



IMPRESSIONS
CHILDCARE

805 Crozier Street, Pirongia

Phone 07 871 9109

impressionschildcare@xtra.co.nz

www.impressionschildcare.co.nz

Parent Information Booklet

Creating lasting impressions for your child's future

Subject to change. Printed as correct June 2025

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Philosophy

We believe that trusting, reciprocal relationships are paramount to tamariki's sense of belonging.

We value the partnerships that our key teachers create with whanau, ākonga and the community, allowing for open communication and the opportunity to share information. We are respectful of both our tamariki and parents/whānau and community's need for continuity and consistent caregivers/teachers. As such we have a full team of teachers in each room, and permanent relievers who are well known to all within the centre. We value the relationship that we have built with the community and its members. We are actively involved within the community of Pirongia, and have built strong ties with the local school and community services.

We believe that the environment should encourage meaningful encounters and promote the empowerment of each child.

We aim to provide an outdoor environment that is spacious, rich with resources, is challenging, and encourages risk-taking and independence within a safe setting. We strive indoors to provide a clean, attractive and visually appealing learning environment with open spaces for play. We encourage ākonga's desire to learn, and want that journey to be full of investigation, excitement and challenge for each child to thrive.

At Impressions we recognise and support individual development and assist ākonga and whānau in their learning goals with individual educational plans.

Introduction

Impressions caters for children from birth to six years. We operate under one licence with four rooms, a Nursery, Toddlers, Juniors and a Preschool. We are licensed by the Ministry of Education and we strive for high quality care and education. Impressions is open Monday to Friday 7.30am to 5.30pm

Curriculum

Impressions Childcare Centre aims and purposes are to ensure that the centre's programme is implemented in ways that meet the learning and developmental needs of all children.

We provide a structured and a child initiated programme which caters for all needs, as individuals and as a group. The children have some structured time throughout the day; this could be through mat time, music time or game time. During this structured time children are learning to be part of a group, to follow instructions, to have turns and to experience different areas. The rest of the time there are different activities out for the children to be involved in or they can choose to play in a different area. Our programme is based on the Te Whaariiki Early Childhood Curriculum.

Nursery

The Nursery is staffed with above regulation staff ratios and caters for children 2 years and under. (Ages may vary due to availability) We provide quality care and education for all children while working alongside the families/whanau. We support the individual changing routines and requirements of every child ensuring we stay as close as possible to their home routines.

Toddlers

The Toddlers room is also staffed with above regulation ratios, and caters for children approximately 18 months to 3 years old. (Ages may vary due to availability) We provide a stimulating resourceful environment. All children's developmental needs are catered for and educational opportunities are provided constantly and self help skills supported and encouraged in a positive environment.

Juniors

The Juniors room is also staffed with above regulation ratios, and caters for children approximately 3 years to 4 years. (Ages may vary due to availability) We provide a challenging, stimulating environment. All children's developmental needs are catered for and educational opportunities are provided constantly to encourage confident, competent learners and creating lasting Impressions for your child's future.

Preschool

The Preschool is also staffed at above regulation ratios. We focus on developing independence and beginning to take responsibility for their own learning. There is a focus on preparation for school. The children have a huge range of activities available for them to do all the time. The outdoor environment promotes gross motor skill development and exploring a wide range of educational opportunities.

Transition from room to room

Once your child is enrolled at Impressions with permanent contracted hours they will automatically transition through to the next area. We will transition your child as per age, availability and individual requirements.

Education Review Office

The most recent ERO report was done in 2023. There is a copy kept on the notice board in the entrance and is also available online through the Education review office website. www.ero.govt.nz These reports are done on childcare facilities, standards of quality and are a public document. Please feel free to check it out.



Follow us on Facebook:
Impressions Childcare Centre

Staff/Teachers

All staff hold a current First Aid certificate.

We operate at above required teacher, child ratios and regulations. Our staff are continually taking part in professional development to stay up skilled and up to date with ongoing developments in the Early Childhood Education sector.

We also have a Centre administrator who takes care of fees and other administrative duties which relieves the teachers from these required duties and enables them to concentrate on teaching.

Our cook holds a certificate of Food hygiene and safety.

Students

From time to time there will be students working at Impressions. These students will be from different educational institutes and they will be working towards Early Childhood Education qualifications. There will be a photograph and story about each student placed on the staff board when they start. All students will be under the guidance of a qualified staff member and will only perform tasks suitable to their level of training.

