

PARENT HANDBOOK

# Parent Information

KIDS  
CLUB



2022-23



SHIRE OF AUGUSTA MARGARET RIVER  
**RECREATION CENTRE**

## Centre details

### SERVICE NAME

Margaret River Recreation Centre OSHC

### STREET ADDRESS

51 Wallcliffe Road  
MARGARET RIVER WA 6285

### POSTAL ADDRESS

PO Box 61  
MARGARET RIVER WA 6285

### TELEPHONE

**Kids Club:** 9780 5624  
**Kids Club mobile:** 0407 244 024  
**Recreation Centre:** 9780 5620  
**Centre Manager:** 9780 5621

### EMAIL

OHSC@amrshire.wa.gov.au

### OPERATING HOURS

#### Before School Care

Monday to Friday 7am – 9am

#### After School Care

##### Summer Hours (Term 1 and 4)

Monday to Friday 3pm – 6pm

##### Winter Hours (Term 2 and 3)

Monday to Friday 3pm – 5.30pm

#### School Holiday Program

Monday to Friday 7am – 5.30pm

#### Pupil Free Days

7am to 5.30pm

#### CLOSED WEEKENDS AND PUBLIC HOLIDAYS

(We are also closed each year between  
Christmas and New Year's Day.)

Margaret River Outside School Hours Care is approved for service  
by the Department of Local Government and Communities' Education  
and Care Regulatory Unit.

The service trades as Kids Club under the Shire of Augusta Margaret  
River's Recreation Centre.

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## Welcome to the Margaret River Kids Club.

Please read this information carefully to assist you in settling your child into the service and to answer any questions you may have. If you require more detailed information or a copy of our programs, please contact the Childcare Supervisor.

## Our Philosophy

Kids Club aims to provide a caring and safe environment where children are able to participate in play-led experiences while developing socially, emotionally and intellectually. We expect children to respect people and property.

### The Child

We believe that children in our care:

- are paramount to our work
- have rights
- learn through play and experimentation
- are individually unique
- are entitled to be secure and safe
- achieve maximum learning potential in an environment which encourages self-discipline, independence, self-esteem and curiosity

### The Environment

The environment our centre provides for our children, families, staff and visitors:

- provides a safe and sustainable environment
- is accepting of each child's individual needs and backgrounds
- values safety and health of all people
- encourages parent contribution
- is visually pleasing
- supports access inclusion for children with additional needs
- values individual expertise of and contribution by staff

## The Program

Kids Club programs:

- respond to the individual interests and needs of children
- reflect staff knowledge of child development
- demonstrate respect for child diversity and inclusion of all children
- offer a large variety of interesting and challenging experiences for children to choose from
- encourage promotion of self-esteem
- are accessible to parents

## Our Principles

1. Secure, respectful and reciprocal relationships
2. Partnerships with families
3. High expectations and equity
4. Respect for diversity
5. Ongoing learning and reflective practices

## Our Practice

1. Holistic approaches
2. Collaboration with children
3. Learning through play
4. Intentionality
5. Environments
6. Cultural competence
7. Continuity and transitions
8. Evaluation for wellbeing and learning





## Our Quality Standards – National Quality Standards

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

## Our Learning Outcomes – My Time, Our Place

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

## Shire Vision

A prosperous and connected community that values its natural environment and character as it grows sustainably into the future.

## Shire Mission

Our mission is a statement about our fundamental purpose – what we do in partnership with, and on behalf of the whole Shire of Augusta Margaret River community.

**“To protect the natural environment, strengthen our communities, foster local economic prosperity, and responsibly manage the community's infrastructure and assets.”**

## Shire Values

Our four core values guide our behaviour and decision making as people and as an organisation and how we strive to lead and serve our community. These are:

- Honesty
- Commitment
- Respect
- Courage





## Childcare fees and accounts

The operation of our service depends on the payment of fees. Our fees are reviewed on an annual basis as part of the Shire's budgeting requirements. Our current fee schedules are updated annually and are available online at [amrshire.wa.gov.au](http://amrshire.wa.gov.au).

You will not be called individually to confirm bookings and it therefore must be assumed your child/ren are booked in for any days you have selected. Our staff will only notify families if any days ticked are unavailable or if any major changes are made to programming.

