



29 Gilchrist Street
Rotokauri
Hamilton

Phone 07 8509281

KIA ORA KOUTOU KATOA
Welcome to Early Years Rotokauri
NAU MAI HAERE MAI:

**WE ARE HONORED YOU HAVE TRUSTED US
WITH THE EDUCATION AND CARE OF YOUR
PRECIOUS CHILD.**

Welcome to Early Years Rotokauri

Our vision and Philosophy

As a team our greatest aim is to work with parents and whānau to provide quality care and education for your child/ren. We work hard to help your tamariki feel happy, safe and secure in our centre environment.

We aim to create a partnership with parents / whanau and value your input as this is a vital part of developing our curriculum. We provide a wide variety of learning opportunities for all of our tamariki.

Our aim is to keep your child interested, encourage and foster their development, to extend children's knowledge through play whilst providing a stimulating, enjoyable programme.

We foster each child's independence, self-help skills and self-esteem and therefore skills for life. Come in and see how Te Whāriki fits into the everyday life of our centre. We provide equitable opportunities for learning through recognition of each child's different abilities, interests, strengths and needs. We endeavor to teach children limits and boundaries to develop acceptable behavior through positive reinforcement, we encourage children to problem solve, turn take and negotiate between themselves offering positive role modeling from staff. Staff are supported and encouraged to undertake regular further learning and upskilling.



This is done through up to date professional development and a team approach to sharing new ideas and feedback. This enables our team to provide the best in quality care and education for you, and your tamaiti.

We are dedicated to supporting you in giving your children the best possible early childhood experience

HOURS OF OPERATION:

Monday - Friday 7.00-5.30 (CLOSED FOR PUBLIC HOLIDAYS). Our license is limited to these hours any child left in our care at the centre after this time will be charged a late fee of \$10.00 every 15 minutes.

STAFFING:

One of the most important assets in any ECE service is quality Educators. We endeavor at all times to employ only the highest caliber of teachers to work with your children.

Teaching Staff have been handpicked specifically for each area, based upon the Qualifications / experience, aptitude and strengths in each area of our Centre. We are sure you will be pleased with the Staff who cares for your children. At any time please feel free to discuss with Management and Staff anything you would like to share with them. Profiles of current Staff will be available to view within the reception area of Centre.

The centre is an Owner operated service.

Centre Owner/Director	Kylie Whibley
Centre Owner/Director	Samantha Broome
Centre Owner/director	Monique Smith - Manager
Centre Owner/director	Showanna Palaone



FEES:

UNDER 3 YEARS:	Mini day (Maximum 6 hours)
2 Days	\$100.00
3 Days	\$140.00
4 Days	\$180.00
5 Days	\$210.00
UNDER 3 YEARS	Full Time - 7 hours up to 9 hours per day
2 Days	\$120.00
3 Days	\$165.00
4 Days	\$210.00
5 Days	\$250.00
OVER 3 YEARS	20 FREE HRS ECE Mini Day (6 hrs. Maximum)
2 Days	Free
3 Days	Free
4 Days	\$60.00
5 Days	\$100.00
OVER 3 YEARS	Full Time (20 free hours) up to 9 hours per day
2 Days	\$50.00
3 Days	\$80.00
4 Days	\$110.00
5 Days	\$150.00

N.B: Please note all bookings must be a minimum of 2 days.

Bank account Details:

BNZ

Early Years Rotokauri Ltd
02 0316 0701866 000 or 00

If you are eligible for **WINZ subsidy or 20 Hours ECE** please discuss this with the Centre Manager so we can ensure you access these subsidies in a timely manner. You may make contact directly with Work and Income by calling 0800 559 009 to speak to a WINZ support person who can answer any of your questions.

Fee payments are due when the invoice for that week is processed.

One week in advance will be paid prior to your child starting at Early Years Rotokauri unless other arrangements are made with the Centre Manager.

Full fees are applicable for any **statutory holiday** that falls on a day when your child would normally attend as the Centre still retains full running costs.

LATE COLLECTION FEES will apply if you are late for pick up often.



All accounts that are **4 weeks overdue** will be addressed by Centre Manager/Owners, at this stage a meeting will be held whereby an arrangement will be worked out. If this is not adhered to, your child will be stood down from Early Years Rotokauri until payment is received.

ABSENCES:

Full fees are applicable for any days your child is booked to attend but is absent. Unless you are away on holiday at which time it will be expected that **2 weeks prior** to leave Management receive **written** notification. A **50% retainer fee** will be charged for up to a maximum period of **4 weeks**, over and above will incur **full fee rates**.

WITHDRAWAL OF A CHILD:

Two weeks' notice is required, if your child is going to cease to attend the centre, at which time your **bond** will be used for the **final account**.

COLLECTION OF CHILDREN:

Parents must sign the "**sign in sheet**" to show the **time of arrival** and **departure** of your child. This is a **legal requirement** and must be done daily.

Parents need to **inform staff** before taking a **child out** of the centre. If you think someone other than the **normal person/people** may be collecting your child, ensure that the **staff are notified** and that it is written into the daily diary kept within each Play Room of the Centre.

