



INFORMATION



**Te Waka Huruhumanu ki Ōtautahi
Early Learning Centre**

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Philosophy

Mā te Huruhuru ka rere te manu

With the feathers of knowledge the bird will fly. Preparing our tamariki for the future

Te Waka Huruhurumanu ki Ōtautahi is a whānau based early learning centre that prides itself on providing high quality bi-lingual care and education through Māori concepts, values and beliefs, to all.

Te Reo Māori me ona tīkanga are intergral aspects within our centre philosophy. We aim to provide tamariki and whānau with opportunities for a wide variety of learning experiences through the medium of Te Reo Māori. Our focus on Te Reo Māori me ona tīkanga is our contribution to revitalising our Māori language, upholding, as well as promoting and encouraging, social, cultural and spiritual awareness of all whānau so that they are empowered to be bi-culturally comfortable.

We aim to deliver a curriculum with genuine interactions and experiences for tamariki and whānau alike, through embracing their individual needs and holistic development.

Kaiako will provide a positive learning environment in which tamariki are encouraged and supported to discover as much as possible on their own. We recognise that tamariki who achieve through their own experiences acquire a knowledge that is different to tamariki who are offered ready made solutions. By providing a learning environment where tamariki are encouraged to explore through freedom to make choices, we believe they experience their world in their own terms, with the support and guidance of kaiako. Tamariki and whānau will experience an environment where play based learning is valued.

The foundation of our philosophy is developed around Mason Duries concept of Te Whare Tapawhā and embraced with our core centre values of, Manaakitanga - Care, Whakaute - Respect, Whanaungatanga - Relationships, Aroha – Kindness (love), Te Reo me ōna tīkanga. Māoritanga is our overarching core value.

We believe our philosophy is a living document that continues to devolp and mature.

Mission

Te Waka Huruhurumanu ki Ōtautahi (Te Waka) is a bilingual centre that prides itself on delivering high quality early childhood education to all

Vision

Holistic growth for tamariki, whānau and hāpori through Māori values, experiences and opportunities that foster a strong sense of self and identity.

Tamariki will graduate Te Waka with the knowledge, skills and attitudes to reach their full potential.

Strategic Goals

- The philosophy of Te Waka will reflect the values, pedagogy and identity of our kaiako, tamariki and whānau.
- To nurture a culture of shared professional leadership and open communication focused on encouraging relationships, teaching and learning pedagogy.
- Kaiako will use robust, appropriate and consistent assessment practices.
- Kaiako will use robust and meaningful planning and evaluation system.
- Tamariki will experience a rich and responsive programme.

General Information

Where is Te Waka located?

Te Waka is located opposite the Whareora.

Where should I park?

Te Waka share 10 minute car parks with Ara Early Learning Centre (Ara). These parking spaces are specifically for dropping off or picking up your tamaiti. You cannot park in these spaces for the day. All cars using these car parks must display an Early Learning Centre Parking Card authorised by the Kaihautū (Manager) or kaimahi (Office Administrator).

Centre Hours

The Centre is open Monday-Friday all year, except on statutory holidays and at least 3 weeks at Christmas.

Morning Session 7.45am -12.30pm

Morning tea and lunch provided

Afternoon Session 12.30pm-5.45pm

Afternoon tea and late snack provided

How do I contact the Centre?

You can phone the Centre at any time on (03) 940 8436 (Office) or (03) 940 8749 (Centre) or 021 956 718.

We have a voicemail facility on our Office phone which automatically collects your call if:

- You are calling outside Centre hours
- The line is busy
- If the phone call is unable to be answered immediately.

You can also email the Centre at anytime

Our current email address comes to the office computer and is accessed by the Kaihautū: tewaka@ara.ac.nz or visit our web page www.tewakachildcare.co.nz

Who are the kaiako/kaimahi?

You will find named photos and a small kōrero of our kaiako/kaimahi in the hallway as you enter the centre.