Information and Communication

We realise that what happens at the Centre during the day, ties in with what has happened at home. Experiences that a child has had are carried through into their day at the centre. We see parental involvement as vital in the planning and provisions of experiences.

We value open communication with parents and caregivers, and we will strive to maintain good communication opportunities. Please keep us up to date with anything that may be impacting your child's day. If you have any queries please feel free to ask any staff member.

We have a whiteboard in the entrances which will keep you updated with what's happening and any relevant information.

Any written information, notices and accounts will be sent to the email address supplied to us.

Please take your time to look at the different things around the walls, you will see evidence of learning and fun that has been going on daily.

The most effective way of informing parents of children's progress and achievements or simply about their day is on a one-to-one or personal basis. You will find that there is someone who will be able to give you feedback about your child's day. A more formal meeting can be arranged if you wish to discuss in depth anything about your child's progress or to discuss their portfolios.

Settling in

When children begin attending Impressions Childcare, our priority is to ensure that they are supported to settle in as quickly and as calmly as possible. For some children this may be a couple of days, others may take a couple of weeks.

Allow time to talk with the staff about routines before your start date. We have a sheet that you fill in with all routine and settling information. This is vital information for us. Saying goodbye is sometimes hard and we understand this.

While we do encourage a quick drop off, saying goodbye to your child is an important part of the drop off routine, it will support them to gain trust and a sense of security. It is also helpful to give your child an idea of when you will be back e.g. Just after afternoon tea.

If you would like the chance to spend time with your child at Impressions, we suggest the end of the day when they can show you what they have been doing during their time here, by then your child has already experienced staying on their own. Staying too long at the beginning of the day can cause confusion and prolong the settling period.

You are welcome to phone and check how your child is getting on. If we are concerned about them, we will contact you.

We acknowledge how hard it can be when your child is upset when you leave but rest assured we will support them to settle quickly.

What to bring:

Bottles of formula (or breast milk) made up

Enough nappies for the day – or we have them at \$2.00 each

Nappy cream (if needed)

Comforters or cuddlies (if needed)

2-3 changes of clothes (appropriate for season and NAMED)

Footwear

Hats

NO good clothes, we provide lots of messy play

NO toys from home (We take no responsibility for lost or broken toys)

In summer please apply sunblock before they come to Impressions and we will reapply throughout the day.

Please ensure everything is named clearly

Meals

We provide meals for the children during the time they are at Impressions. Daily food includes Morning tea, Lunch, Afternoon tea and late afternoon snack. Our cook will provide nutritious, wholesome meals. Seasonal fruit offered with every sitting. Children in the Nursery will be catered for according to their age and eating abilities. Special dietary requirements will be dealt with on an individual basis. Water is served at all meal times and available at all times during the day. All food supplied is recorded on a daily basis please feel free to ask what they have had or are having if you are interested.

*Children on 20 hours ECE are entitled to meals providing the optional charge is paid.

Signing in and out

When you bring your child into the centre you must sign them in and sign them out when you go home. Please use your own code when using the tablets, or ask a staff member if you need help. A staff member will be able to show you this process.

E Portfolios

All children that attend the centre will receive an e-portfolio on a web based system. We use the Educa online platform. These profiles document your child's progress. They contain samples of artwork, photos, and observations, and are an excellent way for us to work in with parents in planning and goal setting for individual children.

The e-portfolios are a link between home and Impressions, parents are able to access and share them whenever they wish. We also value family/whanau contributions in the portfolio, so feel free to contribute with photos or stories.

Termination of Contract

If you wish to cancel your child's booking two weeks' notice must be given in writing. If you fail to give two weeks notice you will be required to pay for two full weeks after termination.

Birthdays

We love to celebrate birthdays. If your child attends Impressions on their birthday and you wish to supply a cake to share then you are more than welcome to but this is completely up to you. If you intend to bring in a cake please let us know so we can be prepared.

Scholastic Book Club

Regularly we will give out book club pamphlets for you to order quality books at great prices. It is easy, just bring the order form back to us with payment or even easier, you can now order online and books will be delivered to Impressions. When you place orders through us we receive free books.

Complaints Procedure

At Impressions Childcare Centre we encourage clear channels of communication, to present any concerns that families may have about their child, the Centre or staff.

If you have a complaint be assured it will be handled confidentially and will receive a fair hearing from Centre Management.