It is your responsibility to know what days you have booked and notify staff of any changes or if your child/ren will be absent.

When ticking the box for the day of care you require you are also agreeing to the costs and extra costs incurred for that day.

Statements will be emailed weekly. Accounts must be paid within 60 days or they will be sent for debt recovery.

If you have any queries about your account please contact the Childcare Supervisor on 9780 5624.

## Payments

All accounts must be set up with Debit Success. All accounts must be paid in full.

Direct debit payments can be set up at the time of enrolment. Funds can be debited from a bank account or credit card on any chosen day.



## Cancellations

You will be charged for all days of care you have booked unless you cancel in the **7 days prior**, this includes unexpected illnesses/circumstances.

## Sickness or absences

All absences must be marked on the Xplor app as soon as reasonably possible.

Parents are required to contact the Recreation Centre **24 hours before** a child attends, to notify the staff if their child does not need care.

If you cancel on the day of attending, you will still be charged. Your family is allocated a number of absences during a financial year by the Department of Human Services, please note unused absences do not roll over each year.

This policy is in place so staff rosters for staff to child ratios can be organised.

If children become ill during care we make immediate contact with guardians and keep the child comfortable until they have been collected.

Where absence occurs due to illness the child will not be eligible to return within 24 hours of the last motion for vomiting and diarrhoea. Head lice must remain away from centre until treatment has successfully begun.

## Late pick-up

If you are unavoidably detained and unable to collect your child at the agreed time you must telephone the Kids Club and advise of your expected time of arrival.

If you need to arrange for another person to collect your child you must provide full details about this person to the Kids Club. If you have not contacted the Kids Club and your child has not been collected by closing time, Kids Club will attempt to telephone you. If this is not successful, the emergency contact people listed on your child's enrolment form will then be contacted to arrange for immediate collection of your child.

The Kids Club has a policy of charging a fee to parents who are late to collect their children.

This fee is to cover the costs of staff overtime hours. Kids Club will contact authorities if a parent is more than 30 minutes and can't be contacted, and other listed parties can't be contacted.

A late fee of \$15 per 15 minutes past the centre's closing time will apply to cover staff overtime. This fee is not covered by Child Care Subsidy.

## Child Care Subsidy

Your family may be eligible for Child Care Subsidy (CCS). You can apply for this payment through the Department of Human Services, which will reduce your childcare fees.

Department of Human Services

13 61 50

Open 8am – 8pm

To claim CCS, we will submit a government enrolment form for your child at the time of your first booking.

You must agree to the Complying Written Agreement (CWA) in the Xplor app and confirm the enrolment via your Centrelink App or MyGov Account.

If you need assistance, our Childcare Supervisor can help you with this process.

## Complaint procedures

Please let us know if you are not satisfied with any aspect of the service we provide you and your children. If you have any complaint or concern please feel free to discuss this with a relevant staff member or the Childcare Supervisor.

If you feel the concern was not resolved you may take the matter directly to the Margaret River Recreation Centre Manager or the Department of Local Government and Communities Education and Care Regulatory Unit.

## Priority of access

The Commonwealth Government requires Kids Club to provide access to the service according to a set of priorities.

**First priority:** Children at risk of serious abuse or neglect.

**Second priority:** Children whose parents satisfy the work/training/study test under section 14 of the Family Assistance Act

**Third priority:** Any other child

## Our staff

**Certificates, qualifications and/or training**

All our staff are required to have a minimum of working towards, or completed, Certificate III in Children's Services OR Certificate IV in Out of School Hours Care or equivalent, in accordance with **Children and Community Services (Out of School Hours Care) Regulations 2006**, reprinted version 2007, plus a Senior First Aid Certificate including anaphylaxis and asthma training.

**All staff have working with children checks and police clearances.**

## Supervision

Kids Club will maintain high levels of supervision of children, with staff positioned to view all children in their care at all times.

The staff:child ratio we adhere to is 1:10 as per **Childcare Licensing Regulations (2012)**. When we have children with additional needs in our care, we adhere to a 1:4 ratio.

