



# Parent /Caregiver Handbook

If you're transitioning from ECE, have started a new job, or just feel your child/ren (or you!) need a social afternoon or two, moving to Out of School Care can be daunting. We hope this handbook will answer most of your questions (and maybe some you didn't know you had) in one place!

## Welcome to the Play Time family!

We look forward to meeting you and your children.

### Why choose an OSCAR programme?

Choose an **ACCREDITED** Out of School Care and Recreation (OSCAR) programme for peace of mind. Play Time holds Level 3 Ministry of Social Development Social Sector Accreditation status. To hold this status, staff:child ratios are required to be maintained (and these are audited to ensure them). All staff are police vetted. Policies & Procedures are in place. Accident, incident and near-miss registers are required to be held. Staff are trained. Emergency procedures and emergency contacts are in place.



### What do children do at the programme?

Play Time programmes have a strict routine, but children have choice within the routine. Children are encouraged but not forced to join in activities if they don't want to join in. There are always other activities children can engage with.

Activities include crafts, games, kitchen/baking, discovery and structured freeplay eg. dolls house, playground, lego.

Play Time has a weekly planner, devised by each centre for their group of children. This is uploaded weekly to the Closed Facebook page and displayed onsite.

What children love most is having the opportunity to play with their friends, make things, create and discover! What we love most is facilitating children's growth in independence, confidence, social skills and ability to work and play with others!

Getting the most play out of each day

**Are you MSD accredited?** Yes. Play Time holds Level 3 SSAS accreditation.

**Are your staff Police Vetted?** Yes.

**What are your staff:child ratios?** Play Time strives towards a 1:12 staff:child ratio. Offsite (trip days), a 1:8 staff:child ratio.

**Is there space available?** Bookings are first-come-first-served. Please jump online to make your booking and reserve your space. Payment confirms the booking as a "Booked" session.

**Where can I book?** <https://www.play-time.co.nz/our-programmes> Click on your venue/programme.

**When must I pay?** Payment is required weekly upfront to confirm the booking. The child is *not on the roll* if payment has not been made to confirm the booking. Booking status must be green. An email will be sent out to remind you if your Wallet has insufficient funds.

**What is your Cancellation/Notice Policy?** 1 rolling week - bookings are locked in the notice period. If your child cannot attend a Booked session they will be marked absent. No credit is due for an unattended Booked session.

**How do I cancel session?** Sessions that are 1 rolling week or more away are able to be removed in Bookbear. Sessions that are under 1 rolling week away are locked in the Notice Period and cannot be removed or cancelled.

**Will the school notify you if my child is absent?** No. **Should I notify you if my child won't attend a Booked session?** Yes. You are required to mark your child absent in Bookbear or TXT the Venue Absence Number to advise



staff your child will be absent - otherwise staff are required go into Missing Child Procedures to account for your child's safety. A \$5 fee is charged if staff are not notified via TXT. The Venue Absence Number is listed on the booking page, on the website and the last page of this handbook.

**I've paid for a session that is more than a week away, then cancelled it in Bookbear - will it be refunded?** Your Bookbear wallet will have been credited. The credit is not refundable but can be used for future sessions.



Play Time maintains a fair & safe environment where sharing & taking turns fosters a happy culture.



### What should my children bring? To Before/After School Care (BASC):

- a refillable water bottle
- a light afternoon tea is provided\*\*

### To Holiday Programme (HP):

- a big packed lunch
- a refillable water bottle
- a light afternoon tea is provided\*\*
- change of clothes in waterproof bag in case of accidents or getting wet
- appropriate shoes / jumper

\*\*if special dietary requirement food is required, please pack this. Fruit is served with afternoon tea.



### September to April - Sunsafe:

Bring a sunhat (that protects face, neck and ears) for outside play. Sunblock your children before arriving. If special sunscreen is packed, please advise staff, and label it with your child's name.

### What should my children not bring?

Valuables and Cash! Please leave valuables/special items at home, and no cash is required, even on Trip days. Play Time is not responsible for any loss or damage.

### Can my child bring a device?

Please see Play Time's "Device Policy Reminder" notice. We prefer children do not bring devices to get the most out of their day at Play Time. There are enough activities to keep them busy. Device use is at staff discretion and will be limited. If your child does bring a device, please ensure all content in their device is age appropriate.

**Do you do homework?** Play Time does not "do" homework for children. Please speak to staff onsite if you would like your child's homework to be overseen.

Getting the most play out of each day

## Please also read the T&C's carefully

You agree to these when you book, so please make sure you're aware of what's in them.



### Do you take Casual bookings?

Yes.

### Do you take Late bookings?

Booking cut-off time is midnight the day before, if there is space.

Bookings are on a first-come first-served basis.

**If my child is sick, I can't plan for that, so will I get a credit?** No. Neither can t h e

programme plan for unexpected absences. All necessary preparations such as staff rosters, resources, etc, have already taken place so no absences are credited, including but not limited to sickness, shy child, change of circumstances, late bookings. See Cancellation Policy on page 1 of this document or in T&C's.

**What happens if I'm late to pick up?** Staff are rostered on shifts, and are entitled to leave at the end of their shift. If you collect late, your child won't be abandoned but you will automatically be charged \$1/min late fee. If you are more than 20 minutes late, the child will be taken to the NZ Police for the safety of the child, as per MSD requirements for the safety of the child. If you repeatedly pick up late, your booking may be suspended.