Enrolment

New Enrolments

- Prospective whānau will be given a Request for Enrolment form to complete which will place their tamaiti on the waiting list if there are no immediate places available.
- The Kaihautū has authority to make the final decision on enrolments and may exercise discretion, taking into account a range of factors, including but not limited to targeted occupancy.
- Mātua/kaitiaki (parents/caregivers) that accept a place will be contacted with details on the process required to secure the place.
- An enrolment is finalised when the Enrolment Form is received and signed by the Kaihautū/kaimahi, settling visits have been established, the tamaiti birth certificate is provided and a copy is stored with the tamaiti enrolment form, and one week of full fees and/or pro-rata of weekly booking is paid in advance prior to the tamaiti first day of attendance in accordance with the Fees Policy.
- On arrival, all new whānau will be welcomed, shown around and introduced to kaiako/kaimahi.
- All tamariki will be enrolled in the Ministry of Education National Student Number (NSN) Register.
- If mātua or kaitiaki requests special custody arrangements (i.e., anybody who is legally prevented from picking up or having contact with a tamaiti), they will be requested to bring in the custody forms for sighting and noting on the enrolment form.
- On enrolment, mātua/kaitiaki will also give permission for their tamaiti to be photographed for assessment and planning purposes.
- The Ministry of Health requires all licensed Early Childhood Centre's to sight and record every tamaiti immunisation history on enrolment. An Immunisation Register will be kept recording these details which will be regularly updated.
- Whānau will be made aware of the methods available to pay accounts.
- All enrolment information will be kept for the required period of 7 years.

Enrolment Age

Tamariki may be enrolled from the age of 6 months up to the day before their 6th birthday.

Enrolment Requirements

- A minimum booking of **3.5** hours per session or **6** hours per day is required
- Tamariki are required to be enrolled for a minimum of **two sessions** per week
- Mātua/kaitiaki are required to give **three weeks'** notice if they intend to take their tamaiti out of care or reduce their tamaiti sessions.
- Mātua are required to pay fees within 10 working days of the date of the invoice. The Centre may begin the process of cancelling the tamaiti enrolment at the Centre if there is no payment of fees 10 working days after the date of invoice.

Year to Year Re-Enrolment

The Centre will not accept the re-enrolment of a tamaiti from one year to the next if there are outstanding fees on an account for that whanau. Provisional enrolment may be accepted on the proviso that the outstanding account is paid in full prior to the tamaiti starting date in the consecutive year.

Fees

(from 15 January 2018)

Community users

Part Time:	\$31.00 per session \$56.00 per day
Full Time:	\$260.00 per week
Two or more siblings:	\$250.00 per week per child

Student users

Part Time:	\$30.00 per session \$53.00 per day
Full Time:	\$250.00 per week
Two or more siblings:	\$240.00 per week per child

20 Hours Early Childhood Education (ECE) for 3-5 year olds

- All 3-5 year olds enrolled and attending the Centre are eligible for 20 Hours ECE.
- Mātua/kaitiaki must decide which of the enrolled days, up to 6 hours per day and 20 hours per week, will be covered by 20 Hours ECE.
- No fees will be charged for 20 Hours ECE.

If you would like your tamaiti to receive 20 hours ECE you are required to complete the attestation on your tamaiti enrolment form or on the alternative attestation form provided.

Administration fees

For families whose timetables frequently change, if the number of changes to the child's enrolment exceeds 2 changes per month, an administration fee of \$10.00 per change thereafter will be charged.

Late Fee

- Any tamaiti not picked up after their booked session may incur a \$15.00 surcharge per 15 minutes.
- If tamariki are not picked up within 15 minutes of their booked time, kaiako / kaimahi are to notify the mātua / kaitiaki and or emergency contact on the tamaiti registration form.
- If tamariki are not collected at the end of the day, two kaiako will stay with the tamaiti/tamariki until 6.00pm. After this time police will be notified.

Student Users Holding Fee

The Centre will hold a place for tamaiti of student whānau through the summer break, provided payment of the holding fee is made. This fee is reviewed annually. The dates and fee will be advertised in advance in the Centre Newsletter and published in the Information Booklet.

