



## St Kilda Playgroup INC

### Frequently Asked Questions

#### Have you resumed sessions after the Covid-19 closures?

Yes. Sessions resumed on 9 March, 2021.

If the pandemic situation changes, we will alert members via our [website](#), [Facebook page](#) and a group member email.

#### What is the CovidSafe process for attending a playgroup session?

[Our CovidSafe process is outlined here](#). It is compulsory for everyone attending the session to abide by this process, which includes booking a place for all people aged 12 months and older who are attending the session (tickets are free), checking in, sanitising toys and the room at the end of the session, and adhering to our policies.

#### I've booked a session but can't attend. How do I return my tickets?

We understand that family life is complicated and sometimes plans change. We use the Try Booking system for all session registrations. You will receive a confirmation email with your tickets when you book. In addition to your tickets, this email has a link near the end of the message and instructions to follow if you need to return your tickets.

Please do not send messages to St Kilda Playgroup via Try Booking or our website asking to return tickets as we don't have access to the system to do this.

#### Can I book multiple sessions at once?

St Kilda Playgroup members are welcome to attend as many suitable age, all ages, and cultural group sessions as you wish. Each session must be booked individually, because you need to confirm your health status. We also want to ensure equal access to all sessions. Please only book sessions you can attend, and return tickets if your plans change and you can no longer attend.

#### How do I join St Kilda Playgroup?

Joining is easy! Follow the details on our [website](#).

#### How much does it cost to join St Kilda Playgroup?

Annual membership of St Kilda Playgroup is \$15 per family, or \$10 if you have a health care card.

#### What's the difference between membership of Playgroup Victoria and St Kilda Playgroup?

Playgroup Victoria offers two types of memberships: free individual family memberships, and group memberships. St Kilda Playgroup is a group member of Playgroup Victoria, which provides our public

liability insurance. It is a legal requirement that we have this insurance and we pay to be a group member. Your membership fees of St Kilda Playgroup cover this membership.

We encourage all families to join Playgroup Victoria as free family members, as well as paid St Kilda Playgroup members. For more details about the two separate entities, [click here](#).

### [How do I find out when sessions are running?](#)

Our [timetable](#) lists all sessions and their times, and a link to book each session.

Each age group has two allocated sessions per week, with additional sessions allocated for the babies groups that generally have more members. There are also cultural group sessions for members who speak those specific languages, and an all ages session every day to mix it up a bit and provide an opportunity for those who can't attend a specific age session.

We are open to suggestions for new groups. The committee is investigating interest in offering groups for specific types of parents/carers in the near future, and we encourage members to use the all ages groups for these purposes at present. We welcome timetable feedback via [email](#).

### [My child is a little sick. It's not Covid, just a cold/vomiting, etc. Can we attend playgroup?](#)

No. Please return your tickets and don't attend playgroup until all attendees are well. Please see our [policies](#) for more details.

### [Can I take food to playgroup?](#)

Yes – most foods. Tea and coffee facilities are provided in the kitchenette. Due to Covid-19, we encourage you to bring your own cups, plates and cutlery.

It is extremely important to be aware of food allergies, not just for your kids but for all attendees. We are a NO NUTS facility, which means no nuts in food or nut milks anywhere on the premises. Please only allow kids to share food once parents/carers provide permission.

All food scraps must be properly disposed of at the end of the session or taken home with you, and the kitchenette and rooms cleaned and sanitised.

### [Can I hold my child's birthday party or other celebration at playgroup?](#)

The playgroup rooms are not available for after hours or weekend hire.

If you want to hold a celebration during your child's session, you are welcome to organise it with fellow St Kilda Playgroup members who also regularly attend that session. Everyone in attendance must be members, and as the sessions are open to others to book, please be mindful of including everyone. All decorations must be cleaned up and furniture put back in place at the end of the session. Please also see 'Can I take food to playgroup?' above.