



Welcome to Kindy Kids

We are licenced by the Ministry of Education. We are open every weekday, 7.30am - 5.30pm. We provide 20 hours free ECE per week for 3 and 4 year olds (maximum 6 hours per day). WINZ subsidies are available for eligible families. Please obtain a fees sheet from the centre.

Our mission is to provide the very best care and education to our children and families. Please refer to our philosophy document.

Visits

We recommend a minimum of three visits beforehand to help your child become accustomed to new surroundings and people. Settling in often takes time but our teachers will be available to discuss your needs and those of your child. Communication between parent and teachers is important in establishing good relationships and trust.

Suggested visit programme:

First visit – Parent stays with child for an hour.

Second visit - Parent leaves child for an hour.

Third visit – Parent leaves child for the morning.

Please keep us up to date about:

- Anything that is upsetting your child - health / behaviour / eating /sleeping problems.
- Changes at home.
- Contact details.
- People who can pick your child up.

Delivering your child to the centre

It is a Ministry of Education requirement to sign your child in and out each day, on the sign in sheet provided in the foyer.

Health and Medicine

We are unable to care for sick children with any illness that may affect teachers and other children. In particular, if your child is displaying any of the symptoms listed below, we ask you to keep your child at home:

- Vomiting or diarrhoea within 48 hours of attending childcare
- Fever or temperature of 37.5c or higher
- Conjunctivitis or discharge from the eyes
- Discharge from the ears
- Earache
- Spots, open sores
- Contagious illness, unless cleared by a Doctor (Dr note may be required) or contagious period has expired
- Untreated head lice

If your child requires medication whilst in our care, you are required to sign the medication chart. All medicines must be clearly named, labelled and handed to a staff member. Do not leave medicine in your child's bag (ie. Ventolin).

We maintain an Immunisation Register at the centre. To keep this current please advise us of any immunisation your child has during their time with us. If your child is unable to attend due to illness, it would be appreciated if you could contact us before 8.30am.

Meals

We are a lunch box centre and do not provide meals for the children. You will need to provide lunch and/or morning and afternoon tea depending on whether your child is attending sessional or full day, along with a named bottle of water.

Fruit, cheese and crackers or plain biscuits are great for morning and afternoon tea options, while lunches could be sandwiches, sausages, pasta or similar. Please choose healthy options, fruit strings, rollups, lollies, twisties etc are not encouraged.

Important:

- If your child is allergic to any food or product, please let us know.
- We are a nut free centre so please do not include nuts or peanut butter.
- Please chop foods appropriately to minimise the risk of choking.

Clothing

Please don't dress your child in their best clothes as children often get messy while learning. We provide messy play activities and water play so pack plenty of spare set of clothing each day in case of accidents. Most children are happier in their own clothes if a change is necessary. In summer months, a sun hat is required to be worn outside and a pair of togs are helpful, as we enjoy lots of water play on hot days. In winter a pair of gum boots and a change of shoes for inside i.e sleepers are a good idea. Named clothing is a big help to staff and stops things ending up in the lost property box. Lost property items are donated to Hospice once a term. Please provide disposable nappies for your child if needed. We provide wipes. Any spare plastic bags you can bring in are appreciated.

Sleeps

If your child requires a sleep during the day, individual beds are provided with a clean sheet, pillow and cover. This bedding is kept separate for your child and washed weekly. Children's sleeps are recorded daily for your information.

Excursions

Parents will be given notice of any upcoming educational field trips such as to the library, Kapa Haka Events, or Active Movement Sessions.

A thorough risk assessment will be completed and shared with the parents before undertaking an excursion. There may be a small cost to cover travel and entry. Parent help is always welcome.

Fees

Fees are to be paid one week in advance. They may be paid by automatic payment or direct credit to our bank account. Kindy Kids Ltd 06-0294-0966360-00.

Work and Income forms and information is available from the centre. Full fees are to be paid until the subsidy begins and parents remain responsible for WINZ payments.

We provide 20 hours free ECE for 3, 4 and 5 year olds, to a maximum of 6 hour per day.

Holidays

Kindy Kids is closed on public holidays and there will be no charge for that day. Otherwise we are open all year around, but we may run shorter hours between Christmas and New Year and the first week in January.

Enrolment

At the time of enrolment, the first week's fee must be paid in advance to secure the place.

Complaints Procedure

Kindy Kids is licensed and funded by the Ministry of Education, terms the Licensing Criteria for Early Childhood Education and Care Centres 2008. Details of expenditure of this funding are made available to parents and the community upon completion and audit of our company financial accounts at the end of each financial year.

If you wish to complain about non-compliance with any of the Regulations or criteria, you are able to contact the local Ministry of Education office on 09 632 9400.

In all other instances, please follow the Centre's below complaints procedure.

Issues should be taken directly to the teacher involved first. If there is no resolution at this point, then the following procedures apply:

- Complaints will be received in writing only and should be directed to the Centre Manager. They will be acknowledged verbally on acceptance.
- Documentation relevant to the issue at hand will be gathered and accurately recorded by the Centre Manager.
- Issues will be addressed in writing as soon as practically possible (within 5 working days).
- A discussion will take place between the Centre Manager and the complainant. Necessary actions will be taken if valid.

- Total confidentiality will be maintained throughout by management (and teaching team if necessary).
- Anonymous complaints will not be actioned.

Kindy Kids Parent Collaboration and Community Consultation

Our Centre's operational documents and latest Education Review Office report (if applicable) are available for you to read in the parent library. We will be seeking your feedback on these as part of our annual review.

We will also engage parents and the wider community in consultation on our annual management plans and at all times of centre review.

You are encouraged to provide feedback in response to other information provided by way of newsletters, on display boards and at forums such as parent evenings. Parent participation is also welcomed at Kindy Kids events such as centre excursions, Christmas Parade and Christmas Party.

Please feel free to approach our team leader if you have any queries and/or issues about your child's progress and development at our centre. We are happy to discuss your child with you informally and will also provide formal opportunities for discussion at parent evenings.