



## Mountainside Educare Whānau Involvement and Information Policy

### Rationale:

To ensure tamariki are kept safe whilst they are at Mountainside Educare. To ensure Mountainside Educare maintains its stated Kaiako:Tamaiti ratios which allows tamariki to have high quality education.

### Te Whāriki:

**Mana atua (Well-being)** Tamariki experience an environment where they are kept safe from harm.

**Mana whenua (Belonging)** Tamariki and their families experience an environment where they know the limits and boundaries of acceptable behaviour.

### Procedure:

- Whānau can come into the centre at any time without notice provided:
  - They have legal access to the tamaiti.
  - They are not suffering from a contagious or infectious disease.
  - They are not under the influence of alcohol or drugs to a detrimental effect.
  - Their behaviour is not disruptive to the effective operation of the centre.
- Whānau may visit us over lunch or stay and spend time with their tamaiti during their session.
- Should there be a custody order against whānau, a copy of this must be submitted to the centre before we can restrict a whānau access to their tamaiti.
- Tamariki and whānau information (enrolment information) is stored in the office and on the SMS program - Discover and is kept confidential to management and kaiako.
- All policies and procedures are kept in the office foyer for whānau and kaiako to access at any time.
- The centre philosophy and kaiako qualifications are displayed in the foyer for all whānau to read.
- Policies that are up for renewal will be displayed on the noticeboards in the classroom for whānau to review. Reminders will also be put in our monthly newsletters.
- Education Review office (ERO) reports can be found on their website, [www.ero.govt.nz](http://www.ero.govt.nz) (search Mountainside Educare).
- A schedule of the fees will be in the information book which is given to the whānau the time of enrolment.
- All fees are GST inclusive and are to be paid weekly or fortnightly. We encourage automatic payment/direct credit, but cash will be accepted. Unpaid debts may be

forwarded to a debt collecting agency and any recovery costs will be added to the account.

- Accounts will be issued weekly.
- Whānau agree their tamariki are not enrolled in any other early childhood service on the same day and hours in which they attend our centre.
- Any fee changes will be entirely at the discretion of the management. At least one month's notice will be given when an increase is to occur.
- WINZ subsidies are available. If the WINZ client's total invoice for the week is less than the WINZ subsidy (e.g., you have taken your tamaiti out for a week's holiday, or they are sick for the week and receive the 50% discount on their fees) then the invoice will be adjusted to at least match the WINZ amount. This will be for a maximum of 3 consecutive weeks, then subsidies may be cancelled.
- 20 Hours ECE is available free for 3, 4, 5 year olds, however enrolment conditions are applicable.
- Your tamaiti is entitled to seven weeks of holidays or sick days per year in total, based on your permanent booking. For instance, if your tamaiti attends three days a week, they would be entitled to 21 holiday/sick days (3 days x 7 weeks). Further holidays can be taken but full fees will apply.
- Whilst on holiday or sick, 50% of your permanent booking will be charged per day for a maximum of 3 weeks at any one time, thereafter the Ministry of Education will stop your funding and full fees will apply.
- Whānau must be in the centre to pick up their tamariki by their enrolled pick-up time.
- If a whānau member is going to be late picking up their tamaiti any time of the day, they are required to contact the centre as soon as possible to ensure ratios can be maintained.
- If a whānau member is late without any notice, 2 warnings will be given and recorded, thereafter a fee of \$20 will be charged to your account for the late pickup.
- After 6pm the centre will charge \$20 per 5 minutes, per tamaiti.
- Tamariki will be cared for by a kaiako until collected.

### Enrolment

- An enrolment form must be completed prior to the tamaiti beginning at the centre.
- If we have a waitlist, each tamaiti will be added to the waitlist once an enrolment form has been received and then the transition policy will be followed.
- Enrolment records are kept on site for each tamaiti attending Mountainside Educare.
- All enrolment details will be kept in the filing cabinet and only accessed when necessary.
- Important information about unvaccinated tamariki, unauthorised people to pick up, tamariki who are not allowed on social media, allergies, tamariki unable to go on excursions, tamariki with diverse learning needs, Māori or Pacific tamariki or whānau who speak other languages at home will be kept on a chart in the office, out of sight of other whānau.

Links to: Licensing Criteria GMA 2, 3, 10 & 12

Date reviewed: April 2022