

TERMS AND CONDITIONS

Paeroa Community Support Trust (PCST) Spring Holiday Programme

1. PCST TERMS & CONDITIONS

Terms & Conditions apply and become binding when I enrol in the PCST Spring Holiday programme. We may refuse to accept any application for enrolment from any person. PCST Terms & Conditions may change without notice. However, all reasonable efforts will be made to notify clients of pending changes.

2. APPROVED & ACCREDITED SERVICE

Spring Holiday Programme follow the Ministry of Social Development Social Sector (OSCAR) Standards. The standards reflect the standard for OSCAR services to work towards, and achieve, meeting health and safety standards, having adequate staffing, programme provision and service management. For more information: <https://www.msd.govt.nz/documents/about-msd-and-our-work/work-programmes/policy-development/out-of-school-services/oscar-approval-standards-guidelines/oscar-standards-for-approval-and-provider-guidelines.pdf>

3. BOOKING YOUR TAMARIKI

PCST uses the online Enrolmy booking system. Enrolmy assists parents/carers to be in control of their own bookings. Provides easy online bookings and a sign in/out kiosk. To register your child's booking head to [Paeroa Community Support Trust](#) website.

4. OSCAR FEE SUBSIDY FROM WORK AND INCOME NEW ZEALAND (WINZ)

I may be eligible to apply for the **OSCAR Fee Subsidy** from Work and Income, this will cover part of my weekly account fee. For more information, please contact **Work and Income**.

I am aware that if my tamaiti/tamariki does not attend their booked session PCST will keep the WINZ portion.

I am aware that if Work & Income decline my application for any reason that I will be liable for the full amount owing.

5. SPRING HOLIDAY FEES SCHEDULE (inc gst)

- Full day fee: \$55 per day
- Full day fee – Excursion Day: \$65 per day

Late pickup fee will be incurred after 4.00pm. The fee is \$25 per 15 minutes past 4.00pm. This fee applies per child.

Please note: LATE FEE WILL BE ADDED TO YOUR ACCOUNT FOR PAYMENT.

Our staff are rostered to finish at 4:00pm, and late pickups place a strain on our team and operations. We kindly ask that families plan accordingly and have backup arrangements in place when needed.

Spring Holiday programme **excursions**: I understand there are **additional excursion costs** for transport and admission fees. Excursions can be viewed on the programme event through Enrolmy.

We charge like a day care where clients are billed for the days the tamariki are enrolled regardless of attendance. This covers staffing, equipment and materials planned for that day.

Tamariki's safety is paramount to us. We ensure adult:child ratio numbers are always met and organize activities to meet the demands of the age groups.

6. PCST INVOICES

Invoices will be generated day one of the holiday programme and will be due at the commencement of the Spring Holiday Programme unless prior arrangement is made.

If you are experiencing financial challenges, please contact the Office Manager to discuss payment arrangements. Contact can be in person at reception or phone 07 862 9129 or email at infor@carehouse.org.nz.

An agreement for a payment schedule will be drawn up, with the account holder to sign. If the payment schedule is not followed, a letter will be emailed to notify the account holder, that until payment is made, the tamaiti/tamariki will be unable to attend the future programmes held with PCST.

7. OVERDUE ACCOUNTS

An account is deemed overdue if payment has not been received before the due date of the invoice.

1. The account holder will receive a reminder notice with payment to be made in 5 working days.
2. If no payment is made the account holder will receive last and final notice with due date.
3. If payment has not been received by due date, the tamaiti/tamariki will not be able to participate in future PCST programmes until payment has been made.
4. Accounts are reviewed monthly for any outstanding amounts owed. At this time the account holder will be contacted by the Office Manager. Any Outstanding amount of 30 days or more, will create a debt which we may refer to a debt collection agency or other duly authorised agent for collection.

I agree to pay on demand all our reasonable expenses, including debt collection fees and legal costs (on a solicitor/ agent/client basis) in relation to the collection of all overdue money.

Please be advised that all outstanding invoices must be **paid in full by close of business at year end**.

Unfortunately, we will not be able to accept any new bookings for programmes in the upcoming year until all previous balances have been settled.

