

Questions to ask a Prospective Childcare Centre

GENERAL

1. What are the Centre's operating hours? Are these set hours or flexible? _____
2. Do the educators work on set rosters or rotating rosters for morning and afternoon shift?

3. How do educators encourage naptime, even if a child does not want to nap? _____

ACCREDITATION

1. What level of certification do educators hold as a minimum? _____
2. What governing bodies oversee the centre's operations? _____
3. How does your centre perform against these standard? Where can the results be accessed?

4. Do all of your educators hold a First Aid qualification?

EDUCATION

1. Is there a curriculum used as a basis for education?

Can you explain it, based on relevancy to my child(ren)'s age? _____

2. What is done when Learning Outcomes are not being met by my child? _____

3. If you implement elements from other styles of learning, how is that done here?

4. How does the centre focus on teaching age-appropriate life skills surround self-sufficiency?

BEHAVIOUR MANAGEMENT

1. How do educators deal with rough play?

2. How do educators deal with repeat instances of bad behaviour? _____

3. What tools/methods do educators use to encourage model behaviour? _____

4. Do the educators attempt to follow a particular routine, or are child's cues observed? _____

FOOD PREPARATION

1. Can you tell me how food is prepared in the centre?

2. Can you show me a sample menu of meals provided to children? _____

3. How does the centre accommodate allergies?

4. Are children allowed to bring their own birthday cakes in or will the centre provide one for birthdays?

FEES

1. What is the daily fee? _____

2. What does the daily fee include? Are meals, bottles of milk and nappies included? _____

3. What subsidies are available to families in my situation? Where can information on assistance be found? _____

4. What additional fees exist? (ie: Nappy surcharge, late pickup fees) _____

GRIEVANCE HANDLING

1. How does the centre deal with grievances?

2. What is the process if a grievance is raised?

OTHER QUESTIONS

1. What is the process if someone other than parents had to pick up my child? _____

2. What is the process that educators follow if my child hurts themselves? _____

3. What is the process in administering medication, if required? _____

4. Can I bring my own cloth nappies?

(Note: No childcare centre can refuse the use of cloth nappies in Australia, but they can refuse to wash them. Please see this Australian Cloth Nappy Association ambassador pack to help promote the positives of cloth nappy use in childcare).