The steps you may take are:

Make an appointment to see the Centre Manager to discuss areas of concern. If you do not receive satisfaction, then you are able to make a written complaint to the ministry of Education.

Any complaint we receive will be promptly and thoroughly investigated. Feedback will be given as soon as this is completed.

Policies

We have a number of centre policies and regulations, these are kept in a folder in the office and available on request at any time. We encourage you to read these, ask a staff member. Policies are put out for consultation and reviewed annually.

Fees Schedule

\$50 Administration fee to confirm all enrollments

Hourly - \$7.25 (casual)

***20hrs ECE (3-5) year olds**

Optional charge of \$2 per hour, \$7.25 per hour after that. (min of ½hr charge)

	1 Day	2 Days	3 Days	4 Days	5 Days
Under 3 8.5 hours	\$60	\$120	\$180	\$230	\$250
Under 3 6.5 Hours	\$47.13	\$94.25	\$141.38	\$188.51	\$235
Over 3 8.5 hours	\$30.12	\$60.25	\$90.37	\$141.50	\$200
Over 3 6.5 Hours	\$15.62	\$31.24	\$46.86	\$83.50	\$130.63

Under 3 - 50 hour week capped at \$300. Over 3 - 50 hour week capped at \$210

10% sibling discount.

All casual bookings made are subject to charge unless cancelled with a minimum of 24hrs notice.

Statutory holidays are charged in full.

We offer 5 fee free days per year. (Renewing 1 Jan each year) To use these please notify us prior to 8am on the day your child would be attending.

***20 hrs ECE is available for a maximum of 6 hrs per day and a maximum of 20 hrs per week.**

We do qualify for WINZ Childcare Subsidy.

If accounts become too far overdue, contracted times will be reassessed and if no attempt is made to pay, your overdue account will be placed in the hands of a debt collection agency and any costs incurred will be passed onto you the account holder. Subject to change.

Correct as of February 2025

Illness/Medication

Children must be kept away whilst sick with any conditions that could affect other children or staff. Please let us know if your child is going to be away sick.

Children with vomiting and diarrhea must not return to the centre until there has been at least 24 hours clear from the last bout.

If your child becomes ill while attending the centre, parents will be notified and will be required to come and collect their child, or arrange for someone else to do this.

In the case of serious concern, your child will be taken to the Te Awamutu Medical Centre. Every effort will be made to contact the parent/whanau or emergency contact first.

We will keep you informed of any prevailing illnesses in the centre community. An infectious disease chart is available for viewing.

Any **accidents** occurred by children will be recorded in the accident register and you will be informed and required to sign this book.

If your child is sent home sick this will be recorded in our sickness register.

Immunisations – It is a Ministry of Education requirement that we keep a register of children's immunisations. We need to know if your child has been immunised or not. A copy of child's immunisation certificate will be taken at enrolment.

Medication – If your child requires medication during the day, you will need to fill in the medication book. Each administration will be recorded and signed.

If children are unwell, please keep them at home. It not only puts staff and other children at risk but is very unpleasant for a child that is feeling unwell and miserable to try to keep up with others during the day.

For more information refer to our policies.

Excursion policy

Rationale:

Trips away from the centre will be organised from time to time to support the children's learning experiences. Trips away from the centre, both impromptu and planned, will be organised as follows.

Objectives:

To ensure that trips away from the centre are educational, safe and enjoyable. Field trips are an opportunity to extend our programme, and to link up with Te Whaariki's aim for children to experience the wider community.

Procedure:

This policy will be used in conjunction with the excursion guide.

