

# Childcare Tour

## CHECKLIST



### The Vibe

- What's the vibe like in the childcare centre?
- Do the kids seem happy?
- How do they interact with other children and staff?
- Do you get a good feeling from the centre and does it feel inviting?
- Do the other children look happy and content?
- Are the children engaged in activities and play?
- Can you spend time in the centre whenever you like?
- Can grandparents visit too?



### Rebates/Fees

- Do you understand the daily fees?
- What additional fees are there?
- Do you know what rebates you are entitled to?
- We prepared a concise overview of the new Child Care Subsidy – [link here](#)



### Ratios

- How many educators will look after your child?
- Is the staffing roster consistent?
- Have you met the educators that will look after your little one?



### Flexibility

- Does the centre allow you to change your days and are there fees in doing so?
- Do they offer additional casual spots over and above your permanent days?
- What systems are in place to make this process easy?
- If sessional kinder, what hours are they offering?



### Hours & Bookings

- Do the hours work with your schedule?
- Are they open late/early, weekends, public holidays?
- Is the centre flexible enough to allow for last-minute changes to bookings?
- Are there financial penalties for changing days at the last minute?



### Food

- Does the centre provide food?
- What food do you need to provide yourself?
- Does the centre provide a healthy, well-balanced and nutritious food menu? [View sample menus](#)
- How do they support fussy eaters?
- How do they manage different special dietary requirements?

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### Professionalism & Communication

- Is information about the service's operations, policies and procedures available:
  - the service's education and activities program
  - the contact details of the responsible Quality Assessment and Regulation Regional Office
  - the fees charged
  - the name and telephone number of the person you should contact if you have any complaints or concerns
  - their approach to behaviour management
  - staff qualifications
  - their children's service licence or approval certificate
  - the name of the proprietor or approved provider
  - National Quality Standards (NQS) Rating is displayed publicly.
- What does a day look like eg feeding times, education and play?
- How do you keep abreast with your child's development?
- How do they and how often communicate with you?
- How is the information shared between educators and parents?
- What feedback are you able to provide and how is this captured?
- What are reviews and testimonials saying? Visit centre and make your mind up for yourself.



### Hygiene & Cleanliness

- How does the childcare centre present?
- Is it clean and fresh?
- What are the hygiene procedures like?
- Are the staff nicely groomed and well presented?



### Facilities

- Have they created a fun and safe environment?
- What are the physical facilities like?
- Are the play spaces big enough?
- Are there enough play areas for the number of children?
- Is the environment safe for children to play and explore?
- Would you be happy to spend time in the centre?
- Are the facilities, equipment and toys well maintained and modern?
- Do they have a variety of indoor and outdoor space?
- Is there shade in the outside areas?
- Is there a sun protection policy?
- Do the rooms seem like stimulating environments?
- Lots of interesting information and art on the walls?
- Is the sleeping area quiet and comforting? e.g., your child could sleep soundly here



### Programming & Activities

- Does the centre follow the Early Years Learning Framework?
- Do they document the day's activity log? Ask to see a 'what we did today' or 'learning story'.
- Is there a good mix of exercise, music, art, reading, play and games? Ask for an outline
- Do the activities suit your child's interests?
- Is there time for free play too?
- Are there special days at the centre eg Book Week, Dental Week or other cultural events?
- What is the centre's policy on sleeping? Children should be allowed to sleep if they need to,
- Are there incursions and excursions? If so, what are the procedures involved?

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### Health & Safety

- Are gates and doors closed?
- What are the health and safety procedures?
- Does the centre have a wellness programme?
- Does the centre have a fitness programme?
- Does the centre administer medication? If so, what is the procedure?
- What is the centre policy on sick children?
- What records are kept? Centres are required to keep your enrolment forms, up-to-date medical information, contact numbers and reports on your child's development.
- Can you look at these at any time? You have a right to look at these records at any time.
- The Centre's policies and procedures should be available for you to view at the Centre at any time.
- Does the centre abide by Child Safe Standards?
- Are they audited on this?



### The Staff

- How friendly and professional are the staff?
- Do they seem happy and passionate about what they're doing?
- Are they happy to answer your questions?
- Are the staff accredited and experienced? Should be on the wall
- What is the staff turnover? High staff turnover to be avoided.
- Are the staff well presented?
- Do they seem confident?
- How do the staff interact with the children in their care?
- How do the staff interact with each other?
- How do staff interact with you?



### Finally

- What is your gut telling you?

