



**Te Whare
Kohungahunga o Waiheke**

Centre handbook

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Starting at Community Childcare

There is a lot of new information to take on board when your child starts attending childcare. We have put together this information, in the hope that we can share with you more about our organisation, and assist you in making the right education and care choice's for your child.

Within these pages, you will find information on

Organisation History

Fees and Session Times

Terms of Trade

What to bring

Where to find things

Management

Please feel free to ask if you are not sure
about anything

Philosophy

Our centre is a community centre; we celebrate inclusiveness and recognize the diversity of our community as a tremendous strength. Children are the heart of our centre culture. Achieving positive outcomes for all tamariki of all cultures, genders and ages is our main goal. We respect the aspirations of all cultures and honour and support the articles and principles of the Treaty of Waitangi.

We believe learning begins at home. We honour and respect the aspirations of Whānau and family. We value relationships with children and Whānau and we seek partnership with parents to understand and nurture each child according to their physical, emotional and spiritual needs at any given time. We believe all children and adults have a right to a caring, safe, healthy, socially just and respectful environment.

We support children's holistic well being and development by nurturing them through positive guidance and affection. We encourage friendship and acceptance, fostering social competence in all our learners. As teachers it is our responsibility to observe closely, listen carefully and understand deeply before we act. We value personal growth and development and see it as a responsibility of educators to be reflective and self aware.

We are enthusiastic co-learners viewing children as capable and resourceful. We see learning as an ongoing journey of discovery and exploration. We value initiative and pro active risk takers. We view mistakes as an important part of learning. Our communication is peaceful. We believe this will empower children to make constructive and ethical choices in their lives as responsible citizens.

The spirit of caring and kindness reaches out into our wider community and incorporates us caring and protecting our physical environment. We value a respectful and mindful attitude towards our bodies, our island and our planet. We support fair-trade and organic foods and are active recyclers. We acknowledge that our children will face many challenges and we support them to be active problem solvers and critical thinkers that come up with innovative solutions. We help children to help themselves.

We view Nature as a teacher and seek to provide a programme that allows children to connect with nature in a meaningful and consistent way by offering our Bush School programme to our older children.

We practice active review and are open to change and new ideas. Everybody has the right to ask for help and be supported. We value every question as important and encourage enquiry.

History

In 1982, a 'trial casual Crèche' was started by two local mothers renting space at the Play Centre building. Places filled quickly and the need for a full-time Childcare Centre was established. Later that year we rented a house in Oneroa and a license was obtained for 15 children over two years old, employing two staff. Funds were tight and a small group of parents worked hard to keep the operation ticking over. As a means of fundraising, they took over the management of the Ostend Market. The Centre continues to operate the Market (with the support of two coordinators). Funds sourced through stallholder fees are our main source of fundraising.

In 1986, the Crèche had to vacate the rented Oneroa premises and move to a double garage belonging to a Committee member in Palm Beach. The building was small, the grounds very steep and whilst the Centre was waiting to be

Re-licensed, funds fell to critically low levels. By the end of that year, the Centre was on the verge of collapse when a local School Teacher became involved. In 1987 the rental of a small 'tennis club' pre-fab was negotiated at the High School across from the Kohunga Reo. The following year a 'school house' at 3a Donald Bruce Rd became vacant. Important changes in the Education Department recognizing Early Childhood Education enabled us to negotiate a long-term rental contract. Situated directly behind the newly built Kindergarten gave us a new profile as part of the educational community on Waiheke.

In 1993 these premises were purchased from the Ministry of Education and the Centre changed from Waiheke Community Crèche to Waiheke Community Childcare Centre Incorporated. Funding from the ASB Trust enabled a dedicated group of parents and staff to establish playgrounds and renovate the interior. With funding from the Education Department we extended our building and license to thirty children. Renovations have been ongoing and in 2009 we were able to upgrade our playground due to the funds raised through the Ostend Market. The interior of the Centre was refurbished and new furniture was obtained thanks again to a generous grant from the ASB Trust.

Over time the Centre has evolved into the exceptional 'not for profit' service it is today, meeting the needs of families on Waiheke Island. We have succeeded with numerous improvements and now run as a well-managed business. Today it stands as a testament to years of hard work by many from the community. The thread that binds us together is a common vision of caring for children and their families on our beautiful Waiheke Island.

Further future improvements are outlined in our Strategic and Annual Plan.

