



# kingdomcity **CHILDCARE**

## Parent Handbook



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# Philosophy

- ❖ We welcome children and whanau into a loving Christian atmosphere, creating a strong sense of belonging that underpins well-being. We honour everyone's personal mana and right of autonomy, and our 'primary caregiving' model ensures we meet the holistic needs of individuals within a group care setting,
- ❖ Teachers develop strong bonded relationships with children, nurturing their natural unfolding development, creating plans with family's input, supporting children to explore their world, the right to make choices and express their thoughts, feelings, gifts and talents.
- ❖ Within the centres 'Culture of Kindness', we offer respectful partnership with children, whanau/ families and celebrate their diverse cultural identities and families' aspirations for their children.
- ❖ Our passionate teachers are dedicated to enhancing and enriching their own knowledge and commitment to 'best practice' through engaging in a well-designed professional development programme.
- ❖ Our curriculum empowers children to learn through play, to explore building and developing healthy relationships. Children will be guided with patience, love and respect through learning situations that raise challenges. Children are free to choose meaningful experiences and activities that capture their imagination and wonder in an unhurried and well-resourced natural environment that promotes sustainability.
- ❖ We interweave te reo me nga tikanga Māori (Māori language, beliefs and values) into our daily curriculum, and support children as Kaitiaki (guardians) of their own learning, of taking care of each other and their environment and by doing so show our commitment in honouring our partnership with Te Tiriti o Waitangi.



We Value, Live & Teach

# Fruits of the Spirit



Galatians 5: 22

## Our Values

- **Integrity, Honesty, Kindness, and Respect are foundation stones of our centre**
- **We value the importance of family and aim to strengthen the bonds of the family unit through a partnership between the family and centre**
- **We value creating authentic relationships within the team and in relating to every child and their family**
- **We prioritise offering an intentional learning environment that supports children's physical, social/emotional, and spiritual health and well-being**
- **We value our natural environment, sustainability in our practices and use of resources**
- **Children will be involved in the teachings and traditions of the Christian faith**
- **We respect and value the cultural and social diversity of every family attending**
- **We support the ongoing development of teachers to provide both personal and professional growth for our staff and to engage in current best practices in the delivery of our programme.**

# Our Programme

## Curriculum

As a licenced Early Childhood Centre, we work within the New Zealand Early Childhood Curriculum – Te Whariki. Our programme planning is based on an “emergent” curriculum which means that we observe the children’s emerging learning, their strengths, interests and play schemas, the way they process their world and environment. We look to see how the environment supports them and what we can modify to meet their changing needs and development and ensure we offer comfort, creativity, challenge, and confidence building opportunities.



## Kiwis: Under 2's

In the Kiwi room our ratio is 1 teacher to 4 children (often 1:3).

We use a primary-caregiving model, and your baby will be assigned a key primary carer to be with them (as much as possible) for all the important care-moments throughout the day (feeding, changing, sleeping). The bond between carer and infant will be respected by all staff members and these 1:1 moments will not be interrupted or rushed. Infants who are too small to sit by themselves will be held for bottles or feeding and we will work with you to follow the routines you’ve already got set up when they’re at home.





### **Pukekos: 2 – 3 years**

We can cater for up to 20 two-year-olds in this room. The teacher child ration is generally 1:6

Children are free to choose activities inside or out – with the layout and front wall entirely of glass allowing for excellent supervision.

They have a designated sleep room and their own designated outdoor play area where they can see the older children through the wooden fence and may have visits from older siblings through the connecting gate. The sandpit is a favourite feature of play under the shade cloth and children enjoy watering our baby plants daily to help them establish and grow.



### **Tuis: 3 – 4 years**

This room will be able to cater for up to 25 children, the teacher child ratio is generally 1:8

The Tuis have a large indoor space and opportunities for collaborative social play whether it's with building and construction or dramatic play and art.

