

Hi 5 Kids - Before and Afterschool Care FAQs

With the end of Term 1 fast approaching, we're excited to share more about your Hi 5 Kids – Wakaaranga Before and After School Care programme, starting in Term 2. Below are answers to some common questions.

What does your programme offer?

Our programme offers children from Wakaaranga School, Farm Cove Intermediate and other local schools a fun, well-run environment with a mix of games, activities, play, and time to relax with friends before and after school.

Why are your pricing and sessions different?

Our pricing reflects the programme and service model we provide, including quality staffing, strong systems, exciting programming and reinvestment back into the programme. For most families, we believe this structure will provide better overall value and often work out more affordable too.

How flexible are your bookings?

Very flexible, with changes designed to help families save money and avoid paying for care they do not need.

- With no charges for public holidays or holding fees, we believe our approach gives families more control, less waste, and better value.
- Bookings for the next day can be changed online until 11:59pm the night before, without charge.
- If you miss that cut-off for After School Care, contact us before 12:00pm on the day and we will credit the session.
- Last-minute bookings can also often be accommodated, subject to availability and staffing.

Do you provide food?

Yes. Breakfast is included in Before School Care. After School Care includes afternoon tea and a smaller snack later in the afternoon. Our food safety certification also gives families added confidence in how food is prepared and served.

Can Year 0 and Year 1 children be assisted to and from class?

Yes. Our team are happy to deliver Year 0 and Year 1 children to class after Before School Care and collect them from class after school to help children who are new to school feel safe and well supported.

How do you keep children safe?

We operate to and exceed OSCAR standards, including target staff-to-child ratios, safety checking of staff, clear supervision processes, and the wider systems that support safe, quality care each day.

Can I apply for a WINZ OSCAR subsidy?

Yes. Many families will be eligible for the OSCAR Subsidy through Work and Income. We're happy to help by completing the provider section of the paperwork you need and answering any questions you may have.

How does invoicing work?

Invoices are issued in arrears, based on the previous week's bookings and attendance. We also offer a range of payment options designed to help families save money and keep administration smooth and simple as possible.

How do I book or find out more?

Go to www.hi5kids.co.nz and scroll down to the Wakaaranga before- and after-school care booking section. We use Enrolmy for all bookings, which will already be familiar to many Waka families. Most other questions, including our full Terms and Conditions, are covered on the booking page. We're always open to feedback and plan to send a parent survey later in the year. You can contact us at waka@hi5kids.co.nz