



OSCAR House KOROKORO **OUT OF SCHOOL CARE AND RECREATION (OSCAR)** **INFORMATION**

Kia Ora Koutou

It is our pleasure to welcome you to OSCAR House.

We hope that this information booklet is useful to you. It provides information on programme operation, what you can expect and what is expected of you. If you have questions, the supervisor or managers will be happy to answer them. We also welcome any suggestions you may have.

PHILOSOPHY OF OSCAR HOUSE

OSCAR House aims to meet the recreational, social and developmental needs of children in a safe and caring environment to a standard that meets or exceeds the parents/caregivers expectations. Our aim is to ensure children enjoy activities that are fun, stimulating and appropriate to their age. OSCAR House acknowledges the fundamental role played by the staff in achieving these aims and will give them every support so they can operate the best programme possible.

We also acknowledge the needs and desires of parents, caregivers, and their family/whanau whose support is essential to a successful programme. Your feedback is valuable to us as we continually strive to improve our programme.

OSCAR House Korokoro commenced on 1st October 2003.

DAILY PROGRAMME

Programme Location

Korokoro School Hall is open on school days from 3.00-6.00pm. Children can attend full-time, part time or on a casual basis if positions are available.

Child Age Range 5-13 years.

Staff:Child Ratio 1:10 staff to child ratio.

Food

The programme provides your child with afternoon tea with a healthy and nutritious variety of food and drinks offered. The food plan for the term is on display.

Hats and sunscreen

Term 1 & 4: Parents need to provide their child with a full brimmed hat that remains at OSCAR House. Please provide your own sunscreen in your child's bag if they are sensitive to some brands.

Programme Content

Planned activities are offered during the day and children are encouraged to participate. Activities offered include art and craft projects, organised games and sports, use of games equipment, plus occasional excursions. Homework time is also offered. The programme plan is posted on the notice board.

REQUIREMENTS OF OSCAR HOUSE

Enrolling your child

You are required to fill out the enrolment form.

Please ensure that any changes to current details such as your contact number and address are advised by email to dalena@oscarhouse.co.nz as soon as a change occurs. A waiting list will operate if we are full.

Casual care (after the initial enrolment): please contact the Admin team preferably by text [022 175 9534](tel:0221759534), email admin@oscarhouse.co.nz, or [04 939 0884](tel:049390884).

Probation Period

All enrolments will be subject to a two-week probation period to ascertain compatibility of the child to the programme and one weeks' notice may be given at this time.

Notification of attendance

Collecting your child in the afternoon/evening

- Identify yourself to a staff member
- Sign the Attendance Register and note the time of pick up; a roll call is held at 4:30pm for half session attendees
- Review the Attendance Register for any accidents or incidents
- A child cannot leave with any person other than the people authorised (14 years and older) to collect the child. If a person who is not on the enrolment form comes to collect your child, the child will not be given to that person until you have been contacted to verify your approval. To avoid embarrassment to the person collecting, please inform the programme of their name in advance.
- If you are unavoidably delayed, you are required to contact the supervisor by phone to let them know when you will be arriving. A late fee applies. If parents/caregiver/emergency contacts are not contactable 1 hour after the programme closes, your child will be taken to the Supervisor/Managers home, a note will be left at the programme and the Lower Hutt Police will be notified.

Absent children

If your child will not be attending, the programme must be notified **before 2:30pm**.

- You will be texted the direct Korokoro Programme contact numbers, to enter into your phone, prior to your child commencing.
- Text (preferably) **027 253 4710**, phone 04 939 0884 or email absences@oscarhouse.co.nz before 2:30pm and staff will send confirmation. If you do not receive confirmation by 3pm, please phone the programme.

Absent children without notification:

- If a child does not arrive when expected, and the staff have not been informed, there is a charge of \$10 for each non-notification.

Reduction in sessions or resignation

We require two week's written notice of the child's final day/reduction in sessions, both during the year and also at re-commencement of the next year. If insufficient notice is given, a fortnight's fee will be charged.