<u>Current holding fee</u>	\$60.00 per week (6 or less sessions) \$80.00 per week (7 or more sessions)
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Casual Bookings

- Extra sessions and casual bookings can be phoned or emailed into the Centre a day or two beforehand or even on the day to see if a place is available. Once the casual booking has been approved, a casual booking form will need to be completed and signed by the mātua/kaitiaki.
- The decision of our ability to take a casual booking will be based on pākeke: tamaiti ratios, the maximum licensed number of tamariki allowed in our Centre and on a 'first come, first served' basis.
- Cancellation of a casual booking must be made by midday on the working day prior to the casual booking. This will allow us to reorganise our staff ratios. Failure to cancel this booking on time will result in a full charge.

Absences

Fees will be charged when a tamaiti is absent. There is, however provision for leave which entitles whānau to a 50% reduction in fees.

Community Users

The Centre offers community users a leave entitlement of ten (10) days absence per annum charged at 50% per full time booking.

Student Users

In addition to the student holding fee, the Centre offers student users a leave entitlement of five (5) days per annum charged at 50% per full time booking.

These entitlements are also offered to whānau of a tamaiti who attends the centre part time on a pro rata basis.

The Centre must receive written notification ten (10) working days prior to intended leave in order for the entitlement to be approved.

Absence due to illness

- The Centre will charge full fees for absence due to illness.
- In special circumstances, e.g. for a hospital stay, if one weeks' notice is given a 50% fee reduction will apply to all Centre whānau. These days will be deducted from their leave entitlement.

Un-notified Absences

Un-notified absences will be charged at the usual full rate.

3 Weeks Continuous Absence

If a tamaiti is absent for 3 consecutive weeks, all funding (including 20 Hours ECE and any WINZ subsidy) will stop and full fees will automatically be charged until the child's return to the Centre.

Public Holidays

Statutory days will be charged at 50% when they fall within the Centre's opening dates.

Emergency Closure

Whānau will not be charged fees during the time of closure due to unforeseen circumstances.

How do I arrange a childcare subsidy?

A childcare subsidy may be available to you from Work & Income NZ (WINZ). These subsidies are income tested. This information can be found at www.workandincome.govt.nz A *childcare subsidy form* is a detailed process, please ask the *kaimahi/kaihautū* for support.

How do I pay?

- One week of full fees and or pro-rata of weekly booking must be paid in advance prior to the tamaiti first day of attendance.
- Fees are reviewed annually and are subject to increase. This will be advertised in advance in the Centre Newsletter and published in the Information Booklet.
- Invoices are issued fortnightly in arrears via email, showing the previous two week's fee and the total account balance due.
- Full payment must be made within ten (10) working days of the invoice.

Non-Payment of fees

The Centre may begin the process of cancelling the enrolment of a tamaiti at the Centre if there is no payment of fees ten (10) working days after the date of invoice. This procedure is as follows:

- Fees that are outstanding by ten (10) working days are required to be paid immediately. If payment is not made the Kaihautū will make contact verbally or via email as a reminder that your bill is outstanding.
- Fees that are outstanding by a further five (5) working days (15 total) will receive a formal letter asking for the full amount. A suitable payment plan may be considered.
- Fees that are overdue by a further five (5) working days (20 total) will receive a second letter asking for the full amount to be paid within five (5) working days. The letter will advise that if the amount is not paid in full the debt will be passed on to a collection agency and that the payer will also incur additional fees.
- If at any stage the debt is passed to a collection agency the tamaiti enrolment will be cancelled immediately. Re-enrolment may be considered after full payment is received.
- A record of all communications and transactions is kept by the Kaihautū. This may be presented to the Board of Trustees at any time.

Outstanding Fees on Exit

The Centre will issue a final statement of fees owed. Any amount owing must be paid in full within ten (10) working days or the process of non-payment of fees will take effect.

Ministry of Education Funding

The Centre receives funding from the Ministry of Education. This information is posted on the Parent Noticeboard in the foyer and updated annually after the Centre's Annual General Meeting (AGM), which is held in November.

