



# Welcome to Princes Street Childcare Centre

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We are a community based centre, operated by a non-profit Charitable Trust.  
We are committed to providing quality care and education, supporting your family, within a comfortable, homely environment.

Choosing a childcare centre for your child can be a difficult decision, we hope that this information pack will provide the answers to many questions you may have. Please feel free to call and ask if you have any further queries – we are only too happy to help.



# CENTRE PHILOSOPHY

**Take care of our children  
Take care of what they hear  
Take care of what they see  
Take care of what they feel  
For how the children grow  
Will be the shape of Aotearoa  
-Dame Whina Cooper**

- Relationships are the foundation of our practice.
- We value nga tamariki as capable, competent learners and we are here to guide and support them on their developmental journey.
- We are committed to facilitating a Bi-cultural curriculum.
- We are inclusive in our practice, respecting and celebrating individuality.
- We support, value, promote, and embrace the diversity of our multi-cultural society.
- As respectful, responsive practitioners, on-going assessment will be an integral part of our practice.

**Ma Te huruhuru, Ka rere Te manu**

**Adorn the bird with feathers so it can fly**

## General Information

Our Centre is licensed for 40 children, of these 14 children can be under two years of age and we specialise in full time enrolments only.

The hours of operation for the Centre are  
**7:30 am – 5:45pm, Monday to Friday.**

We employ a full time cook who prepares three nutritious meals every day plus an afternoon snack.

## Princes Street Childcare Centre Enrolment Procedure

We encourage you to visit the Centre first before making a decision to enrol your child. You are welcome to bring your child along with you so they too can have a look around the Centre. If you do decide that Princes Street is the right place for you and your child we will discuss with you your intended start day and work out pre enrolment visits that fit in with your timetable, to enable your child to adjust to the Centre, and for you both to get to know us a little better.



## Our Staff

The Educators at Princes Street are very special people, carefully chosen for their personal qualities as well as their exceptional qualifications. Please visit our website to get to know our great staff.

## Meals and Snacks

Every day our cook prepares fresh, nutritious meals for the children. Fresh fruit and vegetables are always part of the balanced intake for the day. The daily menu is displayed on the white board in the main room. If your child has any special dietary requirements this information should be shared on enrolment. If your child is currently drinking Infant Formula you are able to leave a named tin at the Centre for staff to prepare under your instruction.

There is no requirement to bring food for your child, but please be aware that the Centre is a **NUT FREE ZONE**. Please ensure no nuts, nut bars or nut products are brought into the Centre at any time.



## Sleep Times

Please discuss your child's sleep patterns with the staff. During a normal Centre day our younger children tend to sleep to their individual routines as they would at home. Our younger children all sleep in cots and then transition to a small stretcher bed in the cot room. When space is available and we think they are ready, they will transition through to the larger sleep room.

## Clothing and Nappies

There are many different activities throughout the day for your child to experience. Please ensure they are dressed appropriately, in clothes that enable them to participate fully in the programme. At least one change of clothes is suggested every day. For younger children or more active children more changes may be required. Shoes are also required every day, in case of short walks etc. but it is not compulsory to wear shoes at the Centre during the day.

If your child wears nappies you must provide these every day. You are more than welcome to leave a supply of nappies at the Centre. It is a joint responsibility of yourself and staff to keep a check on supply of nappies for your child to ensure they are never left at the Centre without spare nappies for the day.



## Medicines

If your child requires medication you will need to complete an authorisation form which allows the teachers to administer medicine to your child. ALL medicines must be given to a staff member with the completed documentation. NO medication is to be left in children's bags.

## Immunisation

We are required to keep an up to date record of the immunisation status of each child at our Centre. Please provide a copy of your child's immunisation status on enrolment. Our Centre does not require children be immunised but it is strongly encouraged. In the event of an outbreak of infectious disease all parents will be notified and parents of non immunised children will be advised to keep them away from the Centre until the danger has passed.



## Illness

Please be aware that most children will experience some mild form of illness when they enter a group situation. This is common for adults as well. To ensure we keep our Centre and whanau as healthy as possible we require that you keep your child away from the Centre if they are unwell and unable to participate fully in the programme. If your child becomes unwell while attending the Centre we will contact you immediately and expect that your child would be collected within the hour.

Children must remain at home if they have anything contagious. Children that have vomited or had diarrhoea must remain at home for a period of 48 hrs since the last bout. A virus is also contagious please keep your children at home for at least 48 hrs.

**You will need to keep your children at home if they have any of the following:**

- High Temperature/Fever
- Inflamed throat/eyes
- Conjunctivitis
- Unidentified rash
- Vomiting or Diarrhoea
- Chicken Pox
- Green Runny nose
- Head Lice
- Hand, Foot and Mouth disease (blisters on hands, feet or mouth)

Unwell children are best kept at home. The teachers do not have the facilities or training to care for sick children. Children who are not well cause extra pressure on staffing and infect everyone who is in close proximity.

## Absences

Please contact the Centre if your child is absent. A quick phone call in the morning ensures we know where your child is, and that they won't be expected to attend that day. It is very important that you inform us if your child is unwell or has been unwell over weekend.

## Sun Safety



At Princes Street we have a sun safety policy, and we try to enforce a 'NO Hat NO Play' rule. We do supply sunblock which is applied every time we go outside. If your child needs a specific sun block please ensure you supply a named bottle for the staff to apply. A named sun hat may be left at the Centre for your child to use every day.

