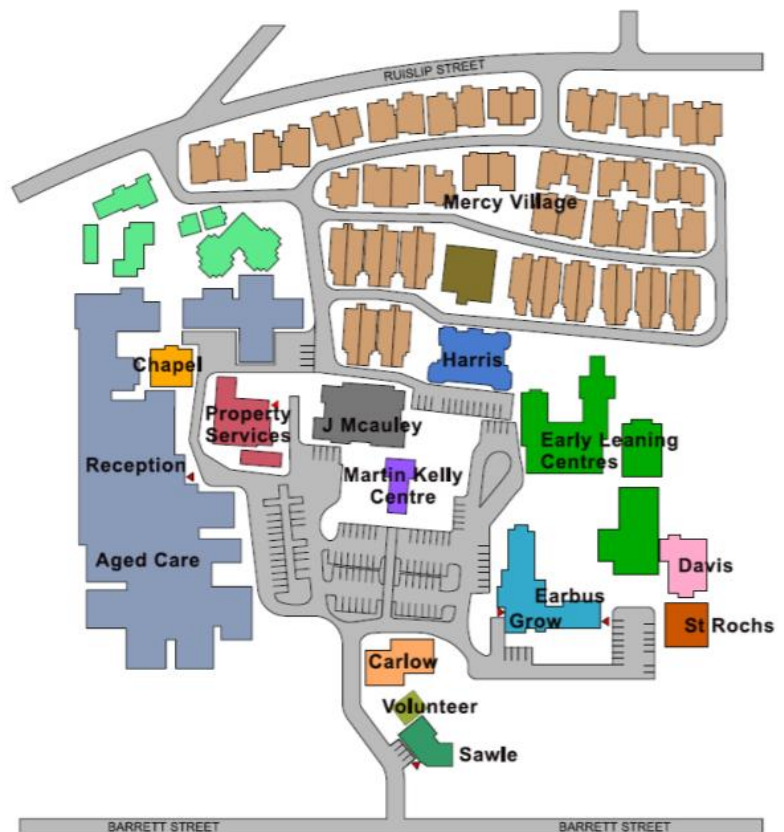
The BubDesk parent workspace is located within the light blue coloured building by the circular driveway. You should see the signage in the window.

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.



Sawle House	ZONE A
Volunteer Services	ZONE B
Carlow House	ZONE C
Martin Kelly Centre	ZONE D
	ZONE E E1 GROW E2 EARBUS
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 CLAWER WING K4 ANNE XAHER 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



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. Tours of the workspace, childcare and feeding areas can be requested through the BubDesk website from within the centre listing in the directory.

Once enrolled you will be invited in by MercyCare 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 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.

3.3 WIFI ACCESS

Network: Bubdesk Wifi

Password: bubdesk123

3.4 PRINTER ACCESS

To print or scan simply connect your laptop to the HP OfficeJet Pro 6960 printer. Once connected to the WIFI network the printer should be discoverable.

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.

Please note that while the centre is happy to provide you with printing and scanning facilities it is not designed for printing novels! 😊 The free printer policy may be revisited if the centre notes usage that is over and above "standard".

4 Bub Access

4.1 FEEDING

If you are still breastfeeding or would like to give your 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. You may also find that visiting your child's room upsets other children (who all hope it will be their mum or dad!), so please take this into consideration.

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
- Any comforters that your child may have

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

- A minimum of 6 nappies (If you prefer, you can leave a pack at the centre)
- Formula, please bring in full tin. Due to food safety laws they require to open the tin on site (if not on breast milk)

5.2 PARENT CHECKLIST

- Laptop
- Headphones
- USB (you never know when it will come in handy!)
- Lunch (optional) – you will have use of the BubDesk kitchen

6 BubDesk Client Communications

6.1 COMMUNICATION METHODS

A closed Facebook group "BubDesk Blenders" 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

Just like with any regular childcare, 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 of care simply call MercyCare to check availability. This can be done as late as the day the service is required, providing your enrolment paperwork is already on file.

7.2 HOW TO ENROL

Enrolment paperwork, as with any childcare centre, is quite comprehensive. When you are ready to enrol you can either collect a hard copy of the enrolment pack from MercyCare Wembley Early Learning Centre or we can email it to you.

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 subsidy. 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 EXISTING MEMBERS

If you're a regular member of BubDesk you will already have a booking system log on and you can go to the following link to change your desk bookings, add additional days, purchase discounted pass packs or download your invoices:

<http://bubdesknetwork.spaces.nexodus.com/en>

8.2 NEW MEMBER BUBDESK OPTIONS

If you are brand new to BubDesk please note that childcare fees are paid directly to the centre via a standard direct debit. The BubDesk office component is booked and paid directly through the BubDesk booking system and the following options are available:

Corporate Member Packages	12 Week Return-To-Work "Standard"	12 Week Return-To-Work "Premium"
<h2>Tailored</h2>	\$480 /Individual Program (+GST)	\$720 /Individual Program (+GST)
<ul style="list-style-type: none">• Ultimate Flexibility• Can be shared among staff• Scalable to ANY City or Suburb Nationally• Positive Corporate Branding & PR Opportunities <p>Enquire</p>	<ul style="list-style-type: none">• 2 Office Days Weekly• WIFI/Printing Excluded• Closed Networking Group• New Centres Added By Request (just ask!)• Additional Days at \$25 <p>Submit Requirements</p>	<ul style="list-style-type: none">• 2 Office Days Weekly• WIFI/Printing Included• BubDesk Make Up Sessions (Sick Days/Public Holidays)• Business or Profile Boost (An article on you published through our channels)• Closed Networking Group• New Centres Added By Request (just ask!)• Additional Days at \$35 <p>Submit Requirements</p>

For initial sign up please visit: <http://bubdesk.com.au/prices/>

8.3 INVOICING

All childcare account queries are to be directed to MercyCare. BubDesk is not privy to your childcare account details.

9 Cancellation Policy

9.1 CANCELLATION, MAKE UP DAYS 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. Once you have agreed on a make up date with the centre please log into the BubDesk booking system to amend your desk booking.

For make ups days you need to advise the centre of your absence on or before your scheduled visit.

Please note that both childcare & BubDesk fees are non-refundable.