Starting at Te Waka Huruhurumanu

Settling in your Tamaiti

- The milestone of starting your journey in early childhood care and education is a big deal for both tamaiti and whānau. Tamariki benefit from settling into a new environment with the presence and secure base of their loved ones. This also helps to establish trusting relationships among all.
- Whānau are required to attend at least three different settling visits at an hour or more each time before your tamaiti official start date. This time together is valuable. It allows us to get to know one another, gather and share information and supports kaiako with knowledge to provide quality care and education for each tamaiti.
- With whānau support your tamaiti will get to know where things are, get to know kaiako and become familiar with the routines at Te Waka.
- Kaiako will learn about the eating, sleeping and toileting of your tamaiti.
- There is no charge for these settling visits, however you must stay with your tamaiti for the duration and on the last visit you will be encouraged to leave your tamaiti for 10-15 minutes.
- Once your tamaiti is enrolled, we recommend that you leave them for shorter hours to start with.
- Nursery tamariki will be allocated a key kaiako who will work closely with whānau, fostering and building secure relationships.
- You are welcome to ring or pop in at any time to find out how your tamaiti is.

Some tips for leaving your tamaiti

- Try to start with short visits so your tamaiti and kaiako can gradually get to know each other
- Play with your tamaiti and settle them into an activity before you go
- Tell your tamaiti you are going and then leave. Tell them when you are coming back
- Give your tamaiti time to adjust to the Centre
- Kaiako will discuss your tamaiti care, education and wellbeing with you at any time
- Familiar toys or cuddley's may be brought for bedtime / settling.
- Each tamaiti is unique and will settle in their own way – some take longer than others.
- Kaiako are here to support you through this process.

What to do when I bring my tamaiti?

- Nursery - There is a daily register above the nursery lockers in the entrance way. When you arrive you must put your time of arrival and signature on the sign-in sheet. When you leave you must sign out. (This is a requirement of the Ministry of Education).
- Preschool - The tamaiti bag goes in an allocated locker / or on hook.

What do I bring?

Kai

Here at the Centre we have a fully functioning kitchen.

- Kai provided by the Centre for the tamariki is morning tea, lunch, afternoon tea and late snack.

Bottles

- If your tamaiti requires a bottle, please provide this and name clearly
- Whānau are required to provide their own milk powder and or cow's milk if their tamaiti / tamariki require more than one bottle of cow's milk per day..

Kope

Please bring enough kope for your tamaiti / tamariki to use during their time here at Te Waka. These maybe disposable or cloth. Wet and or soiled cloth kope will be sent home in a plastic (supermarket) bag with the top tied or alternatively a sealed container / bag provided by whānau.

Kakahu

We prefer not to restrict activities for fear of getting dirty, wet or cold.

- Please supply a spare set of clothing each day
- Provide a jacket and boots on wet or cold days.
- In the summer please provide extra clothes for water play.
- Hats are needed – warm in winter, sunhats in summer however the Centre can provide sunhats.
- If your tamaiti is toilet training please send several spare pairs of pants and underpants. Kaiako are more than happy to support toilet training for tamariki, feel free to discuss this with them at any time.
- **Please ensure everything is clearly named.**

Toys from home

- We understand it can be hard to get out of the house without a few toys, but we do discourage toys from home in the Centre (this does not include cuddley's etc. for settling)).
- Personal toys are hard to keep track of. They may get broken or lost and often cause conflicts during the day. If this is too hard and the tamaiti brings a toy we will encourage them to show us, then send it home or put it in their cubby hole / bag till they leave.

Please name everything you bring to the Centre

Inappropriate Material

While we appreciate whānau donating goods from home, please check that any goods brought into our Centre have no graphic or violent images.

How do I communicate information with the kaiako?

You are always welcome to talk with any kaiako regarding your tamaiti. If you have specific information, e.g. someone other than you will be collecting your tamaiti, please advise a kaiako so they can record this. Kaiako will make every effort to catch up with mātua/kaitiaki at the end of the day and to give an overview of how their tamaiti day has been.

How will I know how my tamaiti is getting on?

An important way to be familiar with your tamaiti time at Te Waka is through your tamaiti profile portfolio.

- Each tamaiti attending the Centre has a profile book.
- Kaiako use these books as an assessment tool, recording tamariki involvement, relationships and development at the Centre.
- Profiles are established within the first week of a tamaiti starting at the Centre, containing photos, anecdotes, formal learning stories and art work.
- Kaiako will add something to the tamaiti profile books every four to six weeks.
- Whānau are welcome to read their tamaiti profile book at any time. Please ask kaiako where these are located in the Centre.
- Whānau voice is important and we encourage you to contribute to your tamaiti profile book.

