



The Oaks

EARLY LEARNING CENTRE

WHĀNAU INFORMATION HANDBOOK



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WELCOME TO THE OAKS EARLY LEARNING CENTRE!

We welcome you and your child/ren to The Oaks Early Learning Centre. We are excited to be a part of your child's learning journey and are looking forward to working collaboratively alongside you to provide the best learning outcomes for your child.

This information booklet is designed to introduce your family/whānau to the centre and includes essential information about The Oaks Early Learning Centre.

Our centre is open Monday to Friday from 7.30am – 5.30pm. We are closed for all Statutory Holidays and for a short time over the Christmas and New Year period.

We provide quality care and education for infants, toddlers and children in our care, from 3 months to 6 years of age. We are fully catered and provide all the essentials such as nappies, wipes, facecloths, bibs and meals.



OUR PHILOSOPHY

At the Oaks Early Learning Centre children are at the heart of everything that we do. We believe in fostering an environment where children are empowered and inspired to learn, grow and have fun with their peers. We believe in the importance of play for children, knowing this creates a strong foundation for learning. Through offering a combination of spontaneous and structured play experiences, we offer variety through a flexible, yet predictable environment.

Our centre reflects a homely environment and we strive to provide an atmosphere where children and their whānau feel comfortable and develop a strong sense of belonging. Connections between home and our centre environment are vastly important to us, in addition to developing meaningful relationships and seeking collaborative aspirations placing child well-being at the forefront of our practice

Respectful practices are embedded within our teaching practice and we place large emphasis on ensuring children are empowered and encouraged to be confident, competent learners. We focus on ensuring we provide ample opportunities for unhurried time, where children can really be

present in the moment and enjoy the activity and/or routine time they are taking part in.

We strongly believe that the environment is our third teacher and have created naturally beautiful and functional spaces in which we can ignite children's learning and spark a lifelong passion for our natural world. We aim to provide areas within our service that allow our children to explore, extend their learning, investigate and discover.

We want children to have a positive relationship with their environment and our resources are reflective of real life objects. We incorporate heuristic play and loose parts focused around natural pieces for children to explore in open ended play.

At The Oaks Early Learning Centre we promote an inclusive learning community where all whānau and tamariki are valued, respected and encouraged to participate. Te Whāriki underpins our program and is integrated into all aspects of our curriculum. It is our goal to ensure that all children have equitable access to a learning curriculum that is focused on each individual child.

We have a strong focus on our bi-cultural curriculum, our commitment to the Treaty of Waitangi and our multicultural families. Our Kaiako strive to enhance learner identity by being responsive to and working collaboratively with, our individual families/whānau.



OUR CHILDREN (TAMARIKI)

At The Oaks Early Learning Centre our children are respected, trusted and empowered to express themselves, their potential and their background. They are valued for who they are, and what they bring to their learning environment. We encourage children to be active participants in their own learning and provide opportunities for them to have agency within their environment, as they make decisions and take responsibility for their learning and development.

A strong connection with nature is key to a child's well-being and our environment provides plentiful opportunities for children to explore their wonderful world around them. Our curriculum provides extension around our environment as children are encouraged to develop their understanding and learn about how things grow, where they come from and how to care for their environment.

Social interactions form part of our daily program and we value positive relationship building for our children as they engage alongside one another. As they participate in our curriculum we support them to build resilience, confidence and awareness as they develop skills and strategies to regulate themselves in a variety of situations. Our aim is for children to be happy, confident and competent learners who have fun whilst attending The Oaks Early Learning Centre.

OUR LEARNING COMMUNITY

We believe it takes a village to raise a child and that we are all part of that together. Through partnerships with whānau, our community and our team, our goal is to offer the best quality learning environment for your child.

Our Kaiako are passionate, enthusiastic and dedicated to enriching children's learning.

Our Kaiako all bring with them a wealth of different experiences, knowledge and skills. We place emphasis on working collaboratively as a team, continually learning off others, recognizing and celebrating individual strengths so that we can enhance child-learning outcomes.

We take the opportunity to engage with our local community so that our children experience an environment where they can develop their knowledge of their world around them.

