

Frequently Asked Questions

1. What hours are you open?

6.30am to 6.30pm Monday to Friday – 50 weeks per year

2. What services do you offer?

We offer:

- Long daycare for children aged 0-6 years
- MELC Prep Program
- Occasional care for all ages
- Before and after school care
- Vacation care for primary school children

3. Are there separate rooms for different age groups?

Yes. Children have different learning needs at different ages and we specifically cater for those needs to ensure the children gain maximum benefit from their time at our Centre.

We have the following groups:

- Bumble Bees - Children 0-2 years
- Caterpillars - Children 2-3 years
- Butterflies - Children 3-4 years
- Dragonflies - Children 4-5 years (pre-schoolers)

4. What are the costs?

The costs are;

- Children 0-2 years are \$80 per day
- Children 2-3 years are \$72 per day
- Children 3-6 years are \$68 per day
- Before School care is \$12 & After school care is \$18
- Vacation care is \$55-\$75 per day depending on the activity

5. What about government assistance?

Our Centre is licensed and highly accredited by the NCAC. By contacting the Family Assistance Office and quoting our Customer Reference Number 407 185 690H your rebate entitlement can be calculated.



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6. What does your service include?

We provide everything, including all food, bedding, sunscreen, hats, and nappies.

7. What food do you provide?

Our nutritionally balanced diet includes morning tea, hot lunch, afternoon tea and late afternoon tea. The menu is on display. Any individual dietary needs are catered for.

8. What if my baby is still on formula?

You need to provide named bottles and formula, not made up.

9. How does the Centre cope with the sleeping requirements of the babies?

We have three nursery rooms all with piped music and cots so we have great flexibility in managing the needs of each of the babies.

10. Do all children at the Centre have a sleep during the day?

We cater to the needs of each individual child and parents are asked to let us know if they want their child to have a sleep during the day. Some parents prefer their child not to have a sleep as it makes it more difficult for the child to settle at nighttime.

11. What will my child do at the Centre?

We provide programs for each age group and cater for specific needs of each child. The programs are on display in each room and include:

- Music and movement
- Language
- Art and craft
- Construction/block play
- Drama
- Outdoor play

12. Is my child's progress & development recorded?

A portfolio is created for each child recording work samples, observations, photographs and developmental summaries. It becomes a lovely memento of your child's time with us.



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13. Do I get to see the portfolio?

The portfolios are available to you any time. The portfolios are sent home regularly for your information and comment.

14. What are the qualifications of the staff?

We have a broad selection of staff ranging from those with extensive experience to those who are just starting in the profession. All are enthusiastic and committed to childcare "Kids First" motto!

15. What are the benefits of childcare?

Childcare offers children the opportunity to be in a community, learning to share, wait, participate in group activities, develop friendships, improve communication and social skills and generally improve their self esteem.

16. Can I call in or phone any time?

Absolutely, you can call in or phone any time, we are here to serve you.

17. What if my child is sick?

If the children become ill in our care we will contact you. If you are unable to be contacted we will contact another nominated person. More detailed information in relation to procedures for medication and emergencies is contained in our policy booklet.

18. Can I come and see your Centre?

Please do. We really encourage parents to come and visit our fabulous facilities to get the real feel for what we are about.

19. What payment options are available?

Payment of fees can be made by EFTPOS (including credit card), electronic transfer via Internet banking or by direct debit. Fees are payable fortnightly in advance and a bond of \$150 is payable on enrolment.

20. What do I do next?

The next step would be to complete & return the Request for Placement form; this ensures a position is held for you on your preferred day/s until the completion of our Enrolment Form.

