



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 little booklet, in the hope that we can share with you more about our organisation, and assist you in making the right educare choice 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 02.06.2014)

We offer three different sessions to suit your child's and your needs. 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 and at least 2 days a week)

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 your usual attendance equals your usual booking times, we could get audited and fined). (appendix 7)

Children *under* 2 years of age

Sessions	Fulltime	1day
Morning 9.00 – 12.00	-	\$30

Children under 3 years of age

Sessions	Fulltime	1day
Full Day A 7.30 - 5.00	\$290	\$60
Full Day B 8.30 - 3.00	\$240	\$50

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

Sessions	Fulltime	4 days	1 day
	(5 days)		
Full Day A 7.30 - 5.00	\$200	\$167	\$30
Full Day B 8.30 - 3.00	\$135	\$90	\$17

Bush School does incur a fixed transport fee of \$5 per  booked bush school session and is added to your invoice. This is a fixed cost and not depending on your child's attendance.

*For children over three years of age, up to 20 hours of early childcare education is Government funded at a higher rate, for a maximum of 6 hours per day. This equates to three sessions per week (18 hours) and the remaining two hours on the fourth day. The higher fees for day four and five reflect the drop in funding.

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

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** may be charged an **additional fee of \$30.00 per occasion**. (appendix 8)

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 also fees policy).

Nappies

Parents are required to supply nappies for their child and ensure that they have enough at the centre for their day here. Please see Nappy changing and toileting policy (appendix 1)

Christmas closure

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

Other closure

- 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 for morning tea. **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
- spare clothes
- plastic or reusable bag for wet clothing
- shoes
- hat/sunscreen
- jacket/woolly hat
- medication

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 short session from 9 am to 12:00 noon. 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. In the interest of your child's safety, Teachers will not release a child to someone not authorised to collect.

Child Health Policy

Please read the Child Health Policy (appendix 2) which outlines attendance for children who are sick. If you are a working parent, 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 HOURS AFTER THE CONDITION HAS CEASED** – to avoid spreading bugs to other children and staff.

If your child needs medication through the day, please make sure you record this on the appropriate form (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.

Positive Guidance Policy

Please read through the Positive Guidance Policy (appendix 3), so you are familiar with the strategies we use to guide children's behaviour.

Sleep Policy

It is a Ministry requirement that you are familiar with the Centre's arrangements for sleeping children. You will find our Sleep Policy attached (appendix 4).

Child Protection Policy

Please read through our Child Protection Policy (appendix 5), we aim to provide a safe physical and emotional environment for children.

Complaints Policy

We established this policy to ensure that our service is responsive to the concerns of parents and staff and that the procedures in case of a complaint are clearly outlined (appendix 6).

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; 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.

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 newsletters, monthly statements, Centre and community events etc. 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 daily information e.g., food/bottles needed, sleep info 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, 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 love and responsibility towards nature within our children.

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

Children need to be especially enrolled into our bush school programme, 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.

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

Beach school

We also aim to utilise our natural surroundings as much as possible with walking excursions to hooks land beach and through the wet lands 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 we aim to have a market stall at most Markets to represent the centre and earn us some extra funds for those expensive but necessary items. This way we can keep our fees low. We do expect our Members to be pro active and help out with a stall at the market once in a while.

Ministry of Education License

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

Adults at Childcare

Centre Management

Our Centre is a registered not-for-profit organization, 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. In an emergency you can call 027 4 10 8396 outside those hours.

The Parent Committee

The Parent Committee concern themselves with matters that relate to overall governance of the organisation e.g. policy development, fundraising, financial steering etc. If you are interested in joining our Committee, please speak to the Senior Teacher or a Committee member – we would welcome your interest! The Committee is elected by parent members at the Annual General Meeting (AGM).

Administration

If you have any account enquiries, or wish to change your enrolled hours 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. 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.



Appendix 1

Nappy Change and Toileting Policy

Rationale:

Children's health and safety is paramount. Clearly specified and well understood care-giving routines help to protect children when they are most vulnerable.

Te Whāriki

Well-being – Goal 3. Children experience an environment where they are kept safe from harm.

