



## **KIDS CLUB WHANGAMATA OSCAR Holiday Programme**

### **Information Booklet**

Please read this information carefully  
and **keep for your own records.**

#### **WELCOME to Eastern Coromandel Community Services Kids Club Programme**

Eastern Coromandel Community Kids Club aims to provide an affordable, quality holiday programme for tamariki and families within our local community, where children can connect, grow and be supported. Children will have a safe, supervised environment to express themselves, learn new skills and make new friends.

Utilising the skills of local community groups, individuals, and volunteers to facilitate activities and build connections will give the children a sense of belonging and inclusion within their community.

It is our goal to provide an environment where children feel respected, valued and nurtured, and their parents can be secure in the knowledge their children are safe and happy.

It is our belief that all children should be treated fairly, with compassion and patience.

#### **PROGRAMME DETAILS**

We aim to provide a balance of free play and supervised indoor and outdoor activities. We run a variety of art and craft activities, sports and games as well as providing an assortment of toys and play equipment for self-directed play.

OSCAR programmes are for children aged from 5 to 13 (or children aged up to 18 years if they are eligible to receive a Child Disability Allowance).

**Limited to 30 children per day.**

Our staff are police vetted, and a certified First Aider will be on site each day.

## ENROLMENT & BOOKING

Go to our website [www.communityservices.org.nz](http://www.communityservices.org.nz) and click the **Holiday Programme Booking** button.

OR

Go to the following link address [kidsclubwhangamata.aimyplus.com](http://kidsclubwhangamata.aimyplus.com)

- Click the purple **Register Now** button.
- Once registration and enrolment are completed, you can continue using the website or you can download the **AimyMe** Parent app from the app store on your mobile device.
- Make your booking.
- Make payment to confirm.



Please keep your child/ren's information up to date or notify us of any changes.

### **No walk-ins – Make your booking at least 1 day prior to commencement.**

This impacts our staffing rosters, safety ratios (adult: children) and available resources e.g. van seats.

## WORK AND INCOME

Our OSCAR Programme is approved and audited by The Ministry of Social Development (MSD) and registered with Work and Income.

WINZ Subsidies are available for eligible families. Please complete:

**Childcare and Oscar Subsidy Application** to begin and thereafter, **Oscar Subsidy Declaration** every holiday programme (4 weeks prior to the start to allow for processing).

Any parent expecting Work and Income payments must show evidence of application and pay 1% of the fee until payments are received by the programme. Any remaining balance will be paid by the parent.

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## FEES AND BOOKING TERMS

- Holiday programme fees must be paid at the time of booking.
- Fees are nonrefundable.
- Non-payment of fees will lead to exclusion of children concerned and debt collection services will be notified.

### **Cancellations, Sickness or Unexpected Absence**

- If your child is unable to attend, the fee will still apply.
- Fees are non-refundable.

*This helps us cover staffing and programme costs that remain the same even when a child is absent.*

### **Booking Changes / Swaps**

- You're welcome to make changes to your booking with at least 24 hours' notice, within the same holiday programme.
- Changes are subject to availability of spaces on alternative days.
- Same-day changes or swaps cannot be accommodated, as staffing and activity plans are already in place.
- If your child is unable to attend on the day, the full fee still applies.

If you need to make changes or cancel your booking, please advise us at **021 271 5665** or email [kidsclub@communityservices.org.nz](mailto:kidsclub@communityservices.org.nz).

**Please note** we do not view our emails over the weekend.

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### **ILLNESS**

It would be appreciated if you could keep your child at home if they are unwell. Should they become ill while in our care the parent/caregiver will be called to arrange for the child to be collected within an hour.

In the event of an injury or accident, staff will provide appropriate first aid and contact a parent/caregiver. If needed, an ambulance will be called at your expense.

All accidents and incidents are recorded on the relevant forms. Parents will sign incident reports that involve their child. (Names of other children involved will be kept confidential.)

A minimum of one qualified first-aid person is onsite at all times.

In the event of an emergency, the Supervisor will move your child to a safer location.