The outdoor play area is shared with the Kingfishers – so they have a very large sandpit and lots of room for more challenging climbing, hut making and imaginative play.

# Enrolment Information

## Hours

Childcare Centre is open from 7:00am to 5:30pm. The minimum enrolment is 2 days per week and 6.5 hours a day. We are open during school holidays, though closed on statutory holidays and we are closed for the short week between Christmas and New Year.

## Fees and Payment

There are two rates at which we are funded by the Government – so our fees replicate that structure. One for Under 3-year-olds and one for 3 and 4-year-olds. We offer the Governments 20 hours ECE subsidy. You can access this at a maximum of 6 hours per day and you – so need to come at least 4 days per week to make up the 20 hours.

Days	Under 3's	3 & 4 Years Old *
2	\$160	\$124
3	\$240	\$185
4	\$320	\$247
5	\$340	\$261

(\* Price for 3 & 4-year-olds who using 20 hours ECE, if you are using your ECE hours at another centre the fee remains the same as the Under 3's)

Food, nappies and wipes are included in these fees. Food includes; morning tea, lunch and afternoon tea, all made here in our kitchen. We use clean plate menu planning service to design meals, so they are healthy and child friendly. We are very allergy friendly so if your child has any allergies our chef simply makes them their own special menu. Your child is still welcome to bring a lunch box or extra snacks if you so wish, however we do ask these remain healthy and child friendly following the MOE safe foods regulations and **nut free**.

Fees are to be paid for the 50/ 51 weeks that Centre is open each year. Fees are required regardless of statutory holidays, illness, family vacation times, or teacher only days.

Payments can be made via direct debit; banking information can be found on your invoices, and we do have EFTPOS machine in the office as an alternative payment option (it does accept credit cards). We do not accept cash in centre.

Receipts are issued on request.



Fees are paid one week in advance. If there is some reason you unable to pay fees on time – please contact the Centre Manager to discuss so that a plan can be made. If the fees are 1 month in arrears, without an agreed plan in place we reserve the right to charge a 10% additional fee.

All reasonable steps will be followed by the Centre to recover outstanding fees.

The Childcare Centre will be entitled to recover any fees incurred (including debt collection fees payable to debt collection agency and legal fees) in relation to collection of the debt.

## Work and income Assistance

Assistance with fees is available from Work and Income NZ on application from the parent.

## Late Pick Up Fee

We know life gets hectic at times and we allow a 5 minute “grace period” after closing hours. After 5.35pm, we charge a \$15 flat rate late fee for the first 15 minutes and \$5 per minute thereafter. To meet our Ministry ratios, we need to hold 2 teachers back once their shift has finished to mind one child. Throughout the day please also be mindful to collect your children at the time your agreed enrolment ends as we use the numbers to maintain teacher: child ratios during the day too.

## Holidays/ Holding Fee

You may apply for up to four (4) weeks of holiday/ holding fee annually. Please apply in writing, at least 7 days prior. A discount of 50% will be applied to the centres **normal weekly fee** (exclusive of any discounted rate) and your place will be held for their return.

## Withdrawing Your Child

If for any reason you wish to withdraw your child from the Centre, we require two weeks’ notice in writing.

## Change of Attendance

If you wish to change your child's attendance timetable, please email, or speak to our administrator. If we have a vacancy, we are happy to oblige, and we will print out a new form to sign confirming the change in days or hours.

## Immunisation

We are required by law to sight and take a copy of your child’s Certificate of Immunisation. Please provide this prior to the start date.

# Settling in

## Intimate Relationship Connections

Baby's preferences are always considered and if there is a carer with whom they are more comfortable with, we arrange for them to be together. This care giving time provides an opportunity for intimate one to one interaction between the baby and teacher, and it also helps strengthen the relationship between the child and their primary caregiver.

