

A group of children are playing with paint in a large green bucket. A young girl in the center has orange paint on her nose and cheeks. A boy to her right has orange paint on his cheek. They are all wearing paint-splattered clothing. In the background, another child's legs and feet in patterned boots are visible.

playday.

# playday.

## Haere Mai & Welcome

### Te Kaupapa- Our Philosophy

**It is our philosophy-te kaupapa at Playday to provide a welcoming learning environment that is a fun and safe place to be in; where open, caring relationships make it possible for children to explore, be curious, experiment, grow and make mistakes while stretching their boundaries safely.**

Playday is community based childcare centre owned by Orakei Presbyterian Church. Playday is proudly operated as a non-profit early childhood service. We are a mixed age centre that encourages strong family values through ‘tuakana-teina’ (young children learning from older children and older children taking care and responsibility for younger children) as they would naturally at home. It is a place where real partnership is valued, with whānau, tamariki, kaiako and the community sharing knowledge and growing together.

At the heart of the Playday experience is building open, caring and responsive relationships that make it possible for our children to explore, experiment, grow and make mistakes while stretching their boundaries safely. We wish to instil a positive sense of self through nurturing children’s natural wonderment, fostering their curiosity, encouraging co-operation and supporting friendships in a play based learning environment.

We acknowledge Te Whāriki, the New Zealand early childhood Curriculum, as the framework for everything we do as teachers. It guides and inspires our work with children and adults. We respect and acknowledge the dual heritage of Aotearoa, honouring Te Tiriti o Waitangi and embracing Te Ao Māori; culture and language, weaving it into our daily practice. The centre aims to reflect the values of the community in all its diversity, and is committed to excellence in the provision of care and learning.

### We believe

- That for children to engage actively in their environment and therefore in their learning they need to feel safe, respected and valued; they need to feel they belong;
- Each child will follow their own learning path and thereby create their own meanings through their experiences;
- That children learn through relationships (connections) with people, the environment and things;
- In building responsive and reciprocal relationships with parents and whānau and working closely with them in their role as primary caregivers enabling sharing of information to support children’s learning and development;
- That a play based learning environment supports children becoming competent and confident learners;
- That the environment presented to the children should engage the senses, stimulate curiosity, and encourage active exploration.

## We want our children to

**Belong.** The centre aims for each child to feel like they belong. This sense of belonging contributes to inner well-being, security and identity. We aim to create an atmosphere which has meaning and purpose in which the child feels welcomed and nurtured, supporting connection through beginning friendships.

**Develop.** In all aspects - cognitive, physical, emotional, social, language, literacy and numeracy; and to learn through all the senses – sight, touch, sound, smell and taste; and with access to a wide variety of resources, with skilled, responsive and interested adults as an important resource.

**Explore.** To actively and enthusiastically discover knowledge about their environment; to use initiative and achieve independence; to develop creativity, imagination, curiosity, a love of learning and a love of life.

**Empathise.** To recognise the rights of others to be safe; to understand fairness, cooperation, and to resolve conflicts peaceably.

**Identify.** With their families, and their community while also having a strong sense of self as an individual. To gain a sense of the wider world and their participation in it. To be aware of diversity of life style, family life, and other cultures within their community and the wider world.

**Communicate.** To be able to express themselves and to be understood by others through a variety of mediums.

**Contribute.** That they can actively and positively engage in the life of the centre, regardless of age and/or ability, learning with and alongside others and feel a sense of achievement in that participation.

**Feel successful.** We celebrate the child for what they can do now and support them on their journey of where to next.

## Whakakitenga - Our Vision

Our centre will provide childcare services where children are free to grow, learn and develop under the love and protection of teachers and whanau/family. The centre will share with parents the vital role of caring for and educating their children focusing on developing a sense of trust, security and love. The centre will provide an environment rich in experiences where caring relationships make it possible for children to explore, be curious, experiment, grow and make mistakes while stretching their boundaries safely.