## Individual support

At Kids Club, access to the Integrated Student Supports (ISS) program can help you financially. We access this funding for any children diagnosed (or undergoing a diagnosis) for cognitive or developmental disorders.

If your child has additional needs and may benefit from extra care, please speak to the Childcare Supervisor about registering for ISS. We can roster an extra staff member to help them engage in the program.

## Parent participation

Parental involvement is one of our biggest supports to ensure the service is meeting the needs of families. Your encouragement and assistance in any way, such as collecting bits and pieces for the craft corner and donating dress up items are invaluable to Kids Club.

In past programs we have had great support of people involved from the community. We wish to continue this because we (and all the children) are always appreciative to have people come into Kids Club to either show, share, sing, teach, dance and make arts and crafts with the children.

A feedback form is always available from Kids Club, we encourage you to fill it in and return it to the service. This way, we can continue to deliver a quality service for you and your children.

As parents/guardians you are very welcome to drop in anytime to visit while your child/ren are in care.



## Orientation

Kids Club will provide options for orientation to the service for new families which may include:

- inviting new families to visit the service with their child at a time that suits them
- providing all new families with a conducted tour of the premises
- ensuring each family has access to a copy of the Parent Information Handbook
- setting up a buddy system between existing and new children to ease the introduction to the service

### Settling your child in

Our service caters for a wide range of primary school-aged children. Some children may have little experience with multi-age groupings. Some of the younger children, in particular, may need time to settle and feel secure within the service. Our staff members are experienced in encouraging children to feel at home and make new friends and ensure that children of all ages treat each other with care and respect.

To give the children the best opportunity for positive involvement we need to know what your child's strengths, likes, dislikes and any special interests are. We want children to gain the best possible experience from Kids Club, so please do keep in touch and discuss any problems, concerns and feelings you may have with the staff.

## Enrolment procedures

### Enrolling your child/ren

Enrolment for our service must be completed online via the Xplor app. You will need to upload the following details:

- Birth certificate
- Immunisation records

Families are required to fill out an online enrolment form prior to attending care. Please make sure you fill in all the details as required by the Department of Education, Employment and Workplace Relations (DEEWR), the Department of Local Government and Human Services (DHS) and the Department of Community Services Education and Care Regulatory Unit. Failure to provide any of the information on the enrolment form may result in the non-acceptance of the child/ren.

### On arrival

We request that children be brought to a staff member upon arrival. Please keep to the attendance days requested on your booking form as this enables the Childcare Supervisor to compile accurate staff work rosters. If you wish to change your days please speak to the Childcare Supervisor. You may only change days around in the week that is booked if we have space available.



### Authorised persons

Kids Club's primary concern is for the safety and welfare of your child/ren and will only release your child into the care of the custodial parent or authorised persons identified on your child/ren's enrolment form. Any changes to these authorities must be advised in writing to Kids Club as soon as possible.

If an unauthorised person arrives to collect your child, the child will not be released until your written authorisation has been obtained. You must ensure your child's collection from the centre is reliably organised, as uncertainties and irregularities can cause anxiety for your child and Kids Club staff. When authorising another person to collect your child they must have sufficient photo identification on them to verify their identity.

### Signing in and out

Signing children IN and OUT of Kids Club is a daily requirement. This can be done using the Xplor app on your phone. Please remember your phone when you drop off and collect your children from Kids Club.

Accurate attendance records will be kept and checked each day. The signing IN and OUT attendance roll has been developed for this purpose.

This is a legal requirement of DEEWR. If you do not complete these records you will not be eligible to claim a Child Care Subsidy.



## Communication and custodial issues

### Communication with parents

Staff at the centre are supportive of children and their parents. Both parents of the child will be treated equally. Without legal documentation staff cannot act as though one parent is more fit than another to the legal rights of their child. All information about your child will always be treated in confidence.

### Custodial issues

Parental responsibility remains with both parents jointly and individually except where it is altered by an Order of the Family Court of Australia. In the absence of such an order the child will be released to either parent.

Where a non-enrolling parent cites an Order of the Family Court giving him/herself lawful access to the child, the order needs to be produced for inspection. The enrolling parent will be telephoned and informed about the situation.

