



Whānau *Handbook*

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What to Expect

Before your child's first session at sKids, you must ensure the Enrolment/Safety form has been completed online. Further detail on this is provided under **Enrolment**.

For every arrival or departure, we require families to sign their child in and out. This allows our team members to track each child's movements and reinforce safety. More details can be found under **Pick up and Drop offs**.

Each child will undergo an orientation process when starting a programme for the first time. Team members will drop off/pick them up from their classrooms until they are confident to do it on their own. In their first week, each child will be introduced to all the children, shown around the venue, and buddied up with an older child to support their adjustment into our programme.

We encourage parents and caregivers to familiarize themselves with the programme, venue and meet the sKids Team.

Food

Our food menu is created to provide your child with nutritious goodness to prepare them for a great day ahead or after a long day at school! Each food menu is catered to the community of children in our programme.

If your child has any allergies or sensitivities, please include this in the child's details on the Enrolment/Safety form. All allergies and cultural needs are considered when preparing food by our team members.

We are audited for our food preparation standards and prepare food using the food and safety guidelines from Food Standards New Zealand. Our teams undergo annual food safety training to ensure they are up to date on the latest food guidelines.

Programme

Each programme is created with the interests and feedback of the child in mind. They are designed to provide different opportunities and experiences. Activity planning is updated each term to ensure children are engaged and entertained.

Before school care is offered with breakfast and time to complete homework (*if applicable*), a planned activity or free play. During after school care, once your child has had afternoon tea and completed homework (*if applicable*), we allocate free play time before completing the planned activity for the day. Each week has a different theme, so ask our team members to see the term planner and find out what has been planned.

- We may operate Teacher Only Day and Early Closure sessions when the school is closed. We require a minimum number of bookings to operate the service and allocate time to notify parents/caregivers to make other arrangements if required.

Our Holiday Programmes have more time throughout the day to do planned themed activities, have an onsite provider run an activity or go out on an adventure around the community. No matter if your child is staying for a full day or a short day, we understand the importance to provide an environment where they are entertained, feel safe, and do things they enjoy.

Not all locations offer all programmes. We welcome all feedback from the school community, so have a chat with your local sKids team member about our services.

Our Team

Our team members come from all walks of life, from graduates to grandmothers who are passionate about providing a safe and fun environment for the children in our care. All team members are trained to provide quality care for our sKids communities.

All new team members are required to complete induction and mandatory training modules prior to working at a programme:

- Welcome to sKids
- sKids Team Member Essentials
- Protecting Yourself and Children Onsite
- Active Supervision
- Behavioural Guidance
- Intro to Health & Safety

We are committed to child protection and the safeguarding of children and young people in our care and ensure all team members are subject to a satisfactory Police Record Check. All our team members undergo multiple reference checking and interviews to ensure they are the right candidate for our sKids Community.





Enrolment

Our booking system is online and the Enrolment/Safety form can be completed at the time of booking or any time prior to your child's first attendance at our programme.

sKIDS is governed by the Ministry of Social Development – Te Kāhui Kāhu, so there is necessary documentation we require from each family.

All information must be provided prior to your child's first session, to ensure we are prepared to provide quality care for your child. The information needed to complete the booking process includes:

- Contact Details of parents/caregivers
- Details of two Emergency Contacts
- Medical Conditions
 - If your child requires any medication to be administered during programme hours, we will provide a permission slip to complete.
 - Medication will be safely stored by the programme team to ensure it is available when required.
- Authorised persons to pick up your child (they must be over 14 years old)
- *If Applicable*, Specific unauthorised individuals that cannot pick up your child.
- [Optional] WINZ Client Number/SWN if applying for an OSCAR Subsidy
 - Further details regarding the Out of School Care and Recreation (OSCAR) Subsidy can be found under **Payment**.

If you require your child to make their own way to a programme or home, please enquire about this with your programme manager. A discussion to risk assess the situation will be undertaken and if approved you will be required to sign a form onsite. The form is required to be reviewed and signed on a termly basis.

Booking

We offer recurring/regular and casual booking options for our families. To make any cancellations or changes in your bookings, please contact our customer service team on **0800 274 172** or email **hello@skids.co.nz**. We require a minimum notice period of 3 working days to cancel bookings without charge*. For further information, our Terms and Conditions can be found at **sKids.co.nz/terms_conditions**

To ensure the safety of your child, please ensure you have fully completed the Enrolment/Safety form as part of completing your booking. These must be completed before your child attends our programme.

Term Programme

Recurring/Regular Bookings

- Recurring/regular bookings are set days for each day of the week for the whole duration of the school term. This can be full time (5 days a week) or part time (1-4 days a week).
- These bookings can be created under the "Recurring or Regular Booking" tab on the booking page.

Casual Bookings

- A casual booking is when you require care on irregular days, or for a short duration of weeks.
- This type of booking can be made at least 24 hours before the day's care is required.
- In emergency situations, we may accept bookings before 12pm on the day, if safety forms have been completed*. Please contact the customer service team on **0800 274 172** as soon as possible.