Fees (effective 01.07.2018)

We offer three different sessions to suit your child's, and your needs, with a minimum of two days per week. By prior arrangement, we can offer some flexibility between the hours of 7.30 am and 5.00pm, our licensed opening hours. (However, your child will have to attend a minimum of 6.5 hours when over 2 years old)

Booked times must reflect attended times or your enrolment will need to be reviewed, in accordance with Ministry of Education funding guidelines. (eg: We are happy for you pick up early on occasion, as long as you're usual attendance equals your usual booking times, or we could get audited and fined).

Children *under 2 years of age*

Sessions	1day	Fulltime	
A. 8.30- 12.30 (4hrs)	\$40	\$175	With \$25 discount (Includes Lunch)
B. 9.00 – 12.00 (3hrs)	\$35	\$150	With \$25 discount-

Children under 3 years of age

Sessions	1day	Fulltime	
Full Day A 7.30 - 5.00 (9.5hrs)	\$65	\$300	With \$25 discount
Full Day B 8.30 - 3.00 (6.5hrs)	\$55	\$250	With \$25 discount

Children over 3 years of age including "20 hours ECE"*

Sessions	2 or 3 days	4 days	5 days with \$25 discount
Full Day A 7.30 - 5.00 (9.5hrs)	\$35/day	\$40/day	\$45/day \$200/week
Full Day B 8.30 - 3.00 (6.5hrs)	\$20/day	\$25/day	\$30/day \$125/week

'20 Hours ECE' is a government subsidy that helps cover early childhood education fees for children who are 3, 4, or 5 years old. Our fees for children aged 3–5 years old include this subsidy.

20 Hours ECE are spread across the week, so daily fees for children aged 3 years and over depend on the number of days per week they attend. The maximum number of ECE hours per day we can apply is 6 hours. For children attending:

- 2 and 3 days per week, we apply 6 ECE hours per day
- 4 days, we apply 5 hours per day
- 5 days, we apply 4 hours per day.

We charge the 2-year-old fee rate if you haven't signed the '20 Hours ECE attestation form'.

On enrolment of your child you will be charged an administration fee of \$ 30

Bush School does incur a fixed transport fee of \$10 per  booked bush school session and is added to your invoice. This is a fixed cost and not depending on your child's attendance.

Terms of Trade

Payment Method

Upon enrolment, you will be provided with our banking details, so that you can set your regular fee payments up by Internet Banking. A statement will be issued at the end of each month, which will detail fees due and monies received.

Fee Collection

Please ensure your account remains up to date. Late payment of fees may result in **your child's enrolment being suspended**. We also require you to give **two weeks notice** before your child's last day of attendance.

Booked Hours

We appreciate you adhering to the booked hours of attendance for your child. Knowing when children are arriving and leaving helps us to apportion staff ratios correctly. Should unforeseen circumstances arise which make you late for collection, please give the Centre a call, so we can make suitable arrangements on our end. Unless prior arrangements have been made, children who are attending **outside of their booked hours** will be charged an **additional fee of \$10 per every ten minutes of lateness**.

WINZ Subsidy

Work and Income Childcare subsidy applications are available from the office. Call the childcare subsidy helpline on 0800 773 003 for more information.

Sick days, holidays and public holidays

Please advise the Centre if your child will be absent due to illness or holiday.

Full fees payable for sick days, holidays and public holidays, except over the annual Christmas break, when no fees are charged. We offer a make up day, subject to availability and to be taken within two weeks, when your child was absent due to illness (see enrolment form and fees policy for more information).

Nappies

Parents are required to supply nappies for their child and ensure that they have enough at the centre for their day here.

Christmas closure

The Centre closes for 2 weeks over Christmas. No fees are charged.

Other closures

- The Centre closes for two additional days per year for Staff Professional Development. We will give you a proximately one-month's notice will be given, and no fees will be charged.
- The Centre may also close for unforeseen emergencies (e.g. lack of water or electricity supply). Parents will be contacted by phone.
- For public holidays other than those around Christmas, full fees are charged if your child is enrolled on that day.

General Information

Orientation

We aim to provide a smooth transition into care for your child. We will arrange three visits, for you and your child, prior to your child's start date.

Please book visit times with the Administrator in the office.

Teachers will support both parents and children through the settling in time.