## Safety

In the case of a parent or guardian arriving at Kids Club to collect their child in a visibly intoxicated or unfit state to drive, they will be encouraged to contact an alternative adult to drive them and the child home, or Kids Club will offer to call a taxi at the expense of the parent/guardian.

## Collecting children from schools

A bus collects children from **Margaret River Independent School** each afternoon and transports them to **Margaret River Primary School**. From this location Kids Club staff will meet children from both primary schools, who are enrolled in Kids Club, and walk the group to the childcare facility at the Margaret River Recreation Centre.

All children must be waiting at the pick-up area at the arranged time.

Parents are required to contact the school if their child/ren will not be attending Kids Club as soon as this is known so their name can be withdrawn from the daily **bus pick-up list**.

In extreme weather conditions the Shire Kids Club bus will be used to transport children between the Margaret River Primary School and the Margaret River Recreation Centre.

**Saint Thomas Moore School** children are to wait outside the pre-primary area on the seat next to the gate. Pre-primary and kindergarten students will be picked up from their classroom. Students then walk back to the Margaret River Recreation Centre and wait with a carer until the other school students arrive.

**Margaret River Primary School** children are to meet in the undercover area on the bench to the right of the canteen. There is sign stating '**Kids Club pick up area**'. Pre-primary students have the teachers assistants bring them from their classrooms. Our staff will collect the kindy children from their classrooms.

**Rapids Landing Primary School** children are to meet on the bench outside of the gated kindy/pre-primary area. Our staff will collect the kindy and pre-primary students from their classrooms. All other children are to make their way to the meeting point when the bell rings.

A roll is taken to make sure all children have arrived. We have the Kids Club mobile with us and a current contact list. If children do not arrive at the designated place we will ring parents/guardians/emergency contacts to find out where they are.

Please respect our staff and other families and children and ensure you notify us as soon as you are aware your child/ren will be absent.

## Programs and routines

Copies of our Before School Care and After School Care Programs are available at Kids Club. You can also find them on the Xplor Playground website at <https://playground.myxplor.com/>

Learning stories and observations featuring your child will be shared with you via the Xplor app as soon as they are created to keep you updated with the activities your child is participating in at Kids Club.

Children who attend Kids Club may participate in a range of activities that have been planned. Children have a big input into planning the daily program. The program is mainly child-centred to reflect their interests every day. Kids Club is a Pod and Real World Learning-accredited Science, Technology and Maths learning centre.

Our staff are supportive and encouraging, and communicate with all children in a friendly and positive manner to establish a warm caring friendship with each child in their care. Our staff are happy to discuss your child's participation in the program with you, and we encourage you to stay for a chat prior to taking your child home at the end of the day.

### After School Care extra curricula activities

We provide a drop off and pick up service for the children whom are involved in after school activities, for example soccer, basketball, netball, karate, swimming lessons and dancing.

Please make sure any relevant notes (dates, times, coaches, venue) are stated clearly on your family's booking form.

The entry fees to these services come at a cost to the parent as they are not part of Kids Club.

We only drop off for outdoor sports if the weather permits, otherwise we will keep the children in Kids Club as part of our 'duty of care'.

### Daily requirements

During School Holiday Programs the daily routine is available to view online and on the Kids Club noticeboard.

Please provide the following items for each of the below programs:

#### Before School Care

- Hat
- Drink bottle

#### After School Care

- Hat
- Drink bottle

#### Vacation Care

- Morning tea, lunch and a piece of fruit to share for afternoon tea
- Drink bottle
- Hat
- Suitable clothing and footwear for the weather and activity
- Any other items mentioned on the program for a particular activity.

Please label your child/ren's belongings.

### Spending money

Please do not send along any spending money unless stipulated in the School Holiday Program.

### Personal toys

Kids Club provides a wide range of sports equipment, games and toys for all children to play with. We would appreciate children leaving their personal toys at home.

However, if it helps the child to settle in to our centre we will encourage the child to bring a comforting toy.

Kids Club will not take any responsibility for lost items.

## Food

A copy of our daily Before and After School Care menus can be accessed in Kids Club or within the weekly program

online via the Xplor Playground website  
<https://playground.myxplor.com/>

Children are required to wash their hands with soap every time before eating as per our Hygiene Policy.

