

**Holiday  
Programmes**

**Before<sup>and</sup>  
After  
School Care**



**sKids**



Safe Kids In Daily Supervision

**5 to 13  
Year olds**

**[www.skids.co.nz](http://www.skids.co.nz)**

**Parent Information  
Booklet**

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## CONTACT DETAILS

<b>Site</b>	Name of Site	sKids Crofton Downs
	Site Address	21 Chartwell Drive Wellington, Wellington, 6035
	Email	croftondowns@skids.co.nz

<b>Programme Manager</b>	Name	Ebony Collins
	Onsite Mobile	027 208 9370
<b>Regional Operations Manager</b>	Name	Michelle Maihi
	Contact Number	021 287 7170

<b>Master Franchisee</b>	Name	sKids National Support Office
	Contact Number	0800-274-172
	Email	admin@skids.co.nz

<b>sKids National Support Office</b>	Address	PO BOX 40739, Glenfield 0747
	Contact Number	09 576-6602
	Email	admin@skids.co.nz

## HOURS OF OPERATION

### **After School Care**

Monday to Friday: 3.00 pm to 6.00 pm.

### **Before School Care**

Monday to Friday: 7.00 am to 8.30 am.

### **Holiday Care**

Monday to Friday: 7.00 am to 6.00 pm.

Full-time, part-time and casual care available.

### **Christmas hours**

sKids is closed over the Christmas period. The closed period will be advertised towards the end of Term 4 each year.

## **WELCOME**

Welcome to sKids where the safety and care of your child is our number one priority. If you are looking for a safe, structured and fun environment for your children, you have come to the right place! We are proud to offer out-of-school programmes that suit our community's needs.



## **GENERAL OVERVIEW**

### **Mission Statement**

Our mission is to provide a safe and secure environment for the care of school aged children through a structured and well balanced programme.

### **Core Values**

Our Core Values power everything we do at sKids.

#### **We CARE**

For our communities, the children we are entrusted with, our fellow franchisees and each other

#### **We BELIEVE**

In creating opportunities growing relationships and giving back

#### **We PROMISE**

To look for solutions, to uphold sKids standards and be honest in all our dealings

#### **We SEEK**

Opportunities for growth and development for all our stakeholders

#### **We TRUST**

The system, our colleagues and ourselves

#### **We LEAD**

By example and as pioneers



## **Wellbeing and best interests of child or young person**

At sKids we abide by Section 4A of The Oranga Tamariki Act 1989, wherein the sKids programmes have the safety and wellbeing of the children in their care as their first consideration. If parents/caregivers have any concerns in relation to this, they are encouraged to contact the Programme Owner or sKids National Support Office.

### **Policies**

The following policies and procedures apply to the operation of sKids. Your “acceptance of the terms and conditions” on the AIMY online booking system confirms you understand and accept these policies and procedures. This booklet summarises the main Policies and Procedures you need to be aware of. The full Policies and Procedures document is available to view onsite at the programme.

### **Families and Communities**

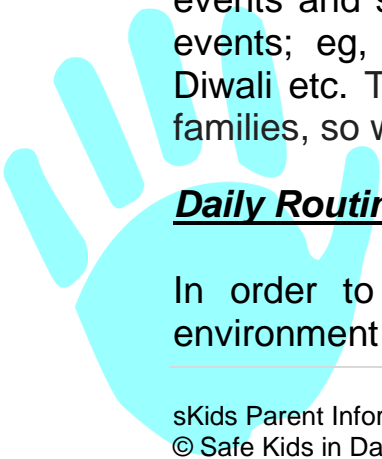
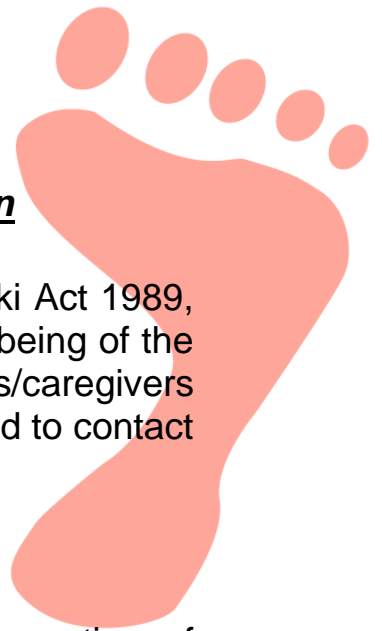
Parent participation and community involvement is encouraged at the programme. Parents are welcome to make suggestions in the development of the programme. From time to time, the programme will work in collaboration with the school community for better programme outcomes.