Meals

We provide a healthy cooked lunch every day. We require you to bring in a piece of fruit and vegetable every day to share in our food basket. **Due to the severity of allergies to nuts, whole nuts and foods containing nuts are not permitted.**

What to bring daily to the Centre:

- bag
- water bottle
- fruit/vegetable contribution
- spare clothes
- reusable bag for wet clothing (we also supply some at the centre and ask that these are returned promptly so we are able to re use them for other children)
- shoes
- hat/sunscreen
- jacket/woolly hat

Please ensure all your child's belongings are marked clearly with their name.

Our Centre day...

Our centre opens at 7.30 am and we close at 5.00pm. The majority of our children start their day at 8.30 am and go home at 3.00pm. For children under two year old we offer a shorter morning session. If you require different hours for your child, we are happy to make an arrangement that suits you better. We offer a rolling morning tea allowing children to continue with their play and come and eat when they are hungry. We come together for a mat time before lunch at 12:00 noon. We follow an inquiry-based curriculum noticing, recognizing and responding to children's needs. Our focus is child centred; we keep our daily routines as meaningful as possible.

Picking up from childcare

Please give the names of the people that are authorised to collect your child on your behalf on our Enrolment Form. Please ensure that this information remains current. If there is a change in your normal routine, please ensure the Teachers are informed and that the office has been emailed with the relevant information. In the interest of your child's safety, Teachers will not release a child to someone not authorised to collect.

Child Health Policy

Please ensure you have suitable arrangements in place for assistance should your child need collecting from Childcare early due to illness. If your child has been sick with an infectious illness (e.g. vomiting, diarrhoea, bright green runny nose, conjunctivitis etc), **THEY MUST REMAIN AT HOME FOR 24 or 48 HOURS depending on the illness AFTER THE CONDITION HAS CEASED** – to avoid spreading bugs to other children and staff. Please ask to see our child health policy for more information.

If your child needs medication through the day, please make sure you record this on the appropriate form in our medication folder (ask Teachers to show you where this is kept) and make sure medicine is stowed safely. For safety's sake, please do not leave medicine in your child's bag.

Policy Statement: Waiheke Community Childcare Centre has a number of policies that set out the procedures that are in place for the care and education of the children who attend. We strongly urge you to read these. Please ask in the office for the policy folder or email the office if you would like a specific policy sent to you. The signing of your enrolment agreement form indicates that you will abide by the policies of this service, and understand how you can have input within our policy reviews. Some examples of our policies include:

Positive Guidance Policy

Outlines the strategies we use to guide children's behaviour.

Sleep Policy

So you are familiar with the Centre's arrangements for sleeping children.

Child Protection Policy

Outlines how we aim to provide a safe physical and emotional environment for children.

Complaints Policy

Established to ensure that our service is responsive to the concerns of parents and staff and outlines the procedures in case of a complaint .

Learning Portfolio

Upon enrolment, you will fill in a few forms sharing information with us about your child. These become the beginning of your child's Learning Portfolio. This record celebrates your child's uniqueness, and maps out their development. We follow guidelines laid out in Te Whāriki, the New Zealand Early Childhood Curriculum. We create this document in conjunction with children and parents, and welcome stories and input from home. Please feel free to talk to a teacher if you have any questions in regards to this. There is also an online version of your child's portfolio through our Educa programme; you will be emailed the link to sign up to this on your child's enrolment. We also have a closed group on Facebook where teachers are able to quickly upload photos of our day, and keep you informed of upcoming events, you will also be emailed the link to this. Please let us know if you have any questions, there is also an option on your enrolment form to choose if you do or do not want these additional services.

Daily register

Please remember to sign your child in and out using the register near the front door. This is a Ministry requirement, and it is important that the record kept is accurate. In addition, we also use this register in case of emergencies e.g. evacuation.

Lockers

A locker will be available for your child to use for their belongings. The lockers are on the deck near the main entrance. Children attending who are still in nappies are allocated a space within the nappy changing area.

Message Pockets

There will be a message pocket near the sign in sheet with your child's name on it. We use this to post Centre and community events and you will find timetables etc that need to be signed in there. Most of our communication will happen via email. Please clear your pocket regularly so you stay up to date.

Parent Message Book

There is a message book on the sign in desk. You can use this to record changes to daily information e.g., food/bottles needed, sleep info, changes to who is collecting your child that day etc. We find this a helpful way to communicate your child's needs to the entire teaching team.