Procedures:

- Only teachers and relievers at the discretion of the senior teacher and the child's own parent / caregiver may change nappies or assist with toileting and washing.
- Teachers will perform caretaking tasks in positive manner that promotes children's sense of security and growing independence.
- Teachers will ensure that another staff member is aware when they are alone with children in the bathroom area. Should a child require washing, teachers need to ensure there are two adults in the room.
- For hygiene and safety purposes, teachers and parents / caregivers changing nappies must observe the nappy change procedures displayed above the change table.
- Children need to be able to sense and articulate their need to use the toilet before they can attend without wearing nappies or pull-ups.
- The centre does not launder soiled clothing. Teachers will wrap soiled items in a plastic bag to be returned to the parent at the end of the session.
- The toilet and nappy change area are checked for cleanliness throughout the day and thoroughly cleaned at the end of each day that the centre operates.
- Paper towels and liquid soap are used to help reduce the potential for cross infection. Supplies are replenished as required.

Reference: References: Education (Early Childhood Centres) Regulations 2008

Approval Date: September 2016

Review Date: September 2017



Appendix 2

Child health

Rationale

We promote the health and wellbeing of children attending Waiheke Community Childcare Centre. Exclusion of children with infectious diseases from Early Childhood Centres is sometimes necessary where there is potential for further spread of infection. We wish to make the children and adults safe from infection by stating clearly under what circumstances a child should be excluded. Exclusion is at the Senior Teacher's discretion.

Te Whāriki

Well-being – Goal 1. Children experience an environment where their health is promoted.

Procedures

(Notification)

- Parents need to notify the centre as soon as possible if their child is sick and unable to attend.
- The Senior Teacher will contact parents or the emergency contact person, listed on the child's enrolment form, if the parents are unavailable to collect their child soon enough.
- In an emergency situation, staff will call an ambulance or arrange for the child to receive urgent medical attention as appropriate, and will contact the child's parents as soon as practicable.
- Parents must provide immunisation information at the time of enrolment. No child will be refused entry to the centre based on their immunisation status. For some vaccine preventable diseases, there is a requirement to exclude un-immunised children who have had contact with a case of the disease. This applies to Measles, Diphtheria and Whooping cough, and would be arranged on the advice of the Auckland Region Medical Officer of Health.
- Parents are requested to provide details of chronic illness and allergies, at the time of enrolment. Parents of children with a chronic illness (including asthma) or severe allergies will be asked to provide appropriate medication, and to keep this up to date as long as the child is enrolled in the centre. Individual health plans will be written in consultation with parents for children who suffer from Asthma, Epilepsy or specific allergies, or other medical conditions.
- Teachers will only administer medication to children when the parent or guardian has completed and signed our medication chart. Teachers will record every instance where they administer medication to a child, stating the child's name, the date and time, the name of the medication and the dosage given.
- Prescription Medicine will not be accepted for a child, if their name is not on the container or if the finish date specified by the parent exceeds the 'use by date' on the container.

- We reserve the right to request a medical certificate from a health professional before allowing a child to return from illness.
- All instances of accidents and illnesses in the centre will be recorded. These records will detail the child's name, date, time, brief description of the situation and the action taken by centre staff. Except in the most minor incidents, parents will be notified of any accident or illness to their child, and asked to countersign the record.

Reasons a child must leave the centre as soon as possible due to illness/infectious status.

- The illness prevents the child from participating comfortably in programme activities.
- The child has any of the following conditions: fever (38 degrees C), persistent crying, difficulty breathing, persistent coughing, green mucus or other signs of possible severe illness.
- Diarrhea. A child should have at least one normal bowel motion or no diarrhoea symptoms for 24 hours before returning.
- Vomiting. A child may return after 24 hours without vomiting.
- Rash with fever or behaviour change, until a doctor has determined that the illness is not an infectious disease.
- Conjunctivitis, until 24 hours after treatment, prescribed by a doctor, has started.
- Tuberculosis, until the child's physician or the Public Health Service advises that the child is non-infectious.
- Impetigo, until 24 hours after treatment, prescribed by a doctor, has started. The impetigo sores should be covered while at the centre.
- Strep throat, until 24 hours after treatment, prescribed by a doctor, has started and until 24 hours after fever stops.
- Head lice until treated with nit comb and appropriate anti-nit product.
- Thread worm 24 hours after Treatment with worming tablets.
- Scabies, until after treatment has been completed.
- Chickenpox, until at least six days after onset of rash or earlier, and all the lesions have dried and crusted.
- Whooping cough, until five days of appropriate antibiotic therapy (the total course of the usual treatment is 14 days.)
- Mumps, until nine days after glands started swelling.
- A child prescribed antibiotics for any illness should not return until at least 24 hours after treatment has started.
- Public Health Service exclusion guidelines will be followed for any conditions not listed above.