### Where does my child go to / where is the pickup spot?

The room Play Time is located in is listed on the booking page. If the after school care is onsite at the school (either in the hall, or in another room) your child must go there, unless you requested they be collected from their classroom. At some venues, it is normal procedure for the new entrants to be collected from their classroom (ie. Golden Sands, Greenpark, TMOP)

For Van Pickups,

the pickup/meeting spot is listed on the booking page.

**Can you fetch my child from their classroom?** Yes. Please txt the venue number to request this - give your name, your child's name & room number. Please also advise the teacher that Play Time will be collecting the child from the classroom, so the teacher only releases your child to Play Time staff.



**Play Time is an accredited programme so Winz OSCAR subsidies may be available for eligible families.**

### Which form should I use?

**CHILDCARE APPLICATION:** use if it's the first time you're applying or your Annual Review and Verification is not up to date.

**DECLARATION:** use if you've received a subsidy in the past 6 months, & your Annual Review & Verification is up to date.

**CHANGE OF CIRCUMSTANCE:** use if you've moved over from another programme, transitioning from ECE/CCS, or you've added more bookings to a current booking (eg. Teacher Only Days or you need additional days from your original booking).

**REVIEW:** Winz requires a REVIEW to be completed once a year. *If this is not submitted, your subsidy is suspended.*

**How much will I get?** This is determined by your circumstances. Check here to see what you might receive <https://check.msd.govt.nz/>

### How do I get forms to you?/ How do I get you to sign my forms?

Your booking needs to be made before Play Time can complete the Provider Section of the forms. If you are in the winz system and they have all your documentation (eg. birth certs), we are permitted to submit forms on your behalf. If you'd like us to do this, email your forms to [admin@play-time.co.nz](mailto:admin@play-time.co.nz).

If you prefer to submit your own forms:

- we can email you the Provider Section to put together with your part OR
- once you've submitted your part, let us know then we can submit the Provider part.

[www.play-time.co.nz/winzsubsidyinfo](http://www.play-time.co.nz/winzsubsidyinfo)



### Will Play Time remind me when I need to submit forms/give information to winz?

No. Winz does not liaise with us. It is your responsibility to check your myMSD and give the required information to winz.

### If Winz is paying a subsidy, am I responsible for my Play Time account?

Yes. See here for more [www.play-time.co.nz/winzsubsidyinfo](http://www.play-time.co.nz/winzsubsidyinfo). Until winz has confirmed your subsidy, the account is treated like any other account (payment prior to attendance).

After winz has confirmed your subsidy, only the Parent Portion (difference between the subsidy and your invoice) is due prior to attendance.

If winz stops the subsidy for any reason (eg. if your Annual Review is not submitted or your circumstances have changed), then the account becomes immediately due and treated like a non-winz account.

**Play Time is SSAS accredited, this means you can be assured of the level of care your child is being provided.**

### Why do you need 2 Emergency Contacts?

This is a requirement by MSD for the safety of your child. If we need to contact you in an emergency and you're not available, we need another contact person, and if they're not available, we'll go onto the next one. Please make sure to give us working numbers for each person. In an Emergency (eg. if a child doesn't arrive to After School Care), if we cannot reach anyone to confirm the child's safety, we are required by MSD regulations to contact the NZ Police.

The Emergency Contacts do not need to be

Authorised Pickups, so can be people living outside of Tauranga, or a neighbour or work colleague.

### Can we come check out the programme & meet the carers?

Yes. You may pop through at any time during

programme hours, but if you arrive just as school closes, staff are very busy welcoming and accounting for the children on the roll and will not be able to speak with you. If you want to ask questions and talk to staff, it's best to pop through later in the day.

### Can my child come for a test session?

All children present in the programme must be booked in via Bookbear, with all emergency contact details supplied, for the safety of the child, and T&C's must be agreed to. If you want to test the programme out, book one session. The programme will need to roster staff for your child's space so the session will be charged as usual.

### What are Play Time's Behaviour Expectations of children?

To keep the group of children happy and safe, Play Time has behaviour expectations. These include physical and behavioural boundaries - where children can & can't go & what children may & may not do. These are communicated to children in children's language as Play Time's Rules. Every effort will be made to help your child settle in to the programme, however if a child's behaviour is consistently harmful and/or disruptive to

themselves, another child, property or staff, parents/caregivers will be asked to collect the child from the programme immediately, and the child may be removed from the programme permanently



or stood down for a period of time.

Normal cancellation terms apply if your child is asked to leave due to behaviour. No credit or refund is due.

If your child has a minder / teacher aide at school (meaning a 1:1 child:adult ratio), please contact us to discuss their enrolment.

For **General Enquiries** not answered here, please contact 021 1919 222 or email [admin@play-time.co.nz](mailto:admin@play-time.co.nz)

### Play Time Venue Absence TXT numbers

*Please do not expect a reply, staff will see the Absence Txt when they come on duty.*

|                                               |                                        |
|-----------------------------------------------|----------------------------------------|
| Arataki 020 4010 8250                         | Bellevue School 020 4196 0663          |
| Fairhills School 022 190 6593                 | Golden Sands School 020 4010 9834      |
| Greenpark School 022 427 5784                 | Pāpāmoa Community Centre 020 4195 1738 |
| Te Manawa o Pāpāmoa 020 4186 4899             | Waipuna Park 022 697 4212              |
| Tahatai Coast Holiday Programme 020 4195 1738 |                                        |