### **Cultural Diversity**

sKids programmes will be mindful of cultural differences and the varying needs of the children in our care. sKids programmes will endeavour to meet specific cultural needs, as far as possible. sKids are inclusive of all races, their languages, religions and culture. We acknowledge and are respectful of all persons regardless of ethnicity. Children will be encouraged to share culturally significant events and special activities will be planned to acknowledge these events; eg, Matariki, Waitangi Day, Chinese New Year, Easter, Diwali etc. This is achieved by working with our children and their families, so we can understand what is important to them.

### **Daily Routine**

In order to ensure that the programme is a happy and safe environment for the children who attend, and runs smoothly, the





sKids programme follows a structured routine. A 'typical' After School Care day or week is as follows:



### **Daily Format**

3.00 pm – 3.30 pm

Children arrive at designated area, put away school bags and spare items of clothing, wash hands and have afternoon tea.

3.30 pm - 4.00 pm

Children do homework, reading, a work sheet or other quiet activity.

4.00 pm - 4.30 pm

Free play time, in playground weather permitting.

4.30 pm - 5.30 pm

Special activity time.

5.30 pm – 6.00 pm

Finishing projects and clean-up time.

Small group activity until child is picked up and signed out by parent(s) / guardian or other authorised person(s).

### **Specific Projects**

Monday	Arts and Crafts
Tuesday	Music and/or Drama
Wednesday	Sport and Games
Thursday	Technology and Cooking Additional time allowed for older children to complete homework sheets where required
Friday	Fun Activities

Weekly themes are incorporated into the daily format. The daily format is an indication only of the types of activities the children will be involved with at any given time. Depending on the children's enthusiasm and interest, it may be varied at the discretion of the staff.



## **ADMINISTRATION**

### **Bookings**

The AIMY online booking system is used to determine the staffing ratios for the programme each day. It is important that any additional bookings or cancellations are made with plenty of notice to maintain safe staff ratios.

#### ***Regular Booking – Full-time/Part-time***

Regular bookings are ongoing bookings made for a term of more, whether for one day or 5 days.

#### ***Casual Booking***

A casual booking is when you only require care on irregular days, or for a short period.

It is important that any additional bookings or withdrawals of part-time or full-time registrations are made with plenty of notice. If you require a change to your arrangements on the same day, please notify the programme manager or Franchisee owner **before 12:00 noon**. We will not be held responsible for changes to bookings after 12:00 noon on the same day.

**Please note: Withdrawing a regular booking of a child requires a 2 week notice period**

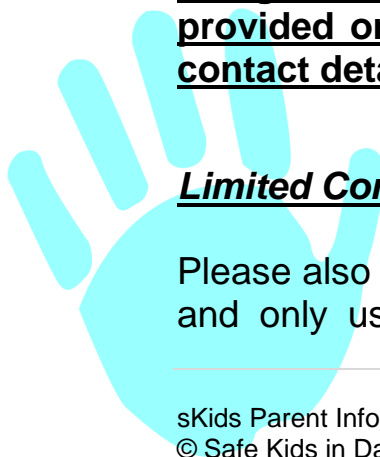
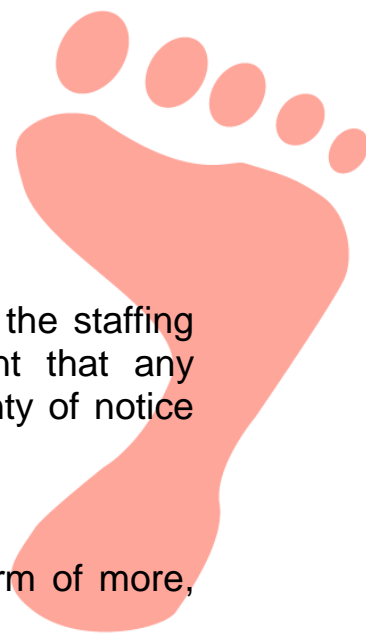
You may incur the cost of mobile phone calls and other associated costs to verify a booking and / or to establish the whereabouts of your child(ren).

