



Child Care

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**BUMP &
BEYOND**

Childcare Tour Questions

Choosing the right childcare centre is one of the most important decisions you will make for your child. To help you make your decision, we have compiled a list of questions to ask your prospective childcare centre on your tour.

About the Centre

How long has the centre been open for?

Has the centre been assessed? (You can check this online on the ACECQA service search) What are the operating hours?

Do they offer session times? (For example, 8hr or 10hr days)

Is the centre's philosophy and Quality Improvement Plan visible and current?

About the Staff

How long has the Director been employed at the centre?

What qualifications do the staff have?

What professional development do you provide for your staff?

What is the staff retention like? (This is a very important insight as to the quality of the centre)

What are the staff to child ratios? (ACCEQA requirements are 1:4 Babies (Under 24 months), 1:5 Toddlers (24-36 months) and 1:10 Preschool (36 months and above))

About your Child

Will my child have a primary caregiver?

What kind of learning opportunities will my child have?

Can they explain their planning cycle for you? Do they plan for the individual child as well as the group?

How are families involved in their child's program?

How is the children's learning made visible? (Portfolios, App, Website etc)

What are the mealtimes? Can you see a weekly menu?

General Questions

What is your exclusion policy in relation to children's illness?

If I had a grievance, how would I raise that?

If you needed to withdraw your child, what is the required period of notice?

How does the centre communicate with families?

Does the centre offer any events for families and the community?

Are there extra fees for excursions or events?

Are casual days available to families? (These are additional days outside of your usual bookings)