1. A risk analysis for the trip will be completed and adult to child ratio will be determined.
2. The trip permission slip must be signed to allow the child to attend any pre planned trip.
3. Traffic laws and regulations will be followed at all times and where traffic regulations do not apply it is up to the person responsible.
4. Parents have the option of signing a permanent authorisation on children's enrolment form to be involved in impromptu walking trips only. These outings will be recorded in the Centre's outing book. Adult to child ratios will adhere to Centre License.
5. Adult to child ratios will be in accordance with the Centre licence for the children who remain at the Centre and on the trip.
6. A trip checklist will be completed before leaving the Centre – First aid kit, plastic bags, tissues, water, change of clothes, nappies if required, camera, mobile phone and appropriate footwear etc as per excursion guide.
7. All children will be required to wear appropriate footwear, and a hi vis vest. Any child requiring medication will be attended to as stated in the Child health policy.
8. If the Centre is left unattended a notice will be placed on the door explaining where the children are and a means of contact.
9. If there are insufficient ratios to meet the risk element of the trip it will be cancelled.
10. All Centre policies apply when children are out on trips.
11. All trips must be approved by management and details presented as per budget requirements.
12. A description of the Parent/Caregiver role will be given to adults who are helping on outings. This form requires a signature to verify they will maintain our rules and if taking a vehicle it is registered and warranted and they have a current full driver's licence.
13. No parent will be left alone with any children at any time.
14. All vehicles carrying children other than those with their parents/guardian must have two adults.
15. Every excursion requiring travelling in a vehicle/s must have one additional full licensed driver able to drive in unforeseen circumstances.
16. A staff member holding a current full first aid certificate will be on all excursions and impromptu walks as well as remaining at the centre if children remain behind.
17. All excursions will have a Record of Outings/Excursions form completed and kept on file with all appropriate and relating paperwork.
18. All adults attending a trip will need to provide a copy of their current vaccination passport, if currently mandated to do so.

Links to Documentation:

Regulation HS17.

Traffic Regulations 1976, Reg.29A).

A trip permission slip will be created and will cover the following:

- * The nature of the trip
- * The date, time of departure and return
- * The mode of transport
- * Any costs involved-(parents will be required to meet the cost of any special outings)
- * Requests for parent help if necessary
- * Risk analysis
- * Adult to child ratio (appropriate ratios will be maintained with children's ages and abilities in mind and will not exceed government regulation ratios)
- * Parent signature (to be retained)

Health and safety practices criterion 17

Whenever children leave the premises on an outing or excursion:

- assessment and management of risk is undertaken, and adult-child ratios are determined accordingly. Ratios are not less than the required adult-child ratio;
- the first aid requirements in criterion HS25 are met in relation to those children and any children remaining at the premises;
- parents have given prior written approval to their child's participation and of the proposed ratio for:
- regular outings or excursions at the time of enrolment; and
- special outings or excursions prior to the outing or excursion taking place; and
- there are communication systems in place so that people know where the children are, and adults can communicate with others as necessary.

When children leave the premises on a regular or special outing or excursion the outing or excursion must be approved by the Person Responsible.

NELP Priorities

Objective 1 - Priority 1 and 2

Objective 2 - Priority 4

Objective 3 - Priority 6

Objective 4 - Priority 7

Reviewed: January 2022

To Review: November 2025

Complaint policy

Rationale:

Impressions Childcare Centre will provide a system for parents/caregivers and staff to raise a concern or complaint.

CONCERN:

Where a person's ability to competently perform their duties, or to follow policies, bylaws or regulations is being questioned.

COMPLAINT:

Where an allegation is made that a person has acted contrary to their duties, regulations, bylaws or Impressions Childcare Centre policies.

Procedure:

- Concerns can be submitted verbally or in writing to management.
- Complaints must be submitted in writing (dated and signed) to management.
- You will be advised that your concern/complaint has been received and management will advise on the outcome after an investigation.
- Management reserves the right to seek council from the Ministry of Education or other advisory groups before responding to any complaint.

Non-compliance with license conditions will be directed to the Management first. Parents can also contact the Ministry of Education – 07 858 7130 – OR ecetkr.enquireswaikato@education.govt.nz

Parents will have access to a copy of the Education (Early Childhood Centres) Regulations 2008 and to the Education Review Office reports on the centre. These are stored in the office.

Links to Documentation:
Regulation 47 GMA.1.

NELP Priorities

Objective 1 - Priority 1 and 2

Objective 2 - Priority 3

Reviewed : August 2022

To Review: October 2025

Accounts receivable policy

Rationale:

To ensure the centre receives all fees owing.

To ensure parents know when fees are due, and the options available to pay the fees, which is in the parent information booklet.

Objective:

To ensure everyone understands the fees schedule, the paying process and fee collection practices.

Procedures:

All parents will have access to a copy of the fees schedule, which is in the parent information booklet, on the website, on Educa and on the parent notice board.

Preferred method of payment is by internet banking.

Cash will be accepted. A receipt will be completed by staff at the time of payment.

Any disputes with payments must have an evidential receipt.

When there is debt recovery required, it will be undertaken by management or a person delegated by management.

