

Q. Does my child have to be toilet trained?

The quick answer is **YES**. (Please speak to the preschool if toileting is going to be an issue with your child, or there is a reason your child is not toilet trained. We will not discriminate against children not toilet trained, but it is our expectation that by 3, children are toilet trained).

We appreciate that children are all different and that toilet training can be time consuming and frustrating. However, 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. We understand that accidents do happen from time to time, and we deal with these in a sensitive manner.

If you have any questions about toileting or your 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. 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. If you are unable to pick up on time, please arrange for someone else to pick them up and notify the preschool of this change of routine. If this is not possible and 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. Children remaining on the premises after 4pm puts our preschool in breach of its license conditions. For this reason, 3 late fees being accumulated may put your child's enrolment in jeopardy.

You must inform us if someone else will be collecting your child and we will ask for identification from that person if we have not met them before.

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"!

The car park and safety at the preschool

Q. My other children are at Hornsby South Public, can I leave my car here while I pick them up?

No, we have a small car park and many families with babies and toddlers. Please park on the street and leave the car park places for those parents.

Q. I want to have a chat to another preschool parent, can my children play in the playground while we talk?

Remember that once you sign your child out, they are in your care and not the responsibility of the educators, so please supervise them. Please bear in mind our limited parking and for the consideration of others limit your drop off and pick up time to 10 minutes maximum to ensure others have a turn. Our preschool closes at 4.00pm, so we ask that families leave by this time.

Q. I noticed you have 2 gates, why is that?

This is for the safety of all children.

- Do not let your children swing on the gate as it breaks the mechanism.
- As polite as it is, please do not leave the gate open for other families.
- Hold your child's hand as you enter the car park.
- Most importantly, NEVER let a child that is not yours out of the preschool. If there are a few parents leaving together just check that the children leaving are with a carer.

Q. I'm not going to be long; can I leave my other children in the car?

No, this is not safe.

Food

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

We ask children to drink water 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. 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 your teacher for a refrigeration exemption form. Once this is filled out your child's lunch may be left in their locker. Lunches left in the locker must have an ice brick or be in a thermos.

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. When daily fees have been reduced significantly by Government programs (e.g., "Start Strong Free Relief") the maximum allowed absence is 5 consecutive weeks of a school term. If your family plans an absence longer than 5 weeks of term time (either consecutively in one term, or, e.g., 3 weeks at the end of one term and 2 weeks at the start of the next), your child's enrolment will cease and they will be returned to the waiting list. Exceptions are at the discretion of the Director / Nominated Supervisor (Pearl).

Medical and Illness

Q. What if my child is sick?

If your child has any symptoms of sickness, 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 by 9am that morning to let us know and let us know why.**

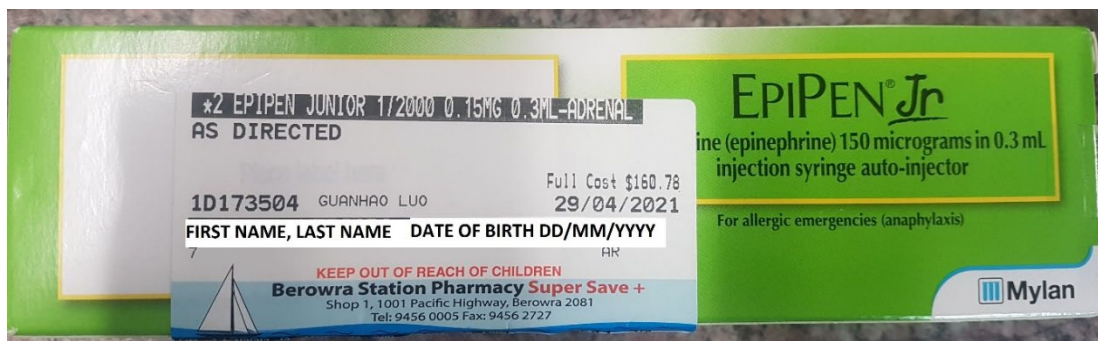
Q. My child is not immunised, can they still come to preschool?

No, all children must be immunised. You must provide an up-to-date copy of your child's Immunisation History Statement (IHS) or valid catch-up schedule from the Australian Immunisation Register with your enrolment documents to complete enrolment. You must also provide a new, up to date, IHS showing your child's 4-year-old immunisations within 2 weeks of his / her birthday. During outbreaks (e.g., COVID-19 or chicken pox) children will not be able to attend if we have not received an up-to-date IHS by one month after their 4th birthday.

