

PARENT/WHANAU/CARER INFORMATION SHEET

Welcome to the Katikati Community Resource Centre.
Please take the time to read this sheet as it contains important information regarding the School Holiday Programme.

Please ensure your child brings a named sunhat & drink bottle of water to all activities

PROGRAMME PHILOSOPHY

Our programme philosophy is to provide School Holiday Programmes for children aged 5-16 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 where safety of the children is the paramount consideration during the programme.

PROGRAMME CONTENT

The following types of activities are offered:

- planned arts and crafts projects with child directed use of arts and crafts materials
- organised sports activities
- organised outdoor trips

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 keep staff informed of any relevant changes to your enrolment details. It is crucial we have up-to-date information. Sorry, no telephone or postal bookings. No refunds will be given for absences from the programme unless notified one week prior to commencement. **A \$5 administration fee will always be deducted.**

OSCAR SUBSIDY- (SUBSIDISED CHILDCARE)

- The centre is OSCAR approved and forms are available through Work and Income or at the centre. For further information phone 0800 559 009
- Once you have collected a form it is important to notify Work and Income on 0800 559 009 as soon as possible as they only pay from the time of notification, you will then have 20 working days to get **ALL** the information required to them.
- Check the Work and Income brochure "Help with Childcare Costs" for eligibility – you may be surprised.

DROP OFF AND PICK UP

Once your child has been enrolled, we expect him/her to be at the programme. Please notify the Resource Centre if your child will not be attending – other children may be on a waiting list.

It is essential to sign your child in when you arrive for an activity/trip, and again sign your child out when you collect them (if someone else is collecting your child please write this on the sign in sheet when signing in). 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 drop off and collect children **AT THE CORRECT TIME**, at the beginning and end of each activity, unless prior arrangements have been made.

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.

REFRESHMENTS AND SUPERVISED LUNCH BREAKS

Fruit or crackers will be available for your child for morning/afternoon tea. On full day activities/ trips please provide lunch for your child, unless the activity specifically states otherwise. **Please ensure your child has a healthy lunch and does not bring sweets, "junk food" fizzy or cordial drink.**

Supervised lunch is available between morning and afternoon craft activities at a cost of \$2.00 per child. This **DOES NOT** include lunch. If you use this service please notify and pay staff in advance and send your child with a packed lunch.

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.

LOST PROPERTY POLICY

Lost property will be held for one full term following the Holiday Programme and will be on display throughout enrolment and the Holiday Programme. Lost property can be inspected at any time during office hours. Lost property, if unclaimed after one full term, will be donated to a charity.

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. 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 Co-ordinator who will attempt to rectify the situation. (You may approach the 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 coordinator/tutors 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, provided the Co-ordinator is confident 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

Please do not send along sick children, as we do not have the facilities to care for them. If a child becomes ill during programme hours, we will call you to let you know as you will need to come and collect them.

ALLERGIES

We must be fully informed of any allergies your child may have.

If you have any queries or concerns, the Manager Chris Ridder, is 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