We are committed to engaging and nurturing children's learning and believe it is a privilege to be able to work in partnership with our children as they learn, grow and develop into confident members of our society.

OUR ENVIRONMENT (TAIAO)

Our learning areas reflect the natural environment where nature inspires children to explore and discover their wonderful world around them. We place emphasis on children having the opportunity to learn, discover and explore the beauty of nature, which can lead to long term environmental awareness and understanding, whilst develop their working theories.

Opportunities are provided for children to explore and investigate open-ended resources, initiate their own learning experiences and create their own learning outcomes. Children have agency within their environment where child led learning is fostered, encouraged and children are empowered to make their own decisions and judgments about their learning.

Children are viewed as confident and capable learners and Kaiako at The Oaks Early Learning Centre provide a holistic approach to learning that is reflected within our pedagogy and practices.



OUR VEGETABLE GARDEN

We believe that it is important for children to learn about their natural world around them. For example, where things come from, how things grow and most importantly, how to care for and look after our environment.

We promote sustainable practices here at The Oaks Early Learning centre and also provide avenues that encourage children to learn about nourishing their bodies with healthy and nutritious fruit and vegetables. We educate children around the processes involved in growing your own kai and encourage them to be active participants in this process.

With a designated vegetable garden area as a learning space, we can offer the opportunity for children to learn about their environment and believe this provides many benefits to our learning community. It helps foster important skills children can use within different areas of their lives, such as responsibility, understanding, reasoning and discovery, cause and effect, sensory exploration, social skills, nutrition and patience.

Not only will this encourage children to try the food they grow and harvest, through involving them in each step of the process they are likely to develop positive relationships with each other, take ownership, develop responsibility and leadership skills and have a strong sense of pride over their achievements as they become Kaitaiki of their garden space.

OUR INDOOR PLAY AREA

Support and provision for gross and fine motor development is essential for young children as they learn to explore, challenge themselves and become comfortable within their bodies. It is important that we provide a range of age

appropriate, challenging and stimulating activities and resources where children can develop these motor skills whilst taking responsible risks within their learning environment.

We know the benefits of physical play for our young children and see the importance of this happening every day, despite some of the environmental factors that can sometimes challenge us.

Alongside our beautiful outdoor spaces, we have created an inside physical area where we can continue to offer children the opportunity to run, jump, move confidently and explore as they play alongside their peers.

We also use this as an extension area where we tailor our localised curriculum to provide extension opportunities for all our children within our service.

OUR MENU

Good nutrition is essential when meeting the growth and developmental needs of young children. In order for children to learn, explore and develop, it is important that their bodies are nourished with fresh, healthy food.

We offer a fully catered service and provide morning tea, lunch and afternoon tea for your children whilst attending our service. All our meals have been recommended by a dietitian, so that we know we are offering wholesome and healthy meal options.

We have a specialised menu for our youngest children and are happy to work alongside you as your child transitions onto solid food.

All food provided by The Oaks Early Learning Centre is reflective of the Ministry of Health recommendations for healthy food and drink for young children and we can cater to all dietary requirements. If your child has specific dietary requirements, please see the Centre Administrator so we can ensure that we are providing meals that are reflective of this.



Child well-being is at the forefront of our practice and we believe that food plays a important role in supporting this.

We encourage children to have a positive relationship with food and strive to offer a variety of healthy, nutritious and delicious meals for all to enjoy.



OUR CLASSROOMS

THE ACORN ROOM / TE RUMA KANO OKA

zero to two years

In The Acorn Room, we provide a nurturing and calm environment where your child can build strong reciprocal relationships with consistent Kaiako.

With our care routines as curriculum, we focus on working in partnership with whānau to provide as much predictability and familiarity for your infant, whilst supporting them to learn, grow and develop.

Children and whānau in The Acorn Room have key Kaiako who have primary responsibility for them during their time with us, so that they can learn to anticipate who will be caring for them, enabling them to develop a strong sense of belonging. Respectful practices are reflected in all aspects of our curriculum and Kaiako provide unhurried time for children to explore their natural world around them.

