PKC

Premium Kids Care

Welcome

What to expect:

Before your child's first session at PKC you must ensure the enrolment/safety form has been completed online. Further details can be found under ***Enrolment***.
For arrival and departure, we require families to sign their children in and out. This allows our team members to track each child's movements and reinforce safety. More information can be found under ***Pick up and Drop offs.***

Food:

Our food menu is created to provide your child with nutritious goodness to prepare them for a great day ahead or after a long day at school! Each food menu is catered to the community of children in our programme.
If your child has any allergies or sensitives, please include this in the child's details on the Enrolment/Safety form. All allergies and cultural needs are considered when preparing food by our team members.

Programme:

Each programme is created with the interests and feedback of the child in mind. They are designed to provide different opportunities and experiences. Activity planning is updated each term to ensure children are engaged and entertained.

"WHERE YOUR CHILDREN BECOME OUR CHILDREN"

Before school care is offered with time to complete homework (if applicable) a planned activity or free play. Breakfast is also offered to all children but not enforced, as we understand some children would have already eaten.
After School Care, once your child has had afternoon tea and completed homework (if applicable), we give the children a choice to participate in planned afternoon activities then allocate free playtime. There is no compulsion to participate it is all a matter of choice. 30mins device time is also allocated to those children who bring a device to school.

*We may operate Teacher Only Day and Early Closure sessions when the school is closed. We require a minimum number of bookings to operate the service and allocate time to notify parents/caregivers to make other arrangements if required.

Our Holiday Programmes have more time throughout the day to do planned themed activities, have an onsite provider run an activity or go out on an adventure around the community. We understand the importance to provide an environment where they are entertained, feel safe, in a home away from home, doing things they enjoy.

Enrolment:

Our booking system is online and the Enrolment/Safety form can be completed at the time of booking or any time prior to your child's first attendance at our programme.

PKC is governed by the Ministry of Social Development – Te Kahui Kahu, so there is necessary documentation we require from each family.

All information must be provided prior to your child's first session, to ensure we are prepared to provide quality care for your child. The information needed to complete the booking process includes:

- Contact details of parents/caregivers
- Details of two emergency contacts
- Medical conditions
    - If your child requires medication to be administered during programme hours, we will provide a permission slip to complete.
    - Medication will be safely stored by the programme team to ensure it is available when required.
- Authorised persons to pick up your child (they must be over 14yrs)
- If applicable, specific unauthorised individuals that cannot pick up your child (we may require a photograph)

If you require your child to make their own way to a programme or home, please enquire about this with your programme manager. A discussion to risk assess required the situation will be undertaken and if approved you will be required to sign a form onsite.



Term Programme:

Regular/Recurring booking

- Regular/recurring bookings are set days of the week for the whole duration of the term. This can be fulltime (5 days per week) or part time (1-4 days a week).
- These bookings can be created under the "Regular or Recurring Booking" tab on the booking page.

Casual Bookings

- A casual booking is when you require care on irregular days or for a short duration of weeks.
- This type of booking can be made up until 12pm on the day that care is required as long as safety forms have been completed.

Changes/sickness/absences

- If your child is unwell or circumstances change you may amend/cancel your booking up until 12pm for After School Care and 7am for before school care, free of charge. This can be done on our enrolment platform. Any changes after these times are chargeable, please note that the school does not inform us if your child is unwell or not at school. You must inform us directly.

Holiday Care:

Pricing and programming varies from Holiday period to Holiday period, please check our website or booking platform 4 weeks out from the Holiday period. Bookings are on a "first come first served" basis and do book out. Some days have limited booking numbers due to external providers, bus limitations and staffing requirements, so please do not be offended if we are at capacity.

Refunds/Credits:

- Refunds are not given for absences or cancelations at our Holiday Programmes. Changes can be made prior to the commencement of the Holiday program, once the program has started there can be no further changes or amendments without charge. This includes "swapping" days or transferring to another program.

Payments:

Payments for Term Programmes are invoiced in arrears the end of each week that the programme has been booked. Payment is to be made "on receipt" of invoice. Payments for Holiday Care are invoiced in advance and must be fully paid before the commencement of the programme to guarantee your booking. WINZ customers must pay a 25% in advance to guarantee your booking. Payment options are as follows:

- Online by credit/debit card
- Bank transfer, our bank account details are: Premium Kids Care 12-3489-0033345-00

Late Pick up Charges:

- We have a late pick up fee of $1 per minute for the first 10 mins and then $10 for every 5 mins thereafter. Early pick up sessions will be immediately charged for a full afternoon session if the pick-up time exceeds 10 minutes.

Pick up Drop off:

Your child can only be collected by the individuals you have listed in the authorised pick-ups in the Enrolment/safety form. Please keep this information updated online or contact your onsite manager to let them know if this changes. Children must be signed in and out using the device onsite.
Where your child has not been collected by 6:00pm and we have not been notified, our team members will proceed to contact parents/caregivers and emergency contacts listed on the enrolment form.

Work and Income – Out of School Care and Recreation Subsidy (OSCAR):

PKC is an OSCAR approved provider meaning eligible families can apply for an OSCAR subsidy. Please contact Work and Income directly to be provided with the correct forms to apply and information on the application process. Please contact WINZ prior to your enrolment to review your eligibility as payment of invoices is down to the account holder.
https://www.workandincome.govt.nz/products/a-z-benefits/oscar-subsidy.html

Complaints Policy:

In general, if any parents have complaints about the program or staff members, they should:

• Approach the Site Manager who will attempt to rectify the situation (management may be approached initially if preferred).
• If the parent is still unhappy they should then contact management immediately email kate@premiumkidscare.co.nz

Further complaints must be made in writing and must contain details of the grievance and desired outcomes. Management will respond to the complaint within 14 days.
Where possible a mutually agreeable outcome will be sought. The Site Manager will keep management informed of any verbal complaints received. All complaints will be recorded on the Concerns Report Form together with any response and resolution.
Wherever possible the requests of parents will be incorporated in program planning and design.
If you continue to have concerns or feel the complaint has not been satisfactorily addressed by us, you can refer your complaint to various government agencies depending on the nature of the matter.

Te Kahui Kahu Social Services Accreditation:
www.tekahuikahu.govt.nz/contact-us/complaints.html
WorkPlace Health and Safety
www.worksafe.govt.nz/notifications/health-or-safety-concern

Compliance:

Our programmes are reviewed on a regular basis to ensure we are meeting the required standards set by the Ministry of Social Development – Te Kahui Kahu accreditation and Out of School Care and Recreation (OSCAR) accreditation.

Privacy:

PKC will only collect relevant information for the purposes of establishing and maintaining the appropriate records required to ensure we provide a quality of care for your child. This information may occasionally be reviewed by the Ministry of Social Development – Te Kahui Kahu or relevant government agencies. Any information provided to PKC will be stored in our online booking system, you can view this information at any time by accessing your account online.