



NORTHCOTE AQUATIC AND RECREATION CENTRE CHILDCARE **BOOKINGS** GUIDE

Updated on 18/12/2024

Overview

Once a family has successfully registered their children with both NARC and Bridge Darebin, booking privileges will be added to their child accounts allowing for childcare bookings. This document will outline how childcare bookings work at NARC.

Booking Reservations

Booking reservations are managed by our Member Services Team and can be made through the following methods:

1. Email: Send your request to our dedicated childcare inbox at childcare@northcoteaquaticreccentre.com.au
2. Phone: Contact us directly at the Centre via our main line
03 9088 4600

How do bookings work

To complete a booking reservation, parents or guardians are required to purchase childcare sessions in advance.

Childcare sessions can be purchased the following (2) ways:

Client Portal – online membership portal - self service

1. Log in to your parent account [here](#)
2. Click on “Account” tab
3. Click on “Shop” tab then select “Creche Casual Visit & Passcards” section
4. Choose “Member” or “Non-Member” section
5. Select the appropriate childcare product
6. Follow prompts for payment

Contact NARC to make your childcare booking

At Reception Desk

1. Visit our Customer Service Desk located in the main lobby.
2. Our Member Services Team will assist you in locating your account and purchasing the appropriate childcare session.

Booking reservation requests cannot be completed if the parent/guardian has not purchased sessions in advance.

Session Costs

Single visit and 20 visit pass cards are available at member & non member pricing.

Member Pricing

Single Child Visit - Member	\$	11.15
Single Family Visit (2 children) - Member	\$	15.15
20x Single Child Pass - Member	\$	178.40
20x Family Visit Pass (2 children) - Member	\$	242.40

Non Member Pricing

Single Child Visit - Non Member	\$ 16.50
Single Family Visit (2 children) - Non Member	\$ 22.50
20x Single Child Pass - Non Member	\$ 264.00
20x Family Visit Pass (2 children) - Non Member	\$ 360.00

Session Days, Times, Length

Childcare is available on Tuesdays & Fridays each week.

Session times include:

	Session 1	Session 2	Session 3
Drop off:	9:00am	10:15am	11:45am
Pick up:	10:15am	11:30am	1:00pm

Session length for childcare sessions is 75 (1hr 15min) minutes.

Strict Drop off/Pick up times apply.

Bookings cut-off time

Bookings will close at 4pm the day prior.

Booking Confirmations

Parents will receive an automatic booking confirmation to the email provided on their parent account once a reservation has been made.

Capacity and Ratios

In adherence with ratios as set by the Department of Education, the following will be observed:

Under 3's – 4 max participants: 1 Educator

Over 3's – 11 max participants: 1 Educator

Ratios and max participants subject to change depending on ages of booked participants.

Session Bookings Conditions

Bookings can be made up to 7 days + 1hr in advance.

Only session 1 & 2 can be booked back-to-back

Cancellations

Cancellations requested 2 hours or more from the booking start time are welcomed and will receive a childcare session added back to their account for future use.

No shows/or cancellations that fall within 2 hours or less from the booking start time will be billed for their session(s).

No monetary refunds will be issued for sessions/passes once purchased.

Restrictions

Parents are not allowed to leave the Centre during booked childcare sessions.

Family Handbook

Upon successful registration, parents will be emailed a copy of Bridge Darebin Children Services Family Handbook.

The handbook explains important information to assist you and your child's transition into care at Bridge Darebin Children Services.

Checking in for your session (as required by Bridge Darebin)

For safety and security purposes ALL children must be signed in on arrival and signed out on departure using Bridge Darebin's Sign-in and Sign-out register by an authorised staff member.

Check-in location is NARC Childcare Room - #3 found in main hallway

No child will be allowed to leave Bridge Darebin's service with a person who is not stated on the enrolment form unless prior arrangements are made with the Nominated Supervisor and advice has been given in writing. Photo identification will be required for any person collecting children not known to educators. No child is permitted to travel home or to another activity on their own.

What to bring to a session (as required by Bridge Darebin)

- A labelled bag containing a full change of clothes. Please provide extra changes of clothes and underpants if your child is toilet training. (All clothes to be labelled.)
- A labelled water bottle
- Healthy food such as fruit, sandwiches or vegetables.
- A hat and coat in the colder months
- A sun hat in warmer months. (See "Sun Protection Policy" for further details regarding hats). Your child will be applied with sunscreen before going outside in when the UV levels reach 3 or above
- At least 2 nappies
- Baby wipes
- Already made-up bottles for babies, labelled
- Anything your child may need to make him/her feel comfortable e.g., dummy, soft toy

Please always dress your child in comfortable closed shoes. No sandals or thongs as they can be unsafe in a play environment.

If you have any questions about registration, enrolment, or bookings, don't hesitate to contact us at our dedicated childcare email childcare@northcoteaquaticreccentre.com.au or by contacting a member of our Member Services Team at 03 9088 4600.

If you have questions regarding the service provider Bridge Darebin including their educators, programs, environment, you're welcomed to reach out to childcare@bridgedarebin.org.au.

Resources:

NARC Childcare Application Form: https://darebinstadiums.formstack.com/forms/childcare_application_form
Bridge Darebin – Childcare Service Provider: <https://bridgedarebin.org.au/>