Procedures to ensure the health and well-being of children attending Waiheke Community Childcare Centre

- Until a sick child is picked up he/she will be supervised and cared for away from the other children.
- The centre maintains appropriate hygiene practices to minimize the risk of cross infection (i.e. procedures for nappy change / food storage, preparation and serving / toileting and hand washing / provision for sleep / cleaning of the premises and equipment)
- Staff on medication must keep the medication on the assigned shelf in the medical cupboard or in the staff toilet (top shelf), out of the reach of children.
- Parents and Teachers ensure that children are appropriately clothed for the weather and that they wear hats and sunscreen when playing in the sun. The committee will ensure that there is adequate shade in the playground and that the building is able to be maintained at an adequate temperature throughout the year.

*References: Education (Early Childhood Centres) Regulations 2008, R24, 28, 35(e-g), 25(1), 28(1-5), 29(1-3). The Essential ECE Handbook, 2006
Statement of Desirable Objectives and Practices 1996, s 5(a)
Health (Immunisation) Regulations 1995, R2 4, 8, 10(l)*

Approval date: December 2014

Review date: December 2017



Appendix 3

Positive Guidance Policy

Rationale:

We will use positive guidance techniques to nurture and support children's social competence. These include maintaining loving, warm relationships, frequent and meaningful positive feedback, and setting clear and consistent expectations.

Children learn best in an environment where they feel safe, secure and respected. We recognize that role modelling peaceful relationships and communication is a pro active way of supporting social competence in children.

Te Whāriki:

Well-being -Goal 2 : Children experience an environment where their emotional well-being is nurtured.

Procedures:

- Waiheke Community Childcare Centre is a safe and peaceful environment for children. All adults in the centre, whether staff or parents, must adhere to this positive guidance policy.
- We take a team approach and are all working together to engender respect for ourselves, each other and our environment.
- Children and their families and whānau are treated with respect and dignity at all times.
- We will notice and provide frequent and meaningful encouragement for children's work, achievements and experiences and pro social behaviours.
- We will provide children with role modelling to assist them to develop positive ways of interacting, which encourage them to value people and the environment.
- Our approach to teaching is one of actively listening to children's needs and interests. We foster warm, reciprocal, nurturing and respectful relationships.
- Teachers will state their expectations clearly and consistently with regard to the child's stage of development.
- Teachers' practice will demonstrate an understanding that children learn best :
 - In a secure and consistent environment, which reinforces positive behaviours and acknowledges children's individual differences.
 - When they are aware that they are making choices and are responsible for those choices and

- When they are provided with frequent positive feedback

- Children will be encouraged to resolve conflict peacefully and to learn the processes for doing this. Guidance can be given, situations talked through and children encouraged to suggest appropriate solutions.

- Teachers will not use blame, harsh or belittling language, or any form of physical ill treatment. No child will be subject to solitary confinement, immobilisation or deprivation of food, drink, warmth, shelter or protection.

- We recognize the need and right of everyone to know the limits and boundaries in order to feel safe. We will review and negotiate our limits and make them clear. We will keep rules at a minimum and ensure that they are meaningful and serve everybody's well being. We aim for consistency and clear communication.

- Where problematic behaviours are persistent we seek specialist support in partnership with parents. A behaviour guidance plan is developed where appropriate.

