



Brightlands
Childcare Centre

***“Creating rich environments for children
to learn about the world around them”***



Parent Handbook



Kia ora!

Welcome to Brightlands Childcare Centre.

It is a pleasure to extend a warm welcome to you and your child / children on behalf of the team at Brightlands Childcare Centre.

As parents, you are your child's first and most important teacher. Our teaching team recognises that your child's early years are critically important and as a result, we value the trust placed upon us by all parents. We very much look forward to working with you, and hope that you will find this booklet useful in making the transition into Brightlands Childcare Centre and in providing ideas about how you contribute to your child's learning journey.

If you have questions relating to our service and your child's enrolment with us, please do not hesitate to contact us.

The team at Brightlands would like to thank you for entrusting your child's early childhood care and education to those of us at Brightlands Childcare. We take the task seriously and we welcome your involvement along the way.

Atul Gupta

Director



ADMINISTRATIVE MATTERS

This handbook contains answers to some of the common questions from new parents to Brightlands Childcare Centre.

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| SERVICE HOURS | Monday to Friday 7:30am to 5:30 pm Closed Statutory Holidays | |
| FEES | Fee schedule is available upon request. | |
| 20 FREE ECE HOURS | 20 ECE hours are FREE for children 3 and 4 years of age. You will receive up to 20 hours of childcare free, paid for by the government, when attesting to the 20 hours ECE scheme. | |
| WHAT TO BRING TO THE CENTRE | School bag Change of clothes Sunhat in summer Warm jacket, hat and shoes in winter Drink bottle Wet bag for wet and dirty clothing Milk formula (if applicable) and nappies | |
| SUPPORT | WINZ subsidies available. | |
| QUERIES and QUESTIONS | If you have questions relating to your child's enrolment, or your child's care and education please do not hesitate to contact the teacher, Team Leader, Centre Manager or the Director. | |
| CONTACT DETAILS | Phone: 07- 949 8335 Mobile: 021 235 4393 | We welcome your email: Info@brightlands.ac.nz |





Ministry of Education Licensing

We are licensed by the Ministry of Education to deliver an early childhood based programme to children from newborn to school age.

Attendance sign-in for your child

You must sign your child in and out on the tablet at reception, using your unique pin number. Pin numbers are not to be shared, each person authorised to collect your child will be allocated their own number. This is important as it is used in the event of an emergency, as well as in the documentation required by the Ministry of Education.

Changes to booked times

Any changes to your child's times must be discussed with the administrator or manager and a change of booking form signed.

Notification if Withdrawal

Two weeks notice is required in writing. In the event of two week's notice not being provided, fees will be required to be paid until the notice period has expired.

Absences

Parents/caregivers are asked to notify the Centre as soon as possible in the event of their child's absence whether it be a day at home, or illness.

Induction to the Centre

Parents/caregivers will be encouraged to visit the Centre with their child 2 or 3 times prior to their start date. These visits will be at no cost to the families.

We encourage parents not to sneak off when leaving their child. This will cause mistrust between the child and the parent and will make the second farewell harder. Teachers will ensure that they are available to settle the child when the parents say goodbye.

Parent / Caregiver Involvement

Involvement in the Centre can be in many forms including attending excursions and parent evenings, sharing your culture, sport, music, interest or hobby with the children in the home. Communication at pick up and drop offs is a great chance to discuss your child's day and also share what is happening at home so that we can build upon this within the centre.



Policies and Procedures

At times as parents and caregivers, you may want to access information regarding our service policies and procedures. These are available at our office.

Excursions and Regular Outings

Local walks within the neighbourhood form part of our regular curriculum, just as they would if you were at home with your child. Permission is requested for these at the time of enrolment. Special permission will be sought, and information provided in advance of excursions that involve travel and transportation. On all excursions risks are considered and ratios set in order to maximise your child's safety.

Portfolios

Portfolios are a record of your child's learning journey. Each child that attends will have a secure online portfolio through www.storypark.co.nz - where we can record and communicate learning to you as it happens; privately with you and your family.

Spare clothing & other items

Children learn through creative play and this kind of play can be messy. They will get paint on their clothes so dress them in comfortable clothes, easily washed and suitable for active play.

Please bring a school bag with the following items:

- Drink bottle for water
- Bottle and formula if applicable
- At least two changes of clothes
- In summer a sunhat and sunblock
- In winter a warm hat, jacket and shoes
- Any required medications. These must be removed from the bag and handed to the Teachers for safety and you must sign the medicine register.



