



Eastern Community
Sport and Recreation
Incorporated

Rawhiti OSCAR Whānau Handbook



Eastern Hub - 9 Rawhiti Ave, New Brighton



027 464 0005



ashleigh@easterncommunity.co.nz

Welcome to Rawhiti OSCAR

We are so pleased to welcome your whānau to Rawhiti OSCAR. Our aim is to create a safe, inclusive and welcoming environment where children feel confident, valued and excited to be part of our programme. We believe children thrive when they feel a strong sense of belonging, and we work hard to build positive relationships with both children and their whānau.

Each day offers a balance of structured activities, creative projects, outdoor play and relaxed time to unwind. We encourage independence, teamwork, kindness and respect while making sure children are having fun.

We understand that family life is busy. Our goal is to be a reliable and supportive part of your child's routine, and we value open, respectful communication at all times.

Thank you for trusting us with your children. We look forward to working alongside your family and creating positive, memorable experiences together.

What We Offer

Term Time Care

We provide Before School Care and After School Care during the school term. Children are transported safely to and from school in supervised programme vans or walking bus (New Brighton Catholic only).

We currently service:

- Rawhiti School
- South New Brighton School
- New Brighton Catholic School

Before School Care

Our Before School Care provides a calm and positive start to the day. Children can enjoy quiet play, games, drawing or simply time with friends before heading off to school.

We ensure children are safely signed in and escorted to school on time.

After School Care

After school is a mix of structured activities and free choice. We offer creative projects, games, sports, themed activities and space to unwind after a busy school day.

Afternoons include afternoon tea, social time and opportunities for children to build confidence, friendships and independence in a supportive environment.

Holiday Programme

During school holidays, we run a structured and engaging Holiday Programme filled with themed days, creative activities, games and outings. Holiday Programme bookings are open to children from any school. Each programme includes a mix of in-centre days and outing days, carefully planned, risk assessed and supervised with appropriate staffing ratios.

Enrolment & Bookings

Enrolment

All enrolments and bookings are made through Enrolmy.

Families must complete an online enrolment form before their child can attend so we have current contact details, medical information and emergency contacts.

Once enrolled, bookings can be managed through your Enrolmy portal.

Split families must create separate Enrolmy accounts and are responsible for managing and paying for their own bookings.

Booking Information

Families can book any available days throughout the term based on their care needs. Bookings do not need to be the same each week and can be made in advance through the booking system.

All bookings are initially placed on a waitlist while we review the request. This allows us to confirm availability, ensure accounts are up to date, and check that any WINZ OSCAR Subsidy forms have been completed and submitted.

Once these checks are complete, the booking will be confirmed and the sessions will be reserved for your child.

Once a booking is confirmed, sessions cannot be adjusted online.

If you need to cancel or reduce bookings, at least one week's written notice is required through emailing ashleigh@eastercommunity.co.nz

Absences

If your child will be absent from a booked session, please let us know so that we can update our attendance records.

Absence notifications must be received by texting **0274640005**:

- 6:00pm the night before for Before School Care
- 9:00am on the day for After School Care

If we are notified before these times, the absence will not be charged.

If we are not notified before the cut-off time, the booked session will still be charged.

Additional Bookings

Additional days can be requested at any time and will be confirmed subject to availability.

Bookings are limited by programme capacity, so we encourage families to book the days they require in advance to secure their place.

Holiday Programme Bookings

Holiday Programme bookings are made through Enrolmy and initially placed on a waitlist.

Bookings will be confirmed once full payment has been received. This ensures places are secured for families who have completed payment.

Families applying for the WINZ OSCAR Subsidy will remain on the waitlist until all required WINZ forms have been completed and submitted. Once these have been received, the booking will be confirmed.

Because staffing, activities and outings are organised in advance, families are asked to carefully select the days they require when making their booking.

Any cancellations or changes must be made at least one week prior to the start of the Holiday Programme.

From one week before the programme begins, bookings are locked and cannot be reduced or changed. Additional days may be requested and will be confirmed subject to availability.

If your child will be absent from a booked day, please let us know as soon as possible so we can update our attendance records. Charges will still apply for booked days.