### Lunch box

Please ensure you pack an adequate amount of **healthy** food as the children seem to eat more with the extra physical activities provided in the program.

### Snacks

Snacks form a significant part of the Kids Club's routines.

Before and After School Care provides healthy food options for your child/ren, this is included in the daily costs.

Please make sure any food allergies, dislikes and special dietary requirements your child may have are recorded on the enrolment form and discussed with the Childcare Supervisor. We will attempt to provide for all eating requirements, if we are not able to guarantee a safe and healthy meal, we may ask parents to provide appropriate meals for their child/ren.

**Kids Club is an Allergy Aware Zone.**





## Images

Images (photographs/videos) of children may be taken while in Kids Club and may be:

- recorded as digital images on devices with secured passwords
- used for online stories which can be accessed via the Xplor Home app or via the program online at the Xplor Playground website at <https://playground.myxplor.com/au>

If you don't wish for your child's image to be captured please note the restrictions on your enrolment form.

## Media

Movies are played during the School Holiday Program however this is optional for all children and staff will encourage continued play outside. All television and DVD programs children view are monitored by staff, who will also ensure that all programs are rated for General Guidance viewing.

Excursions to the movie theatre may show films rated PG, this is left up to parent discretion as alternative activities are not always possible.

## Special days/events

Kids Club celebrates special days/events that are happening during the year such as: Christmas, Hanukkah, New Year, birthdays, Easter, Father's and Mother's Day, Saint Patrick's, Halloween, Harmony Day and any other special days/events children may show an interest in.

We also like to help celebrate occasions that are special to individual children and families such as:

- Dad/Mum arriving back after time away
- A new arrival in the family; baby, puppy, etc.
- A child losing their first tooth
- Learning new skills like how to ride a bike, read/write, skate
- A high score or good grade at school
- A certificate, high achievement, reward from sporting or outside hobbies/groups
- Making new friends
- Any other significant moments in a child's development/life experiences

## Excursions

Children will be taken on excursions as part of the planned activities of Kids Club. This may be either during After School Care or the School Holiday Programs.

Excursions are considered to be an integral part of our program and are arranged to provide a broad range of learning experiences for children.

Permission forms must be signed at drop off. A risk assessment for each excursion will be available to view if requested.

## Water activities

Most of our swimming activities take place at the Margaret River Recreation Centre pool.

All swimming activities will be carefully planned and will be assessed for risk. Only low to medium risk swimming activities will be conducted. High risk activities will not be permitted at any time.

Parents are asked to provide information about their child's swimming skill level on the enrolment form.

## Health and medical issues

### Immunisation

Parents are required to supply one of the following:

- your child's immunisation records
- your child's catch up immunisation schedule

If you would like further information please visit the WA Department of Public Health website [www.public.health.wa.gov.au](http://www.public.health.wa.gov.au)

### Unwell children

Kids Club is not able to care for children who are ill. Parents will be contacted to collect their child if they become unwell during the day.

### Medications

The giving of medication to children will be strictly monitored to ensure the child's safety and welfare.

Medication will only be administered by staff if:

- the parent has completed and signed the centre's **Authority to Give Medication** form
- it is prescribed by the doctor and has the original label detailing the child's name and required dosage

**You must never leave medication in your child's bag.**

The Childcare Supervisor should also be notified if your child is receiving medication at home that is not required to be given at Kids Club.

### Accidents

Despite every precaution, accidents will unfortunately occur from time to time.

Each family signs on the enrolment form to provide authority for staff of Kids Club to seek medical attention for your child if required and have all costs covered by the injured child's family.

In case of a minor accident a qualified first aider will attend to the injured child and apply first aid.

In case of an injury deemed more serious, or an injury to the child's head, you will be contacted immediately or if you cannot

be contacted your emergency contact person will be. Your child's injuries will be assessed and either an ambulance will be called or your child will be taken to a local clinic or medical practitioner for medical treatment. A staff member will accompany your child until you are able to be there.

In both cases, an incident report form will be completed on the Xplor app. You can access this report as soon as it's completed and will be required to sign it once read.

## Sun protection

Kids Club is an SunSmart-accredited centre.