A casual booking should be notified 24 hours prior to the day care is required. However, in an emergency situation we can accept bookings up until 12 noon on the day required.

**Please remember it is your responsibility, as the parent / caregiver, to advise us immediately should any information provided on the original enrolment form change; for example, contact details, custody arrangements, medical conditions etc.**

#### **Limited Confidentiality**

Please also note that the information you provide is kept confidential and only used by sKids to provide optimum care for your child.



However, under the conditions of our Ministry of Social Development 'OSCAR Approval,' assessors from MSD may access this information.

### **Orientation Process**

Each child will undergo an orientation process when starting at a programme for the first time. This includes Holiday Care as well. Staff members will ensure the child is introduced to all of the other children and shown around the venue. Some programmes may “buddy up” a new child with an older child.

### **Signing In & Out**

The adult assigned to picking up the child(ren) must use the AIMY smart device to sign the child(ren) out at the time of pick-up. This is for both the safety of the children and to ensure correct invoicing for the services.

Only approved persons, over the age of 14 years will be able to uplift a child as notified on the online booking system or as advised by parents and / or guardians on a specific day.

You will also be required to sign your child into Before School Care and Holiday Care programmes.

### **Late Pick Up**

Most programmes are open until 6:00 pm daily. Children must be picked up by this time. We have a **late pick up fine of \$1.00 per minute**.

Where a child has not been picked up by **6:15 pm** and staff have not been notified, the staff will proceed to contact parents/caregivers and emergency contacts as per the enrolment details. **At no time will a child be abandoned or taken off-site e.g. to a staff member's home**; however, the Programme Owner/Manager is authorised to take all necessary steps to ensure the safety and well-being of the child, therefore if, within one hour of the programme closing, there has been no contact from the parents/caregivers, the Programme Owner/Manager will contact the local police and Oranga Tamariki for advice. Two sKids staff (who have been police vetted)



will supervise the child until alternative arrangements have been made.

Please note:

- For After School Care children booked until 4pm and collected later there will be a surcharge.
- The same applies for a holiday programme booking where a child is picked up later than the booking end time.

## **ACCOUNTS AND FEES - BOOKING**

### **Payment of Fees**

**For your child(ren)'s safety we do not take cash payment of fees on site**

For those that wish **to retain a regular booking**, payment is required two (2) weeks in advance of attendance. Shorter-term payments may be arranged by automatic payments or via internet banking directly to the programme bank account.

**Casual bookings** will be invoiced after the child's attendance and must be paid on receipt of the invoice.

Fees for **regular bookings** are to be paid in advance to secure your child(ren)'s place. Any problems with the payment of fees or if a variation to the standard method of payment is required, please contact the Franchisee owner to discuss this.

Late payment may incur a finance charge of 10% and non-payment will result in notice being given of your child (ren)'s enrolment being cancelled. If there are difficulties in meeting payment of fees, please contact the Franchisee owner so that alternative arrangements can be negotiated. We prefer a friendly settlement to alternative courses of action.

Any queries regarding your account or payment of fees must be made to the Franchisee owner, not to the school. The matter may be escalated to the Master Franchisee for your area or sKids National Support Office.

Late payments may be handed over to our collection agency who will actively seek all monies owed, including penalties fees and may include seeking legal redress.