## Te Kaupapa Mātāmua - Mission Statement

Playday, in partnership with parents/guardians and whanau, will promote and extend the learning and development of each child attending or receiving the service, through the provision of quality early childhood education care.

At Playday we aim to:

- Provide a stimulating environment where children are free to grow, learn and develop under the love and protection of teachers and whanau/family.
- Establish strong links between the whanau/family and the centre; for parents/caregivers to feel that they and their child belong and can contribute to the centre.
- Establish a daily routine so that the children have a sense of consistency and continuity.
- Create a mat-time format where:
  - Children are engaged and learning is fostered
  - The children are supported in sitting and attending for a brief time
  - Children are encouraged to participate and co-operate
  - Singing, music and movement is promoted
- Have regular visitors (e.g. fire-fighters, police officers, yoga instructors, librarians etc.) and trips to link the wider community with the centre and the children's interests.
- Create a positive atmosphere through teachers and whanau/family verbally affirming, encouraging and listening to the children.
- Carry out regular assessments of children's interests, needs and abilities so that teachers can further support, extend and plan for individual children's learning and development.

# **Our Programme**

Playday is a child-centred environment where the environment is carefully planned to engage, stimulate and extend the children's learning and development based on their interests, strengths, needs and abilities.

The children are encouraged to:

- Be curious
- Choose their own interest/activity
- Be involved in the learning environment
- Become more independent through developing self-help skills
- Develop communication skills for a range of purposes
- Make their own decisions and take responsibility
- Use their imagination
- Be creative and expressive through dance, music, art and drama
- Learn with and alongside others
- Work at their own level and through assessment (self and teacher) be extended

# **Our Staff**

At Orakei Playday it is our aim to employ excellent, caring teachers, who are experienced and trained in early childhood. Teachers who are not registered are either in training or have extensive experience in Early Childhood. Teachers attend regular professional development courses to further their knowledge.

# **Age Group**

We are licensed for 25 children, 5 under 2's, and 20 over 2's. We take children from 20 months to 5 years. We have four teachers on the floor during the morning session and three teachers on the floor during the afternoon session, ensuring excellent teacher to child ratios. At least two qualified teachers are on the floor at all times.

# **What to bring to Playday each day**

1. Clearly named lunch box for morning tea/lunch and a drink bottle.
2. At least two complete changes of named clothes (appropriate for the season).
3. Named nappies (if required)
4. Sunhat
5. Footwear

Can we please ask families to refrain from including the following foods in lunch boxes:

- Yoghurt
- Milk drinks (we would prefer children come with a bottle of water only)
- Jelly and fruit in jelly
- Hard boiled eggs
- Food with nuts

Further to this can families please not send their child to Playday with any form of lollies/sweets. We would also encourage you to please peel or cut up children's fruit - as you can imagine, it can be very time consuming for teachers when several children need this to be done for them and also affects our ratios as it can take a teacher off the floor.

Please note that for your child's birthday you are more than welcome to bring in a treat but we would encourage you to let the teaching team know ahead of time.

## **Settling In**

It is very important that we provide an environment where both you and your child feels a sense of well being and belonging as their early childhood experiences are significant in how their sense of self emerges and the confidence they will have in tackling new challenges. You are more than welcome to visit our centre and spend some time here before your child's start date to play with your child. This will help with your child becoming familiar with routines, and also allow them to get to know the teachers. When dropping your child off, a teacher will be there to comfort and reassure your child should they get upset. We believe it is important that you say goodbye to your child as you leave. It is completely normal for your child to become upset upon your leaving; this may last a few weeks, depending on how often your child comes to the centre. We understand that it is hard to leave when your child is crying, but please be assured that your child will eventually settle down and become engaged in the learning environment. Feel free to phone us during the session for a progress report on your child.