Children have access to a curriculum that provides different activities that stimulate the senses, mind and body and encourage children to become active participants of their environment. We adopt free movement practices, where we support each child and their physical development as it unfolds naturally at their own pace. Our environment reflects open spaces with safe and stimulating objects that children can use as their motor progression develops.

We believe in empowering children to express themselves, explore freely and challenge themselves in an environment that promotes and fosters the holistic way in which children learn.



OUR CLASSROOMS

THE SEEDLING ROOM / TE RUMA PURAPURA

two to three years

In our Seedling Room, we acknowledge and respond to the developmental needs of each individual child. We support children to develop their self identify and knowledge as they navigate their world around them.

Our Kaiako recognise and respond to children's developing relationships with people, places and things. Through fostering a strong sense of belonging within our peaceful environment, we believe we can support children to develop and extend these skills.

We acknowledge that children are developing their independence and self care skills and aim to provide a flexible, calm and supportive environment as they transition through this journey. We know that children are creative learners; therefore we foster their curiosity as they explore their environment around them. Opportunities are provided for children to actively explore, use their imagination and work together as they develop working theories and make connections within their learning community.

We provide a safe, yet stimulating environment for toddlers to challenge themselves physically, develop their spatial awareness and take responsible risks. We provide a language rich environment where children can feel confident to express themselves verbally, as they develop and extend their social and emotional skills.



OUR CLASSROOMS

THE SAPLING ROOM / TE RUMA RAKAU HOU

three to four years

In The Sapling Room, children are encouraged to be curious explorers of their environment. We respond to individual learning and work with children as they test their hypothesis, discover new knowledge and become confident in their abilities.

We foster the positive development of social and emotional regulation and scaffold children's increasing ability to problem solve, negotiate, work alongside and build relationships with their peers.

We provide a hands on approach to learning, where children can develop their independence, have choice and autonomy in their play and work collaboratively with Kaiako to follow and extend individual and joint emerging interests.

We offer opportunity for children to take responsibility and leadership within their environment, nurturing a positive and confident sense of self, so that children feel valued and respected and that they are contributing to their community.

We offer plentiful social opportunities where children in the Sapling Room can discover, grow and have fun together.



OUR CLASSROOMS

THE OAK ROOM / TE RUMA RAKAU RAKAU

four to six years

In The Oak Room, we believe in empowering children so that they can become competent and confident within themselves as they develop and extend their self-management and awareness skills during their preparation to school.

Our environment offers creative experiences where children can extend their learning, problem solve and co-construct their knowledge.

We support and foster a smooth transition to school, working in partnership with the learning community to provide the best outcomes for each individual child and their whānau. As part of this transition, we recognise the importance of ensuring our local curriculum is tailored to develop and extend learning.

It is important for us that children have an environment where they feel safe and secure within themselves, so they can develop their resilience, have positive expectations of their learning and most importantly have fun!

We provide thoughtful and intentional pedagogy to ensure our children are supported, empowered and confident as they transition from The Oaks Early Learning Centre onto the next stage of their lifelong journey.



CURRICULUM + PROGRAMME

At The Oaks Early Learning Centre, we value the importance of play and offering children opportunities to engage in a range of different play experiences.

Each of our four classrooms has a specific curriculum that is tailored to meet the needs of the children attending. These curriculums reflect emerging interests within the classrooms and are challenging and stimulating, leaving children eager to explore, investigate and learn.

Throughout the course of the day, children are encouraged to take part in a variety of learning experiences both indoors and outdoors. There are opportunities for children to engage in social situations with both small and large group play experiences. Children have the freedom within their day to enquire and discover their world around them as they express themselves and explore new learning opportunities. We focus on positive relationship building so that children can develop friendships, feel safe and trust that their needs will be met whilst in our learning environment.

We have a strong focus on respectful relationships and practices, working alongside our children, family/whānau and Kaiako. For our youngest of children, we really value care as curriculum and work together in collaboration with family/whānau to provide a predictable environment that is consistent and responsive for each individual child.