The rate charged is dependent on a “firm” booking. When a child attends extra days, which are outside of the confirmed booking, these will be charged at the casual rate. The “early pick-up” rate is only payable for confirmed early pick-up bookings. Children enrolled for “early pick-up” but are collected later will be charged at the full session rate. AIMY Plus sign-out function records ‘real-time’ to verify time of pick-up.

**Two weeks’ notice, in writing, must be provided** if a child is to be withdrawn from the programme or there is a change required to the days of care, otherwise a two-week fee is payable based on the previous booking.

**No Refunds** are given for absences and **all public holidays** are charged at the applicable rate for bookings normally required that day.

### **Fee Structure**

You will need to confirm fees with your individual programme.

**Casual Bookings** will be taken if space permits. There is **no guarantee of placement** for these bookings. You will only pay for the sessions booked and attended.

A discount applies to **Regular full-time and part-time bookings**. You will be charged for all bookings including absences. Placement is guaranteed.

**Please note: With a regular booking you pay for the ‘booking’ NOT the attendance.**

### **Work and Income OSCAR Subsidies**

All our programmes are OSCAR approved by the Ministry of Social Development and thus parents may be able to apply for Work and Income OSCAR subsidies towards the cost of their childcare.

Forms and further information is available from the Franchisee owner or the programme manager.

Granting of an OSCAR subsidy is between the parent and Work and Income New Zealand. sKids cannot guarantee that any parent will be approved for this, however we will assist with application as required.

### **Payment Disputes**

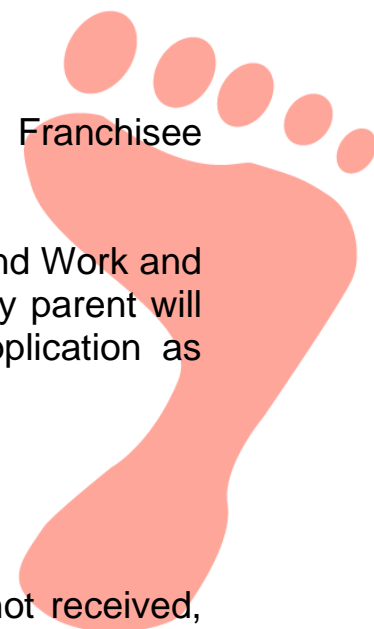
Where there is a dispute over payments received or not received, sKids will provide statements to demonstrate monies received and banked. Parents will be required to provide proof that payment was made to the **correct** designated place.

Where this cannot be provided, the parent will be required to complete payment to sKids.

**No cash payments can be accepted at the programme.**

### **Damage to Property**

Staff will take due care and responsibility regarding the structural and non-structural property and its use. Parents/caregivers may be liable for replacement costs of equipment or property damaged by their child(ren).



## **WELLBEING, HEALTH AND SAFETY**

We aim to provide a healthy environment for all children in our programmes. We are in contact with a variety of organisations to advise and assist us in this area. At all times we will comply with all relevant health and safety legislation.

Where applicable, if a child has a medical condition parents must provide the programme with a Medical or Health Management Plan (Protocols sheet). This can be uploaded to the child's profile AIMY Plus.

### **Code of Conduct**

sKids is about providing a caring environment for your children and we wish to encourage a similar attitude amongst the children. We do not condone any form of discrimination amongst the children or adults associated with the programme.

Any issues or if you need further information please speak with the Programme Manager or the Franchisee owner in the first instance. Our staff "Code of Conduct" is kept in the On-Site Folder.

### **Behaviour Management**

sKids behaviour management procedures are in line with the out-of-school-care industry approved policies and are similar to the policy of the host primary school. This is documented and available to view on site.

Our policy is to ensure our environment is a safe and happy place for everyone involved. We maintain an emphasis on being polite, considerate and co-operative. Our rules and codes of conduct, which we expect the children to follow, are regularly explained to the children. The children have input in the creation and review of programme rules and boundaries.