What if my tamaiti has an accident?

Accident Procedures (HS 25)

- At least two kaiako/kaimahi will hold a current First Aid Certificate at all times.
- Copies of First Aid Certificates held by kaiako/kaimahi will be kept in the Centre.
- Rōpu Whakahaere will ensure that all tamariki records have both mātua/kaitiaki current contact numbers and two emergency contacts.
- In the event of an accident the priority will be to administer first aid immediately then inform the Kaihautū.
- Any accident will be recorded in the Accident Register/Form and kaiako/kaimahi will ensure mātua/kaitiaki are informed.
- Kaiako/kaimahi who performs first aid will record in the Accident Register/Form what happened, i.e., a description of the incident, the action taken, and the day and time it

occurred. A space for mātua to sign that they have knowledge of the incident. They will then highlight the tamaiti name on the roll/sign in sheets, and write in the comments column "incident form"

- If deemed necessary, a registered and qualified kaiako will take the tamaiti to the local medical centre and the tamaiti mātua/kaitiaki and or emergency contact person will be called. Kaiako will stay with the tamaiti while at the medical centre until the mātua/kaitiaki arrive. If more serious, an ambulance will be called and the mātua/kaitiaki will be contacted immediately. If the mātua/kaitiaki cannot reach the Centre by the time the ambulance arrives, a kaiako will ride to the hospital with the tamaiti and meet the whānau there.
- If blood and body fluids are present as a result of the accident, kaiako/kaimahi will clean and disinfect the area using gloves and a bleach solution straight away.

Serious Harm or Illness to a Tamaiti Procedure (HS 27)

All practicable steps will be taken to get immediate assistance for a tamaiti who is badly hurt in an accident or becomes seriously ill, and to inform the mātua or kaitiaki of what has occurred.

In the event of a serious accident or illness to a tamaiti, a kaiako/kaimahi shall immediately ensure the following steps are taken:

- a) Attend to the tamaiti.
- b) Seek support from another kaiako/kaimahi.
- c) Call appropriate medical assistance.
- d) Advise the mātua/kaitiaki or whānau.
- e) If the tamaiti is taken to hospital the kaiako who had been closest to the incident should accompany them.
- f) A Serious Harm/Illness Form will be completed.
- g) An incident investigation will be completed.

The Serious Harm/Illness Form will include:

- The tamaiti name.
- The date, time and description of the incident.
- Actions taken and by whom.
- A space for mātua/kaitiaki to sign that they have been informed of the incident (**see Forms**).

Incident Investigation

In the event that an investigation is required, the following process will be followed:

- The kaiako/kaimahi closest to the incident will document what occurred.
- Any other kaiako/kaimahi involved will document their role.
- The Health and Safety Officer and the Kaihautū will go over the report with the teacher to:
 - a) Identify key triggers to the incident.
 - b) Minimise the hazard.
 - c) Add to the Hazard Identification Register if required.
 - d) Evaluate the effectiveness of the procedure and make changes if required.
 - e) Store all information in the Incident File in the Kaihautū Office

What if my tamaiti is unwell?

Illness Procedures (HS 26)

- The Centre will ensure that all tamariki/kaiako/kaimahi/whānau/manuhiri to the Centre are protected from contracting infectious diseases.
- Tamariki and pākeke who are sick are not to be present at the Centre. Sickness includes but is not limited to, vomiting, diarrhoea, high temperatures (38.0+), and a green runny nose

along with any other flu like symptoms, conjunctivitis, impetigo and any other contagious illness.