## **Children's Learning Journeys**

All children attending Playday will have their own personal portfolio. Throughout your child's time at Playday the teachers will write learning stories about their interests, strengths, friendships, abilities etc. which will then be collated in their portfolio, alongside artwork, and photo's. This will be given to your child to keep when they leave Playday and are available for you to view at all times. We encourage family / Whanau to read their child's Learning Journey and add comments.

## **Trips and Outings**

Trips outside the Centre are an important part of the program and are chosen to support and extend children's interests. We encourage parents/whanau and caregivers to be a part of our excursions.

Excursions allow us to extend on math's, science, technology, the arts, communication, belonging, contribution, well being and exploration which are all a part of a child's learning experience.

We will let you know in advance when we plan any trips.

When we go on a centre trip the children travel by staff and/or parent cars or by bus. Ratios for these trips/ outings will be 1:2. Parents are required to pay for the cost of the trip. The ratio while travelling in cars is 1:3, in approved car seats provided by parents. If more than 3 children will be travelling in a car, there will be 2 adults in the vehicle.

## **Family Involvement**

It is hoped that our Playday families feel they belong and can contribute to our centre as we believe that the best learning for your children takes place when we all work together in partnership. Our commitment to two-way communication with families/caregivers ensures that the lines of communication between Playday and home are open at all times. Further to this, we welcome your involvement. Families can become involved with their child's learning in a variety of ways, as personal schedules allow including:

- Join the Parent Committee
- Become a Parent Committee helper (e.g. help with fundraisers or social events)
- Let us know if you are able to help us in effectively accessing various resources (e.g. paper, sports equipment, books etc.)
- Help to clean resources at the end of each term
- File artwork
- Share your interests/skills/job with the teachers and children. Examples are baking with the children, showing tools you may use in your job, doing a special craft, gardening, sharing a little geology knowledge about dinosaurs, or perhaps telling a bit about your own cultural traditions. You may play the guitar, know how to make pasta, be a doctor or nurse or dentist. You may be a great story teller or reader. You may speak another language or sing. These contributions provide enrichment to our learning environment.
- Put us in touch with people you know who might be willing to share their interests/skills/job with the teachers and children
- Join us on excursions
- Read your child's Learning Journey and talk to your child and the Teaching Team about it
- Share stories from home – either verbally with the Teaching Team or written in your child's Learning Journey

Please know that we welcome your knowledge, value your time and encourage your participation (at any level) as we know it will benefit your children. By working together, we can help your child to develop to their full potential.

## General

- Please sign the sign-in sheet as you drop off and pick up your child
- Please ensure you leave us with an emergency contact number
- Please let us know if your child will be away for more than three consecutive sessions
- Please phone the centre as early as practicable to let us know if your child is away sick
- It is helpful if you inform us if something out of the ordinary is happening at home (e.g. you are shifting to a new home). Often children behave differently, and it is helpful to have insight so we can deal with any behavior changes appropriately.
- If you wish to discuss anything with the Team Leader, feel free to do so.
- We have a Family Communication Book to the right in the kitchen for your queries/comments/requests.
- Please ensure to pick up your fees invoice and other information from your child's pocket to the right as you enter the foyer.

## Centre Information

Newsletters are normally distributed at the beginning and end of each term, keeping you up to date with relevant information within the centre.

### Health

We are committed to providing and maintaining a healthy environment, so in an attempt to minimize the spread of infection, sick children should be kept at home until they are well.  
If your child has any of the following they cannot return to Playday until they have not had any symptoms for at least 48 hours and/or been given the all clear from a doctor?

- Unidentified rash
- Conjunctivitis
- Generally unwell
- High temperature
- Mumps
- Measles
- Diarrhea
- Vomiting etc

It is the policy of this Centre not to admit any child who has a communicable disease. Should your child become unwell whilst in our care, we will contact you and you may be required to collect your child from the Centre.

