

ENROLMENT PROCEDURE

An enrolment form must be completed in full- online at www.katikaticommunity.nz if you need help a staff member will be able to assist you. Please keep staff informed of any relevant changes to your enrolment details.

BEFORE AND AFTER CARE

First hour 2.50pm – 4.00pm \$9.50 or \$10 casual rate
Full session 2.50pm – 5.20pm \$14.00 or \$15 casual rate

REFUNDS

No refunds will be given for late cancellation

If your child is suspended from the programme no refund will be given. **A \$10 administration fee will always be deducted.**

BEHAVIOUR GUIDANCE

We use behaviour guidance 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.

CHILD SAFETY

The programme has a detailed Child Safety and protection policy & Occupational Safety & Health policy, which includes the reporting of any suspected child abuse to the Ministry for Children, Oranga Tamariki.

At all times your child's safety will be our first and paramount consideration.

ALLERGIES / MEDICAL CONDITIONS

We must be fully informed of any allergies or medical condition your child may have. Please complete the safety information online form.

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.

COMPLAINTS

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

Approach the Supervisor who will attempt to rectify the situation. (You may approach the Manager if you prefer).

If you are still unhappy then contact should be made with the Manager.

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 Manager will respond to the complaint within 72 hours. Where possible, a mutually agreeable outcome will be sought.

If the complainant is not satisfied with the resolution of the complaint they have the right to escalate their complaint to the Ministry of Social Development

The supervisor/staff will keep the Manager informed of any verbal complaints received.

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



HELD AT KATIKATI PRIMARY SCHOOL

PARENT WHANAU INFORMATION

Katikati
Community Centre



Book online
www.katikaticommunity.nz
Phone 07 5490399
021 02952728

We look forward to getting to know you
and your child

PARENT/WHANAU /CARER INFORMATION

Please ensure your child brings a named sunhat & drink bottle to after care



PROGRAMME PHILOSOPHY

Our programme philosophy is to provide an after school care Programme for children aged 5-13 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.

OUR STAFF

We have very strict guidelines when it comes to staff. We work on a 1: 10 ratio. Our staff all hold current first aid certificates. All staff and volunteers over the age of 14 years are police vetted and all staff are reference checked. All staff are fully vaccinated as mandated for all OSCAR providers by the Ministry of Social Development

PROGRAMME CONTENT

The programme is led by the children's interests and offers a wide choice of activities each day. From sport, gym, arts and crafts, movies, cooking and walks to local areas of interest. In terms 1 and 4 the children utilize the school swimming pool.

CHILDCARE ASSISTANCE WINZ Subsidy

The centre is OSCAR approved, forms are available through Work and Income or on the WINZ website. For further information phone 0800 559 009

Once a child is enrolled in the Afterschool Care programme, the form must be completed by a staff member. Parents are responsible for the completion and submission of the form to WINZ.

DROP OFF AND PICK UP

Once your child has been enrolled, we expect him/her to be at the programme. Please notify the Community Centre before 10am if your child will not be attending or text directly to the Katikids phone 021 02952728– otherwise you will be charged and other children may be on a waiting list. It is essential to sign your child out when you collect them (if someone else is collecting your child please text or contact the community centre the name of the person collecting your child). If your child is going home unaccompanied, you must complete the unaccompanied form. Please ensure your child knows not to leave the centre without their pickup person or the permission of a staff member

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. **If you are late picking up your child a late fee will be charged.**

Ministry for Children & OSCAR approved



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

A staff member will remain with your child.

All efforts will be made to contact you and your emergency contacts listed.

If there has been no contact with you within one hour of the programme closing, a note will be left at the Centre indicating where your child has been taken. Parents may be charged a late pickup fee.

POLICIES AND PROCEDURES

Feel free to ask staff if you would like to see our Policies and Procedures booklet (pinned to wall). It contains policies on Health and Safety, behaviour management, making complaints, employment practices, etc.

LOST PROPERTY POLICY

Lost property will be held in the Katikids Afterschool care lost property box. Please remember to check it.

CONFIDENTIALITY

The Katikati Community Centre collects information for registration purposes. This information will be accessible to centre staff only (For auditing purpose information gathered may be viewed by Ministry of Social Development.)

AFTERNOON TEA

A healthy nutritious afternoon tea will be available, children get to choose from a selection of healthy choices e.g crackers with cheese or hummus, fruit, toast, vege sticks... Children will also be encouraged to eat what is left in their lunch box.