**Hats** – Kids Club require children and employees to wear hats that protect the face, neck and ears whenever they are outside. Parents are responsible to provide the appropriate hat for their child/ren which is clearly labelled with their name. Children who do not have their hats will be given one of our spare hats or will be asked to play in an area protected from the sun.

**Sunscreen** – Sunscreen is to be applied before going outside and at intervals if outdoors. Carers will assist children when applying sunscreen and will do their very best to ensure all exposed skin is covered.

**Shade** – A shelter is either taken for extra protection or children are directed to stay in natural or purpose built shade whenever possible.

**SunSmart clothing** – Children are advised to wear appropriate clothing to protect them from the sun. It is the parent's responsibility to send their children along in sun smart clothing (loose fitting clothing that covers as much skin as possible). Leaders will inform parents if they believe clothing is inappropriate for the activity and it is then up to the parent's discretion as to whether they change their children or provide signed, written permission for the child/ren to attend in what they are wearing.

We ask that children are not sent to Kids Club wearing singlets or dresses with straps. All children must have sleeves that cover their shoulders.

When attending excursions to beaches or outside pool venues children are required to wear a rash shirt, t-shirt or wetsuit while swimming or they will be unable to swim and will be seated in the shade.

**Water** – Children are required to bring a water bottle to stay hydrated throughout the day.

## Emergency evacuation procedure

In case of an emergency the staff at Kids Club will follow an emergency evacuation procedure. Evacuation drills are carried out intermittently.

An area warden will assess the emergency/threat and decide on the level of evacuation.

## Expectations of children (behaviour)

### Our Bill of Rights

**Everyone in Kids Club has the right to:**

- be treated with courtesy, kindness and respect
- express their feelings and opinions assertively
- relax and play in an atmosphere of harmony and co-operation
- feel secure and safe in a caring and supportive environment
- expect that centre rules are fair, consistently implemented and respect the rights of all involved, and
- be valued for their individuality including that of race, gender, culture, age, physical or intellectual diversity.

**To support these rights we all agree to:**

- make children and adults feel welcome and ask them to join in our games, or be part of our group
- treat others with courtesy, kindness and respect
- listen to other people and try to understand their points of view
- talk and discuss instead of yelling and arguing

- help each other and be co-operative
- support the centre rules
- watch out for each other to ensure everyone is safe and secure
- be responsible for our own actions
- apologise if we hurt someone's feelings
- value others for their individual differences
- respect each other's property

## Diversity and inclusion

Kids Club aims to provide an Outside School Hours Care environment which is free from bias and prejudice in which children learn the principles of fairness and respect for the uniqueness of each person.

Kids Club involves the community to assist staff and children understand and accept the range of cultures and abilities of members of the local community. Differences in backgrounds, culture and abilities are valued and families are actively encouraged to share their experiences with staff, carers and other families.

Our Kids Club caters for children with additional needs. We ensure that appropriate inclusion support services are accessed and referred to families in order to support children's well-being and inclusion into the program.

**Thank you for taking the time to read our Parent Handbook, we look forward to meeting you and your family.**









## Additional contacts

### **Australian Children's Education and Care Quality Authority (ACECQA)**

1300 422 327

[enquiries@acecqa.gov.au](mailto:enquiries@acecqa.gov.au)

[acecqa.gov.au](http://acecqa.gov.au)

### **Department of Local Government and Communities, Education and Care Regulatory Unit**

(08) 6551 8700

[dlgc.wa.gov.au](http://dlgc.wa.gov.au)

### **Communicare Inclusion Support Programme**

1800 119 247



## **OPENING HOURS**

### **Gym and Courts**

Monday to Thursday 6am – 8.30pm

Friday 6am – 7pm

Saturday and Sunday 9am – 3pm

### **Pool**

Monday to Friday 6am – 7pm

Saturday and Sunday 9am – 3pm

PO Box 61, Margaret River WA 6285 | T (08) 9780 5620

E [recreation@amrshire.wa.gov.au](mailto:recreation@amrshire.wa.gov.au) | [recreation.amrshire.wa.gov.au](http://recreation.amrshire.wa.gov.au)

f [facebook.com/MRRecCentre](https://facebook.com/MRRecCentre)