Overdue accounts will be monitored and actioned by management. A debt collection agency may be used if all other attempts have been unsuccessful. Any collection charges incurred will be passed on to the account holder.

NELP Priorities

Objective 1 - Priority 2

Reviewed: August 2024

To Review: August 2026

Positive Guidance - Guiding Social Competence Policy

Rationale:

To ensure that tamariki and their whānau experience a safe and secure environment while developing social competence and understanding of the acceptable limits and boundaries of appropriate behaviour. The guidance techniques we use are both positive and encourage tamariki to develop responsible and empathetic attitudes.

Social Competence Guiding the social competence of tamariki is about guiding behaviour in positive ways.

In practice this will look like:

- Providing ongoing opportunities for tamariki to practise their social skills through actions, words and behaviours
- Engaging in meaningful, positive interactions to nurture respectful and reciprocal relationships
- Emphasising what to do, rather than what not to do, in explanations and instructions
- Using a range of conversation skills to encourage tamariki to talk and think about relationships and the consequences of different responses to a given situation or problems
- Tamariki know the limits and boundaries of appropriate behaviour and kaiako are clear about their expectations.
- Relationships and interactions at Impressions promote respect between tamariki and between tamariki and staff.
- Tamariki are offered genuine choices and there are enough resources to promote tamariki choices for challenge, revisiting, wider community experiences, exploration, solitary and group play.

Positive Guidance: Kaiako know and understand the developmental capabilities of tamariki and the associated behavioural challenge

Kaiako ensure that all tamariki are:

- Treated with dignity and respect
- Have their preferences respected and are involved in decisions about their participation in learning experiences
- Given positive guidance that promotes prosocial behaviour appropriate to age, developmental capability and understanding.
- Guided by means of encouragement and feedback never blame, use of harsh or abusive language, belittling or degrading responses
- Children will never be subjected to any form of physical ill treatment, corporal punishment, solitary confinement, verbal abuse, immobilisation or deprivation of food.

Positive Guidance Strategies:

Kaiako will encourage and model the following strategies in all their interactions with tamariki:

- Love and Warmth

Showing warmth and affection builds trust, positive self-esteem and strengthens relationships.

- Give praise for desired behaviour
- Use encouragement to promote desired behaviour
- Use redirection
- Comfort upset tamariki and offer support and help

- Talking and Listening

Talking with tamariki and listening to what they really have to say makes them feel heard and builds their confidence

- Talk with tamariki and answer and or research their question
- Listen to tamariki and encourage them to talk
- Use verbal and non-verbal language
- Talk with tamariki about what we want them to do

- Guidance and Understanding

Tamariki are more likely to co-operate when they understand why we want them to do something. Clear, simple explanations are most effective.

- Encourage tamariki to participate in appropriate decision making
- Explain and show tamariki how to do things (Modelling)
- Talk to tamariki about the effect of their behaviour on others and model desired behaviour

- Limits and Boundaries

Limits and boundaries keep things safe and fair for everyone.

- Kaiako will teach and reaffirm 'what we do' rather than 'what we don't do'
- Set limits and boundaries to ensure safety and well-being (not to achieve conformity)
- Set age appropriate limits for each developmental stage and understanding
- Discuss limits and boundaries with tamariki and ensure they understand what is expected

- Consistency and Consequences

Consistency involves predictability. From an early age children learn that actions have consequence

- Support and guide tamariki to stay within the boundaries of desired behaviour
- View mistakes as learning opportunities
- Assist tamariki to understand the consequences of their actions
- Be consistent in our responses to situations while taking into account individual differences in age, ability, social, cultural, personal background and the circumstances at the time.

A Structured Secure World - A Safe supportive environment provides security and will reduce conflict

- Provide a stimulating, healthy and interesting environment
- Use calming activities to refocus tamariki

Inappropriate or on-going behaviour

- If inappropriate behaviour is a regular occurrence and is affecting others, Kaiako will, in consultation with matua/caregivers, put into place an action plan to redirect this behaviour.
- Inappropriate behaviour will be recorded in the incident book.
- Kaiako may consult outside agencies for professional advice or support to aid them in this plan. Matua/caregivers will need to give permission for support agencies to be specifically involved with their child.
- Kaiako will seek clarification and support from management if they need assistance in following the positive guidance techniques.
- Kaiako will research and read about the behaviour to learn more strategies for positive tamaiti guidance in relation to the specific behaviour. This may help to determine underlying issues of the behaviour.
- Matua/caregivers/whānau are always notified of the occurrence of any extremely inappropriate behaviour.
- Kaiako will take into account the developmental stage, any health, whānau or social situations which may be attributing to the behaviour problem present for any child.