Guidelines for Parents and Staff

- Promote peaceful problem solving strategies which empower children
- Re-direct behaviour, i.e., guide child towards more appropriate activity.
- offer explanations of why certain behaviours are unacceptable and inform children of acceptable behaviours
- give the child time to correct her or his behaviour. E.g., ask "what happened"? Depending on the child's maturity, offer choices and some ideas on pro social behaviours to use instead, invite child to think of some ideas themselves.
- if unacceptable behaviour continues after an explanation and time to correct behaviour, remove the toy, activity or object that is central to the inappropriate behaviour.
- if a child's behaviour is upsetting other children, take the child to a space away from other children to allow the child time to regain equilibrium and consider their actions.
- Always stay calm and peaceful to maintain child's dignity. Focus on the behaviour not the child. Ask for support if and when you need it or feel overwhelmed by a situation.

Reference: Education (Early Childhood Services) Regulations 2008, (reg. 43) Providing Positive Guidance, Guidelines for early childhood education services, The Ministry of Education, 2000. Kindergarten Association Positive Guidance 2011.

(Also refer to Māori as Tangata Whenua Policy and Communication Policy)

January 2013

Review: January 2016



Appendix 4

Sleep Policy

Rationale

Children that require a rest or sleep while in the centre will have access to appropriate beds and bedding in warm, safe, hygienic and peaceful surroundings, and will be monitored to ensure their safety.

Te Whāriki

Well-being - Goal 1: Children experience an environment where their health is promoted.

Procedures

- Children will be provided with an opportunity to rest or sleep after lunch. An earlier sleep time may be arranged for younger children at the request of parents or at the discretion of teachers if the child requires an earlier sleep.
- Teachers will ensure that the sleep room is kept at an appropriate temperature and is well ventilated at all times.
- There will be no more than nine (9) children in the sleep room at any one time. Beds are to be arranged in a way that ensures safety, hygiene and adequate access for teachers in accordance with Education (Early Childhood Services) Regulations 2008 and our bi-cultural practice.
- The centre has systems in place to ensure that bedding is not shared.
- All bed linen is washed at least weekly.
- Parents may provide a cuddly toy or special blanket to help very young children to settle to sleep.
- For health and safety reasons no child will be put to bed or left unattended with a bottle.
- Teachers will regularly check the safety of beds and bedding.
- Teachers will be rostered to monitor children who are resting or sleeping. The monitoring routine is as follows:

- Only a teacher or a reliever at the discretion of the Senior Teacher will remain in the room until all children are asleep. Another teacher will check in regular intervals to see if the teacher in the sleep room requires support.
 - The intercom in the sleep room will remain on at all times that a child is resting in the sleep room.
 - The rostered teacher will check sleeping children alternately through the viewing window and by going into the room, at five (5) minute intervals. Children sleeping in the outer room will also be checked at these times.
 - The rostered teacher will sign the sleep monitoring chart on each occasion to verify that the checks have taken place.
 - When changing duties or going for a break, the teacher will confirm the takeover with the next rostered teacher, and pass on any relevant information about individual children.
- Sleep charts will be kept for a period of 3 months.

*Reference: Education (Early Childhood Services) Regulations 2008
Auckland Regional Public Health Service Regulations.*

Approval date: Sept 2013

Review date: Sept 2016



Appendix 5

Child Protection Policy

Rationale:

Waiheke Community Childcare Centre is committed to the prevention of child abuse and neglect. We aim to provide a safe physical and emotional environment that promotes the protection and welfare of children and protects staff from wrongful accusations of child abuse.

Te Whāriki

Well-being – Goal 3. Children experience an environment where they are kept safe from harm.