- There must be a period of 24 hours absence if a child is diagnosed with having a viral infection. If a tamaiti has vomiting and diarrhoea they must remain absent from the Centre until 48 hours after their last symptom.
- If a tamaiti arrives at the Centre and is clearly not well, kaiako/kaimahi and Rōpu Whakahaere reserve the right not to allow that tamaiti to be left at the Centre. This is for the wellness of other tamariki, whānau and kaiako/kaimahi.
- If mātua / kaitiaki are called to collect their tamaiti due to illness, they must do so as soon as possible. If mātua are unable to do so, they must then organise someone else to collect their tamaiti.
- A current list of infectious diseases consistent with Infectious Diseases for Criterion HS26 will be displayed in the Centre, enabling mātua/kaitiaki/whānau to access the information at all times (see link below).
- If a tamaiti has an illness not covered in this policy, kaiako/kaimahi will refer to the infectious disease chart to determine the infection period, which will determine how long a tamaiti must stay away from the Centre.
- If a tamaiti becomes unwell while at the Centre they will be isolated from other tamariki and watched over by a kaiako/kaimahi until collected by their mātua/kaitiaki.
- If a tamaiti has live head lice, mātua/kaitiaki will be contacted to collect their tamaiti and asked to treat their hair accordingly. The tamaiti may return to the centre once appropriate treatment has been carried out.

Administration of Medicine (HS28)

- There are three categories of medicine that require different authorisations from mātua/kaitiaki:
 1. **Category 1:** non-prescription, provided by the Centre, and kept in the First Aid Kit. *(Written authority upon enrolment.)*
 2. **Category 2:** prescription and non-prescription (used for a specific period of time, short term). *(Written authority is required at the beginning of each day and will include the name of the medication, the method for administering, the dose, and the time medication is to be given.)*
 3. **Category 3:** prescription and non-prescription (used for the ongoing treatment of pre-diagnosed conditions). *(Written authority is required upon enrolment as part of an Individual Health Plan which will include name of the medication, the method for administering, the dose, the time the medication is to be given, and the specific symptoms/circumstances in which it should be given.)*
- All medicine bottles must be correctly labelled with the name of the tamaiti and expiry date.
- All Category 2 or 3 medication must be handed directly to a kaiako/kaimahi, who will place it up high out of the reach of tamariki (or in the refrigerator).
- Medication will not be given if it is out of date, or has been prescribed to someone other than the tamaiti.
- All permanent kaiako/kaimahi are able to administer medication.
- All medication administered must be recorded including written authority from the mātua/kaitiaki to administer the medicine consistent with the medication category, the name of the medication, the tamaiti name, the amount of medicine given, the date and time medication was administered and by whom, and evidence of mātua/kaitiaki acknowledgement that the medication was administered (see Forms).
- Kaiako/kaimahi will be given appropriate training in the administration of specific medications as required. Details of this training will be kept in the Centre Professional learning filing system.
- A tamaiti who requires antibiotics, may return 24hours after starting medication and no less.
All medication is to be picked up at the end of your tamaiti day at the centre.

Outings

Outings are an important part of the programme. Written permission for outings will be asked for on the enrolment form. It is essential that planned and spontaneous excursions are carried out in a manner that promotes safety for both tamariki and kaiako. Whānau will be advised about trips at least the day before. Spontaneous outings may be made on foot within the grounds of Ara Institute of Canterbury.

Evacuation procedure

In the case of an emergency, kaiako will follow the emergency procedures as per policy and displayed on the wall inside the Centre and care for your tamaiti until an authorised person arrives to collect them.

Your tamaiti day at Te Waka Huruhurumanu ki Ōtautahi.

Nursery

In the Nursery, we establish warm reciprocal relationships with pēpi and their whānau. We aim to provide a home away from home and through daily communication with whānau, we keep routines consistent and predictable. Through respectful, responsive caregiving routines, pēpi experience warmth and security. This builds a foundation for them to trust, grow and explore a stimulating learning environment within loving relationships / Whanaungatanga. We have an open door policy and breastfeeding is welcome.

Preschool

Tamariki do their strongest learning when they participate at their own development level in their own areas of interest. Where there is not a routine, this time is allocated for tamariki directed play. Kaiako work alongside tamariki by observing and extending their play through kōrero. We value play as learning.

Learning Objectives

When kaiako identify a learning objective for a tamaiti, it will be discussed with whānau.

- If whānau agree that it is a useful objective for their tamaiti right now, then together with kaiako, strategies will be identified and used to reach an objective.
- Most objectives will be towards long-term development, so there may only be one or two per year.
- Things a tamaiti has learned that were not planned for will be noted and added to their profile.