If we experience behavioural problems with a child we follow a process whereby if unacceptable behaviour is unchanged or escalates to become a risk to the child, other children, staff, or is damaging property, the parent will be contacted and consulted. In

the first instance, a report of the child/rens behaviour will be collated. These reports **must be** signed by the parent/caregiver after each behavioural incident.

If a parent has any questions or issues with how a child's behaviour is being managed, please contact the Franchisee owner:  
Do not discuss these matters with staff members while the programme is in progress.

**Please note: We reserve the right to refuse or terminate a child's enrolment if there are unresolved behaviour issues.**

### **Sick Children**

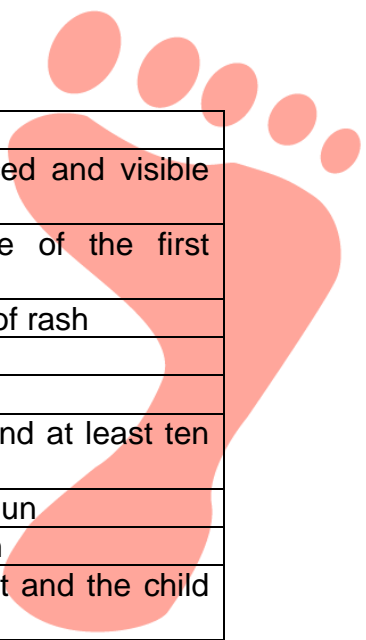
If a child attending the programme becomes unwell or upset, we will contact the authorised people listed on the online booking system for them to pick up the child as soon as possible. Please keep children who are unwell at home until recovered, as we do not have the facility to look after sick children.

If a child has been booked into the programme but will not attend due to sickness, please contact the Programme Manager before 2.00pm that day.

**Please note: absences due to sickness are still charged for.**

**Exclusion periods may apply for certain symptoms or diseases:**

<b>Disease</b>	<b>Exclusion Period</b>
Chicken Pox	At least five (5) days after the first spots appear or when blisters have all crusted
Conjunctivitis	Until discharge from eyes has stopped
Diarrhoea	Until diarrhoea has stopped
Diphtheria	Until a medical officer has certified recovery
German Measles	Until your child has fully recovered and for at least five (5) days after the rash appears
Glandular Fever	Not necessary to keep children at home but some children will be too sick to attend school/after-school-care.
Hand, Foot & Mouth	Until blisters have dried
Head Lice	Until hair has been treated. Everyone living in the same house should be treated at the same time as the affected person. Linen and headwear should also be washed.
Hepatitis A	Until your child has recovered which is usually seven (7) days from the first signs of jaundice
Hepatitis B and C	It is not necessary to keep your child at home
HIV	It is not necessary to keep your child at home



<b>Disease</b>	<b>Exclusion Period</b>
Impetigo	Until appropriate treatment has commenced and visible sores are covered
Influenza	For five (5) days after the appearance of the first symptoms
Measles	For at least five (5) days after appearance of rash
Meningitis	Until the child is well
Meningococcal	Until the child is well
Mumps	Until the child has completely recovered and at least ten (10) days after the appearance of swelling
Ringworm & Scabies	Until the day after fungal treatment has begun
Scarlet Fever	At least 24 hours after treatment has begun
Streptococcal Infection	At least a day after commencing treatment and the child is well
Tuberculosis	Until a medical practitioner believes the child is well
Whooping Cough	Child should be kept at home for at least five (5) days from the start of antibiotic treatment.

### **Accidents and First Aid**

At all times there is a fully stocked first-aid kit onsite. Trained staff member present on site. However, if we are concerned about a child we may call a parent to pick their child up.

If a serious accident should occur we will attend to the safety and well-being of the child first. This may mean an ambulance or other appropriate form of medical help is sought before the parent is called. We do not transport children to parents, doctors or hospitals.