Programme Fees

Before School Care

7:00am - 9:00am

\$12 per session

After School Care

3:00pm - 4:30pm

\$15 per session

3:00pm - 6:00pm

\$20 per session

Holiday Programme

In-Centre Day

Trip Day

7:00am - 3:00pm

\$45 per session

\$55 per session

8:30am - 3:00pm

\$40 per session

\$50 per session

8:30am - 6:00pm

\$45 per session

\$55 per session

7:00am - 6:00pm

\$55 per session

\$60 per session

Late Pick-Up Fee

Children must be collected by the end of their booked session. A late fee of \$10 per 5 minutes will apply to cover additional staffing costs. We understand delays can happen. Please contact us if you are running late.

Invoicing & Payments

Term time invoices are issued each Monday for the previous week. Payment is due by the date stated on the invoice.

Holiday programme invoices are issued at the time of booking. Payment is due prior to the start of the programme to allow us to confirm staffing, ratios, activity resources and outing numbers.

For families receiving a WINZ subsidy, completed and approved WINZ forms must be in place before the programme begins.

As we commit to staffing and programme costs in advance, bookings may be cancelled if payment is not received or WINZ documentation is not completed by the required time.

How to Make a Payment

We do not accept cash.

Payments can be made by:

- Bank transfer
- Credit card via Enrolmy

For Holiday Programme bookings only, instalment payment options are available through Enrolmy at the time of booking. Instalment plans must be set up in advance and all payments must be completed by the due dates outlined in the agreement.

Please use your C-### number (located on your invoice) and the invoice number as your payment reference when making a bank transfer.

Overdue Accounts

We understand that sometimes things happen. If your account becomes overdue, we will contact you to arrange payment as soon as possible. It is important that accounts are kept up to date so we can continue providing quality care and meet our staffing and operational costs.

If payment is not received and we have not been able to make suitable arrangements, your child's booking may be placed on hold until the account is brought up to date.

If you are experiencing financial difficulty, please talk to us. We are happy to discuss payment options and support where possible.

WINZ OSCAR Subsidy

Rawhiti OSCAR is an approved OSCAR provider, and families may be eligible for financial assistance through Work and Income (WINZ) to help with childcare costs.

If you wish to apply for the OSCAR Subsidy, please let us know. We will complete the provider section of the WINZ form once your booking has been confirmed. At a parent or caregiver's request, we are able to send completed forms directly to WINZ on your behalf.

Please note:

- All WINZ declarations and renewals must be provided to us at least one week before the end of each term to ensure payments continue without interruption.
- WINZ forms are completed based on the booking in place at the time of submission.
- If you change your booking (for example adding days, removing days, or changing session times), a Change of Circumstances form will need to be completed and submitted to WINZ.
- Any changes to bookings may not be automatically covered by WINZ until they are approved.
- It is the parent or caregiver's responsibility to ensure their application, declarations, and change of circumstances forms are submitted and approved. With parent approval, we are able to submit WINZ forms on your behalf; however, it remains the parent's responsibility to ensure all information is accurate and approved in time.
- Families are responsible for any fees not covered by WINZ.
- We recommend applying early and keeping all paperwork up to date, as WINZ processing times can vary. Please speak with us if you need guidance with the process.
- If WINZ declines your application, does not approve the submitted dates, or only partially covers your booking, the parent or caregiver is liable for all fees not covered by WINZ.

OSCAR Subsidy Income Thresholds

Number of Children	Gross Weekly Income	OSCAR Subsidy (per hour, per child)	OSCAR Subsidy (per week, per child)	
			Term time (for 20 hours)	Holidays (for 50 hours)
1	Less than \$1,099.00	\$6.52	\$130.40	\$326.00
	\$1,099.00 to \$2,001.99	\$5.20	\$104.00	\$260.00
	\$2,002.00 to \$2,168.99	\$3.64	\$72.80	\$182.00
	\$2,169.00 to \$2,335.99	\$2.03	\$40.60	\$101.50
	\$2,336.00 or more	nil	nil	nil
2	Less than \$1,264.00	\$6.52	\$130.40	\$326.00
	\$1,264.00 to \$2,302.99	\$5.20	\$104.00	\$260.00
	\$2,303.00 to \$2,484.99	\$3.64	\$72.80	\$182.00
	\$2,485.00 to \$2,669.99	\$2.03	\$40.60	\$101.50
	\$2,670.00 or more	nil	nil	nil
3 or more	Less than \$1,416.00	\$6.52	\$130.40	\$326.00
	\$1,416.00 to \$2,568.99	\$5.20	\$104.00	\$260.00
	\$2,569.00 to \$2,786.99	\$3.64	\$72.80	\$182.00
	\$2,787.00 to \$3,003.99	\$2.03	\$40.60	\$101.50
	\$3,004.00 or more	nil	nil	nil

Health & Safety

Sign In & Sign Out

All children must be signed in and signed out each day via tablet. Before School Care and Holiday Programme requires sign-in upon arrival. After School Care and Holiday Programme require sign-out at collection.