How will the Centre guide my tamaiti behaviour?

Practice for guiding tamariki behaviour is outlined in a Behaviour Guidance and Practices Policy and Procedures.

The general procedures are that kaiako and whānau will:

- Use verbal direction to acknowledge and correct behaviour.
- Distract or redirect the tamaiti if behaviour is not appropriate.
- Explain reasons for behaviour change and encourage solutions.
- Give clear directions and set clear boundaries.
- Help tamaiti to realise the consequences of their actions through kōrero with them.
- Use inclusionary time out for a short period of time if required. This means a kaiako will be with the tamaiti away from the situation and may discuss the behaviour and alternative ways of acting with the tamaiti. After a suitable amount of time the kaiako will assist the tamaiti back into play.
- Age or stage of development will be a factor in guiding behaviour.
- Ensure no kaiako or whānau member uses corporal punishment while at Te Waka.

Who can collect my tamaiti?

We can only allow your tamaiti to leave the Centre with authorised adults. This means we must have their name written (by you) on your tamaiti enrolment form or in the day diary / sign in sheet. These entries must be signed by you to authorise your permission. It is essential that you inform kaiako/kaimahi if someone other than yourself is to collect your tamaiti. We are unable to allow anyone to collect your tamaiti without written authority.

Please ensure that the names of people authorised to collect your tamaiti on your tamaiti enrolment form are kept up to date. If any adult is named on the enrolment form we are legally unable to stop them collecting your tamaiti.

Information pigeonholes

The other way we ensure communication with whānau is via the information pigeonholes in the hallway. Now that invoices are provided via email, these pigeonholes are primarily used to bring news of Centre trips, whānau get-togethers, update notices and newsletters.

It is really important that you check your pigeonhole regularly.

Whānau Notice Board

The whānau notice board will give you information of interesting topics and events coming up in the wider community or in the Centre. You can ask for information about topics relevant to you right now and kaiako will try to find more information.

What do I do if I am not happy with something?

There is a Complaints Procedure which is displayed in the main foyer as you enter the centre near the sign in sheets, or you can find this in the Operations Manual folder.

Concerns / Complaint Procedure (Whānau / Hāpori / Kaiako / Kaimahi)

- Any person who has concerns or complaints about the Centre's compliance with the 'Education (Early Childhood Services) Regulations 2008' or the 'Licensing Criteria for Early Childhood Education and Care Centres 2008' can address these with the Rōpu Whakahaere (Management team includes Kaiako Matua / Kaihautū or a member of the Poari Matua/Board of Trustees).
- When a Member of the Poari Matua receives a complaint, they will acknowledge the complaint, suggest to the person involved they speak to the Rōpu Whakahaere / Kaihautū.
- If a person has a concern or complaint about a kaiako/kaimahi they should in the first instance raise this with them. If they feel unable to do this, they should talk with the Kaiako Matua, or Kaihautū.
- If any person has a concern or complaint about the Rōpu Whakahaere of the Centre, they should in the first instance raise this with the Kaihautū or the Chairperson of the Poari Matua. If they feel unable to do this they may contact the local Ministry of Education:-
Email: enquires.christchurch@education.govt.nz
Telephone: (03) 378 7300
Mail: Te Urutī – 48 Hereford St, West End, Christchurch 8013 / PO Box 2522, Addington, Christchurch 8140.
- A complaint in relation to a tamaiti behaviour will in the first instance be raised with the Kaiako Matua or kaiako. If the issue remains unresolved, the complaint will then be taken to the Kaihautū.
- When the Kaihautū or Chairperson of the Poari Matua receives a concern or complaint, they will discuss the complaint with the person in an effort to resolve the issue. If no resolution is reached, the person will put the concern in writing to the Kaihautū or Chairperson of the Poari Matua.

- The Kaihautū and a sub-committee of the Poari Matua will meet to discuss the issue. If the concern/complaint is not resolved, a mediator may be used to address the issue with all concerned.
- All written concerns will be addressed within 14 days of being received.
- Copies of the Regulations and Licensing Criteria can be found on the shelf in the foyer and hanging on the whānau notice board
- A copy of the Centre Operations Manual is placed in the foyer.

