

KatiKids Parent/Whanau/Caregiver Information Sheet

Welcome to the Katikati Community Resource Centre.

Phone numbers- 5490399 or KatiKids Mobile-02102952728(u can text 2)

Please take the time to read this sheet as it contains important information regarding the After-school Programme which is held at the Katikati Primary School 2:50pm – 5:20pm weekdays

PROGRAMME PHILOSOPHY

Our programme philosophy is to provide After School Care Programmes for children aged 5-11 years, with a focus on self-esteem, a sense of achievement, fun and an awareness of the environment in a culturally sensitive way. We aim to provide interesting and stimulating activities at an affordable cost, catering for children of different ages and cultural backgrounds. The safety of the children is the paramount consideration of the programme.

PROGRAMME CONTENT

The following types of activities are offered:

- free play with a variety of options including both indoor and outdoor activities
- planned arts and crafts projects
- organised sports and cooking activities

FINANCIAL MATTERS

FEES

- Are set at \$7.70 for the first hour and \$12.50 for a full session (1 hr – 2 1/2hr)
- Invoices are issued/emailed at fortnightly intervals and we expect payment within **7 days** of the date of invoice
- We welcome payments by cheque or cash, or by bank deposits
- Unpaid fees may jeopardise your child's place in the programme

OSCAR SUBSIDIES

- The centre is OSCAR approved and forms are available through Work and Income or at the centre. For further information phone 0800 559 009
- Check the Work and Income brochure "Help with Childcare Costs" for eligibility – you may be surprised

ABSENCES

- Absences will incur a \$7.70 cancellation fee
- **Notified** absences before **10am** on the day they are booked in for **no fee** will apply
- For those receiving an Oscar Subsidy, an administration fee of your subsidy rate will be charged
- If un-notified and late notification becomes an ongoing issue we may withdraw care for your child

LATE PICK-UPS

- A late fee of \$10 applies after 5.20pm (on top of the session fee)
- If this is an on-going issue we may withdraw care for your child

ENROLMENT PROCEDURE

An enrolment form must be completed in full, including the Parent/Whanau/Carer's signature, before the child can participate in the programme. Please inform staff of any relevant changes to your enrolment details. It is crucial we have up-to-date information.

PICK UP PROCEDURE

Once your child has been enrolled, we expect him/her to be at the programme. Please notify the Resource Centre before 10:00pm if your child will not be attending.

It is essential to sign your child out when you collect them from the programme. If your child is going home unaccompanied, this needs to be stated on the enrolment slip, or advised via a written note. **We need to know that your child has gone home safely.**

If a person arrives to collect your child whose name is not listed on your enrolment form, then we are obliged (for your child's safety) to keep your child in our care until you have been located for consent. To save embarrassment for all concerned we would appreciate prior notification from you on this matter.

It is the Parents/Whanau/Carers responsibility to collect children **AT THE CORRECT TIME**, unless prior arrangements have been made. Parents/Whanau/Carers are expected to inform the Supervisor if they will be picking children up early.

If your child is not collected at the end of a programme, the following procedure will be followed:

1. A staff member will remain with your child.
2. All efforts will be made to contact you and your emergency contacts listed.
3. If there has been no contact with you within one hour of the programme closing, your child will be taken to the nearest police station. A note will be left at the Centre indicating where your child has been taken.
4. Parents may be charged a late pick up fee.

AFTERNOON TEA

Water and a nutritious snack will be available to your child for afternoon tea eg fruit, sandwiches, crackers, vegetable sticks. Please ensure your child does not bring extra sweets or 'junk food'. The centre has a healthy eating policy

POLICIES AND PROCEDURES

Feel free to ask staff if you would like to see our Policies and Procedures booklet. It contains policies on health and safety, behaviour management, making complaints, employment practices, etc.

CONFIDENTIALITY

The programme ensures staff and child confidentiality. At all times the programme will comply with the requirements of the Privacy Act 1993. No information is shared except with the owner's permission or as required by legislation, for example, Health and Safety Act. All files holding confidential information are duly secured and kept away from the access of unauthorised persons.

BEHAVIOUR MANAGEMENT

We use behaviour management techniques that encourage positive self-esteem development. It is our goal to ensure that children and families feel safe, secure, respected and their dignity is protected. This is done through the use of positive reinforcement and a stimulating and varied programme to ensure against boredom. Every effort will be made to help your child settle into the programme. However, if a child's behaviour is consistently disruptive for the other children, parents will be asked to collect that child from the programme. While the Resource Centre is responsible for using positive behaviour management techniques, parents are encouraged also to make their home a safe place through the use of safe and positive behaviour management practices.

EMERGENCIES

Our staff have current First Aid certificates and are trained to deal with emergencies. In the case of a serious accident involving your child, staff will contact you and take your child to the nearest medical facility. In a civil emergency staff will stay at the Centre until all children are collected.

CHILD SAFETY

The programme has a detailed Child Safety and Protection, and Occupational Safety & Health policies, which includes the reporting of any suspected child abuse to the Department of Child, Youth and Family Services (CYF). At all times your child's safety will be our first and paramount consideration.

COMPLAINTS

If you have a complaint about the programme or staff members, please:

1. Approach the Supervisor who will attempt to rectify the situation. (You may approach the Resource Centre Manager if you prefer).
2. If you are still unhappy then contact should be made with the Manager.
3. Further complaints must be made in writing and must contain details of the grievance and desired outcomes (a Complaints Form is available upon request). The Management Committee or Manager will respond to the complaint within 9 working days. Where possible, a mutually agreeable outcome will be sought.

The Supervisor/Co-ordinator will keep the Manager informed of any verbal complaints received.

Wherever possible the requests of parents will be incorporated in programme planning and design.

CHILDREN WITH SPECIAL NEEDS

Children with special needs will not be excluded from the programme, providing the Co-ordinator is confident that the child's needs can be catered for without negatively affecting the other children. Full information about the child's requirements including medication, diet and supervision, must be obtained from the parents and included with the child's enrolment form. If your child requires further special aids (eg. modified facilities, extra staff), the Manager will make the final decision. Each case will be considered individually and every effort will be made to include your child within the limits of the resources of the programme.

SICK CHILDREN

If a child becomes ill during programme hours, you will be called and asked to collect them. If your child goes home sick from school please notify the Supervisor as we are not notified by the school.

If you have any queries or concerns, the Supervisor or Co-ordinator are always available to assist. If you have any questions about the programme or wish to see a copy of the programme policies, please ask a member of staff.

We look forward to getting to know you and your child