



OSCAR PROGRAMME PARENT BOOKLET

Putting the FUN into After School & Holiday Care



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1. Mission Statement

The Waimarino Education Trust OSCAR Programmes aim to provide a safe and stimulating range of recreational activities and experiences for children aged 5-13 from all demographic and cultural backgrounds. A key focus of the programme emphasises developing 'our future leaders' both mentally and physically while attempting to encompass and provide for individual needs and interests.

Basically, we:

LIVE – Teaching children to make the most out of life, accept new challenges, to assess the risks and to always put safety first. Face their fear and do it anyway. To always put in 100% and to never give up.

LAUGH – Have fun; make new friends, laugh and play. Create lasting memories and experiences.

LEARN – By teaching new skills to your children we will build their self-esteem, challenge them to discover a higher level of confidence, and help them achieve their goals. Our fantastic staff are chosen not only for their amazing skills in running programmes like this but also because they are great role models for today's children.

Please note: Waimarino Education Trust is a Charitable Trust focused on education for children. The trust provides out-of-school programmes and purposely designed programmes for school groups, for children from 5 to 17 years old.

2. Objectives of the Waimarino Education Trust

- To provide children in the 5 -13 years age group with recreation programmes that are:
 - Age appropriate
 - Well supervised
 - Structured
 - Safe
 - Responsible
 - Enjoyable
 - Fun
- Our objective is to inspire and motivate the children of today while providing a fun, safe and stimulating environment where children feel safe and parents feel secure knowing that their children are being well cared for
- To provide equal opportunities to children with the absence of discrimination
- The Waimarino Education Trust OSCAR Programmes operate in accordance to standards recommended by Child Youth and Family Services and they have a CYFS Level Four Standards Approval

3. Inclusion

The Waimarino Education Trust's OSCAR Programmes do not discriminate on the basis of race, religion, culture, gender, abilities or background. Children with individual needs are included in the programme providing that their needs can be catered for and we can continue to ensure a positive experience for all. Every effort will be made to include all children within the limits of the resources available in the programme, and the capacity of the children involved.

4. Programme Rules

Respect your leaders at all times as they are here to ensure your enjoyment & safety

- Put your bags on the shelves & keep your things together
- No talking when a leader is trying to talk to you
- Listen carefully to instructions & ask questions if you don't understand them
- No running on unsafe surfaces, as these can be slippery when wet
- Sit down when eating, use the rubbish bins provided & respect your surroundings
- No going near ANY water without leader supervision
- Treat other children as you would like to be treated
 - No bullying No teasing No hitting No pushing No lying

If you feel that you are being bullied, please see a leader so that we can deal with it

Water Safety

- Don't swim in the river if you haven't completed the swim test
- Buoyancy aids MUST be worn on all on-water activities at all times
- Rash shirts or a wetsuit must be worn when swimming

Low Ropes Area

- Only two people at a time in between any of the posts
- Only one person on the trampoline
- No hanging or swinging on the volleyball net

Out of Bounds

- The Waimarino vehicle carpark area & green shed behind the low ropes course
- The boardwalk
- The stairs up towards the customer carpark
- The Waimarino Park office (opposite the OSCAR office)
- The 'Mirror Room'

If we can't see you, you can't be there

Break the rules & you may be removed from an activity, your parents may be spoken to, you may be sent home, suspended for a day, or expelled from Waimarino Adventure Club.

5. Inappropriate Behaviour

- We have a zero tolerance policy of bullying and harassment; please tell your child to speak to a leader if they believe that they are experiencing this, so we can deal with it
- If a child's behaviour is such that it ruins the enjoyment of others, risks or compromises the safety of themselves, other children, or our equipment, we retain the right to either stand the child down for the day, suspend the child, or expel the child from the programme immediately
- If the inappropriate behaviour continues, the Oscar Manager will talk to the child's parents/caregivers; a behaviour management plan may be created and implemented
- In the event of physical violence, parents/caregivers will be contacted immediately and instructed to collect their child; a behaviour management plan may be implemented upon investigation and consultation with parents/caregivers concerned
- Waimarino staff will be fair and equitable in any instances regarding inappropriate behaviour to safe guard all participants and promote positive outcomes