8. SPRING HOLIDAY PROGRAMME - OPERATING HOURS & AGE GROUPS

Age group: 5 years to 13 years old

Holiday Programme hours: Monday – Friday, 8.30am - 4.00pm.

Important note: There is **NO EARLY DROP OFFS OR LATE PICK UPS**

We are committed to providing a safe and supportive environment for all tamariki in our programmes.

If your tamaiti/tamariki is supported by a Teacher Aide during the school day, or attends a specialist/special needs school, a similar level of support will need to be arranged for their attendance in our programme.

Our staffing structure and ratios differ from those in school settings. Whānau will need to organise and cover the cost of a Teacher Aide (or equivalent support person) for their tamaiti/tamariki while attending. Any support person provided must be aged 16 years or older.

We are happy to work alongside whānau to support this process where possible. Please feel free to get in touch to discuss your tamaiti/tamariki needs.

FLEXIBLE BOOKINGS: Full time, part time and casual places are available (unless the service has reached capacity). PUBLIC HOLIDAYS: We do not operate during public holidays.

9. REFUNDS

Refunds are at the discretion of the General Manager and PCST Trustees.

10. CANCELLATIONS

If I need to cancel my tamaiti/tamariki booked session(s), I am responsible to give minimal seven (7) days' notice. I understand cancellations allow the session(s) to be open for whānau who are on a waitlist. If I do not give seven days' notice, I understand that my account will be fully charged as usual.

Please note: PCST OSCAR programmes is an MSD approved service. Therefore, we comply with the OSCAR Standards to meet staff/child ratio. Booking sessions determine our staff roster arrangements. PCST is a not-for-profit, and being over-staffed incurs significant expense to our organisation. It is important whānau who cancel give the service as much notice as possible.

11. FOOD PROVISION AND HEALTH & SAFETY

Whānau are expected to provide their tamariki with morning tea, afternoon tea and a water bottle. We will provide lunch; however, we would expect lunch to be packed if your tamariki only eat specific foods.

12. ABSENTEESISM

If my tamaiti/tamariki is going to be absent, I will call the service on **07 862 9129** or email info@carehouse.org.nz to let staff know. Voicemails and emails will be checked each day. I understand Staff will be concerned and will call me if my tamaiti/tamariki does not arrive at the programme as expected. If I am uncontactable, Staff will use my emergency contacts to notify a contact that my tamaiti/tamariki has not arrived and is missing from the programme. I understand I am to give minimal **48 hrs notice** to staff, when my tamaiti/tamariki won't be attending a booked session. Less than 48 hours' notice will still be charged at the normal daily rate.

13. PCST STAFF CONTACTING WHĀNAU

I accept the service may contact me to discuss any matter relevant to the best care of my tamaiti/tamariki. I will attend parent/carer meetings with OSCAR staff to help develop a guidance behavioural plan if required to support my tamaiti/tamariki inclusion in the holiday programme. I understand if I choose not to engage in discussion or meet with staff, PCST will give notification (by text & or email), that my tamaiti/tamariki will not be able to attend the holiday programme. Until a time, I decide to make an appointment with the OSCAR Coordinator or General Manager by calling the office on **07 862 9129** or by email at infor@carehouse.org.nz for further discussions.

14. TAMARIKI CARE & SAFETY

Staff will take every care with my tamaiti/tamariki but cannot be held responsible for accidents.

I agree to provide any information requested by Staff concerning the state of my tamaiti/tamariki health, development, physical, or mental well-being. I must provide a medical certificate if requested. I warrant that my tamaiti/tamariki have the level of fitness required to undertake the activities set in the holiday programme event calendar.

For any tamaiti/tamariki under 7 years, I agree to provide a booster seat each day there is a planned excursion.

15. PARENT/CARERS RESPONSIBILITIES FOR DROP OFF/PICK UPS

I am responsible for getting my tamaiti/tamariki to and from the Spring Holiday programme. I am responsible to record & sign my tamaiti/tamariki in on drop off and out, on pick up. This is an important safety procedure to ensure all tamariki are always accounted for. Anything outside this process will need to be discussed and arranged with Staff prior to the day.