Regulations Reg. 43 ECE 2008

NELP Priorities

Objective 1, Priority 1 and 2
Objective 2, Priority 3 and 4
Objective 3, Priority 6

Reviewed: July 2022

To Review: September 2025

Pamol Policy

Rationale:

To ensure that the health, safety and well-being of every staff and child is protected.

Objective:

To ensure the child is cared for to the best of our ability and with as little discomfort as possible.

Guidelines:

Children must stay away when sick with any condition that may affect other children and/or staff.

If children require Pamol while at the centre, authorisation must be signed for in the medication register, and the Pamol must be provided from home.

Parent/caregiver will be asked the reason for Pamol being required.

Pamol must be in the original bottle and have a legible label stating dose. The bottle can be direct from the Pharmacy or prescribed by a Doctor. Pamol will not be administered above the printed dosage.

We will not hold Pamol on the premises – unless it is required for a chronic illness for a specific person, such as for febrile convulsions etc.

If a child becomes ill while at the centre and has a temp above 38° C WE WILL ONLY GIVE THEM PAMOL that has been signed in, in consultation between management and team leaders.

*A temperature of 38° or higher usually indicates the child is fighting infection. For this reason and the safety and wellbeing of other children and staff, a decision will be made if the child can remain at the centre.

We will follow Ministry of Health “Infectious Disease” guidelines

NELP Priorities

Objective 2 - Priority 3

Reviewed: September 2022

To Review: December 2025

Sleep policy

Rationale:

Children who have their sleep needs met are better able to grow, develop and utilise the centre environment.

Objectives:

To provide a safe and comfortable environment for children while sleeping.

Procedure:

- All children are provided with their own individual sleeping space, bed/cot and linen. The bed linen is washed as per individual room procedure, or more often if required.
- In accordance with Government regulation PF29 children will sleep on a furniture item intended for sleep and designed to ensure safety.
- Any infant under the age of **one** must be placed on their back with their face up and feet at the bottom of the cot, with their bedding tucked in so they can't wriggle underneath their bedding. Ensure there is nothing in the bed that might cover the infants face, or able to be reached by the infant that might lift their head or choke them - Eg. No pillows, toys, loose bedding etc.
- If a mattress is used, it should be firm and flat to keep the infants airways open.
- No infant should be swaddled if there is a risk they may roll onto their front.
- Sleep spaces are positive and peaceful to promote undisturbed rest however they are not silent spaces.
- For reasons of cultural sensitivity children sleeping near each other will be positioned head to head, or feet to feet.
- Children will be encouraged to fall asleep on their own, however teachers will ensure they fall asleep in a peaceful way.
- A sound accurate monitoring system will be in place by teachers at all times. There is a teacher present in the sleep room whenever possible, five minute checks are carried out for sleeping children and records of sleep are maintained.
- Children are encouraged to bring any special sleep aids/toys or comforters they may have for sleeping at home.
- Parents may request a child be woken after a specific time however out of respect for a child's needs the minimum sleep will be 1 hour. Any specific permanent requests contrary to this will be discussed on a case by case basis with management.
- If a child is not asleep within 1 hour of going to bed they will be considered as having rested and will be gotten up.
- Children's sleep lengths will be monitored and as children begin to wean themselves off day sleeping the staff will communicate with parents and have them removed from the sleepers list when appropriate.
- In accordance with government regulations children will not be put to sleep with a bottle. No bottles will be given in beds or cots.
- Anything restrictive or that is able to tangle or has potential to cause harm to a child while sleeping will be removed prior to them being put to bed. All restrictive clothing, bibs, necklaces and Taonga **must** be removed before a child is put to bed.
- As children wake up they will be comforted and the staff will complete necessary routines for changing and nutrition

Reviewed: September 2022 to include new regulations

To Review: Jan 2026

***Refer: Comforter Procedure
Nursery Comforter Procedure**

Parent Fees Policy and Terms of Trade

Impressions Childcare is a licenced, privately owned early learning Centre that offers quality childcare and education with a safe and stimulating environment for tamariki aged from birth to school attendance. We are licenced for 143 tamariki with a maximum of 40 under two-year olds.