6. Illnesses and Medication

- In the event of a child having any infectious illnesses, the child will not be permitted to attend the centre (e.g., conjunctivitis / school sores / foot and mouth / influenza etc.) until cleared to do so by their doctor; or after following the Ministry of Health guidelines for exclusion periods
- Any medical conditions or any other condition arising which may impact the activities offered in the programme, must be advised to the Oscar Manager immediately
- Medicine will not be administered unless parents have signed a Medication Consent Form. This includes dosage. All medicine must be labelled showing the child's name.
- All medication will be secured by the Oscar Manager or duty staff member
- If a child becomes ill during the day they will be made comfortable, put into a quiet area and the parents will be notified

7. Complaints

- Complaints can help Waimarino provide a better service to our valued clients and are taken very seriously (a complaint form is provided)
- All complaints should be directed in the first instance to the Oscar Manager or to the Waimarino Education Trust Managing Director stating the nature of the problem as soon as is practicable
- The Waimarino Education Trust Managing Director where warranted, will investigate the problem and provide potential solutions

8. Communication

- After School Care Programme parents/caregivers are required to notify Waimarino staff of **any absence**, for any reason, as soon as possible, **but no later than 2.00pm on the day of absence**
- Holiday Programme parents/caregivers are required to notify Waimarino of **any absence**, for any reason, as soon as possible, **but no later than 9.00am on the day of absence**
- Parents/caregivers and family are welcome to contact Waimarino about the programme or services offered at any time, and are encouraged to get to know the staff
- Waimarino welcomes any queries, concerns or feedback
- Parents/caregivers are responsible for ensuring that Waimarino has **up to date contact and medical information at all times** and encourages active participation

9. Payment Policy

- Payment of all OSCAR programme fees can be made by automatic payment, telephone or internet banking into our bank account number: 01 0434 0347095 00 - please use your **child's last name and invoice number** as the reference
- Payment can also be made by cash, EFTPOS or credit card at the Waimarino reception
- Holiday invoices that are not paid within 14 days of the first day of the holiday programme will incur a late payment fee of 10%. Any invoices that continue to be unpaid will incur further late payment fees of 10% every 14 days.
- For any After School invoices not paid by their due date, will be charged a late payment fee of 10%. Also, if at the time of a new invoice being generated there is still an outstanding account balance, there will be a further late payment fee of 10% charged.
- If your account is overdue and requires debt collection, you will be liable for all and any legal and/or collection charges necessary to recover this amount

Privacy Act 1993: By agreeing to our terms and conditions of enrolment, you authorise Waimarino Education Trust to collect and retain information regarding your credit worthiness for the purposes of assessing, monitoring or notifying a default on your Veda Advantage credit profile. This information is also made available to the MSD for audit purposes.

10. After School Programme – Specific Information

The Adventure Club Programmes are safe, stimulating and varied, with activities that take into account the children's ages, interests, developmental abilities and individual needs.

The programmes operate from 2.00pm–6.00pm, Monday to Friday during the school term.

10.1 Adventure Park / Skill Learning

- Low Ropes Courses
- Climbing Walls
- Kayaking / water safety
- Archery
- Shooting range
- Socialisation skills
- Confidence and self-esteem building skills
- Team building games

10.2 Programme Supervision

- There are always a minimum of two trained staff on duty
- Staff ratio = 1:10. (In the Park, but not on the water)
- Staff ratio = 1:6 (When doing any water based activities)
- Children are supervised by staff at all times
- Children are treated at all times with dignity and respect
- Children are informed of rules and boundaries and are expected to stay within them
- Children must seek Supervisor permission before they leave any supervised area

10.3 Afternoon Tea

- Children will be given a healthy afternoon tea consisting of no less than fruit, sandwiches, biscuits and water / juice
- Children will be encouraged to sanitise their hands before eating
- Food will be covered or stored in airtight containers and will be in the OSCAR refrigerator away from other staff members or members of the public

10.4 Important Items to Bring

Children are required to bring sunhats, togs, and a rash shirt (in the summer terms), a drink bottle, and appropriate footwear. As a lot of Waimarino activities are water based if your child has a wetsuit please bring this along with you.