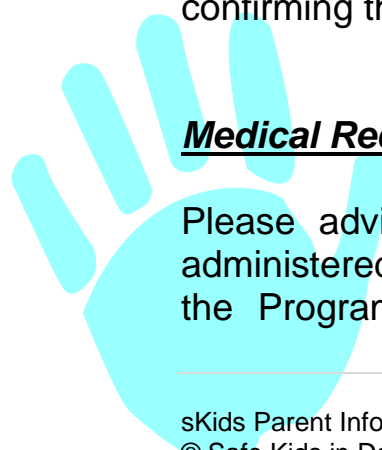
All accidents and incidents are recorded in our Accident book or Incident register.

Important notes and records of children's administration of medication are also recorded.

Parents / caregivers will be asked to sign entries in these books confirming that they have read staff reports.

### **Medical Requirements**

Please advise the programme of any medication that is to be administered by the programme staff. Talk through the specifics with the Programme Manager or the appropriate staff member. A





“permission to administer medication” form must be completed by parent or guardian.

You will also need to supply all prescription medication in its original bottle with the child’s name, appropriate dosage and use by date.

### **Infectious Diseases**

Measures will be taken by management and programme staff to control spread of infection. Hygiene practices to be followed will be from relevant health authorities. Guidelines will be put in place for children to observe a safe and healthy environment; for example, washing hands, daily cleaning, food safety, how to deal with contact with blood and body fluids and nose wiping.

### **Emergency Procedures**

Evacuation procedures will be displayed, followed and drills practised at least once a term and twice during each Holiday Programme. These procedures will be aligned with the policies of the host primary school.

Only bags containing medication, will be evacuated with the children. If this is relevant to your child, please inform sKids via the online booking system (eg, regular medication) and by speaking with the programme manager so that we store these bags separately. Please also ask for the policy on “Children Carrying Medication” and go over it with your child.

All emergency procedure drills will be recorded.

### **Distraught Children**

Where a child is distressed or upset and indicates that they may require comforting, our staff will reassure them which may involve a short hug. Our staff will always conduct themselves in a safe, public and professional manner, but will not turn away a child that needs comforting.

Please ask for more information and or discuss with the Programme Manager if you have any questions or requests in this regard.

## **No Smoking**

Schools are smoke free zones.

We do not allow staff, parents, visitors or others to smoke in or around the vicinity of any programme activities at any time when they are held on our programme site or within our sphere of control. There will be signs on display to remind everyone of this requirement.

## **Child Protection**

All sKids services are committed to the prevention of child abuse with the safety, welfare and well-being of the children always the prime consideration. sKids National Support Office staff and programme staff will respond to suspicions of child abuse by maintaining a good relationship with the child, recording all observations, impressions and communications.

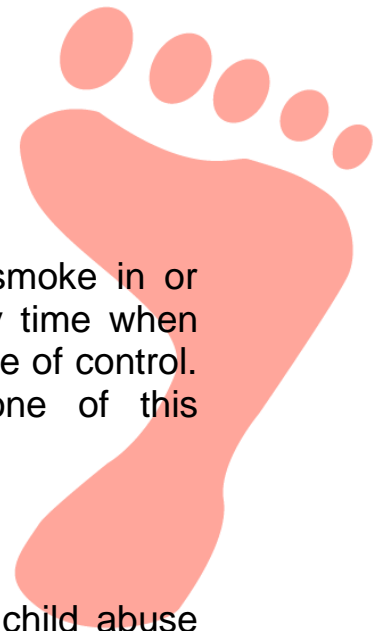
If it is deemed necessary to make an official report, advice will be sought from the appropriate authority, such as the Police or the local office of Oranga Tamariki (CYFS) in your region. Instructions given by the appropriate authority will be followed and acted upon.


## **Clothing & Footwear Policy**

To ensure the wellbeing and safety of all children, we aim to ensure that children are always dressed appropriately and comfortably for indoor and outdoor play.