What if I have questions?

The Centre provides an induction process for new whānau. Hopefully, many of your questions will be answered through this time, however you are welcome to talk with any kaiako member whenever you are in the Centre. If you have any questions about the programme or specific questions about your tamaiti, you are welcome to talk with either Upoko (Head Teacher), alternatively you may talk with the kaiako who will manage your tamaiti profile portfolio or the Kaihautū. If you have specific questions regarding policy or management decisions please see the Kaihautū. If you have questions about your fees or WINZ Subsidy please see either the Kaihautū or the Kaimahi.

How can I be involved in the Centre?

- Contribute to your tamaiti portfolio
- Provide feedback on Centre policy reviews
- Attend celebrations / social events
- Attend educational evenings – held at least twice a year
- Join our Poari Matua (Board of Trustees)
- Attend Working Bees – these are held at least twice per year
- Respond to any questionnaires
- Join our Facebook page – **Te Waka ELC Matua**
- Join us and share your passion or interest with the tamariki i.e. cooking, music and art
- Share cultural celebrations

Self – Review

Planned and spontaneous self-review improves the quality of kaiako practice for tamariki learning through reflection, analysis of data and planned changes to practice. Whānau will be informed of planned reviews via Centre pānui, whānau noticeboard and Poari Mātua Hui. Whānau will be invited to give feedback when the Centre undertakes planned self-review.

Current Policy and Procedures

Te Waka has a range of policy statements and procedure documents. These explain in detail how we manage specific situations and give clear rationale for the Centre's practices. All policies, procedures and practices are on record in the Centre's Operation's Manual available in the Centre at all times. We encourage mātua/kaitiaki/ whānau to be involved in the development of all these documents.

When a policy is under review the draft version is emailed out to whānau for feedback. This is taken to the Poari Matua before the policy is adopted.

Curriculum

- BICULTURAL (C5)
- CURRICULUM (C 1 – 4, 6 – 12)
- DEVELOPING SOCIAL COMPETENCE (C10)
- SPECIAL NEEDS (C7, 11, 13)
- TRANSITIONS (C11)

Premises and Facilities

- PREMISES AND FACILITIES
- SLEEP (PF 29 – 33, HS. 10 – 11)
- SMOKEFREE

Health and Safety

- CHILD PROTECTION – (HS 31 – 33)
- EXCURSIONS (HS 17 – 18)
- HEALTH AND SAFETY
 - Cleaning (HS 1.)
 - Laundry (HS 2.)
 - Nappy changing and toileting (HS 3.)
 - Emergency (HS 4–8.)
 - Hazard prevention (HS 12.)
 - Kaiako/kaimahi injury/accident
 - Contractors/sub-contractors
 - Injury prevention
 - Poisonous plants
 - Care of animals (HS 16.)
 - Bottle feeding (HS 23.)
 - Accidents (HS 25.)
 - Illness (HS 26.)
 - Serious harm or illness to a tamaiti (HS 27.)
 - Administration of medicine (HS 28–29.)
 - Sick and soiled tamariki (HS 30.)
 - Immunisation
 - Supervision of tamariki
 - Sunsmart

Governance and Management

- COMMUNICATION (GMA 1– 4.)
- COMPLAINTS (GMA 1.)
- ENROLMENT (GMA 10.)
- FINANCE (GMA 3.)
- PARENT INFORMATION (GMA 1–4.)
- PERSONNEL (GMA 7.)
- PRIVACY
- SELF REVIEW (GMA 4, 6.)

Poari Matua (Board of Trustees)

Who runs Te Waka Huruhurumanu ki Ōtautahi?

The Government has requirements for the management of early childhood services. Our managing group is called “Te Rōpu Whakahaere”.

The Poari Matua is responsible for ensuring that all requirements of the Early Childhood Regulations 2008 are met and adhered to, in conjunction with the Kaihautū. The Kaihautū and Poari Matua are also responsible for how the Practising Teachers Criteria is carried out.

The Poari Matua: Please see centre wall for current members.

Naumai ki Te Waka Huruhurumanu ki Ōtautahi ELC. We hope you enjoy your time with us.