It is important for us that we offer an environment throughout the centre where Kaiako slow down and are fully present in the moment, particularly when engaging in routine times with children. Through offering choices, children become confident in engaging in our curriculum where we provide opportunity for children to take reasonable risks and challenge themselves in a

safe environment. We work alongside children, observing and responding to their wants, needs and desires as we empower them to take a leadership role within their own learning.

We use Te Whāriki, the Early Childhood Curriculum, to guide our planning for each individual child. This focuses on the emergent curriculum and encourages children to learn through play, both independently and in social situations alongside their teachers and peers.

Underpinning Te Whāriki is the vision that children will grow to be “competent and confident learners, healthy in mind, body and spirit, secure in their sense of belonging and in the knowledge that they make a valued contribution to society” (Ministry of Education, 2017, p6). We have the same aspirations for children at The Oaks Early Learning Centre and tailor a curriculum for each individual classroom as we strive to offer opportunities for children to learn and grow.



PRINCIPLES

The curriculum is underpinned by four key principles that form the foundations of curriculum decision making and guide every aspect of pedagogy and practices.



PRINCIPLE ONE: Empowerment/ Whakamana

Early childhood curriculum empowers the child to learn and grow.



PRINCIPLE TWO: Holistic development/ Kotahitanga

Early childhood curriculum reflects the holistic way children learn and grow.



PRINCIPLE THREE: Family and community/ Whānau tangata

The wider world of family and community is an integral part of early childhood curriculum.



PRINCIPLE FOUR: Relationships/ Ngā hononga

Children learn through responsive and reciprocal relationships with people, places and things.

(Ministry of Education, 2017, p 18-21).

We are committed to ongoing evaluation and professional learning to ensure we are continually developing our practices and knowledge, and keeping up to date with current research and theories as we aim to meet the needs of all children and their families/whānau.



STARTING AT THE OAKS EARLY LEARNING CENTRE

Whānau are always welcome and encouraged to visit the centre prior to enrolment. We encourage you to come along for transition visits with your child so that they can get use to their new environment. To ensure this transition is as smooth as possible, we invite you to stay with your child for as long as it takes to settle. We recommend a minimum of at least 3-5 visits prior, however we can work with individual whānau to make a plan that suits everyone.

Below is some advice on getting prepared for starting at The Oaks Early Learning Centre.

When your child starts, you are asked to provide/complete the following forms:

- Enrolment form
- Birth Certificate/Passport
- Publicity and Marketing consent
- Medical information/consents
- Immunisation certificate
- Food allergy information
- A family photo
- Routine information

Children are welcome to bring their special cuddly/comforter with them to help settle.

Your child will be allocated to a Key Teacher who is responsible for their individual learning profile and needs. They will be spending time with you during transition sessions, getting to know you as a family and building a relationship with your child/ren.

The Centre Manager or Administrator will introduce you to your child/ren's Key Teacher and from there you will be able to spend time in the classroom, getting to know the routines and learning about the daily happenings.

Before starting at The Oaks Early Learning Centre, we encourage you to talk with your child/ren about their upcoming transition.

Having that positive discussion (both prior and during transition into the centre) can really help their understanding as they settle into their new environment. If you have any queries at any time, please talk to your child's teacher.

WHAT TO BRING

The following items are a guide of what to bring:

- A named drink bottle.
- Several clearly named changes of clothes, including a jacket.
- A warm hat (in winter) and a sunhat (in summer) and sunscreen, if specialty sunscreen is required.
- Spare named socks, pants, underwear if toilet training.
- Remember to send your child in 'play' clothes.
- Wet bag for dirty or wet clothing

Extra's for Infants and Toddlers

(zero to two years):

- If your child uses cloth nappies you will need to bring these, along with an airtight container/wet bag to send home used nappies in.
- Named sterilised bottles, named container of formula/bottle of breast milk.
- Sleep aids (blanket, pacifier, toy, sleep sacks etc) to help when settling in and at sleep times.
- Any creams needed (named). Medication forms may apply – please see one of the teachers for more information.