Procedures:

- We will maintain teacher/child ratios which are in line with Ministry of Education requirements.
- At all times during operation hours of the centre a minimum of two staff will be on duty.
- All successful applicants for permanent, fixed term, relieving positions, casual staff and volunteers in the centre will be required to consent to a police check. The senior teacher will undertake police checks and seek a minimum of two references for all staff prior to their starting date
- The senior teacher will ensure that all permanent staff have appropriate training on recognising and responding to indications of child abuse. The committee will make funds available for this training on staff and/or Management request.
- Only teachers (including regular relievers) are to change nappies and help children with toileting. Parents, students and visitors are not permitted to perform toileting or nappy change procedures with any child other than their own.
- Teachers must ensure that another teacher is aware when they are changing nappies or clothing, helping children in the bathroom, or are with children in the sleep room. When showering a child another staff member needs to be present.
- Our playground and indoor play areas are designed with the maximum amount of 'open' spaces available.
- All staff members need to be aware of each other's whereabouts and endeavour to not be alone with children as much as possible. Teachers will not take children on excursions from the centre without another adult present.
- Written permission from parents is required for their child(ren) to participate in centre outings (walks around the centre are permissible due to our enrolment form)

- All visitors to the centre are welcomed and their reason for being in the centre validated. They are required to sign the visitor's book located on the sign-in desk. Staff will supervise visitors to the centre to ensure that they are not alone with children.
- Parents are encouraged to visit at any time during the day. Parents settling children into the centre are encouraged to witness and take part in our programme until such time as they and their child feel secure enough to leave. Parents must ensure they have signed the sign-in sheet.
- Only adults named on the enrolment form are able to collect children from the centre except in the case of an emergency and/or at the discretion of the Senior teacher or if absent, the acting Senior Teacher.
- Parents need to provide legal document of any person that is denied access, or where access to a child is forbidden or conditional.
- The sign-in sheet will have children's names highlighted in grey if there is a custody issue. Teachers must check "allowed to collect book" in the Administrators office .
- Any instances of suspected child abuse will be investigated and will be treated with utmost confidentiality. Child, Youth and Family (CYF) will be informed by the senior teacher immediately if the child is considered to be in any immediate danger. If the threat is not considered to be immediate and/or reporting is considered unsafe, the senior teacher will contact CYF for confidential advice.
- In the event that a child discloses abuse, staff will follow the 'procedures for handling evidence of child abuse' specified in this procedure.
- In the event that a staff member is accused of abuse the senior teacher will arrange an explanation meeting with the staff member, his or her support person, and a member of the executive committee, confidentiality and privacy are ensured for all parties also in regards to written minutes.
- If the senior teacher together with the attending member of the executive committee is satisfied with the explanation given by the accused staff member, the matter will be settled and closed, all parties will be advised at the earliest opportunity..
- Should an agreement not be reached or the senior teacher together with the attending member of the executive committee is not satisfied with the explanation of the staff member accused, the executive committee will be informed, confidentiality and privacy ,also in regards to written minutes, are ensured for all parties.
- .If the executive committee has good cause to be concerned about the safety and welfare of children attending the centre, that staff member will be suspended while the allegation is investigated. During the investigation strict confidentiality by the executive committee and centre staff is to be adhered to.
- In the event of a child abusing another child/children at the centre, the offending child will be placed under strict supervision at all times (see our policy on positive guidance). The Senior teacher is to ensure that all staff are informed and adhere to strict supervision. The parents of both children will be informed. If a resolution to the matter cannot be reached and/or the behaviour continues another agency will be involved as appropriate. If the abusive behaviour continues the child may be excluded by the senior teacher.

- A complaints procedure ensures issues of concern are dealt with appropriately. Parents are encouraged to express their feelings and concerns in order to improve the operation of the centre constantly.
- Any staff member who disclosed a suspicion of abuse in good faith will be assured the protection afforded by law.
- We will offer support to all those involved in any abuse allegations.

Procedures for handling evidence of child abuse:

- Believe what children tell you and what you see – record your observations and concerns as soon as practicable, but within the same day.
- If a child discloses abuse avoid questioning – listen to what he / she says and provide reassurance. Do not make promises that you cannot keep.
- Report your suspicions to the senior teacher – or if this is not appropriate, to the chairperson of the committee – do not act alone.
- Take appropriate action to ensure the safety of the child. This means contacting CYF, if you believe that there is an immediate risk to the child.
- Do not involve the parents at this stage, particularly if you suspect the abuse has taken place within the family. The senior teacher or chairperson will seek expert advice in this regard.
- Document signs of abuse. These may include:
 - * Unusual behaviour, or a change in patterns of behaviour
 - * Physical signs, such as unusual bruising or wounds
 - * Actions and comments of adults
 - * Conversations with children, or between children or between children and teachers.
- Record keeping should include time, date and the names of the people involved. Try to record conversations word for word. Include your impressions of the situation. Retain all information in one file and ensure that it is kept in a locked cupboard.
- Seek support for yourself, but do not share or disclose your concerns to those not immediately involved.
- If the senior teacher or chairperson does not take appropriate action, take further action yourself by contacting CYF.