Fee Structure

Fees are charged based on permanently booked hours and days that a child is enrolled; extra charges will be incurred by attending outside contracted times.

- Children are required to attend a minimum of 6.5 hours per day.

PLEASE SEE OUR FEE SCHEDULE FOR FEES CHARGED

A \$50 administration fee is payable in advance and will confirm enrolment. This payment is non-refundable should the child not start within one week of their enrolment date.

If this payment is not received, Impressions Childcare reserves the right to offer this place to another child.

Subsequent payments of fees are due on invoice. You will be invoiced every Tuesday for that current week your child will be attending.

Automatic Payment is our preferred method. Fee's should be paid by the Friday of the current week charged When your child/ren starts at Impressions Childcare your first week's fees are due the Friday of your child/ren's first week and before every consecutive Friday thereafter. This will ensure your child/ren's fee account is maintained one week in advance. Please endeavour to do this.

Account Name: Pirongia Explorers Ltd

Account Number: 38-9026-0396817-00

Reference: Please use your **child's name** and **parent's name**

If paying weekly does not work for your household, please speak to the manager. A regular payment cycle will be required.

Any automatic payments made during the week will show on the following weeks invoice/statement. If you wish to pay fortnightly or monthly, please pay in advance, not in arrears.

A 10% penalty fee may be added to any overdue accounts Should you ever experience any difficulty regarding fees please speak to our Centre Manager. It is important you communicate with us.

Non-payment of fees for three (3) weeks, without notification and with no arrangements made and/or failure of parents to follow any arrangement made for fee payments may result in your child's enrolment space being in jeopardy and you could be liable for the following two weeks fees as your notice period.

Non-attendance for 3 weeks at Impressions Childcare without notification may result in your child being removed from the Centre roll and you could be liable for the following two weeks fees as your notice period.

Debt Collection

Should we deem it necessary to involve a debt collection agency to recover fees then we reserve the right to refer outstanding accounts, including collection costs, to debt collectors. Any debt collection costs will be required to be paid by the debtor.

Early Drop off / Late Pick Up Fees

Casual rates apply for every 5 minutes that you are late after that, with a minimum charge of 30 minutes.

Out-of-Hours Pick up or Drop-off Fees

Late pickup outside of licensed hours incurs a charge of \$2.00 per minute after 5.30pm. This requires 2 teachers to remain behind and puts us in breach of Ministry of Education regulations and breaches the terms of our Operating License. Please contact us immediately once you know you could be late. Children dropped off at the Centre before 7.30am will also be liable for these rates

Sibling Discount

If more than one child of the same family account attends our Centre , we will give a 10% discount. This discount is applied to the younger child/children attending until such time as they are the only sibling enrolled.

Discounts are given at the discretion of the Centre and may be withdrawn at any time. Discounts will be withdrawn for accounts not paid in accordance with our Fee Policy.

Funding

Impressions Childcare receives government funding from the Ministry of Education. How these funds are used will be displayed at the end of the funding year on the notice board located in reception.

20 Hours ECE

Impressions Childcare offers 20 Hours ECE for children aged three (3) years and over.

Government regulations dictate the maximum subsidy hours available are 6 hours per day, up to a maximum of 20 hours per week. On top of the 20 hrs normal hourly rates apply.

The optional charge allows higher adult to child ratios (additional staff for much of the day), food and sunscreen. You have the opportunity to opt out of the optional fee at any time. Please speak to the office.

To opt in to 20hrs ECE parents/guardians are required to complete an attestation form prior to your child's 3rd birthday, confirming attendance at our Centre and stating the days and they want provided by Impressions Childcare under this scheme.

The form also confirms that your child is not attending another Early Learning Centre at the same time that you are enrolled at this centre.

Parents of children aged three (3) years and over who choose not to attest to 20hrs ECE will be charged at the Centres standard rate.

WINZ Childcare Subsidy

We offer eligible family's childcare subsidy from Work and Income NZ (WINZ) The subsidy is income tested. You can read more about it on the Ministry of Social Development, Ministry of Education or WINZ websites www.workandincome.govt.nz or you are welcome to ask for information from the office - we are more than happy to help guide you through this process.

