



UNIVERSITY OF
AUCKLAND
Waipapa Taumata Rau
NEW ZEALAND



Early Childhood Centres and Kōhanga Reo

WHĀNAU | PARENT HANDBOOK



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Welcome

Kia ora and welcome to the University of Auckland Early Childhood Centres and Kōhanga Reo.

Leaving your tamaiti with a childcare centre or Kōhanga Reo is an important decision, marking the first time your tamaiti will be away from you or your whānau for a large period of time.

It is also a time when they are introduced to a more education-oriented environment; their first experience of many more to come.

We are delighted that you are considering us as an integral part of your tamaiti upbringing. We look forward to getting to know you and your tamaiti as you begin the first steps in their educational journey.

The University of Auckland is dedicated to providing excellent service to students and staff members, and

to creating a family-oriented learning environment. Our childcare centres and Kōhanga Reo are also available to community members, when space allows.

We are very fortunate to receive a high level of support from the University, enabling us to provide high quality facilities and service on our campuses.

I hope this booklet provides you with sufficient information about our approach and the importance we place on providing tamariki with a rich, educational, fun, and safe environment.

Joelene Waugh
General Manager, Early Childhood Centres

Curriculum

We offer dynamic teaching and learning environments with competent, confident tamariki, based on Te Whāriki, the New Zealand early childhood curriculum.

The Centres are all committed to trusting partnerships with whānau, sharing a play-based passion for:

- respectful ways of being.
- belonging, engagement, and inclusion.
- Te Reo and tikanga Māori.
- thinking and learning.

Bringing together the diverse cultural backgrounds of our tamariki and our staff.

Ages

The University of Auckland Early Childhood Centres and Kōhanga Reo offer learning environments for tamariki, aged 3 months until they graduate to primary education, of students, staff and members of our local communities.



Structure

Our childcare centres and Kōhanga Reo are owned and operated by the University, and are governed by the regulations set by the Ministry of Education and the requirements of the Te Kōhanga Reo Trust, with reviews carried out regularly by the Education Review Office.

Each early childhood centre and Kōhanga has a Centre Leader or Kaiwhakahaere with responsibility for ensuring consistency in service and the smooth operation of the centre.

The University is an equal opportunities employer committed to employing capable and caring people. Each of our childcare centres and Kōhanga Reo has fully qualified educators and, at times, will have staff-in-training who will have professional supervision. To have dynamic teaching teams working in strong positive learning environments

the University is committed to providing teacher-to-child ratios that are higher than the minimum standard set by the Ministry of Education.

If you have any compliments or concerns about the service you or your tamaiti receives, our teaching teams really appreciate your feedback, or if you wish, you can contact the General Manager for the Early Childhood Centres and Kōhanga Reo.

Joelene Waugh

General Manager

Mobile: 021 619 616

Email: joelene.waugh@auckland.ac.nz

Our values

Our vision

Our vision is to be recognised nationally and internationally as leaders in providing quality care and education, enabling optimum wellbeing and learning for infants, toddlers and young tamariki.

Our mission

Our mission is to establish learning communities that value tamariki as taonga, enabling ALL to achieve their full potential as confident and competent ākongā.

Our values

MANAAKI

whanaungatanga, protecting mana, social and cultural wellbeing

LEARNING

enquiring, creative, passionate, inspirational

SERVICE

quality, sustainability, humility

Information for parents/whānau



It is important to us that you and your tamaiti feel a strong sense of belonging, as we value the connection that is created for working in partnership with our whānau.

We encourage matua participation. It sends a strong positive message to your tamaiti that you support them and that you are a part of the early childhood environment. Whānau are welcome to visit us at any time, and if you would like one-to-one time with one of our Kaiako or leaders, please contact your centre leader or kaiwhakahaere to make a time.

Once you have enrolled your tamaiti please ensure that your contact details are kept up-to-date by sending any changes to your cellphone number home address, emergency contacts or email address through to the Centre Leader.

Whānau will be kept informed through newsletters and posts on our Online platform. This will include curriculum information, routines, events, celebrations, menu changes etc.

Drop off and pick up

For the protection and safety of all tamariki, only an adult known to the Centre Leader or Kaiwhakahaere may bring tamariki into the centre and only authorised people, as indicated on the enrolment form, will be allowed to collect tamariki from the centre.

Please notify the Centre Leader or Kaiwhakahaere, in writing, of any changes to the person who will be collecting your tamaiti. An adult that is not known to the learning community will require photo ID and parent permission in order to pick up tamariki from the site.

Photos and film consent

Each site requires permission for use of photographs or videos of tamariki in publications, such as a newsletter, or in some instances, to help promote what we offer.

We believe it is important to celebrate a tamaiti's achievement but we are conscious of the potential risks of having an image, in any medium, readily identifiable. We have consent forms for parents and guardians to complete and, if we have your permission, we will share no more than the image and, if required, the tamaiti's first name only.

If you have any concerns, please contact your Centre Leader to discuss this in more detail.