This includes:

- Appropriate clothing to ensure that children are dressed for indoor and outdoor play
- Summer: As outlined in the SunSmart Policy
- Winter: Outdoor play is an integral part of our programme. We encourage parents to provide coats, warm jumpers and hats, so we can fully utilise our outdoor facilities
- Appropriate footwear and clothing that enables children to safely run, climb and engage in experiences is encouraged
- We encourage parents to pack spare clothes for children of all ages



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- During holiday programmes, it is important to dress your child appropriate to the activity that is on for any particular day
  - We encourage the use of protective clothing for messy play
  - Children should be changed immediately from clothing which is wet or soiled or has excessive paint, food or uncomfortable, unhygienic containments.
  - Parents must name all clothing, including socks and shoes
  - Staff will model appropriate clothing at all times
  - Staff display a sensitive approach to each child's comfort and their self-help attempts in getting dressed and undressed
  - Staff are sensitive to cultural differences in both attitudes to dress and in dressing procedures
  - sKids will not be held liable for any damage to clothing or footwear


**For the safety of the children, we cannot accept the following to be worn at any of our programmes**

- Long hemmed dresses or skirts
- Crop tops
- Mini skirts
- Bandanas
- Footwear with heels

**SunSmart Policy – Terms 1 and 4**

Children are required to wear hats which protect the face, neck and ears when they are outside between the months of October and April or at any time the weather conditions dictate the necessity for sun protection.

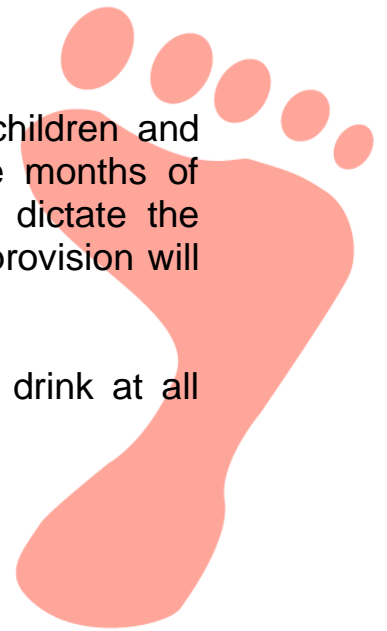
**“No Hat, No Play”**



Children without a hat are only permitted to play in supervised /allocated shaded areas. All children will provide their own hat for use at the programme. SPF 30+ Broad Spectrum sunscreen will be made available to all children and staff, but if your child requires special sunscreen please provide this and speak with staff.

Outdoor activities will endeavour to utilise shade for children and staff at all outdoor events and activities between the months of October and April or at any time weather conditions dictate the necessity for sun protection. If no shade is available, provision will be made for breaks within a shaded area.

Plenty of water will be made available for children to drink at all times.



## **SERVICES**

### **Homework**

We designate approximately 30 minutes per day for homework help and reading assistance.

#### **We do not do the homework for the children.**

If research material is required, the children will need to bring it with them. As we do not have free run of the school grounds and children are at all times supervised, they will be unable to access the school library after 3.00pm.

We are only able to help the children if we know what their homework is, that they have homework or assignment sheets and the relevant material required to complete their homework. We are not held responsible for the completion of homework, checking bags, etc., where a child insists they do not have homework.

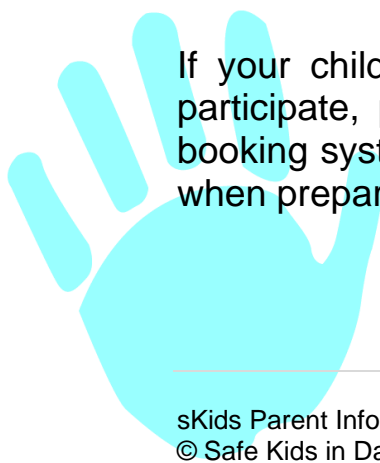
If there are any issues regarding homework please contact the Programme Manager outside of programme hours.

If a child needs special assistance with homework, please ensure the Programme Manager is aware of this.

### **Food**

For breakfast/afternoon tea or other snacks within the programme time, children may be involved in the preparing and serving of food. Please see the programme menu for our healthy food options. The food is prepared using food and safety guidelines from Food Standards New Zealand.

