



## **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/tamariki in a safe and caring environment to a standard that meets or exceeds the parents/caregiver's expectations. Our aim is to ensure tamariki 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 1<sup>st</sup> October 2003.

### **Programme Location**

Korokoro School Hall is open on school days.

### **Attendance:**

Tamariki can attend full-time, part time or on a casual basis if positions are available.

**Half session attendance:** 3-4:30pm

**Full session attendance:** 3pm-6pm

**Holiday Programme** at OSCAR House venues beside Eastern Hutt School: 7:30am – 6pm.

Please ensure you depart the programme by 6pm.

**Child Age Range** 5-13 years.

### **Programme Content**

Planned activities are offered during the day and tamariki are encouraged to participate. Activities offered include art and craft projects, organised games and sports, use of games equipment, plus occasional excursions. Approximately 15 minutes is spent on homework Monday to Thursday.

The programme plan is displayed.

### **Food**

The programme provides your child with an afternoon tea snack with fruit and water offered daily. The food plan is displayed.

**Summer:** 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.

**Winter:** Warm jacket and/or raincoat.

### **REQUIREMENTS OF OSCAR HOUSE**

#### **Enrolling your child**

Every child must be enrolled prior to attending. A waiting list will operate if we are full.

Please notify [admin@oscarhouse.co.nz](mailto:admin@oscarhouse.co.nz) of any future changes to the enrolment information.

A waiting list will operate if we are full.

For casual care please contact the Admin team by email [admin@oscarhouse.co.nz](mailto:admin@oscarhouse.co.nz).



## **Probation Period**

All enrolments will be subject to a two-week probation period to carry out an induction and ascertain compatibility of the child to the programme and notice may be given, or probation extended, during this time.

## **Notification of attendance**

### **Collecting your child in the afternoon/evening**

- Identify yourself to a staff member
- The Attendance Register is signed and the time of collection is noted.
- Accidents or incidents will be notified.
- A child cannot leave with any person other than people (14 years and older) authorised to collect the child. If a person who is not on your authorised list comes to collect, your child they will not be released 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 tamariki**

- If your child will not be attending, the programme must be notified by **027 253 4710 before 2:30pm**. You will be texted the Kelson Programme contact numbers to enter into your phone prior to your child commencing.

## **Absent tamariki without notification**

- If a child does not arrive when expected, and staff have not been informed and need to contact you, there is a charge of \$10 for each non-notification. We really would prefer you notify us so we don't worry about your child.

## **Reduction in sessions or resignation**

Parent/caregivers are required to give two weeks written notice for reduction in sessions or for resignations during the current year and also at re-commencement of the next year (attendance is rolled over into the next year unless otherwise notified).

## **Behaviour Guidance**

There is a written policy that the Supervisor discusses with the tamariki to encourage a co-operative and positive environment. We place a lot of emphasis on the tamariki'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.

**Permissions & Agreements:** The Year 6, 7 & 8 attendees are old enough to sign off their own behaviour agreement prior to commencing to ensure a positive environment is maintained at the programme. They will also sign an Electronic Policy Agreement.

## **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 not satisfied, or have a complaint against the Supervisor, please approach Management.

## **Accidents, Medication and Sickness**

- Staff will advise you on collection if your child has had an accident.
- 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 will be contacted immediately.
- 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

## **Tamariki'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 is available for viewing (on the premises) at all times.
- Programme and food plans are displayed.
- Enrolment information booklet.
- Emails, notices and newsletters.
- Website [oscarhouse.co.nz](http://oscarhouse.co.nz)

**OSCAR House Holiday Programme** issues a programme plan and enrolment form approximately the 6/7<sup>th</sup> week of each school term. Fees are additional and paid into a different account than term time for days selected by parents/caregivers.

## **FEES**

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

All regular attendees are required to pay the fee in advance; no later than the Monday of the week the care is provided.

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

Fees are payable during term time irrespective of your child's attendance. Fees are still payable for public holidays, school closed days and absences for any reason, including casual booking cancellation with less than 24 hours' notice.

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

## **WE DO NOT ISSUE FEE INVOICES.**

The dates may be altered by emailing [kelsey@oscarhouse.co.nz](mailto:kelsey@oscarhouse.co.nz) to bring fee payment into line with your wages/salary payments.

If the payment is not initiated, penalty rates will apply and will be billed accordingly; and your child's position at OSCAR House may be reviewed.

## **Fees are emailed for:**

- Non arrival of child with no prior notification: \$10 charge.
- Late collection: If any child has not been collected by 6.00pm 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 3 full weeks. 2 weeks' notice must be given.

Parents/caregivers have the option to resign and reapply for a position. 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](mailto:kelsey@oscarhouse.co.nz) for all fee matters including current fees.