## Freedom of Movement and Play

We believe in having natural motor development, which means allowing babies to develop at their pace and time without being rushed. This means that we will not put babies into positions that their bodies are not physically ready for or are unnatural positions. We will place babies on their back to explore rather than in the sitting position, as this also restricts their ability to freely explore their own environment. The caregivers in this environment arrange safe floor spaces suitable for each stage of the baby's development and offers simple, natural and open-ended objects that tend to be their favourite playthings. These provide endless opportunities for creative exploration, problem-solving and their own discovery.

## Resting and Relaxing

All babies have their own cot; many of them bring items from home to place into their cot to make it more familiar for them. Babies may not seem attached to anything, but it is amazing how reassuring it can be to have a piece of home-life with them as they drift off to sleep. Preparing for bed is an important ritual and another opportunity to connect with their caregiver.

## The Pleasure of Eating

Our routines and care-giving times continue to be based on responsive, reciprocal, and respectful relationships. Mealtimes are a meaningful, positive and enjoyable time here which can be had inside or outside. With the infants, we feed them either on our laps or in small chairs when the babies are old enough to sit by themselves. To be able to feed the babies on our lap, we have a couch so the carers can take their time with the feeding if the infant has just started solids and takes a bit longer. This allows a close, full contact interaction between the adult and the baby which strengthens the relationship between them. We aim to make mealtimes pleasurable for the babies feeding them if they accept the food. If the babies are not ready or hungry when offered their food, we respect their decision, and it is saved for them to have later.

## Learning cooperation through care

We show respect towards the babies by inviting them for a nappy change and talking to them about what we will be doing with them before we even begin to pick them up. When changing babies' nappies, we focus our attention fully on them and engage them in the care moment by talking what is happening, rather than trying to distract them with other things. We invite their participation and their involvement during this time of togetherness.

It is helpful for children to have experienced these times prior to their start date to allow them to predict what may happen during their day. When you feel comfortable, your primary caregiver will ask you to pop out of the room or the centre for short times to allow your child to experience time away from you while in the care of their new teacher.

*Our hope is that you will feel comfortable within our centre and that it becomes an extension of your own home!*

If you would like to read up on more information, these sites are useful and have lots of information on them:

- Pennie Brownlee – NZ Early Childhood Expert – <https://childspace.nz/.../dance-with-me-in-the-heart-by-pennie-brownlee>
- Resources for Infant Educators – [www.rie.org](http://www.rie.org)
- Pikler Institute – [www.pikler.org](http://www.pikler.org)
- Centre for Attachment – [www.centreforattachment.co.nz](http://www.centreforattachment.co.nz)
- Ministry of Education – [www.minedu.govt.nz](http://www.minedu.govt.nz)
- Brainwaves Trust – [www.brainwaves.co.nz](http://www.brainwaves.co.nz)

# Transition Visits:

Every Tamariki and whanau are different so when it comes to transition visits, we are very flexible. Kaioko work with parents during one-hour visits to identify how many visits the child may need and when the right time is for the Parent to start taking a step back.

Three one-hour transition visits is generally the amount that is recommended however if a child need's more we are very happy to accommodate.

## Visit 1

### Introductions, familiarising yourself with the centre

- Introduce parents to all teachers
- Explain signing in and check all information is correct
- Kitchen (to make a cup of tea) and office
- Collect any outstanding forms for enrolment
- Share how key caregiving works and what parents can expect
- Show them where their child will sleep
- Any questions?
- Show parent the policy book and where they can find the electronic versions
- Observe - Get to know the child.

*Parents will normally stay with their child for the full visit at this point.*

## Visit 2

### Getting to know each other

- What happens for their child at home? Routines?
- Discuss any specific sleep requirement and settling toys
- Show parents a profile book and explain how planning works
- Show and explain medicine and accident books
- Ask parents if they have any questions so far?
- Ask parents to share a bit about themselves and their family
- PLAY! get to know the child

*If the child seems comfortable start to do routines with the child from this stage onwards.*

## Visit 3

### Gaining Trust

- Talk about parent events
- Talk about daily communication and children's learning portfolios
- PLAY! get to know the child

*If comfortable we encourage parents to leave the room and grab a coffee letting their child experience the room on their own while you aren't too far away.*

Please note this induction procedure is just a guide, it is flexible and can be altered to suit the needs and wishes of the parent and child.

