

ENROLMENT PROCEDURE

The online enrolment form must be completed in full (book online at) www.katikaticommunity.nz If you need help a staff member will be happy to assist you. Please keep staff informed of any relevant changes to your enrolment details.

REFUNDS

No refunds will be given for cancellation or transfers within 5 days of the programme commencement. If your child is suspended from the programme no refund will be given. **A \$20 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.

CHILDSAFETY

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

ALLERGIES / MEDICAL CONDITION

We must be fully informed of any allergies or medical condition your child may have. Please complete the further information 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 Co-ordinator 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 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.



Katikids Holiday Programme

Parent Information

Phone - 07 549 0399

www.katikaticommunity.nz



Full Day - 9am - 3.00pm

Before Care - 7:30am - 9am

Aftercare - 3.00pm - 5.00pm



PARENT / WHANAU / CARER INFORMATION

Ministry for Children & OSCAR approved

Sponsored by



PROGRAMME PHILOSOPHY

Our programme philosophy is to provide School Holiday Programmes 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 during in-house centre days. Our staff all hold current first aid certificates. All staff and volunteers over the age of 14 years are police vetted and staff are reference checked.

PROGRAMME CONTENT

The following types of activities are offered
Arts and crafts projects with child directed use of arts and craft materials.

Sports, games, swimming and organised trips and also walk to local places of interest with the children.

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 holiday 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 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, please complete the unaccompanied child form, or advise via a written note. 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 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 you arrive before the activity has ended your child may not be finished. It is not up to the tutor to finish your child's cooking/craft in a rush, so you can leave early. **If you are late picking up your child a late fee may be charged.**

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 pick up fee.

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 if unclaimed it will be donated to a charity. Lost property will be displayed during the programme please check it regularly.

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, Oranga Tamariki and Te Kāhui kahu.

A HEALTHY LUNCH IS ENCOURAGED

Please supply a nutritious lunch, it is requested that children do not bring sweets, "junk food" fizzy or cordial drink (water is best).