If your child has any allergies or you do not want your child to participate, please include this in the child's details on the online booking system. All allergy conditions will be noted and considered when preparing food.



## **Visitors and Excursions**

We will, at different times, invite a visitor to the programme to run an activity for the children. This will always be advertised in advance. If you have any objection to your child being involved, please speak with the programme manager. There will always be a staff member supervising these activities. If someone other than a parent or school representative wishes to visit the programme, this must be arranged with the programme manager.

All visitors will be asked to sign a visitor log book upon arrival at the programme.

From time to time, especially during the holiday programmes, the programme manager will arrange to take children on off-site excursions. Information will be provided on the nature of the excursion and anything the children need to bring on the day e.g. togs, hats. This will be advertised on the Holiday Programme flyer and when booking online.

## **Lost Property**

sKids staff endeavour to remind and assist children with their personal belongings. We encourage the children to take responsibility for their own belongings and we cannot accept responsibility for any items of clothing or otherwise lost or left in the school grounds. Unnamed property left on site will be handed into the school regularly to add to their lost property.

## **Feedback on sKids Services**

### **Child Feedback**

At the end of each term and of each holiday programme children will be asked what other activities they would like to see in the programme. Expectations will be discussed, and children will be encouraged to put forward ideas for future planning.

### **Comments, Compliments and Complaints**

As a franchise organisation we welcome the feedback of any parent, care giver or member of the sKids community or host of our programme. It is our intention to deliver the best service and customer satisfaction within the standards and guidelines of our service provision. Feedback forms are available for parents to make



positive comments about staff members, the programme content and the enjoyment of the children.

### **Online feedback**

sKids also use an online customer feedback platform called Customer Radar. This platform/system has been designed to make it easy to collect, analyse and act on customer feedback in a timely manner.

Parents and caregivers will be sent regular surveys/questions about our service and are encouraged to give us feedback on the chosen topics.

We like to know what our parents, caregivers and children's experiences with sKids have been and Customer Radar makes it easy, fast and convenient to respond.

sKids also consult their host school communities via customer radar for feedback.

### **Complaint Procedure**

Should the need arise to register a complaint with us, please notify the programme manager that there is something you wish to discuss with them or bring to their attention. This can be done verbally or in written form. A form for this purpose is available onsite at the programme. The programme manager will follow up as soon as the matter is brought to their attention outside of the programme hours.

If the matter is not resolved to your satisfaction or it is inappropriate to raise it with the programme manager in the first instance, it should be escalated to the Franchisee owner (contact detail on page 2 of this booklet).

If you are still not satisfied with the response, please contact either the Master Franchisee for your area or sKids National Support Office (contact detail on page 2 of this booklet).

Once a complaint has been investigated, the correct process has been followed, and a final decision made, an email of acknowledgement will be sent to the parent/caregiver finalising the incident.

## **STAFFING**

### **Ratios**

Our programme ratios are 1 staff member for every 10 children, with the ratio reducing to 1 staff for every 4 children when water sports or water activities are involved. At all times there will never be fewer than 2 staff members on duty.

Approved off-site excursions require a lesser ratio of children to staff, which is usually 1 staff member for every 8 children depending on the nature of the excursion. Parents will be kept fully informed when such events occur.

### **Staff Recruitment**

All sKids staff undergo a recruitment process that involves Police Vetting (updated every 2 years) along with at least two (2) referees being contacted prior to a person being employed. We conduct a 'Risk Assessment' on any new employee to ascertain that they are a safe person to work with children.

### **Staff Training**

All staff undergo a training process that involves First Aid Training, Health and Safety, Child Protection, Behaviour Guidance, sKids systems and performance reviews.

### **Staff Profiles**

Photos of current staff and a brief profile introducing them will be available to view onsite.

If there are any questions or comments regarding sKids staff please contact your Franchisee owner or sKids National Support Office.