We cannot guarantee spaces in our programmes if we are fully booked. There is a waitlist feature on our booking system. If your booking can be accepted from the waitlist, you will be notified via email.

Holiday Programme

- Prices and sessions vary at each sKids programme during School Holidays. Contact your local sKids programme to find out more information or check out the booking page, which is available 4 weeks prior to the programme start.

Refunds/Credits

- Refunds are not given for absences or cancellations made outside of our Terms and Conditions.
- Public holidays and Teacher Only Days for recurring/regular bookings that would normally fall on that day are charged at the applicable rate.
- If your child is sick and a medical certificate is supplied, we will credit the charges for the affected days.

Cancellations/Changes

- Cancelling a booking requires a 3 working day notice period to qualify for a credit or no charge*.
- If you need to change your booking, please notify our customer service team by 12pm prior to the session*.





Payments

Payments for Term Programmes are invoiced at the end of each week the programme has been booked*. i.e. if you have booked a session for Week 5 Friday, you will be invoiced on Week 6 Monday. Payments for Holiday Programmes are invoiced in advance unless paid online via the booking system. Charges are based on bookings and not attendance. Payment options available are,

- Credit/Debit Card via Online booking system
- Bank Transfer

Late Pick Up Charges

- We have a late pick-up fee of \$1 per minute after a 5-minute grace period. Short sessions will be automatically charged at the longer session cost if the pick-up time exceeds 15 minutes.

Work and Income – Out of School Care and Recreation (OSCAR) Subsidy

- sKids is an accredited OSCAR Provider and eligible families can apply for the OSCAR Subsidy. Further details on the OSCAR Subsidy, eligibility and application process can be found on our website [sKids.co.nz/OSCAR](https://www.sKids.co.nz/OSCAR)

Pick ups and Drop offs

Your child can only be collected by individuals that are listed in the authorised pick-ups in the Enrolment/Safety form. Our team will only allow your child to leave with authorised individuals, so we recommend people carry identification during pick-up. Children must be signed in and out using the programme device or scanning the QR code found onsite.

Where a child has not been picked up by 6:00pm and we have not been notified, our team members will proceed to contact parents/caregivers and emergency contacts listed in the enrolment form.

Feedback, Compliments and Complaints

We encourage feedback, compliments, and complaints from parents/caregivers directly to the Programme Manager to improve our services. We have a feedback form on our website and parents/caregivers are emailed surveys after each programme and are encouraged to give us feedback on their experience.

If a complaint has been raised and the issue has not been resolved or you are not satisfied with the response, please escalate the matter to our Support Office at hello@skids.co.nz or call **0800 274 172** and they will ensure your feedback is received by the most appropriate manager. We will contact you for further information if appropriate and our team will advise you of the outcome in person, by phone or in writing. For more details on our feedback/complaints process, visit our website [sKids.co.nz/Feedback](https://skids.co.nz/Feedback)

If you continue to have concerns or feel the complaint has not been satisfactorily addressed by us, you can refer the complaint to various government services depending on the nature of the matter.

- Te Kahui Kahu Social Services Accreditation: www.tekahuikahu.govt.nz/contact-us/complaints.html
- Workplace Health and Safety: www.worksafe.govt.nz/notifications/health-or-safety-concern
- Privacy Commissioner: www.privacy.org.nz/your-rights/making-a-complaint

Whistleblower Policy

sKids is committed to conducting its activities with integrity and in a legal and ethical manner. To provide a Protected Disclosure of serious wrongdoing, please review our Whistleblower policy [sKids.co.nz/Whistleblower](https://skids.co.nz/Whistleblower)

Privacy

sKids will only collect relevant information for the purposes of establishing and maintaining the appropriate records required to ensure we provide quality care for your child, and comply with obligations required by law as a childcare provider. This information may occasionally be reviewed by the Ministry of Social Development – Te Kāhui Kāhu, relevant government departments and other organisations we are audited and accredited by.

Any information provided to sKids is stored in our booking system, you can view your child and family's information at any time by accessing your account online.

Further details on our Privacy Policy can be found on our website [sKids.co.nz/Privacy](https://skids.co.nz/Privacy)

Compliance

Our programmes are quality reviewed on a regular basis to ensure we are meeting our own required standards, those set by the Ministry of Social Development – Te Kāhui Kāhu accreditation and Out of School Care and Recreation (OSCAR) accreditation, and also Ministry of Primary Industries food safety and hygiene standards.

Frequently Asked Questions

Check out our FAQ's for more details on our services, on our website [sKids.co.nz/FAQ](https://skids.co.nz/FAQ)

***Some sKids programmes are operated by Franchisees; their terms and conditions may differ from the information above.** Please refer to your local sKids programme for more information.



sKids Support Office
Freephone: 0800 274 172
Phone: (09) 576 6602
skids.co.nz