TOILETING

Children are encouraged to use the toilet at regular intervals during the day and Kaiako will work alongside you during this process supporting the efforts and strategies used at home. Feel free to discuss any special needs with staff and send plenty of changes of clothes during this time as a few accidents are unavoidable.



REST

All children are offered the opportunity to have time to relax or rest during the day if they wish. A sleep room is provided with cots for children under two years of age and stretcher beds for older children who require a nap during the day. This is monitored on a five minute basis.

Your child's Key Teacher will ask you about your child's individual sleep routine to ensure your child is put to bed in the way you wish and what they are used to at home.

HEALTH AND WELLBEING

The following procedures ensure your child's wellbeing:

- **Immunisation Register**

A register containing details of each child's immunisation record is required for Crown Health notification. The register may be used to identify children who are not immunised during an outbreak. These children will be asked to remain at home should an outbreak of a Ministry of Health notifiable disease occur. Information is always kept confidential. The child's immunisation certificate must be sighted and details recorded on enrolment. You are asked to update this record as required.

- **Illness**

The Child Health policy applies to all children enrolled at The Oaks Early Learning Centre. We ask that any child who is unwell be kept at home so that illness does not spread through the centre.

Please note that children cannot attend if they have a cold, sores, conjunctivitis, rash, fever or diarrhoea/vomiting within the past 48 hours.

Teachers have the right to refuse a child who is obviously infectious or who's wellbeing is being compromised through attendance.

If your child develops symptoms of illness throughout the day, a parent/caregiver or emergency contact will be called to arrange for immediate collection of the child. During the time waiting for a parent/caregiver to arrive, the child will be placed in isolation where possible, to decrease the risk of spreading the illness.

- **Accidents**

All accidents of a significant nature and/or requiring first aid or medical attention are recorded in an accident register and parents/whānau/caregivers are notified on pick up of their child.

Serious accidents or any accident involving head injuries require a parent/caregiver to be contacted immediately and an in-depth report carried out in consultation with the Centre Manager. Incidents not requiring attention may also be recorded, if of a significant nature.

All accident forms MUST be signed on the day the accident occurred. If a form is missed, a member of staff will contact you to inform you of this accident.

- **Medicines**

A register is used to record details of all medication given to the children while attending the preschool. Parental consent is required and recording of medications administered ensures the practice is systematic & authorised. If you have any questions regarding this please talk with a member of staff.

- **Emergency Management Procedures**

Evacuation plans and meeting points are displayed in the preschool and a copy of the emergency procedures are in the Operations Manual. In the event of an emergency all parents/caregivers are contacted via text messaging/phone calls/email, depending on technology available at the time. At the centre we conduct regular emergency management drills, such as earthquake, fire and reverse evacuation, so children and staff are well informed of what to do in these situations.

- **Vision and Hearing Tests**

Staff from CDHB Health come into the preschool to check the vision and hearing of children aged 4 years as part of the b4 5 check. (www.cdhb.health.nz) We ask that you give permission for this on your child's enrolment form. If this check is scheduled outside of your child/ren's booking day/time, a member of staff will contact you so that you can make arrangements for your child to attend.

COMMUNICATING WITH FAMILIES AND KEEPING YOU INFORMED

The Oaks Early Learning Centre aims to communicate with families/whānau in an open and responsive manner. Communication is essential to the success of our partnership with families/whānau.

We acknowledge parent/whānau/caregivers as the first teachers and want to work in partnership with you throughout your child's learning journey. We encourage you to be an active part of your child's preschool experience and welcome you within our environment.

If you would like to discuss any aspect of your child's preschool experience, please speak to the Key Teacher responsible for your child or the Centre Manager. Arrangements can be made if it is necessary to meet outside of regular session times.

DAILY AND WEEKLY INFORMATION

As appropriate, individual notices will be placed on Storypark, our Facebook/Instagram page and on The Oaks Early Learning website. You each will have an individual password which gains you access to your child's records and any Preschool information you may require. It is important to us that we communicate regularly and effectively with our families and whānau, so please make sure you check these platforms to keep up to date with important information regarding the centre and your child.