In an absolute emergency if you are unable to collect and you were unaware of this in the morning when you dropped your child off, then you must **phone the centre** with the **name and a description of the person who is collecting your child**. For the protection of your child, we will not let them go with any person that we have not been notified about; this person must provide photo identification eg: **driver's license**.

If you have been phoned by the centre to say that your child is **unwell**, it is expected that you come to **collect your child as soon as possible**. This is for the wellbeing of all of the children in our care.

All children leaving by means of car will be expected to leave in a proper car restraint. If staff witness any child leaving the center not restrained, we will have no choice but to contact the **Police** to notify them. **Our priority at all times is the health and safety of your child**.

OUTINGS:

As part of programme planning we try to take excursions as and when appropriate, focused on educational outcomes. All excursions will coincide and meet all the requirements as listed in the travel arrangements/excursion procedure attached to the enrolment form.



In order for your child to participate we will need you to sign permission that you agree to these ratios and your child attending the specific excursion. 1:2 near water, 1:3 for infants 0- up to 2 years of age and 1:4 for 2, 3 and 4 year olds

We also enjoy taking the children out for trips and aim to do this as often as possible. We try to plan our excursions around the programme that we are running at that particular time. And of course all excursions will have an educational focus. We will discuss with you in detail our plans and your signed permission is required before taking your child out of the centre **(unless it is a medical emergency)**.

SLEEPING CHILDREN:

All children are provided opportunities for undisturbed sleep, unless parents have requested otherwise. More detailed information is available in our sleep policies.

Designated sleep areas are available in all areas of the centre except for the Preschool Room. If you do not require your child to sleep or have specific requirements please inform your **Room Senior** of your specific requirements.

POLICIES AND MANAGEMENT PLANS:

The above are always available for parents to read and are regularly updated to keep up to date with current practice and to ensure that we are providing the best possible care and education for your child. This information is vital in ensuring that we are providing the best care and education for your child. We encourage all parents to read **policies and management plan**. We suggest that while your child is settling into the centre you use this time to read the policies.

To obtain a copy please see Centre Manager.

If you have any concerns speak to the **Room Senior first**, If you receive no satisfaction then ask to speak to the **Centre Manager/Owner** and finally, if you are still concerned you may always contact the **Ministry of Education** who is listed in Government departments in the front of the phone book or the contact details are on the entrance wall.

We review our policies over a **3 year period**, the policy that we are reviewing at any given time will be stuck next to the "sign in sheet" for parents comments. We would appreciate your input into the way in which we provide our service. Please take the time to make any changes that you see fit to make. It is essential we have your input as the policies affect how we manage the centre, educate and support you and your child. These will also be uploaded to Playground for input and comment.

ERO REPORTS:

A copy of our latest ERO report will be available <http://ero.govt.nz>

There is also a printed copy at reception for you to view.

Funding Expenditure:



How our funding is spent is available for viewing. This can be found on the office door and is available for everyone to access.

PROGRAMME:

Our programme is displayed in each room on the wall by the entrance of each area. This includes our weekly plans, individual focus area's and any group planning that each room may be planning for their specific age group of children. You are welcome to look at the plans to see the kinds of things we have been doing and what is planned for the upcoming week/s.

We endeavor to run a programme that works on identifying planning, carrying out and evaluating the needs of each child in our care. This is achieved through a cyclic process of planning. Activities will be planned and carried out to meet specific stages of development in each area of the centre. Planning will be done by each area focusing on interests highlighted by the children in their care.

Clear records of assessments planning and evaluation are available within the planning book, centre walls and individual portfolios. You are welcome to look at these planning records at any time. We encourage parents to have input into everything we are doing from planning, participation and evaluation. You are an integral part of our program. Area's we include are

- * Children taking an interest
- * taking responsibility for their learning
- * connecting places and experiences
- * developing relationships with peers and other adults
- * finding out new things and attempting and persisting with difficulty.

Additional to the planning, are the internal reviews the centre undertakes. These are reviews done for the best outcomes for the children, whanau, staff and community.

You will be provided with information and asked for feedback or consultation on these reviews and your input is always highly valued. Results will be made available through newsletters, Playground, and at the front reception.

You can also ask to view this information as you wish.

MEDICINE PROCEDURES:

All medication must be given to a staff member who will write the details of the medication into the medicine book. Do not leave medicine in the children's bags. This is very dangerous. Medicine will only be given to a child if the parent has given written consent. Please read the appropriate policy for more details. This is a MOE (Ministry of Education) requirement that we adhere strictly to, your support and assistance to ensure this is within our guidelines is appreciated.

IMMUNISATION / BIRTH CERTIFICATE:



Please bring your child's immunization and birth certificate to be sighted and copied before your child's first day at our centre. This is a MOE legal requirement.

COMMUNICATION:

The Centre Manager/Owner is available to discuss your child's progress and any concerns you may have about your child, although it might be necessary to make an appointment in case she is out or has prior commitments. If you would like to discuss any issues with the Room Seniors they would be more than happy to talk to you about any issues you may. Prior appointments may have to be made to ensure that staff ratios are always being met.