Parents with custody orders

In the case of a non-custodial parent arriving to collect the tamaiti, the Centre Leader or Kaiwhakahaera will contact the Police and provide a copy of the order for the Police to enforce. The early childhood centre or Kōhanga Reo will not act in contravention of a custody or court order but cannot be held liable should a non-custodial parent gain access to a tamaiti.



Getting started

Signing in and signing out

Please ensure that you go with your tamaiti into the learning space on arrival.

The Ministry of Education requires all tamariki to be signed in on arrival and out on departure. Not only is this a safety requirement but also a legal one and is used to determine how much funding we receive and how many kaiako we require each day.

Parking spaces for drop off and pick up of tamariki are provided at each early childhood centre or Kōhanga Reo, however these spaces are very limited. You are only permitted to park at the Centre for this purpose. If different vehicles are used to transport your tamaiti to and from the centre, we can arrange for storage of a car seat.

Helping your tamaiti settle in

To help your tamaiti settle in, you will need to visit with your tamaiti, at least twice, before enrolment starts. This may be the first experience of significant separation and it is normal for you and your tamaiti to be anxious about the changes.



YOU CAN HELP BY

- Initially leaving your tamaiti for shorter periods.
- Being prepared to spend extra time on the first few days when dropping off and picking up.
- Being confident and positive about teachers and the environment.
- Ensuring that your tamaiti has their cuddly toy or special security item.
- Involving your tamaiti in an activity and then have a teacher take your place or join you before you leave
- Not prolonging the farewell.
- Always saying goodbye and telling your tamaiti when you will return.
- Always letting teachers know that you are leaving so that they can provide extra support if it is needed.
- Providing a written outline of the general routine your baby or toddler follows.

You are welcome to phone anytime to ask how your tamaiti is doing.

Lunches, meals and snacks

Tamariki need fresh, nutritional food, and well balanced meals. As our early childhood centres provide the meals, it is important that the Centre Leader is advised of any food allergies, so that this can be recorded and strictly adhered to.

At Kōhanga Reo, whānau are to provide a lunchbox for their tamariki, filled with a healthy lunch, and healthy snacks. Recommended foods include sandwiches, cheese, cold meats, prepared fresh fruit and snacks, savoury biscuits, muffins, yoghurt, and milk.

Tamariki have unrestricted access to drinking water throughout the day.

For more ideas and guidelines speak to your Centre Leader or Kaiwhakahaere.



What to bring

Please pack the following items in a bag for your tamaiti.

FOR TAMARIKI UNDER TWO YEARS-OLD

- Nappies – enough for the day. (note: nappies can be provided at Te Ako o Te Tui, see the fee schedule for this additional service cost)
- Milk or milk powder – enough for the day, and bottle
- Food for the day, in a lunchbox – where required
- Two sets of spare clothing and singlets
- Items they are attached to such as their blanket or cuddly toy
- Sunhat for summer, or warm waterproof outside clothes for winter
- Sunscreen lotion SPF30 (if allergic to the sunscreen provided)

FOR TAMARIKI OVER TWO YEARS-OLD

- Nappies (if needed) – enough for the day. (note: nappies can be provided at Te Ako o Te Tui, see the fee schedule for this additional service cost)

- Spare underwear
- Milk or milk powder (if needed) – enough for the day, and bottle
- Food for the day, in a lunchbox – where required
- Two changes of clothes (more if a tamaiti is toilet learning)
- A wet or other bag, for soiled or wet clothing
- Items they are attached to such as their blanket or cuddly toy
- Sunhat for summer, or warm waterproof outside clothes for winter
- Sunscreen lotion SPF30 (if allergic to the sunscreen provided)

All clothing, shoes, cuddly toys, blankets and bags must be clearly named. Tamariki should be dressed in old play clothes, plus have a spare change of clothes every day. Sunhats must be provided year round, and rain gear and gumboots are essential in winter.



Rest

All tamariki are offered the opportunity to have time to rest and relax during the day. This enables them to gather their thoughts and strength for the rest of the day.

It is our policy that if a tamaiti falls asleep, they are in need of a rest and will not be woken unless whānau have requested otherwise. Some tamariki may not need sleep, and quiet activities will be available for their selection.

Toileting

Kaiako will assist tamariki in using the toilet, as signs of readiness for using the toilet appear and in consultation with whānau. Please send plenty of changes of clothes during this time as a few accidents are unavoidable. Routine toileting times are provided before meals and sleeps to help encourage good habits and independence. A tip for success is to dress your tamaiti in bottoms with an elastic band top, no buttons.

Toys

Tamariki are free to choose from the wide range of items at the centre but we advise that they leave their own toys at home as they can be easily misplaced or damaged. We cannot accept responsibility for damaged or misplaced toys that are brought from home.

Health, safety and wellness

Attendance

Kaiako are always concerned for your tamaiti welfare, so if you are aware of any intended absence please inform the Centre Leader and kaiako. Please send an email or call the day before is ideal or by 9.00am. This may allow other tamariki to attend or kaiako to plan differently for the day.