EXCURSIONS/TRIPS

Excursions out of the centre will be arranged at times as part of your child's/ren's curriculum planning, learning and development. Families/whānau are encouraged to be a part of the excursion.

Children will take part in regular excursions to our indoor play area and vegetable garden space.

These areas are situated on site at the Oaks Early Learning Centre and children will not have to leave the premises.

For planned trips, parents/caregivers/whānau will be informed of destination, transport, route taken, cost, adult: child ratios and any possible risks prior to the excursion. Children who are unable to attend the excursion will remain at the centre with the remaining teachers.

DOCUMENTATION OF CHILDREN'S LEARNING

At The Oaks Early Learning Centre we use StoryPark as our way of sharing your child/ren's learning, exploration and work whilst attending their sessions with us.

The documentation of individual learning is an integral part of the curriculum and helps us as we plan, evaluate and extend opportunities for child learning. Your child will have an individual Storypark page and a portfolio which will be kept in the centre, which is a documentation of the child's experiences at preschool.

You will be invited via email to your child's account and once accepted you will then have ownership over this account, meaning you can invite other people from your family to also join and share in your child's learning journey.

Your child's Key Teacher is responsible for documenting Learning Notes about your child's experiences, interests and achievements at preschool and you have opportunities to add your 'Parents Voice'. This is a great way for us to share your child's learning quickly and gain parent feedback and we encourage you to contribute to this as we love to see what you get up to at home.

We will also use this as a means of communicating around centre notices, newsletters and important information so that it is all in the one place. You will receive an e-mail or text when a new learning story or information has been added.

PLANNED REVIEWS & CONSULTATION

Policy and Preschool reviews will be put on Storypark monthly for consultation to gain your views and feedback. Please ensure you read the document and add your comments, as it is important that parents/whanau are part of our review processes.

PARENT EDUCATION EVENINGS AND FAMILY EVENTS

Each year we hold parent information evenings to share aspects of the curriculum with the Preschool's families. If you have topics you are interested in knowing more about please let us know. We also like to hold family events with our Preschool community so we can all come together to celebrate learning and get to know one another. Information about these events will be shared via newsletter on StoryPark.

POLICIES AND PROCEDURES FOLDER

A Parent/Whānau Information Folder is available in the foyer. We also have the Operations Manual which contains information on our policies and procedures as well as a folder containing the qualifications of all teachers and staff.

COMMUNICATION AND COMPLAINTS PROCEDURE

The lines of communication for complaints are displayed in the foyer. If you have any queries or concerns you are encouraged to talk to the Centre Manager/Office Manager in the first instance and, if necessary, the matter may be referred to the Service Provider. Any complaints in writing will receive a written reply.

OPERATING HOURS AND 20 HOURS ECE

The Oaks Early Learning Centre is open Monday – Friday 7.30 am – 5.30 pm. We ask for your cooperation in dropping and collecting children within your booking times. Of course, we understand that there are times that things happen and you may be running late or need to drop off early. If at any time you have an emergency and are going to be delayed or need an earlier drop off, please contact the centre ASAP so that staff can make plans to cater for this. A late fee may apply if your child is still at the centre after closing time or after your enrolled pick-up time.

The Oaks Early Learning Centre implements the 20 hours ECE for children aged between 3 to 6 of age. On enrolment, you will need to sign the section which outlines the Preschool's and your obligation for enrolling children under the 20 hours ECE.

HOLIDAY CLOSURES

The Oaks Early Learning Centre is closed for statutory holidays and normal fees are charged for all statutory holidays. The centre is also closed at Christmas for a few days, there is no charge for the days we are closed over the Christmas and New Year period.

ATTENDANCE SIGN-IN FOR YOUR CHILD

This is done via tablet, situated in the entrance area. You will be given a code unique to your family to use when signing your child/ren in and out. Please see the Centre Administrator if you are unsure about this process.

Parents/whānau/caregivers must record the arrival and departure times each day and sign the roll at the end of each week to confirm their child's attendance.



ATTENDANCE SIGN-IN FOR YOUR CHILD CONT.

This information is important as it is used in the event of an emergency, as well as documentation required by the Ministry of Education. Any changes to your child's session times must be discussed with the Office Manager and a change of booking form signed.