### Accidents

Even in the safest environments accidents do occur. Any accidents that occur are recorded in the Accident Register and family/caregivers will be informed. If necessary, you will be contacted to collect your child to seek medical attention. If you are unable to be contacted and your child requires medical attention, we will take the required steps.

### Sun Protection

Orakei Playday requires children and adults to wear suitable clothing, sunscreen and hats, which protect face, neck, and ears. Families are encouraged to apply sunscreen to children before leaving home; this will be re-applied after lunch if necessary. If your child has an allergy to any sun block, please provide your own. In winter we ask that your child bring a warm hat.

### Payment of Fees

With confirmation of your child's enrolment, fees are to be paid at the beginning of the term either weekly or fortnightly. A non-refundable admin fee of \$25.00 is to be paid to confirm your child enrolment. Once your child starts Playday you will need to keep your account in advance in line with the frequency of your payments,

weekly, fortnightly or monthly. They may be paid by cheque or automatic payment. When your child leaves the centre all unpaid fees are to be paid on or before their last day. Any outstanding amount owing will be passed onto a debt collection agency. All cost of debt recovery will be added onto your account. 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.

### Absent Days and Holidays

Only if your child is away due to sickness will you be entitled to a free make up day. This is limited to one day per term and can only be requested if you have notified the centre by 9.30am on the day that your child is unwell that they will not be attending. Sick days cannot be accumulated from term to term.

If you take your child on holiday, full fees will be charged to hold your child's space at Playday.

If a Public Holiday during Term time falls on a day your child is booked into our centre, you will still be charged for that day.

### Playday Hours of Operation and fees

	Session fee \$30.00	Session fee \$45.00	If aged over 3, 20hrs ECE Session fee \$20.25
Monday	9.00am - 12.00pm	9.00am - 1.30pm	9.00am - 1.30pm
Tuesday	9.00am - 12.00pm	9.00am - 1.30pm	9.00am - 1.30pm
Wednesday	9.00am - 12.00pm	9.00am - 1.30pm	9.00am - 1.30pm
Thursday	9.00am - 12.00pm	9.00am - 1.30pm	9.00am - 1.30pm
Friday	9.00am - 12.00pm	9.00am - 1.30pm	9.00am - 1.30pm

Playday is closed during first week of the school holidays for term 1,2 and 3. For summer holidays we reopen on the last week of January.

**Two weeks in advance** and \$25 admin fee are to be paid on enrolment and these are non-refundable.

**Work and Income Subsidy** may be available – however fees must be paid in full until the letter of confirmation from WINZ or CYPS is received. Any credit held when subsidies are paid will be paid out directly to the parent where applicable. It is the parent's responsibility to ensure all paper work is processed and received by WINZ on time. Any delays could see the parent having to pay full fees until subsidy comes through.

**Changes in fees:** Management does reserve the right to change the fee rates and policies and those rates and policies will apply to parents/children already enrolled or previously quoted from the date specified on the notice. When changes are made, a notice will be given in advance and a new schedule given to all parents.

**Leaving the centre:** When a parent wishes to withdraw their child from the centre they must inform the management in writing and give 2 weeks' notice. Parents who withdraw and do not give 2 weeks' notice will be charged 2 weeks in lieu and will also be charged the amount in Government Funding that the centre would normally be entitled to.

**Accounts/tax receipts:** We do not print invoices unless your account is in arrears. At the end of the financial year and end of year tax receipt is available from the Manager at your request.

## Procedure

Procedure Category: GMA
Date Created: June 2018
Procedure Name: Complaints Procedure

The purpose of this operational procedure is to outline how whanau, parents, visitors and staff may make a complaint about some aspect of our service or the actions of members of our team.

# Position Statement

We offer a high-quality early learning experience and environment for the children enrolled at our centre. Our staff ensure children and families receive a high level of service. We invite and welcome receiving complaints and concerns from anyone. We take complaints seriously and will investigate in a thorough and transparent manner, reporting back to the complainant our findings and the outcome. We also encourage complainants to take up their complaint directly with the Ministry of Education if they are unhappy with the results of this procedure.