Safety

Every effort is made to ensure your tamaiti safety and wellbeing. A wide range of policies and procedures are available to view on our Online platform. We encourage all whānau to read these policies and procedures and ask the Centre Leader to see them if they are unable to access them online.



Emergency and evacuation procedures

In the event of a Civil Defence emergency every effort will be made to contact whānau to collect their tamaiti. Please ensure your cellphone details are always up-to-date. Regular fire and earthquake drills are carried out, and are made to be enjoyable rather than stressful events for the tamariki. Regular practice of emergency procedures gives the tamariki an opportunity to become familiar with the routine and planned evacuation.

Injury

If your tamaiti has had an accident resulting in an injury, this will be recorded in the injury register. Please ensure that you sign this when you collect your tamaiti, to acknowledge that you have been informed. If the injury requires urgent medical attention, we will call Healthline or 111 and then notify you as soon as possible.

Illness

Please keep your tamariki at home if they are unwell (e.g. they have green mucous, diarrhoea, fever, chesty cough or are vomiting). If the illness is infectious they are expected to stay at home until the infectious period is over. Details of infectious diseases and quarantine requirements are set out in our procedures.

Medication

Please advise kaiako if your tamaiti is taking any medication. All medicine must be kept in the kitchen and details of the medication and its administration recorded and signed in the medicine register. Kaiako will only administer medication that is in a correctly labelled container, and has been prescribed specifically for your tamaiti. Pamol/Paracetamol/Ibuprofen will not be administered as this may mask an illness such as meningitis and if a tamaiti needs this they should be at home. Please do not give your tamaiti these medications before you come in or at lunchtime. Please advise the Centre Leader or Kaiwhakahaere if you would prefer our first aid supplies were not given to your tamaiti, this can be communicated on the enrollment form under category one medication.

Money matters

Invoices are issued weekly and fees are to be paid two weeks in advance. We cannot guarantee your tamaiti a place if your fees are more than two weeks overdue. Please refer to the current fee schedule, and terms & conditions. Our preferred method of payment is via internet banking, either as a direct transfer or as an automatic payment. Please ensure you include the references provided.

University staff members can have fees deducted from their pay. In this instance, please contact the Contact Centre or enquire at: askhr@auckland.ac.nz



20 hours subsidy

Our centres offer subsidised costs for 20 hours of childcare, for all tamariki three years and older. Please refer to the fees schedule for further information.

WINZ childcare subsidy

Work and Income New Zealand (WINZ) provide a subsidy, tested against levels of income. You may be eligible for this. Google search "work and income childcare" to see a range of support offered. Full payment of fees is the parents responsibility and will be required until a subsidy has been approved.

Late fees

Late fees apply if your tamaiti has not been collected before closing. If at any time you have an emergency that could mean a delay in picking up your tamaiti, please contact us as soon as you can. Kaiako can then make arrangements to accommodate you and keep your tamaiti informed about your delay.

Withdrawing your tamaiti

The notice period for withdrawing your tamaiti is two weeks. This allows a new tamaiti to be offered the space and begin shortly following withdrawal.

Booked days and hours

Booking change requests can be made at any time. Any reduction in days must be requested two weeks prior to the effective date.



Locations

We provide quality education and care at our early childhood centres and Kōhanga Reo located across the University's campuses, with kaupapa Māori centres as well as centres that offer more mainstream education and care.

We strive for excellence and are inspired and guided by Te Whāriki, Aotearoa – New Zealand's early childhood curriculum.

We are open all year, with the exception of public holidays, Easter Tuesday (which is a University holiday) and the two weeks between Christmas and the start of January Summer School. We are closed for teacher only days the day before Christmas Eve and the first day back.



ALTEN ROAD EARLY CHILDHOOD CENTRE

3 Alten Road, City Campus
Phone: +64 9 373 7599 ext: 85121
Email: altenroad@auckland.ac.nz
Licensed for 39 tamariki, from 3 months to school-age.
Hours: 7.45am to 5.15pm, Monday to Friday

SYMONDS STREET EARLY CHILDHOOD CENTRE

26a Symonds Street, City Campus
Phone: +64 9 373 7599 ext: 88377
Email: symondstreet@auckland.ac.nz
Licensed for 34 tamariki, from 2 years to school-age.
Hours: 8.15am to 5.15pm, Monday to Friday

TE AKO O TE TUI EARLY CHILDHOOD CENTRE

11 Park Avenue, Grafton Campus
Phone: +64 9 373 7599 ext: 86729
Email: teako@auckland.ac.nz
Licensed for 90 tamariki, from 3 months to school-age.
Hours: 7.30am to 5.30pm, Monday to Friday

HINETEIWAIWA TE KŌHANGA REO

23a Alten Road, City Campus
Phone: +64 9 9236534
Email: hineteiwaiwa@auckland.ac.nz
Licensed for 25 tamariki, Māori immersion from 7 months to school-age.
Hours: 8.00am to 5pm, Monday to Friday



WWW.AUCKLAND.AC.NZ/CHILDCARECENTRES



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