11. After School Care Programme Attendance

11.1 After School Pick Up Details

- We will endeavour to pick up your child as close to their school's finishing time as possible, but this will depend on their school's position in the pick up order for the day
- All children will be marked as 'accounted for' as they enter the vehicle
- If after 5 minutes of the school finishing a child has not shown up, the driver will first go to the office and check with the office administrator if the child was present at school for the day. If the child was present that day, the driver will walk back to the "meeting point" via the classroom and playground.
- If the child is still not found, the driver will call the Oscar Manager first, and then the parents or guardians (contact details are in the AimyPlus App)
- If the driver is unable get confirmation that the child is absent, after 10 minutes of school finishing, they will inform the office administrator of the situation and leave for the next school pick up. If the driver arrives at a school after 10 minutes of the school finishing and a child is not there, the driver will follow the above calling procedure.
- If a child is not picked up, the driver is to inform the Oscar Manager as soon as they arrive back to Waimarino so that the school's office administrator can be informed of the latest information. Parents also need to be contacted.

11.2 Evening Pick Up Details

- Parents / caregivers **MUST** pick up and sign their child out of the programme daily
- If a child is not collected by 6pm the following procedure is followed:
 - Two staff members remain with the child
 - Calls are first made to parents / caregivers, or emergency contact
 - If no contact with the parents / caregivers is made within one hour of the programme closing the child is supervised until a suitable caregiver is located (NZ Police)
 - Parents / caregivers may be charged a late pick-up / drop-off fee (see notes 11.3)
- Parents / caregivers must inform the Oscar Manager if their child is to be collected by a person not authorised in the child's AimyPlus profile. Staff will not release a child to a person who is not authorised in AimyPlus until the parent / caregiver has been contacted. We must sight a driver's license or other form of official identification to verify the identity of the person collecting the child.
- Written permission is required for a child to leave the programme unaccompanied; the final decision is with the Oscar Manager

11.3 Absence / Cancellation Policy

- You are required to notify us, either by phone or email of any absence so that we avoid the inconvenience and worry of searching for your child. Please contact the Oscar Manager to report an absence as soon as possible.
- Up to two weeks' vacation / holiday period may be requested by families wishing to temporarily take their child out of the programme. This period of care will not be charged to your account and we will hold your enrolment at Waimarino Adventure Club for when they return. To help us with the administrative process we require two weeks written notice to be able to amend your enrolment details. NB: This does not apply to casual rates.
- You are required to provide two weeks written notice if you wish to cancel your child's enrolment in any of our programmes
- A late pick-up fee of \$10 may apply to children collected after 6.00pm, and a further \$10 per 10 minutes thereafter (or part thereof); unless previously organised and agreed upon by the Oscar Manager or Managing Director
- We roster our staff so that we have the correct child / staff ratio for our programme. If you cancel your booking once your child has been enrolled in to a day or if your child is sick / absent we will not issue a refund.

12. After School Care Programme Fee Structure & Invoicing

Adventure Club	\$19.50 (per day, booked in advance)
Casual	\$21.00 (per day)

- Casual bookings must be made by 12.00pm on the day required as there are limited spaces and all casual sessions must be paid on the day of attendance
- A discount of up to 10% is offered to families with two or more children attending our After School Programme
- After school care programme fees are invoiced in advance on a fortnightly basis
- Payments are due on the Friday prior to the commencement of the following two week programme

13. Holiday Programme – Specific Information

The Holiday Club Programmes will operate from 8am – 6pm, Monday to Friday during the school holidays. The programme does not run on public holidays.