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### **COLLECTING YOUR CHILD**

- Children must be collected on time and dropped off no earlier than **8:30am**. Parents will be charged \$5 if collection time has passed **3:30pm**.
- Each child is required to be signed out by an approved person and verified by a staff member to ensure we are aware your child has left for the day.

- If a person arrives to collect your child whose name is not on the sign out list, then we are obliged to keep your child in our care until permission is given. We would appreciate prior notification if this situation arises.
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#### **WHAT TO BRING:**

- Plenty of food (lunch, morning tea and afternoon tea)
- Water bottle

The children need to be well prepared to get the most enjoyment out of the day.

- Spare clothes
  - Bags for wet clothes
  - Shoes - suitable for walking
  - Summer: Sunhat, togs, rash shirts or long sleeves, towel
  - Winter: Rain jacket, warm clothes
  - Car booster seat for offsite trips if your child needs one.
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#### **TRIPS - CONSENT**

By submitting a booking for the Holiday Programme, parents/caregivers are required to tick and agree to the programme's Terms & Conditions beforehand on aimyPlus. This confirmation serves as consent for their child to participate in trips and excursions in and around Whangamata.

Details of planned trips will be provided prior to the school holidays. These may include local outings on foot within Whangamata, as well as travel by van to destinations further afield. All trips are supervised by programme staff and follow our safety and risk-management procedures.

All drivers are vetted ECCST staff members, hold a Full NZ Driver's License and are committed to ensuring that all reasonable steps are taken to ensure the safety and wellbeing of children when they are travelling to engage in activities.

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#### **SUNSCREEN**

Sunscreen is provided by Kids Club and will be applied as required and in accordance with the sunscreen labels.

Children requiring different sunscreen due to skin sensitivity or allergies must provide their own.

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#### **PHOTOS**

We use photos of the Kids Club children participating in our Holiday Programme in two ways:

1. **Regularly**, to share our days of fun with parents on our **closed** Facebook page – Whangamata Kids Club
2. **Occasionally**, to promote Kids Club programmes

Please select your preference on AimeyPlus regarding photos permissions or have a chat with our staff to discuss your preference.

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### **PROPERTY**

The ECCST Kids Club staff will take all reasonable care of your child and their property during their attendance but we cannot accept responsibility for any loss or damage arising by way of accident, injury or theft, or otherwise.

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### **COMPLAINTS PROCEDURE**

It is the goal of the Kids Club to provide the best quality service to you and your whānau.

If you are unhappy with Kids Club, please write, or speak directly to the people involved. Issues and misunderstandings can often be resolved in this way.

If you feel unable to do this, please contact Jess Morrison who will respond to the complainant in writing. From there we may arrange a meeting with the people involved. The manager may notify the board to investigate and provide a decision if the matter is unresolved.

[jess.morrison@communityservices.org.nz](mailto:jess.morrison@communityservices.org.nz)

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### **PROGRAMME SAFETY PROCEDURES**

All facilities used for the programme and activities will undergo a risk assessment to identify potential hazards and safety issues. While not all risks can be completely eliminated, Kids Club identifies foreseeable risks or hazards and implements appropriate management procedures to eliminate, isolate, or minimise them. Feel free to ask staff about any activities or request to view Policies, Procedures and Risk Assessments.

Policies and procedures can be viewed on our website:

<https://www.communityservices.org.nz/kids-club-holiday-programme/>

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### **PRIVACY STATEMENT**

We collect your personal information in order to provide care for your child/red in our OSCAR programme. Besides our staff, we may share this information with MSD Te Kahui Kahu, who audits our organisation to meet the requirements of OSCAR Accreditation.

We keep your information safe by storing it on a secure server and only allowing our programme managers to access it. We keep your information for as long as you are using our programme at which point we securely destroy it by erasing all digital records.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at [kidsclub@communityservices.org.nz](mailto:kidsclub@communityservices.org.nz)

## **CONTACT US**

**Call:**

021 271 5665

07 865 7065

**Email:**

[kidsclub@communityservices.org.nz](mailto:kidsclub@communityservices.org.nz)

**Kids Club Site:**

Baptist Church

301 Port Road, Whangamata

**ECCST Office:**

505 Port Rd, Whangamatā 3620