AUTHORISATION TO COLLECT CHILDREN

Children will not be released to any person unauthorised to have access (as indicated by your enrolment form). If someone different from normal is picking up your child/ren please let a member of staff know. If they have not been into the centre before, they will be asked to provide ID so that a staff member can verify them.

Parents with custody orders must provide a copy to centre management. In the case of a non-custodial parent arriving to collect the child, the centre manager will contact the police and provide a copy of the order for police to enforce.

FEES AND ACCOUNTS

- **Fee Review**

Fees are reviewed each year and any adjustments are applicable from the 1st of April, if at any other time of the year Parents/Caregivers are notified of the adjustment two weeks prior. We reserve the right to review fees during the fee year if government legislation changes affect childcare subsidies.

- **Payments**

Fees are to be paid weekly by direct debit from your nominated bank account. Fees are payable for all hours for which your child is enrolled irrespective of attendance, this includes all personal holidays, sickness, absences and statutory holidays, apart from the Christmas New Year period where the centre will be closed.

Please adhere to drop-off and pick-up times as late fees may apply to both regular and session hours if late pick ups reoccur. A late fee of \$10 per child for each 15 minutes or part thereof may be charged. A 10% discount off the older child's fees is offered with two or more children attending the centre simultaneously. Failure to keep fees up to date may result in a child's enrolment being forfeited and the debt being passed on to a debt collection agency for recovery of monies owed. You will be responsible for any cost incurred in this process.

- **Childcare Subsidy/WINZ**

If your child is aged over three years you are eligible for up to 6 hours per day to a maximum of 20 hours per week subsidised early childhood education under the 20 Hours ECE policy. To receive this entitlement, you must complete and sign an attestation form to confirm your child is not attending another centre during the same time that they are attending The Oaks Early Learning Centre.

For more information on 20 Hours ECE please visit the Ministry of Education website:
www.minedu.govt.nz

Parents may be eligible for a childcare subsidy on fees from WINZ. This subsidy is only part payment for fees & parents must meet the balance. Full fees will be charged until the centre receives the subsidy, until this time parents are responsible for paying the fees.

Children who attend a licensed early childhood service for at least three hours a week can, under certain criteria access subsidies.

Contact:

www.workingforfamilies.govt.nz for more information or talk with the Centre Administrator.

- **Notification of termination or change of booking**

We require two weeks' notice in writing if you wish to terminate or decrease the days or hours of booking for your child.

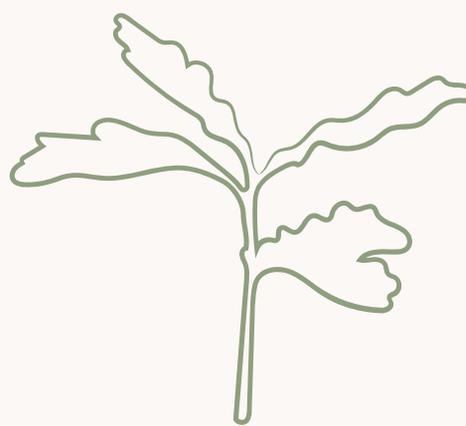
Increasing hours or adding days can be changed as soon as this is available. We are more than happy to accommodate casual bookings, these will however, be dependant on availability on the day.

Please talk to the Centre Administrator for any change of bookings that you may require.

- **Absences**

The preschool cannot claim funding for child absences that continue into a fourth week and beyond. If a child is absent for more than 21 days without a written explanation, the child is withdrawn from the roll.

For all absences please contact the centre. This can be done via phone call, email and/or text message. The centre cell phone number is 027 315 1827.







We look forward to you and your child/ren joining The Oaks Early Learning Centre community. It is important for us that your transition into the centre is as seamless as possible, and want to ensure you feel comfortable with our processes and environment.

If you have any questions about any of the information in this whānau handbook, please feel free to discuss it with the Centre Administrator or Centre Manager.

“POIPOIA TE KAKANO KIA PUAWAI”

Nurture the seed and it will blossom

