

## Frequently Asked Questions

Welcome! We've put together a list of some of the most common questions we receive from families. If you don't find the answer you're looking for, please don't hesitate to contact us directly.

### Enrolling at Adventure Pathways

#### 1. **What are your opening hours?**

We are open from 6:30 AM to 6:30 PM, Monday to Friday, all year round, except for public holidays.

#### 2. **What age groups does Adventure Pathways cater to?**

We cater to children aged from six weeks to school age. Our state-funded kindergarten for three to five-year-olds is led by qualified teachers.

More information on our programmes [here](#).

#### 3. **How do I enrol at Adventure Pathways?**

We welcome parents to tour our centre, meet our educators, and explore our environment.

Face-to-face meetings help us understand your needs and ensure Adventure Pathways ELC is the right fit for your child.

After the tour, you can complete our enrollment form [online](#).

#### 4. **What if my child can't settle?**

We understand that not every child will feel comfortable immediately. Our educators support children by building relationships, encouraging interaction, and creating a comforting routine.

If your child isn't settling after four weeks, we'll work with you to find the best solution.

#### 5. **Are your educators qualified?**

Yes, all our educators are highly qualified and experienced. We meet and exceed the National Quality Framework (NQF) requirements, with our team holding or working towards a Certificate III, Diploma, or Bachelor of Education (Early Childhood). Our staff also participate in ongoing professional development.

#### 6. **What security measures do you have in place?**

The safety of our children is our top priority. Our centre has secure, coded access at the front door, and only authorised family members can pick up a child. All staff hold current Working with Children Checks. Additionally, we have installed 12 CCTV cameras for indoor and outdoor activities monitoring.

### Starting at Adventure Pathways

#### 1. **What time should I drop my child off at the centre?**

Drop-off time is flexible. Please inform our staff of your schedule so we are ready to receive your child.

#### 2. **What do I need to bring?**

Pack an extra set of clothes, a hat, and season-appropriate clothing. A labeled water bottle is also recommended for hygiene.

#### 3. **What do I do when I arrive at the centre?**

Our staff will assist with signing in and guiding your child to their designated room with professional educators.

**4. My child was crying when I left. How do you help them settle?**

Our educators provide comfort, encourage interaction, and incorporate familiar elements from home. Parents can share details about their child's routine to ease the transition.

**5. What should my child expect on their first day?**

The first day is about getting to know educators and other children. We recommend shorter initial days to help ease the transition.

**6. Can your educators support our home languages?**

Yes, our educators speak multiple languages, including Vietnamese, Mandarin, Cantonese, Burmese, Urdu, Punjabi, and Arabic.

**7. What happens if my child gets ill?**

If a child is unwell, we request they stay home. If illness occurs at the centre, parents will be contacted for immediate pick-up.

**8. Can I track my child's activities at the centre?**

Yes, parents can use the Storypark app for daily updates, including activities, meals, and progress. We also have face-to-face chats at drop-off and pick-up and hold parent-teacher interviews throughout the year.

## Meals

**1. Do I have to pack food for my child?**

We provide breakfast, morning tea, lunch, afternoon tea, and late snacks for children who stay throughout the day.

**2. What is served at the centre?**

We offer a diverse menu to expand children's food experiences and nutrition.

**3. My child has allergies. Do you cater for specific dietary requirements?**

Yes, we accommodate dietary needs for allergies, religious observations, and personal health reasons. Please inform our staff about your child's requirements.

**4. What if I have a better suggestion for a meal?**

We welcome meal suggestions via the Storypark app. If they meet nutritional guidelines, we may introduce them to our menu.

## Fees

**1. How much does it cost to send my child to Adventure Pathways Early Learning Centre?**

Our fees vary based on the number of days your child attends. Please contact our Centre Director for details.

**2. What is included in the fees?**

Our fees cover full-day care, all five meals (including dietary accommodations), nappies, sunscreen, and all educational programs and materials. There are no additional costs for incursions or special events.

**3. What is the Child Care Subsidy?**

The Australian Government's Child Care Subsidy (CCS) helps families with child care costs based on combined family income, activity level, and service type.

Check eligibility on the Department of Human Services ([Services Australia](#)) website.

Use this handy calculator ([CCS Calculator - Calculate Child Care Subsidy | CareforKids.com.au](#)) to estimate your subsidy.

## Programmes

### 1. What is “play-based learning”?

Early childhood isn’t about textbooks and classes. The best way for young children to learn is through play-based learning, where they develop foundational skills through exploration and experience.

Our centre is designed to support play-based learning in both small and large group settings, indoors and outdoors.

Ask our educators about how play-based learning is integrated into your child’s daily routine.

### 2. What is the Early Years Learning Framework?

The Early Years Learning Framework is an Australian Government guideline ensuring quality early childhood education programs for babies to five-year-olds and supporting their transition to school.

It emphasizes play-based learning, communication, language development (including early literacy and numeracy), and social and emotional growth.

### 3. How do you support school transition, assisting my child to develop literacy and numeracy skills?

Our trained educators integrate literacy and numeracy skills into a rich play-based program using intentional teaching methods.

### 4. How will Adventure Pathways Early Learning Centre handle misbehaviour?

Every child is unique in how they interact with others. We take misbehaviour seriously, especially issues like biting, bullying, and pushing.

Our educators are trained in behaviour management and redirection techniques, focusing on positive reinforcement and teaching social skills.

We emphasize teamwork and play, working to resolve conflicts and ensure a safe, supportive environment for all children.