If you are applying for Winz please pay your account in full until the letter of confirmation is received from WINZ. Any credit held in the family's account when subsidies are paid, will be refunded directly to the parent/caregivers. It is the parents/caregiver's responsibility to ensure that all paperwork is processed and received by WINZ on time and that they are notified of any changes to your circumstances. At any time when WINZ payments stop the parent/caregiver is responsible for the payment.

- Please be aware that the difference between the WINZ subsidy and the weekly charges and administration fee you are responsible for paying.
- In the event of your child not attending the hours you have enrolled for and subsequently WINZ not paying for these hours, you will be required to pay the fees incurred for the hours not attended.

Casual (extra days)

Casual days sometimes become available and will be offered on a case-by-case basis, if we have a vacancy at that time, we may be able to assist, this will be in consultation with the Centre manager.

Absences

Full fees are charged based on a permanent placement and booking. This includes all absences, family vacations, statutory holidays which will still be charged at the full rate. Please call us or email the office if your child is going to be absent.

Fee Free absences

We offer 5 fee free absences per child per calendar year (any still available on Dec 31st will be wiped and a new allocation of 5 will be applied on Jan 1st). These can be used as and when you wish please just ask for them to be applied when you advise us of absence.

Your account must be up to date and have no arrears to be eligible for these free days.

Booked Times

Booked / enrolled times must reflect attended times. If your child does not regularly attend the hours booked, the office will be prompted to review your booking and ensure it reflects the time your child usually attends. You will be asked to reconfirm your child's enrollment times by way of signing an attestation form. There is some flexibility, attendance different to the booked times must not show a pattern.

This is a Ministry of Education requirement.

Change of Booked Times

If you wish to apply to change your child's enrolled hours or days, please contact the office in whichever way suits you. Any changes will be dependent on the availability of spaces.

Every time there is a change to your child's enrolment hours or days, you must complete and sign another attestation form which will be sent to the room your child is in, you will be notified of this via the tablet on sign in/out.

Attendance Records

Please sign your child in and out upon arrival and departure on the tablet in the entrance to room. Everyone that is on the able to collect part of the contract will be allocated an individual PIN number to use to sign in and out. Please do not share codes and if you need to add anyone contact the office.

As well as signing in and out you **must** also attest to the weekly attendance of your child by way of electronic attendance verification. A reminder for this will be sent weekly.

This is a regulatory requirement by the Ministry of Education.

Notice to Withdraw

A two (2) week notice period is required when withdrawing a child from the Centre.

Sickness & Illness

Sick days will be charged at your normal daily fee. If there are unusual circumstances that may prevent your child from attending through illness, please discuss this with the Centre Manager. Please do not bring an unwell child into the Centre. Children must be able to take part in the daily program without restriction. A temperature over 38 will result in you being called to have the child collected. We can administer prescription medications during the day. *Please see our medication Policy

Statutory/Public Holidays

Our Centre is closed on all public/statutory holidays. Full Fees are still payable on these days if they fall on a day your child would usually attend the Centre.

Excursion Charges

From time-to-time, there will be planned optional activities or excursions, for which charges may apply to cover direct expenses such as transportation, entry fees and additional staff. Prior notification will be given for each activity outlining the trip, transport, cost, and adult/child ratio. Consent will be obtained on an individual basis.

Impromptu outings within walking distance will happen from time to time, you can give permission for your child to go on the enrolment form

Fee Review

The fee schedule will be reviewed at the discretion of the owners. Should this review result in an increase in fees we give at least four (4) weeks' notice to all families.

Centre Rules and Policies and Conditions of Enrolment

The terms and conditions contained herein are not exhaustive. Detailed terms and conditions are contained in Centre Policy documents, rules, notices etc.

Impressions Childcare reserves the right to add, amend, clarify, or delete terms, conditions, or policies by; bulk email, issuing newsletters, notices or posting notifications on Educa or on the Centre noticeboards.

Privacy Act

The information requested in the Enrolment application form is needed by the Centre to comply with the statutory requirements and to enable Centre staff to contact you or to ensure the appropriate care and education of your child. We are obliged by regulation to keep these records for at least seven years. If it is necessary to refer your account to a debt collection agency, information supplied by you will be made available in pursuit of collection of all amounts outstanding.

Please read these terms and conditions carefully and discuss anything that is not clear with us. It is important that you understand these terms and conditions, together with the Enrolment Form and Centre information as they set out the provision of early childhood care by Impressions Childcare and enable us to provide high quality childcare for your child.