*References: Education (ECC) Regulations 2008, R 28(7),
Children, Young Persons and their Families Act 1989, s15-16
Statement of Desirable Objectives and Practices 1996, 5(a)
The essential ECE Handbook, Toni Christie, 2006*

Approval date: 2015

Review date: 2016



Appendix 6

Complaints Policy

Rationale:

This policy has been established to ensure that Waiheke Community Childcare Centre is responsive to the concerns of parents, caregivers and staff and that the procedures for raising a concern or laying a complaint are well understood and easily accessible. We take all concerns and complaints seriously. Their management will be based on the principles of fairness and confidentiality.

Te Whāriki

Belonging – Goal 2. Children and their families experience an environment where they know that they have a place.

Procedures:

- Persons with a concern or complaint are encouraged to address the matter with the centre or person involved directly.
- Formal complaints must be provided to the Senior Teacher in writing within two days of the incident occurring.
- Upon receipt of a formal complaint the Senior Teacher will arrange an explanation meeting with the member of staff concerned, his or her support person and a member of the executive committee, with the aim to resolve the issue. Privacy and confidentiality for all parties will be ensured, this includes any written minutes.
- Anonymous complaints will not be actioned.
- All formal complaints will be dealt with immediately and acknowledged in writing within five working days of receipt.
- A formal reply to the complaint in regards to a resolution will be sent within fifteen working days.
- The Senior Teacher will deal with all complaints about operational matters. The committee chairperson will receive complaints from persons who do not wish to bring the matter to the attention of the Senior Teacher. The chairperson will involve the Senior Teacher in the management of the complaint where appropriate.
- Complaints about staff that cannot be resolved by the Senior Teacher will be brought to the attention of the executive committee and will be dealt with according to the principles of fairness and confidentiality in accordance with the Employment Relations Act 2010.
- All persons involved in the management of complaints will maintain strict confidentiality.
- Where Waiheke Community Childcare Centre is unable to resolve the complaint, the committee may consider the use of a neutral mediator.
- This policy does not impinge on the right of a person to take their complaint to another authority, e.g. **the Ministry of Education, 12-18 Normanby Road, Mount Eden, Auckland - (09) 632 9400**; other agencies contact details can be obtained here as well.

Reference: Education (ECC) Regulations 2008, R 9(c) (i). Statement of Desirable Objectives and Practices 1996, s 6, s 8a. The essential ECE Handbook, Toni Christie, 2006

Approval date: June 2013

Review date: June 2016



Appendix 7

Fees Policy

Rationale

This policy has been created to ensure that fee setting and collection procedures are fair, equitable and transparent.

Te Whāriki

Belonging - Goal 3:

Parents experience an environment where they feel comfortable with the routines, customs and regular events.

Procedures/Terms of Trade

The terms of trade, as outlined below, are listed in our handbook, and parents are requested to acknowledge they have read the Terms of Trade and agree to abide by its conditions upon enrolment.

Enrolment fee

Upon enrolment a fee of \$ 30 incurs.

Payment Method

Payment may be made by cash, cheque or direct debit. Thereafter, parents are expected to establish regular fee payments via automatic payment or direct debit. Parents are requested to commence payment of fees the first week of their child's attendance. A statement will be issued at the end of each month which will detail fees due and monies received.

Fee Collection

Fee payments that fall into arrears of more than 2 weeks for children attending the centre full time or accumulate to \$200 dollars for others, may result in children's enrolment being forwarded on to the WCCC accounts department for further action, and debt recovery procedures being implemented. We require written notice two weeks prior to a child's last day of attendance. Fees are payable during the two week notice period.

