

Frequently asked questions

Daily routine

Q. What do I bring to preschool each day?

- a broad brimmed hat
- a spare set of clothes (including socks and underwear) suitable to the season
- a piece of fruit (in term 1 and 4) for Morning tea
- A set of Cot sheets – fitted bottom sheet and top sheet
- Lunch. A small lunch box with food the children can eat with minimal assistance. They can bring a drink bottle if they like however we do supply cups and filtered water. (NB We are a nut free preschool)
- A small hand towel with a loop sewn for hand drying
- Small ROLL ON sunscreen if you wish your child to have additional sunscreen applied throughout the day.
- IMPORTANT: PLEASE CLEARLY LABEL ALL ITEMS

Q. What should our preschool morning routine be?

- Place hat on hook before you enter the locker room
- Place bag and towel and sheets in locker
- Get child to wash hands
- Sign child in
- Greet teachers
- Place lunch in fridge and fruit in bowl
- Stay a few minutes until your child is settled and say good bye and leave. If your child is unsettled and getting upset take them to one of the teachers and be guided as to when to leave by them. (Prolonging your stay can make things worse)

Q. My child was crying when I left, will they be OK?

Yes. Our staff are used to dealing with separation anxiety in children. You can help by staying for a short while to settle, saying a quick goodbye and leaving when you say you are going, lingering and looking in the window only upsets your child more as it sends mixed signals. If your child is distressed take them to a staff member and take cues from them as to when and how to leave. We have a pamphlet on this subject which you should receive before your child starts, which is recommended reading. If you would like reassurance, please feel free to call and ask how they are going later in the day.

Q. Does my child have to sleep?

We cannot and will not make a child sleep. However, as part of their preschool day children are asked to rest. They will bring sheets to put on their mat and they can lie or sit quietly and listen to the music or story. We believe that in our very visual world stimulating their listening and imagination skills is all part of learning. It is also beneficial to teach children the value of just “being”.

Q. Does my child have to be toilet trained?

The quick answer is **YES**. (With the exception of our additional needs children)

We appreciate that children are all different and that toilet training can be time consuming and frustrating. However, we do not have the facilities or staff for nappy changing. Each time we have to change wet pants, clothes etc it takes a staff member away from the group of children and compromises supervision and interactions with the children.

When toilet training your child remember that " Pull ups"/nappies can be your worst nightmare not your friend. They do not allow the children to feel wetness and become aware of the sensations related to toileting. Our best advice is to look for the signs of interest and set aside time in a block so you can make a concerted effort. Try to avoid long trips in the car, shopping excursions and having to put a "pull up" or nappy back on "just in case" as it only creates confusion and elongates the process.

If you have any questions about toileting or child is not toilet trained before coming to preschool please do not hesitate to contact the Preschool so we can support you during this time.

Q. Can I stay with my child?

Preschool is about teaching children independence to help them on the road to "big school". It is not a playgroup setting where parents are involved and can be unsettling for your child and the other children if you stay. We welcome parents who would like to spend a morning with the class (from 9-11). Please book a day in at the office or with your class teacher. We suggest you wait until your child is settled before spending the morning.

Q. What if I'm going to be late to pick up my child?

Please allow ample time to collect your child allowing for traffic if you are some distance away. The preschool are in breach of their licence if children have not been signed out by 3.30pm. If you are going to be late, please ring the preschool and let them know your ETA. A late fee of \$50 per hour (\$12.50 charged at 15 minute intervals) will be charged for late pick up. If you have not contacted us and your child is not picked up by 4pm we are legally obliged to contact police as your child is deemed abandoned. Please bear in mind many of our staff also have children of their own waiting to be picked up!

Q. Do you teach the children to read?

We believe children learn through play. In a play-based environment we will give your children the fundamentals they will need to tackle skills like reading once they go to kindergarten. They may learn some words incidentally along the way, but teaching them to read is not our focus.

Q. Does my child have to wear a hat outside?

Yes. We have a "no hat no play" policy. If your child has forgotten their hat they will be asked to play in the shaded areas only. Due to hygiene reasons we cannot supply spare hats.

Q. Can my child bring toys to school?

Toys are best left at home. If your child has a special comfort toy to sleep with we recommend it be kept in with sleeping sheets and should only come out at rest time. Please be aware we can hold no responsibility for lost "special friends"!

Food

Q. My child does not eat/drink enough will you make them eat/drink for me?

We ask children to drink at morning tea and lunchtime and water is available throughout the day. We encourage children to sit and eat with their peers and we expect them to eat independently. We will not force feed any child. Please speak to your teacher if you have any concerns.

Q. My child won't eat fruit what do I do about morning tea?

We encourage all children to have a balanced varied diet. If your child won't eat fruit try sending vegetables or dried fruit. If in doubt, please speak to Bronwyn in the kitchen or your class teacher. You may bring in an alternative morning tea if they will not/ cannot eat what is on offer.

Q. Can you heat up my child's lunch?

No. We cannot test the temperature and therefore the safety of microwave heated food.

Q. What if I don't want my child's lunch to be put in the fridge?

Please ask at the Office for a refrigeration exemption form. Once this is filled out your child's lunch may be left in their locker.

Leave

Q. What if I want to take my child out of the preschool permanently?

Two weeks written notice must be given otherwise your Enrolment Deposit is forfeited. In Term 4 full fees must be paid at the discretion of the Nominated Supervisor as it is difficult to replace children late in the year.

Q. What if we are going on an extended holiday?

Full fees must be paid during this time.

Medical and Illness

Q. What if my child is sick?

If your child is not well please do not send them to preschool. It affects your child, other children and staff. If your child will not be attending for the day please call or email the preschool that morning to let us know.

Q. My child is not immunised, can they still come to preschool?

Yes. A "Conscientious Objection Form" must accompany your enrolment forms. (Please see the Office) If an infectious disease has been identified at the preschool your child may be excluded for their safety during this time.

Q. My child has allergies, asthma or special dietary requirements, what information and medication do I need to give to the preschool?

An Asthma and Allergy Alert form must accompany your enrolment forms. All medications should be taken to Bronwyn in the kitchen. DO NOT LEAVE IN YOUR CHILDS BAG. All medication must be in date, in their original containers with clear instructions for use.

Q. How do I know if my child is too sick to come to preschool?

You should not send your child to preschool if:

- They have a temperature
- Need pain relief (e.g. Panadol or Nurofen)
- Has a green runny discharge from their nose
- Vomiting or diarrhea
- A barking constant cough
- An unusual unexplained rash
- Is generally unwell and out of sorts.
- If you would not like your child to be around a child as unwell as yours, it is generally feasible that they should stay at home.

Q. My child had a temperature/vomited/diarrhea yesterday; can I send them to preschool today?

Children must be free of symptoms for *at least* 24 hours before they can attend preschool.

Financial

Q. When do I have to pay my fees?

Fees are due in Week 2 of each term. If you are having difficulties paying, please speak to Maxine in the Office.

Q. Can I get any money back from the Government to help with my fees?

We are a Registered Care provider. If you are eligible, you may be able to receive a rebate from the Government. Please see the Family Assistance Office for more information.

Q. Can I get any fee assistance?

Each year the preschool sets aside money to help low income families. If your income falls below \$43,165 annually and you have a health care card you should be eligible. We have also opened up this assistance to families with siblings attending the preschool at the same time (Only if your income is below \$86,330 annually for 2 children, rate for second child only). Please see Maxine in the Office for further information.

Q. Do I have to pay my fees for the days my child is sick or on holidays?

Yes.