Art box

We have an art box in the Centre. Each child has a divider in the box, and we ask that you collect artwork regularly, as the box tends to fill up quickly.

Bush School

For our older children we offer an additional outdoor curriculum. We take small groups of children to Whakanewha Regional Park on a regular basis. Outdoor education is a vital part of Early Childhood Education. Our Bush School allows children to experience and play in nature; we acknowledge that nature itself is a great teacher. By allowing children to take managed risks and play outside in all sorts of conditions, we foster competent and confident learners, allowing them to develop a healthy sense of boundaries and risks. We work in partnership with Auckland City Council and particularly with the Park Rangers. We value our natural resources on Waiheke Island and we want to instil respect and responsibility towards nature within our children.

Bush School is an ideal setting to allow children to experience outdoor challenges, healthy risk taking and learning experiences that will benefit them and support them as lifelong learners. Ensuring they become responsible citizens that are well equipped to face new challenges.

Children at the centre are automatically on the waitlist to pick up a bush school spot when a space becomes available and the child is familiar and comfortable with the routines of the centre environment. They will be given an enrolment pack for starting our bush school programme once the above is met.

A fee is charged to cover transportation to and from Whakanewha.

Wetlands/School field

We also aim to utilise our natural surroundings as much as possible with walking excursions to the wet lands and school fields surrounding our environment. You will be able to sign permission for short walking excursions on your enrolment form.

The Ostend Market

The Market is our mainstay fundraiser, and a key public event. As our year round fundraiser it supports to keep our fees low for children attending the centre. We do expect our centre families to be pro active and support our fundraising initiatives. As a not for profit charity organisation we rely on regular fundraising activities to support the ongoing running of our centre and our dedication to quality care and education.

Ministry of Education License

The Ministry of Education has licensed our service to provide care and education for up to 30 children per day, under six years of age. We have an agreement with the Ministry, which defines how we implement compliance requirements regarding the running of the centre. The Education Review Office visits us regularly to ensure our service operates appropriately. You will find our most recent ERO report on our Parent Notice Board.

Adults at Childcare

Centre Management

Our Centre is a registered not-for-profit organisation, and is managed by the Senior Teacher. The Senior Teacher works closely with the Parent Committee and meets with the whole Committee once a month. The Senior Teacher is available between 8.30 and 3.00 pm on 372 6115 or send your email to waicomcentre@xtra.co.nz.

The Parent Committee

The Parent Committee concern themselves with matters that relate to overall governance of the organisation e.g. policy development, fundraising, financial audits, supporting staff and setting the future direction for our centre. If you are interested in joining our Committee, please speak to the Senior Teacher or a Committee member – we always welcome your interest. The Committee is elected by parent members at the Annual General Meeting (AGM). As part of our committee we have a fundraising team that dedicates their time to organising fundraising initiatives for the centre which we encourage all members of our centre to be part of supporting.

Administration

If you have any account enquiries, wish to change your enrolled hours or request casual or make up days, you can speak to the Administrator between 8.30 and 3.00 pm on 372 6115 or send your email to **waicomadmin@xtra.co.nz**

Teaching Team

Most of our teachers hold a Diploma in Teaching (Early Childhood) or higher qualification, and are registered with the New Zealand Teacher's Council. Each teacher continues to receive Professional Development, and this ensures our collective practice remains fresh and up to date. All our teachers are supported to gain their first aid qualifications and refresh them every two years. Our teachers look forward to developing a close relationship with your family, as we believe this best supports your child's experience at childcare. Our Teaching Team encourages open communication, so please feel free to ask questions or raise concerns with them.

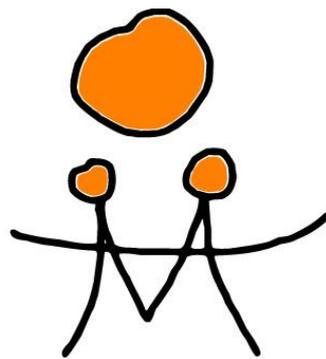
Other agencies

Should the need arise, we liaise with other professionals e.g. Child Health Nurse, Special Education Officers, Primary Schools etc.



Our childcare Centre operates the Ostend Market, which is our mainstay fundraiser.

We thank stallholders and patrons for their ongoing support.



ostend market

"everything under the sun"

**Every Saturday morning
Belgium Street
Ostend**