The main objective is to ensure both you and child has a sense of emotional security and feel comfortable in the environment with their main carer.

### **Access to documentation:**

- If parents would like to access information about their child – as we have an open-door policy, they are encouraged to speak to their child's primary caregiver/Head Teacher or Centre Manager. If there is a more formal opportunity for discussions or is likely to take an extended period, appointments can be planned.
- Kingdomcity Childcare documents are available to parents on request from the Centre Manager.
- The most recent ERO report regarding the service is available by accessing the following website:

<http://www.ero.govt.nz/review-reports>

Search: 48060 (This is the Service Number given to our Centre)

# Parent Involvement

Parents and whānau are acknowledged as first teachers, our teachers work collaboratively with you in the interests of your child. We encourage you to engage in your child's learning you can do this by:

## Spending Time in the Centre

The centre has an open-door policy - whānau are welcome to spend time at the centre with their child. Involvement in the centre can be in many forms including, attending any planned special excursions, parent evenings, sharing aspects of your culture and things that are important to your whānau, sport, music, interest, or hobby with the children in the centre. Parent help is always appreciated if you or a whānau member is available please let the manager or a teacher know (ideas include gardening, mending books, sewing, telling stories, etc).

## Communication at pick up and drop offs

Teachers will share with you your child's day. It is helpful if you could share with us how their evening and morning has been. If you would like to discuss any aspect of your child's centre experience, please approach a teacher, however, please bear in mind that drop off and pick up times can be busy and we may ask you to make a time if further discussion is required.

## Storypark - Children's online portfolio

Kingdomcity Childcare uses Storypark e-portfolios to help parents and families relive their child's important moments and to be more involved in their child's learning. You will receive an invitation to join Storypark once your child has started and you will be in charge of who you invite to be involved. We encourage parents and extended whānau to contribute to Storypark with stories of life at home so that we can celebrate/share or build on these in the centre.

## Planned Reviews & Consultation

Policy and Centre reviews will be displayed on the Storypark notice board regularly to get your views and comments. Please ensure you read the document and add your comments. Your views are important to us. These will be reviewed in our leadership meetings.

## Parent Focus Groups

We hold Parent meetings during the year from time to time to discuss current reviews, Strategic goals and policies and procedures. Please express an interest if you wish to join the focus group at some point.

## Whānau Events

Whānau events are held regularly and we encourage everyone to participate. These events provide a great opportunity to strengthen relationships among our Kingdomcity Childcare families and community.

## Cultural Focus

We value and celebrate the diverse cultural groups represented within our community. These cultures, countries and languages are explored centre-wide. We value input from our



whānau members to share their cultural customs, stories, songs, art, recipes or experiences with our tamariki.

## Operational Documents Summary

The centre has a comprehensive operations manual. This clarifies expectations and ensures a uniform approach to ensure we meet regulatory requirements and are implementing good practice consistently, putting us all on the same page. A copy of our key policies and procedures is available on Storypark. Some key points within these that you need to understand are:

### Authorisation to collect children:

On enrolment you will be asked to identify persons authorised to collect your child. If, for some reason your child is to be picked up by someone other than yourself, or those listed on the enrolment form please notify the Centre in advance. Please also warn anyone that is unfamiliar to us that they may need to provide identification before we will release your child into their care. Children will not be released to any person unauthorised to have access.

### Injuries and Incidents:

All injuries and incidents are recorded in an Injury/Incident Register. If your child is seriously injured or seriously ill we will get immediate medical assistance. If there are costs involved in this you will be required to cover these. All Kaiako are first aid trained and able to administer basic first aid. All injuries, incidents and illnesses are documented so you will be notified at time of pick up and provided with a copy of the report. If the incident / injury is of a significant nature we will contact you immediately to inform you of what has happened.