Behaviour Guidance

There is a written policy that the Supervisor discusses with the children to encourage a co-operative and positive environment. We place a lot of emphasis on the children's manners and the set of rules revolve around safe play, respect for themselves and each other, and respect to property and equipment. Staff are trained to use behaviour guidance techniques that encourage positive self-esteem.

Complaints Procedures

If you have a complaint against a staff member, child or another parent, you should approach the Supervisor first, at a convenient time arranged with the Supervisor. If you are still dissatisfied, or have a complaint against the Supervisor, please approach Management.

Accidents, Medication and Sickness

- If your child has had an accident, there will be a note by the name of your child on the daily Attendance Register. This will alert you to check and sign the accident book.
- If an accident requires medical attention, or your child sustains a head injury, you will be contacted immediately.
- No medication can be given unless we have written permission from the parent or guardian.
- Should your child be unwell, you or other authorised people you have nominated on the enrolment form, will be contacted immediately. Please ensure you have alternative care arrangements in case of sickness.
- If it is urgent and you or other authorised people cannot be contacted, OSCAR House reserves the right to contact your child's family doctor, or the hospital.
- We have a smoke free environment

Children's Needs

Please inform the Supervisor if there is anything happening in your child's life which may be affecting them. This enables staff to be aware and show understanding and sensitivity if your child's behaviour is out of character, or if they become easily upset. Information of a personal nature will be kept strictly confidential.

Information

OSCAR HOUSE information is distributed to parents/caregivers in many forms.

- A manual containing all policies and procedures are available for viewing (on the premises) at all times.
- Programme and food plans placed on notice board.
- Enrolment information booklet.
- Emails, notices and newsletters.
- Website.

OSCAR House Holiday Programme issues a programme plan and enrolment form approximately the 6/7th week of each school term.

Fee is additional and paid separately for days selected by parents/caregivers.

FEES

The fee structure is designed to encourage and reward full-time morning and afternoon attendees.

All regular users pay the fee 2 weeks in advance by automatic payment/direct debit.

Any change in fees will be notified (a minimum of 2 weeks).

Fee payments cover from the first day to the last day of the school year, without stopping during the school holidays, for permanent positions irrespective of your child's attendance.

Fees are pro-rated over this period and calculated as follows:

[Weekly fee x 40 weeks / 23 payments = Fortnightly Automatic Payment.](#)

There are 40 weeks in the school year. There are 23 fortnightly payments from the beginning to the end of the school year.

Although payment is spread over the 46-week period, only 40 weeks are actually being charged ie the school year. This is to assist parents/caregivers and ensure a smoother accounting system where Automatic Payments /direct debits do not stop and start each term. There is no reduction in fees for public holidays or absences.

Upon processing of the enrolment, confirmation and fee details will be sent to you by email.

The dates may be altered with discussion with management to bring fee payment into line with your wages/salary payments. If the automatic payment is not initiated, casual rates will apply and will be billed accordingly; and your child's position at OSCAR House may be reviewed.

An invoice may initially be issued for any days that are not covered to keep payments in advance.

Invoices are sent for:

- Non arrival of child with no prior notification: \$10 charge.
- Late collection: If any child has not been collected by 6.00 pm a late collection fee of \$20 for the first 10 minutes; thereafter \$1 per minute will be charged.

There is an 'OSCAR Subsidy' available for eligible caregivers from Work and Income. Please visit their website for details of the subsidies.

Full fees will apply until confirmation of subsidy is received. A refund will be made of any overpaid fees and the residual fee details will be emailed to you.

Full fees are required for **holiday absences** of up to 2 full weeks. 2 weeks' notice must be given.

Parents/caregivers then have the option to resign and reapply for a position.

An administration fee will apply for the reworking in fees.

Positions are not guaranteed and will rely on availability at the time of re-application.

Alternatively, a 50% part-payment ongoing until your child's return, will reserve your child's position

Please contact Kelsey on kelsey@oscarhouse.co.nz for all fee matters including current fees.