

WELCOMING NEW MEMBERS

New members are important to ensure Playgroup continues to grow and thrive. Our wonderful staff are responsible for helping make new families feel welcomed and included, greeting new members and helping them settle their child into Playgroup.

INCLUSION AND NON-DISCRIMINATION

All children and families are welcome at Playgroup. Playgroup does not discriminate on the basis of gender, race, disability, religion, sexuality or gender identity. All children and adults who attend Playgroup will be treated with respect and dignity. We do our best to provide an inclusive child lead play environment for 0 – 5 year olds.

BABY CORNER

Babies are small and some new parents may worry that boisterous and active older children may inadvertently injure their child. A dedicated baby corner where parents/carers with babies can interact with each other away from the older children, where possible. Playgroup is baby friendly.

CANCELLATION/REFUNDS

If you notify us of your cancellation before the session, we can transfer your booking to another session.

SUPERVISION OF CHILDREN

The parent or carer who brings a child to Playgroup is responsible for supervising children in their care while at Playgroup. Where a parent/carers cannot keep a child in their direct line of sight (eg while feeding a baby or accompanying another child to the bathroom), seek support from another adult/staff person to make sure their child has an adult who is aware of their wellbeing and safety.

Please don't bring sick children to Playgroup.

We encourage you to put away your phone and enjoy this precious time with your little Explorer.

HOT DRINKS

Scalding can be a serious problem if babies and young children are exposed to hot liquids like tea and coffee. Hot drinks should be kept away from children.

DISCIPLINING CHILDREN

Research has found that children respond to positive reinforcement far better than negative actions. Never strike a child or children in your care, and never attempt to discipline someone else's child.

If you notice behaviour that you are concerned about, have a quiet word with the parent in a non-judgmental, supportive manner. Remember your child may come to someone else's attention at another time.

If you think a child is at risk of harm from abuse or neglect, contact the Child Protection Helpline on 132 111.

SWEARING AND OFFENSIVE LANGUAGE

Children learn behaviours by watching their parents and carers and often repeat what they hear and see. Please use respectful language at Playgroup and refrain from using swearing and offensive language, even when talking with another adult.

SMOKING

Playgroup and the surrounding areas are smoke-free environments. Smoking is not permitted at Playgroup.