Donations

Our Centre is a charitable trust and we are a not for profit organization with the aim to serve our community, we welcome parent or community donations, you will be able to claim a tax refund.

Review of fees

The management committee will review fees annually. Should a fee increase occur, at least one month's notice will be given.

Booked Hours

Parents are requested to adhere to the hours they have booked. Should their care needs change they are asked to re-schedule booked hours with the office. Knowing when children are arriving and leaving helps us to apportion staff ratios correctly. Parents are asked to call the centre and advise if unforeseen circumstances arise which make them late for collection.

Out of Booked Hours Fee

Unless prior arrangements have been made, children who attend 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.

20 hours ECE

This is a government subsidy for children over three years of age. The subsidy is available for up to 6 hours per day. As our full day sessions are 6 ½ hours minimum, we need to charge a small fee to cover running costs.

Sick Days, Holidays and Public Holidays

Full fees are payable for sick days, holidays and public holidays, except over the annual Christmas break, when no fees are charged. Parents are asked to advise the centre if their child will be absent due to illness or holiday.

Casual Days

Casual days are available upon request subject to availability, and are in addition to your child's booked hours. Should you need to cancel a casual day, 24 hours notice is required, otherwise full fees are chargeable.

Make Up Days

Make up days are available upon request subject to availability, and are to be taken within 2 weeks of the absence due to sickness. Should your child be absent on the make up day, the Centre will not reschedule another make up day.

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. Approximately one month's notice will be given and no fees charged.
- The centre may also close for unforeseen emergencies (e.g. lack of water or electricity supply). Full fees are charged if your child is enrolled on that day.
- For public holidays other than those around Christmas, full fees are charged if your child is enrolled on that day.

Dual Enrolment

Parents agree that their child is not enrolled concurrently (on the same day and time) at another centre
Reference: Education (Early Childhood Services) Regulations 2008,

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Review date: June 2017



Appendix 8

Enrolment Policy

Rationale:

Regular attendance promotes children's sense of wellbeing and belonging in the centre. It promotes the development of relationships with others, helps them to gain confidence in the environment, and increases the benefit that they gain through participation in the learning programmes.

Te Whāriki

Belonging – Goal 2. Children and their families experience an environment where they know that they have a place.

Procedures:

- We charge an enrolment fee of \$ 30 per child, due on the start day of the child.
- Children are enrolled for sessions... There is a 9am – 12pm session for under two year olds available until the child is settled at the centre.
- The minimum enrolment requirement is two days per week.
- A full day session means a minimum of six and a half (6½) hours in a day and a maximum of nine and a half (9½) hours in a day.
- At the time of enrolment, the parent / guardian will indicate a preferred time slot. Placement on preferred days is dependent on the availability of places (the service is unable to exceed the maximum number of children stated on the licence). Children who cannot be placed in their preferred days will be wait-listed for those days.
- Enrolment of young children who are unable to walk is at the discretion of the Senior Teacher (until such time as the environment is made suitable for immobile or crawling infants).
- In accordance with Ministry of Education requirements, parents / guardians enrolling a child are required to complete an enrolment agreement (attestation form) stating the days and times that the child will attend the centre and a dual enrolment disclaimer stating that the child is not enrolled at another early childhood service for the same times.
- Any amendments to a child's enrolment agreement will be attended to by the Office Administrator and confirmed in writing.
- Children who regularly fail to attend the days and time slot that they are enrolled for may be removed from the roll, after due discussion between the Senior Teacher and the parent /guardian.
- Casual attendance at a session the child is not enrolled in must be applied for to the Office Administrator prior to that session.

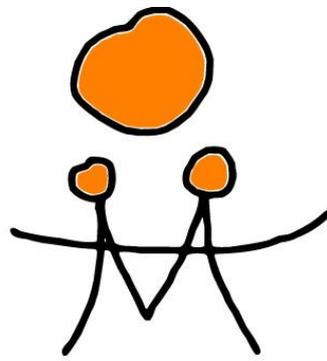
Reference: Ministry of Education Funding Handbook, Education (Early Childhood Centres) Regulations 2008

Approval Date: May 2014

Review Date: May 2017

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**