It is important to name all clothing, footwear and bags. We cannot take responsibility for property that is lost.

Communication

We aim to make communication as open, regular and informative as possible.

Communication enables us to understand your aspirations for your child, your culture and get your contributions. This information combined with our knowledge and skills assists us in planning for the care and education of your child and ensuring rich and meaningful learning opportunities.

We recognise that while parents are interested in all aspects of the service they are often restricted by time. We have therefore instigated a variety of communication means.

- Children under the age of 12 months have a daily communication book that is a two-way correspondence between the service and home regarding your child's routine and day
- Email is encouraged as a tool for communication
- Nappy changes, sleep times, medications, will be recorded on a register for your viewing
- Parent Education evenings will be offered
- Regular newsletters
- Notices on the community board via StoryPark.
- Surveys, questionnaires and consultation forms will be used throughout the year to gather the voice of parents / guardians and whanau in relation to the review of policies and procedures within the service.

Ministry of Education Funding

As Brightlands Childcare Centre is a licensed early childhood service Ministry funding is received. The amount and details of the expenditure of the Ministry of Education Funding will be available on our licensing board or on Storypark following our first full financial year of trading.



Education Review Office

A copy of the service's ERO report will be available following the review. The report will be made available to you via Storypark or can be found online at <https://www.ero.govt.nz>

Complaints

If there is a problem with non-compliance in relation to the Regulations or service procedures, please follow the steps below:

1. Speak to the Person concerned
2. Speak to the Centre Manager
3. Put your concern in writing to the service providers Atul Gupta and email to atul@brightlands.ac.nz
4. If the matter is still unresolved contact your local Ministry of Education.
<https://education.govt.nz/ministry-of-education/regional-ministry-contacts/>

Self Review Consultation

Policy and Centre reviews will be displayed on the Storypark notice board regularly to get your views and comments. Please ensure you read the document and add your comments. Your views are important to us.

Illness Policy

We are committed to providing a healthy environment for all children and Staff. It would be difficult to completely remove the risk of infection and illness, however, we will provide an environment in which all efforts are made to reduce the risk of illness and infectious diseases spreading. Please see our Illness Policy for more specific information, otherwise have a look at Ministry of Health website for recommendations.

Staff will ensure that the unwell child's name, remains confidential at all times.



Positive Guidance

Child management is a partnership between families and the home, and we endeavor to work as such for the benefit of the child. Appropriate and desirable behaviour we encourage in our service is:

- Respect for people through actions and words.
- Respect for things (belongings, natural world and material world).
- Safe practices

Guidelines for Positive Guidance

Child interactions should be positive and nurturing, and the individual needs of the children must be considered. Positive Guidance is focused on developing social competence in our children. It is important for the children that boundaries are clear and consistent so that they can feel secure and happy in their environment. Positive reinforcement of good behaviour is used i.e. focusing on and praising of positive behaviour. Policy available for more information.

Administering Medication:

If your child is to be administered medication by staff, you must record on the medicine register each day the dosage and relevant details and check with the teachers for an appropriate storage place. Clearly label any medications brought in. Prescribed or non-prescribed medicines are to be brought into the centre in original packaging which clearly shows a name, dosage and expiry date.

The regulatory framework for ECE consists of:

- the Education Act 1989
- the Education (Early Childhood Services) Regulations 2008 and the Education (Playgroups) Regulations 2008
- licensing criteria for ECE services, kōhanga reo and playgroups.



The Ministry of Education uses the licensing criteria to determine if a service meets the requirements set out in the Education Act and corresponding regulations. Link for the Licensing criteria for centre-based ECE services <https://education.govt.nz/early-childhood/licensing-and-regulations/the-regulatory-framework-for-ece/licensing-criteria/centre-based-ece-services/>

Link for the Early Childhood Regulations

<http://www.legislation.govt.nz/regulation/public/2008/0204/latest/DLM1412501.html>

Parent Library

The Centre keeps a range of pamphlets from SKIP, Ministry of Education and Public Health, as well as having access to a range of books and resources that are available on request. Some useful website for parents are:

<https://education.govt.nz>
www.parentsinc.org.nz
www.familyservices.govt.nz

www.kidspot.co.nz
www.workandincome.govt.nz
www.kidshealth.org.nz
www.kiwifamilies.co.nz

Facebook

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