### Administering Medication:

Medication can only be administered to your child if we have written authority from you, or by a doctor or ambulance personnel in an emergency. If your child requires medication to be administered for a short term condition during their time in the centre, you must complete the medicine register located in the classroom each day the medication is required. The medication must be passed to a teacher to ensure it is safely stored. Clearly label any medications brought in. Prescribed or non-prescribed medicines are to be brought into the centre in original packaging which clearly shows a name, dosage and expiry date. If your child requires medication for a long-term allergy or health matter speak to a teacher who will provide you with an Individual Health Plan to complete which will be reviewed every three months with you.

### Illness

We have a delegated isolation space for children who become unwell and need to be kept a safe distance from other children to prevent cross infection. When isolating a child, they will be made to feel comfortable, and supervised until they can be collected and taken home. We endeavour to isolate all sick children as much as practical until they are picked up. Supervising kaiako will monitor their temperature, wellbeing and ensure fluids are provided

to the child. Tamariki with the following symptoms may be deemed as unwell and may require exclusion at the discretion of management / Kaiako:

Excluded until symptoms clear and the child is 'completely well'*	Excluded for 48 hours after symptoms clear and the child is 'completely well'*
Elevated temperature / fever (> 38°C)	Diarrhoea or offensive loose motions
Hot, cold, moist, clammy or cyanosed skin (blue tinge to lips, fingers and toes)	Vomiting
Respiratory difficulties, excessive coughing, high pitched wheezy, chesty or laboured breathing	Continual streaming of discoloured mucous from the nose
Rash (or given all clear from General Practitioner)	
Headaches and Stiff neck	
Impetigo child may attend if Antibiotic Ointment or oral Antibiotics are used, and sores can be practically covered with plaster or clothing.	
Unwell and have no interest in activities or play. Have little energy and want or need to sleep or rest for long period. Cry easily and are irritable or in pain. Constantly want to be held and comforted, are clingy.	

\*What we mean by completely well is the child energy and appetite have returned to normal as well as other symptoms.

## Communication and Complaints Procedure

Your feedback and opinion is important to us. If you have feedback or concerns, we encourage you to speak to the person concerned, head teacher or centre manager. If you feel the matter is not heard and wish to take matters further we encourage you to contact the service provider. If having followed this process and matters relate to non-compliance you may contact the local Ministry of Education. Our non-compliance compliance procedure is displayed in the reception, along with the contact details. If you have any queries or concerns talk to a teacher or the centre manager in the first instance

## Education Review Office (ERO) Reports

Education Review Office (ERO) is an external auditor that reviews the quality of education provided to children and supports in identifying strategies to improve teaching and learning. Early childhood centres are reviewed within the first two years of operation, and then on average every three years. As Kingdomcity Childcare only opened in February 2022 there is no current ERO report. Once ERO have been to the Centre you will find a link to our most recent review on our website.

## Contacting the Centre

- Phone number for the centre is  
**09 486 1655**
- Alternatively we welcome you to email:  
[manager@kingdomcitychildcare.nz](mailto:manager@kingdomcitychildcare.nz)
- To enquire about fee's bookings, absence, holidays, make-up days  
[admin@kingdomcitychildcare.nz](mailto:admin@kingdomcitychildcare.nz)

# What to bring

## Food

Food is provided however if wishing to bring a lunch or snack box please ensure this is labelled as well as their drink bottles

**We are a nut free centre.**

## Clothing

Parents will need to provide spare clothes that are named, a hat (summer or winter), and spare underwear for children that are toilet training.

## Medication

If there are any prescription medications, inhalers, please inform the staff and we will record all the relevant details and ensure they are kept in a safe place.

*We look forward to sharing this new journey at Kingdomcity Childcare with you – through strong relationships and communication we aim to build a culture of kindness where everyone is a willing happy learner.*