16. PERSONAL INFORMATION

I will notify the service if my contact details change. I am responsible for updating any information relating to my tamaiti/tamariki registration, including change of address, phone numbers, email, and emergency contacts. I am responsible to ensure my registration & information provided is current.

Medical conditions: I will notify the service via e-mail info@carehouse.org.nz of any medical conditions that requires medicine or possible emergency treatments. I will be specific. I will ensure my tamaiti/tamariki leave their valuables at home as neither the programme nor the staff can take responsibility for them if they are broken or lost.

I will notify staff of any behavioural condition that staff need to be aware of. All information shared within PCST Enrolment & Safety forms are treated in the strictest confidence. We may need to share your personal information with other OSCAR staff to ensure your tamaiti/tamariki safety & their needs are met. We take all reasonable precautions to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure. Under the Privacy Act 2020 you have the right of access to, and correction of, personal information held by the service.

17. CODE OF CONDUCT

I agree my tamaiti/tamariki must:

- follow all the instructions given by PCST Staff
- remain in areas designated by PCST Staff
- comply with any applicable PCST OSCAR policies & procedures.
- comply with PCST Enrolmy Terms & Conditions
- avoid behaviour that could cause injury or harm to other participants in the programme or their or our property.

I agree my tamaiti/tamariki must behave appropriately and will not engage in disruptive, dangerous, or unseemly conduct while participating in the Spring Holiday Programme. If required, all efforts will be made by staff to support the participants behaviour to improve. However, if the inappropriate behaviour continues & is deemed unsafe, staff will contact the whānau to discuss next steps.

Please note: a possible outcome is removing the tamaiti/tamariki from the holiday programme.

Participants are required to maintain the holiday programme high standard of cleanliness and the good order of its facilities. You will be responsible for all damage incurred by you or your whānau members, whether directly or indirectly, to equipment or facilities. You will reimburse us for any loss we suffer or incur because of such damage.

All reasonable efforts will be made by staff to ensure tamaiti/tamariki property are safe by keeping/stored in designated areas. I acknowledge that neither PCST, nor anyone associated with the PCST will be liable for any

injury or accident, I or my tamaiti/tamariki experience while participating in a PCST programme or for any damage or loss to my personal belongings.

18. EVENT OF SICKNESS OR ACCIDENT

For the health and wellbeing of other tamariki and our staff we ask that you keep your child home if they are unwell. If your tamaiti/tamariki arrive unwell the OSCAR Supervisor may request they are not to attend. If your child becomes unwell while at the holiday programme we will contact the primary contact for pick up.

In the event of any sickness or accident occurring while my tamaiti/tamariki are participating in the programme, I acknowledge that qualified medical attention may be obtained at my expense by the PCST Staff (and that staff will endeavour to contact me or my emergency contact prior to this occurring).

19. SURVEILLANCE CAMERAS

I understand there are surveillance cameras onsite, with limited recording for the safety & security of all participating in the Community programmes.

20. PCST POLICY AND PROCEDURES

Spring Holiday Programme operate under the PCST Policy & Procedures Community programmes. This document is available at the PCST Carehouse reception desk.

21. FEE CHANGES

The Paeroa Community Support Trust reserves the right to adjust Enrolment fees, including transport fees when they deem it appropriate. Fee changes are subject to change due to operational costs and increase inflation.

22. SPRING HOLIDAY PROGRAMME CONCERNS OR COMPLAINTS

The complainant is encouraged to raise concerns directly with the OSCAR Supervisor. We also ask that the complainant put their issues in writing and email to the OSCAR Coordinator on info@carehouse.org.nz.

All complaints are taken seriously and will be documented, including discussions. Complaint will be discussed with the General Manager and Trustees of Paeroa Community Support Trust.

PAEROA COMMUNITY SUPPORT TRUST CONTACT INFORMATION

PHONE: (07) 862 9129

EMAIL: info@carehouse.org.nz

ADDRESS: 21 Willoughby Street PAEROA 3600 P.O. BOX 54 PAEROA 3640

Enrolmy OSCAR Registrations: <https://enrolmy.com/pcst-community-programsPaeroa>

Community Support Trust Carehouse <https://www.facebook.com/carehouse.paeroa/>

Paeroa Community Support Trust website: <https://pc.org.nz>