13.1 Programme Supervision

- There are always a minimum of two trained staff on duty
- Staff/Child ratio = 1:10 in the park
- Staff/Child ratio = 1:8 on excursions
- Staff/Child ratio = 1:6 in or on water
- Children are supervised by staff at all times
- Children are treated at all times with dignity and respect
- Children are informed of rules and boundaries and are expected to abide by them
- Children must seek Supervisor permission before they leave any supervised area

13.2 Important Items to Bring

- Children are required to bring a raincoat, sunhat, togs, rash shirt, towel, a change of warm clothing, a large healthy lunch, closed in shoes, and a refillable drink bottle
- Please do not let your child bring valuables to the programme – mobile phones, ipods, cameras – as Waimarino accepts no responsibility for lost, stolen, or damaged items
- Please do not let your child bring large sums of money to Waimarino; however you may leave a small amount of money at reception in a named envelope for your child to buy items from the reception shop if you wish
- Please label all of your child's belongings, we do try to keep lost property to a minimum and this would certainly help us

13.3 Programme Cancellations

Waimarino reserves the right to change the programme on the day for any reason (usually for weather or safety reasons) without any prior notification to parents, and a refund will not be issued. We will put on an alternative age appropriate programme for your child in this instance.

14. Holiday Programme Attendance

14.1 Drop off details for the start of each daily programme

- Children must be **signed in** every day by an authorised parent/caregiver
- You will not be able to sign your child in prior to 8.00am as the top gate will be shut
- If you are using one of our free bus services, you must be at the Otumoetai stop before 8.05am, or the Tauranga stop before 8.20am; otherwise you will miss the bus
- If we are leaving Waimarino for the day, the bus will leave at 9.00am (unless specified). We will not wait or phone for late children. It is your responsibility to ensure your child is at Waimarino before 9am each day.

14.2 Pick-up details for the end of each daily programme

- Children must be **signed out** every day by an authorised parent/caregiver
- If you are using one of our bus services, you must be at the Tauranga stop before 5.10pm and the Otumoetai stop before 5.25pm. If you are late for the Tauranga collection at 5.10pm, the bus may leave to drop off the children at Otumoetai, so you will need to meet the bus there. If a child is not collected at the by 6pm the following procedure is followed:
 - Two staff members remain with the child
 - Calls are first made to parents/caregivers or emergency contact
 - If no contact with the parents/caregivers is made within one hour of the programme closing the child will be supervised until a suitable caregiver is located (i.e. NZ Police)
 - A late pick-up fee of \$10 may apply to children not collected by 6.00pm and then a further \$10 per 10 minutes thereafter (or part thereof); unless previously organised and agreed upon by the Oscar Manager or Managing Director
- Parents / caregivers must inform the Oscar Manager if their child is to be collected by a person not authorised in the child's AimyPlus profile. Staff will not release a child to a person who is not authorised in AimyPlus until the parent / caregiver has been contacted. We must sight a driver's license or other form of official identification to verify the identity of the person collecting the child.
- Our bus services cost \$2.00 per day, per child (this is non-refundable)

14.3 Absence / Cancellation Policy

- Please report all absences before 9am by phoning Waimarino on 07 576 4233
- Please report any cancellations before the programme enrolment cut-off date
- NO REFUNDS will be issued once the programme has started and enrolment has been accepted. We roster our fantastic Waimarino staff so that we have the correct staff / child ratios for our programme so unfortunately no refunds will be given if you cancel your booking, or your child is sick, unless you can provide a medical certificate.

15. Holiday Programme Fee Structure & Invoicing

Adventure Club	\$49.00 (per day)
Waimarino Park Days*	\$47.00 (per day)
<i>*not offered during the winter holiday programme</i>	

There may also be extra charges for some daily programmes – these will be advertised in the Holiday Programme Brochure and on our website: www.waimarinotrust.co.nz

- Once we receive your holiday programme booking via AimyPlus, we will check the details then confirm the booking; all bookings remain ‘pending’ until we have confirmed them. Once confirmed an invoice will be generated and emailed to you. We will call you if it is your first booking, or if we have any questions regarding your booking, children, or registration details.
- We will only accept your child on their first day if your account has been paid, or you pay in the morning. For our WINZ clients, you must pay your deposit. Failure to do so may result in us asking you to take your child home
- A \$15.00 administration fee will be charged for any changes or cancellations once your enrolment has been accepted
- NO REFUNDS will be issued once the programme has started and enrolment has been accepted; unless a medical certificate can be provided for sickness