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

A current asthma plan, allergy plan or anaphylaxis plan from your doctor must be provided by or on your child's first day of preschool and be renewed 18 months from the plan date. Medications must be in date, in their original containers with a pharmacist's label with your child's name, date of birth and clear instructions for use. All medications must be taken to the office. **DO NOT LEAVE MEDICATIONS IN YOUR CHILD'S BAG.** You will also need to fill out a Medical Alert Form and permission form to allow staff to administer medication.

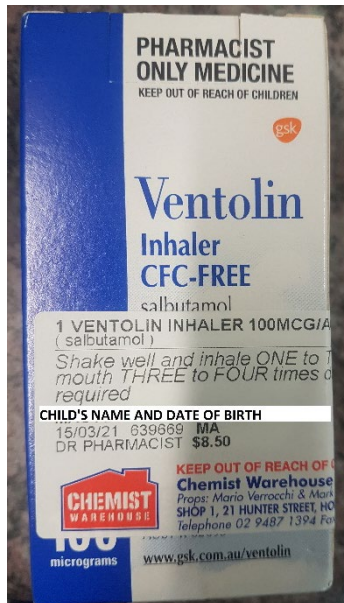
Example 1: Anaphylaxis – an EpiPen Jnr (or other autoinjector) to keep at preschool is required



Example 2: Allergies – antihistamine medication



Example 3: Asthma – we will require any medication e.g., Ventolin, as well as your child’s own spacer (for hygiene reasons these are not shared).



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 (or had a temperature yesterday)
- Need pain relief medication (e.g., Panadol or Nurofen)
- Need cough medicine or cold & flu medicines
- Have a green runny discharge from their nose
- Are vomiting or have diarrhea (or have had in the last 48 hours)
- Have a regular or constant cough
- Have an unusual unexplained rash; or
- Are 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 yesterday; can I send them to preschool today?

No. Children must be free of fever for **at least 24 hours** before they can attend preschool. This period must be **without** needing fever-relieving medications like paracetamol (Panadol) or ibuprofen (Nurofen).

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

No. Children must be free from any symptoms for **at least 48 hours** before they can return to preschool.

Q. My child has seasonal allergies / rhinitis / other conditions that present with symptoms like cold / flu-like symptoms. What does this mean for attendance?

We need a letter from your child’s doctor outlining:

- 1) the condition;

- 2) what may trigger it (if known); and
- 3) what symptoms they typically experience.

Whether it is appropriate to attend preschool may depend on several things including how badly your child is affected, how well their symptoms can be controlled (e.g., using antihistamines) and how well they independently manage their hygiene.

Financial

Q. What are the fees?

Please refer to full details in our Fee Structure Information Sheet 2025.

Q. What is NSW Government Start Strong Fee Relief?

The NSW Government provides fee relief to families through the Start Strong for Community Preschools program. We receive the funds directly from the NSW Government, and we will pass this fee relief on to you as a reduction to your fees on your invoices each term.

Families with children who are at least 3 years old on or before 31 July 2025 may save up to \$4,347 per year in 2025.

If your child will be attending another service that offers fee relief (another community preschool or a long day care service), you will need to choose which service you would like to receive fee relief from, as you can only receive fee relief from one service. You will need to fill out a declaration and consent form at each service your child attends.

There are no citizenship or residency status requirements to access fee relief.

Q. Can I get any additional fee assistance?

Children from Aboriginal or Torres Strait Islander families or children whose parent has a Health Care Card, Pension Card or Veteran's card should be eligible for a "Reduced Fee Rate" for daily fees. A sibling discount applies when more than one child from the same family attend at the same time and the "Reduced Fee Rate" rate is not already being received. Please see Carly in the Office for further information.

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

No, you have already received Reduced Fee rates (if applicable) and/or Start Strong Fee Relief as a reduction on your invoices.

Q. When do I have to pay my fees?

You will receive a fee invoice for the full term's fees in around the second week of each term. Payment is due two weeks from the invoice date. If you are having difficulties paying, please speak to Carly in the Office and a payment plan can be arranged.

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

Yes.