The center regularly sends out news and events via social media, such as Facebook or Instagram. You will be added to a closed group when your child starts, so you can be kept update and see what your child is doing daily. Individual learning portfolios are kept for children, these portfolios are available to view and discuss with your child and staff. They are kept as a permanent record of your child's progress during their time in our centre. A parent voice will be sent home once a term asking for input as to how they feel how their child is progressing. Annual parent meetings will be available to discuss your child's progress and your future aspirations for them. Room seniors and the Centre Manager will be available to discuss a full report on your child's progress and goals for the up and coming year.

We firmly believe in building relationships with children's parents, whanau extended whanau, staff and the wider community. Through these relationships children are empowered to become competent, confident learners.

SUGGESTIONS FOR SETTLING YOUR CHILD INTO EARLY YEARS ROTOKAURI:

We encourage parents/guardians, whanau and the children to visit the centre before enrolling their child. Parents are required to visit the center before the child's starting date where possible.

We believe that this helps your child to feel more secure in the environment. Parents/guardians and whanau are encouraged to stay and spend time with their children so they get to know the centre staff and the programme. We welcome feedback and suggestions from parents/guardians and whanau about what they feel we can do to help their child settle in as quickly and as happily as possible. A special toy or cuddly from home is encouraged initially, to give the child a sense of belonging and security.

If English is your second language, please tell us so that we can work with you to learn about your culture and language so as to help your child to have a sense of belonging in the centre. Your feedback and suggestions on how to incorporate your customs into planning will assist us with your child and teach the other children in our care.

Staff will also offer advice on what parents/guardians and whanau can do to help their children to adjust when transitioning from home to the Centre.

A member of the staff team will take the child out to the front gate or to the window to wave goodbye to the parent/guardian or whanau, if this will help. If a child hasn't settled after a period of visits then the parent/guardian or whanau will be asked to stay and assist with this process. If a child hasn't settled after persevering for a period of visits and after spending a reasonable time in the centre, the manager will arrange a meeting with the parents/guardians and whanau to discuss options. We try as much as possible to spend quality



one-on-one time with every new child to help them feel comfortable and happy in the centre environment.

WHAT YOU WILL NEED TO BRING:

- * A named bag with your child's personal belongs
- * A complete set of spare clothes (MUST BE NAMED)
- * Lots of spare underpants if your child is toilet training
 - * Warm clothes, hat and gumboots in winter
 - * Sunhat/swimming togs and towel (NAMED) in summer
 - * Sun block if your child has sensitive skin
- * A named Bottle with formula and enough formula for the day if your child needs a bottle.

WHAT WE PROVIDE:

- Nappies
- Wet Wipes
- Cows Milk
- Full meal service
- Sunblock

CONTACT DETAILS / EMERGENCY CONTACTS:

Please ensure at all times details are current and if there are changes you must inform the Centre Manager immediately so that we can update your enrolment information. It is very important that we can access you at all times when we have your children in our care.

WHAT I LEARNT AT EARLY YEARS TODAY:

- * I learn to make choices
- * I learn to play and work with other children in small and large groups
 - * I learn to play and work alone
 - * I learn to trust teachers and other adults
- * I learn that I can spend time away from my caregiver's and I am fine
 - * I learn to respect and care for my personal belongings
 - * I learn to care and respect other people's belongings
 - * I learn that trying new things can be fun
 - * I learn that there is so much to learn
 - * I learn to make friendships and to communicate
- * I learn the finished product is not as important as my involvement, How I made it and what I learnt is the most important thing

IT IS NOT ABOUT THE DESTINATION FOR US IT IS ABOUT THE JOURNEY COME SHARE THE JOURNEY WITH US

Complaints Procedure

Rationale: There is a clear system that is available in advance for anyone who may have a concern whilst making a complaint.

Objective: There are appropriate guidelines and processes on dealing with complaints. There are clear systems for those making the complaint.

Procedure: If a Parent has a complaint Firstly

- The Parent makes a formal complaint to the **Room senior**, if this is of a serious nature, this will be requested in writing.
- If the issue is of a minor nature the **Room Senior** may take action, in consultation with Parent a written report stating the complaint and action will be taken to **Centre Manager/Room Seniors** weekly meetings.
- If the complaint is of a serious nature then it will be requested that the complaint be put in writing and addressed to **Centre Manager / Room Senior** depending on who the complaint is about. At which time a full investigation will take place by the **Centre Manager / Owner**. A meeting may be called with all parties at which time all concerned will be asked for their input. The **Owner / Centre Manager s** decision will be based on all the findings.
 - **Parent Concerns will be taken seriously**
 - **Respect will be shown to all parties**
 - **Support people will be welcomed to attend all meetings**
 - **All meetings held will have minutes recorded / documented.**

If the Parent still feels unhappy with the resolution then they may wish to remove their child or to make a formal complaint to the **Ministry of Education**.

The lines of complaint are as follows.....

- **Talk to person concerned**
- **Express your concerns to Centre Manager / Room Senior/ Person who the complaint is about**
 - **Contact the Ministry of Education**

Postal address; **DX box GX 40037 Hamilton**

Phone Number: **07 858 7130**