## Issue Outline

Complaints are an important part of ongoing service improvement. We are not perfect and operate under the belief that we are a perpetual work-in-progress.

## Alignment with Policies

This procedure aligns with the following Centre Policies:

- Child Protection Policy
- Disciplinary Policy
- And other policies and procedures of our centre as may be relevant to the nature of the complaint.

## Procedure Detail

Step	Procedure
1.	<b>Receive a verbal complaint</b> All complaints may be made verbally. All complaints will be referred to the Centre Manager as soon as possible. Verbal complaints will be written down by the Manager and reflected back to the complainant to ensure accuracy and completeness.
2.	<b>Investigation</b> All complaints will be investigated by the Centre Manager. Some complaints, because of their nature, may involve external agencies. Where this is necessary, the complainant will be informed as soon as possible that one or more external agencies have been involved.
3.	<b>Decisions Based on Fact</b> Our investigation process will endeavour to gather all relevant facts before reaching a decision on the cause. We do not subscribe to investigations that focus solely on finding fault with others. We believe that some issues reflect a weakness in our processes and some reflect the judgment and actions of individuals.
4.	<b>Conclusion</b> We will communicate the conclusion of any complaint investigation to the complainant and any external agency involved.
5.	<b>Principles of Natural Justice</b> Where the complaint concerns the actions of an individual, we will communicate the nature of that complaint to that individual, but we will not disclose the identity of the complainant. We believe in the right of all individuals to be treated with respect and to be given all reasonable opportunities to defend themselves against allegations. That being said, allegations/complaints of a serious nature involving child safety will include the immediate suspension on full pay of any staff member who is the subject of that allegation/complaint.

6.	<p><b>Outcome</b></p> <p>We will act on the findings of any complaint, in particular where this involves:</p> <ul style="list-style-type: none"> <li>• An improvement or change to our policies and procedures</li> <li>• The training and education of staff</li> <li>• Disciplinary action taken against a staff member, noting the obligations we have under relevant employment contracts and employment law.</li> <li>• Note that where disciplinary action has been taken or is in process with a teaching staff member, we will follow the mandatory reporting requirements of the Education Council</li> </ul> <p>We will ensure the findings of the complaint investigation feed back into our quality improvement and service review processes.</p> <p>All documentation relating to the complaint will be retained by us for seven years. Any outcome involving disciplinary action against a staff member will be retained on their personnel file as per our Disciplinary Policies.</p>
Note	If complaint is with the Manager consult the Chairperson of the Parent Committee Playdayparentcommittiee@gmail.com

## Contact Details for Ministry of Education Auckland

Auckland Office  
12-18 Normanby Road  
Mt Eden  
Auckland

Postal address  
Private Bag 92644  
Symonds Street  
Auckland 1150

Email [enquiries.auckland@education.govt.nz](mailto:enquiries.auckland@education.govt.nz)  
Phone 09 632 9400      Fax 09 632 9401

## Relevant Background

(including Legislation/Regulation/Licensing references)

Regulation 47 of the Education (Early Childhood Services) Regulations 2008 and GMA1 of the Licensing Criteria for Centre-Based ECE Services.

<https://www.education.govt.nz/early-childhood/licensing-and-regulations/the-regulatory-framework-for-ece/licensing-criteria/>

## Implementation

This procedure is part of the centre's induction for new staff and forms part of the introduction information pack for parents. In addition, information on how to make a complaint is made available at our reception for parents and visitors. Staff are regularly reminded of the complaint's procedure at staff meetings and we discuss any complaint trends on these occasions.

## Review

This policy is reviewed regularly as part of our internal review cycle or when there is a significant change in the area of the policy topic.

Authorised:	Playday Management
Review Date:	Jun 2021
Consultation Undertaken:	Playday Management, Staff and Families