## Accidents

Our teachers have First Aid certificates and we are equipped with first aid supplies. All accidents will be recorded in the ACC book. You will be informed if your child has had an accident and are required to sign the Accident book. If the accident is serious we will make all efforts to contact you immediately, however in your absence we will seek medical advice.

## Emergencies

At Princes Street we are well prepared for emergencies. We all regularly practice fire drills and there are supplies kept on hand for other events such as earthquakes or floods. Civil Defence are aware of our location and we will receive priority attention in an emergency.



## Emergency Contacts

It is extremely important that we have your correct contact information and the contact information of others allowed to pick up your child. Please ensure you update these regularly.

## Special Needs

If any child is observed to have special needs, a conference between senior staff and parents/whanau will be arranged to discuss what is the best way we can support and accommodate the child's needs while they are at our Centre. The appropriate agencies will also be contacted to support parents and teachers in working with the child.

## Toilet Training

Like any of your child's developmental milestones this will happen, when they are ready. Staff are here to support you and your child through this process. Feel free to discuss this with staff.

## Excursions

Excursions are an important part of Centre life. We sometimes will require extra assistance on excursions and we like to encourage as much parent participation as possible. You will be notified of any excursions and the Centre excursion policy will be followed at all times.

## Arrivals and Departures

Princes Street does not take responsibility for children who are not supervised on arrival and departure of the Centre. We are located on a busy road with many people passing all day long, so please ensure your child arrives and departs the Centre safely. Please do not encourage children to run to the car or down the footpath unsupervised. Please do not encourage children to open gates to restricted areas.

## Centre Closure

The Centre closes for two weeks over the Christmas period. Parents will be notified of the dates for the closure period closer to the time.



## Birthdays

If you would like your child to celebrate their birthday at the Centre please inform staff. Please do not feel obligated to do so but if you wish to we ask that you keep this simple. Chips, lollies and juice are not necessary. The Centre is a **NUT FREE ZONE**. Please ensure no nuts, nut bars or nut products are brought into the Centre at any time. In line with Food Safety requirements any food provided for the celebration must be commercially produced (not homemade).

## Concerns and Complaints

Any concerns or complaints are to be dealt with using the Concerns or Complaints procedure displayed in the foyer of the Centre.

## Complaints Procedure for Non Compliance with Licence Conditions

If parents have any concerns regarding the Centre not meeting the licence requirements please contact the Supervisor or Trust Chairperson.

If you feel you have not met a satisfactory response then you can contact the Ministry of Education (09) 632 9400

## Policies and Procedures

Copies of all Centre policies are available on request. These policies are part of a regular review cycle. Parents are consulted on each policy during this process.

## Adjusting to Centre life

We know that beginning childcare can be very scary for both your child and yourself. Adjusting to childcare can sometimes be more difficult for parents than children. Our staff are committed to doing everything possible to make this transition a smooth one for you and your family.

**To help the settling process here are a few suggestions:**

- Visit the Centre prior to starting
- Show your child that you feel comfortable in this new environment, and that these new people are new friends.
- Ask as many questions as you need. Sometimes the smallest things might need clarifying, and we are here to help.
- Tell the staff how you are feeling.
- Be prepared to feel upset on the first day. Telephone the Centre to check on progress.
- Always say Goodbye to your child when you leave, so they know you are going and reassure them that you are going to come back and you will see them soon.

All children react differently and take different lengths of time to settle into a new Centre. This sometimes depends on their age or stage of development. The staff use different settling strategies depending on the child. Some children like to wave at the window, some do not. Some children will cry as you leave but often this is to see if you might change your mind and stay. Consistent messages can be difficult but often are easier for children to understand and become used to.

## Fee Outline

**Effective 4 July 2016**

**Under Two Years - \$300.00**

**Two – Three Years - \$275.00**

**Three Years+ - \$195.00 (includes 20hrs subsidy)**

Payments are due weekly in advance on Monday of each week; please include your child's name as a reference of payment. A statement of account will be provided each month or upon request.

## Bank Account

ASB Auckland University Branch

Account Name: Princes Street Childcare Trust

Account number: 12-3428-0064113-00

**Any queries about accounts or payments to:**

Office Administrator

officeadministration@princesstchildcare.co.nz

**Centre contact:**

Katrina or Kim 09 302 2629 or

management@princesstchildcare.co.nz

If you are eligible for a WINZ subsidy please provide the documentation for Katrina or Kim to complete.





# Princes Street Childcare Trust

Princes Street Childcare Centre is governed by a Trust Board. The majority of the Board Members are parents who have children attending the Centre. The parents on this Trust board have given their time voluntarily, and work with the Management of the Centre, to ensure the children receive the best quality care and education possible.

The Princes Street Childcare Trust meet monthly on the upper level of the Centre. Meeting dates are displayed in the Centre foyer and all parents are welcome to attend. Nominations for Trust Members are welcomed at the AGM.

## Contact the Trust Chairperson:

[trustees@princesstchildcare.co.nz](mailto:trustees@princesstchildcare.co.nz)



## TRUST VISION

**To provide  
quality care and education  
in a safe environment, based  
on the founding philosophy  
that is the importance  
of the child, the family  
and relationships.**