Children will only be released to authorised persons listed in Enrolmy. Photo ID may be requested.

Independent Arrival & Departure

Independent travel arrangements must be approved in writing through Enrolmy.

If your child will be walking or biking from school instead of using van transport, this must be communicated in advance. We plan staffing and transport numbers daily, so clear communication is essential.

Children travelling independently must report directly to staff at the school pick up point and on arrival at Eastern Hub.

Responsibility begins once a child has arrived at Eastern Hub and ends once they have been signed out to leave.

Emergency Procedures & Safety

We maintain clear safety procedures at all times and practise regular emergency drills.

All outings are risk assessed in advance, with appropriate staffing ratios, supervision plans and safety checks in place.

Accidents & Incidents

If a child is involved in an accident or incident, first aid will be provided where required and families will be informed. All accidents and incidents are recorded, and parents/caregivers are asked to review and acknowledge the report.

Transport Safety

When transporting children, appropriate car seats or booster seats are used as required. Roll checks are completed before departure and on arrival to ensure all children are accounted for.

When Children Are Unwell

The health of all children and staff is important to us. Children who are unwell should not attend the programme.

Children must be symptom free for at least 24 to 48 hours following vomiting, diarrhoea or fever before returning.

Please keep your child home if they have:

- A fever
- Vomiting or diarrhoea
- A contagious illness
- A persistent cough that impacts participation
- Any condition requiring one-to-one care

If a child becomes unwell while in our care, we will contact you and arrange for collection as soon as possible.

Medication

Medication can only be administered with a completed authorisation form.

All medication must:

- Be clearly labelled with the child's name
- Include correct dosage instructions

Staff will document all medication administered.

Medical Conditions and Allergies

All medical conditions and allergies must be disclosed at enrolment and kept up to date.

Where required, an individual management plan may be developed in partnership with families. This may include allergy management, asthma plans or other health support strategies.

Behaviour & Wellbeing

At Rawhiti OSCAR, we are proud of the positive and respectful environment we create together. We believe children feel most comfortable where they feel safe, supported and valued. Our approach to behaviour guidance is calm, consistent and restorative. We focus on teaching skills, encouraging responsibility and helping children understand the impact of their actions.

What We Encourage

We encourage children to:

- Show kindness and respect
- Follow staff instructions
- Take responsibility for their actions
- Care for equipment and shared spaces
- Include others and play fairly

We recognise and celebrate positive behaviour and effort.

When Challenges Arise

Children are still learning and growing, and challenges are a normal part of this process.

If concerns arise, staff will:

- Talk with the child and provide guidance
- Support reflection and problem-solving
- Redirect to positive choices
- Communicate with families where needed

If behaviour becomes ongoing, impacts others' wellbeing, or raises safety concerns, we will contact families to discuss how we can support the child. Where required, a Behaviour Record Form may be completed to document concerns and any strategies being implemented. Parents or caregivers will be asked to sign to acknowledge that these concerns have been discussed. This process ensures clear communication and consistency as we work together to support positive behaviour.

Communication

We believe strong communication helps create the best experience for children.

Reporting an Absence

If your child will not attend a booked session, please notify us as soon as possible via text message.

This is especially important for After School Care, as we collect children directly from school. If we are unaware of an absence, staff will begin contacting parents and the school to locate the child.

Staffing and safety planning are based on confirmed bookings.

Updating Information

Please ensure contact details, authorised pick-up persons, medical information and photo permissions are kept up to date in Enrolmy. It is important that all information is accurate to ensure your child's safety and to confirm consent for photographs and promotional use where applicable.

General Communication

Important updates and reminders are shared via Enrolmy and email. If you have questions, booking changes, or important information about your child, please contact us directly.

Complaints & Feedback

We welcome feedback from our families. If you have a concern, please speak with us so we can work together to resolve it. A formal complaints process is available upon request.

