

# Whānau Handbook

*Y Central*

Y Central  
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We build strong kids,  
strong families and strong  
communities through  
investing in the next  
generation



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# Philosophy

Y-Kids Out of School Programme is much more than a child-minding service. They are recreation based, and the aim is to meet the needs of children in their out of school hours in a fun, safe and learning environment. Each child is a different, unique person. While they have commonalities, their uniqueness should be embraced and fostered.

Each programme offers a variety of activities that may include arts and crafts, sports and games.

We provide a safe environment for your child to relax in after their day at school, while ensuring there are stimulating options for those still with energy.

The Y is a values-based organisation. Our values of Honesty, Responsibility, Respect and Caring are what drives our programme content, how we manage behaviour, and the way that we interact with participants, their whānau and staff. We aim to develop, foster and support positive relationships with communities by providing strong values-based programmes that support our local communities.



# Programmes

We have a commitment to the development of our Y-Kids while they are under our care. We do our best to ensure our activities fall into the following three categories: Active, Lifeskills and Create.



## active

Energetic games designed to support fundamental movement, teamwork and being on the move in a supportive environment.



## LIFESKILLS

Preparing our tamariki with diverse skills to navigate their way through their development and their experiences.



## CREATE

A range of activities which encourage self expression and to explore new mediums and techniques.

# Food

Our food menu is created to provide your child with nutritious goodness to prepare them for a great day ahead or after a long day at school! Each food menu is catered to the community of children in our programme.

If your child has any allergies or sensitivities, please include this in your child's details on the Enrolment/Safety form. All allergies and cultural needs are considered when preparing food by our team members.

# Teams

Our team members come from all walks of life, from graduates to grandmothers who are passionate about providing a safe and fun environment for the children in our care. All team members are trained to provide quality care for our Y-Kids communities.

All new team members are required to complete induction and mandatory training modules prior to working at a programme:

- Welcome to Y-Kids
- Y-Kids Team Member Essentials
- Protecting Yourself and Children Onsite
- Active Supervision
- Behavioural Guidance
- Intro to Health and Safety

We are committed to child protection and the safeguarding of children and young people in our care and ensure all team members are subject to a satisfactory Police Record Check. All our team members undergo multiple reference checking and interviews to ensure they are the right candidate for our Y-Kids community.



# Safeguarding

## WE TAKE OUR RESPONSIBILITY FOR KEEPING CHILDREN AND YOUNG PEOPLE SAFE VERY SERIOUSLY

Every year we employ staff to work with thousands of children, young people and their whānau in Y Central programmes across the lower North Island. The Y's vision is 'We build strong kids, strong families and strong communities'.

We take our commitment to safeguarding seriously. We have worked hard to reflect safeguarding as a shared responsibility by creating a safeguarding culture. We wish for all those accessing or representing the Y, to be provided with a positive and safe environment. To the Y, safeguarding the welfare of children and young people, and our staff is more than a requirement. It is our moral, ethical and mission-driven responsibility. It is paramount to our vision and work. It is at the heart of everything we do.



# Whistleblower Policy

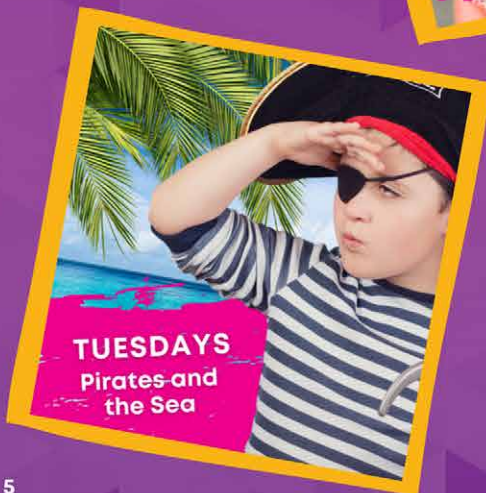
Y-Kids is committed to conducting its activities with integrity and in a legal and ethical manner. To provide a Protected Disclosure of serious wrongdoing, please review our Whistleblower policy.

View our Whistleblower policy here



# Term Programmes

The Y-Kids Out of School Programme is much more than a child-minding service. They are recreation based, and the aim is to meet the needs of children in their out of school hours in a fun, safe and learning environment. Each child is a different, unique person. While they have commonalities, their uniqueness should be embraced and fostered.



Our website has detailed information for all of our programmes



# Holiday Programmes

Our School Holiday Programmes offer a range of themed in-house days as well as off-site adventures, with something for everyone. Much like school, we ask that children are onsite by 8:30am each day to ensure a smooth start to the day.



For more information on holiday programmes



# Book online

In addition to booking online, you can find our policies & procedures, booking information, manual registration forms and terms & conditions online as well.

For more information on finding a centre or to enrol



# Enrolment Process

Our booking system is online and the Enrolment/Safety form can be completed at the time of booking or any time prior to your child's first attendance at our programme. All information must be provided prior to your child's first session to ensure we are prepared to provide quality care for your child.

Guide on how to register and book



## Information Checklist

- Contact Details of parents/caregivers
- Details of two Emergency Contacts
- Medical Conditions
  - If your child requires any medication to be administered during programme hours, we will provide a permission slip to complete.
  - Medication will be safely stored by the programme team to ensure it is available when required.
- Authorised persons to pick up your child (they must be over 14 years old)
- If applicable, specific unauthorised individuals that cannot pick up your child
- Optional - WINZ Client Number/SWN if applying for an OSCAR Subsidy
  - Further details regarding the Out of School Care and Recreation (OSCAR) Subsidy can be found under Payment.

# Payments

## Afterschool programmes:

When you make your first booking you will be asked to set up an Ezi debit account. This is so we can take payment fortnightly by direct debit. Invoices are emailed to you weekly on a Tuesday for bookings from the week before. Direct debits are taken fortnightly on a Thursday.

## Holiday programmes:

Holiday programmes can be paid by credit card at the time of booking, or by setting up an Ezi debit account.

## OSCAR subsidy:

If you are going to apply for a OSCAR subsidy, please choose the payment option 'WINZ Subsidy'. We will then email you our part of the OSCAR subsidy form to add to your application form.

For more information about OSCAR subsidy



# Enrolment Fees

We understand that you may want to make changes to your bookings. Most changes can be made on our online booking system, however there are some fees associated with some changes that it is important to be aware of.

Type	Per Child	What it means
Sick Fee – School term	\$10.00	Child is absent from school due to illness. Reported to centre manager by 11.00am.
Sick Fee - School holidays	\$25.00	Child is absent from programme due to illness. Reported to centre manager by 8.30am.
Late pick up fee	\$25.00 +	\$25.00 for the first 15 minutes, then \$1.00 for every minute thereafter per child.
Casual session	Normal session plus \$7.50 fee	Applicable to any booking that is less than two full working days' notice. More than two working days' notice will incur the normal session fee.
School term - Early closure fee	\$7.50 per hour	This fee is charged up until 3.00pm when school closes early. The normal fee is charged between 3.00pm - 6.00pm.
Phone fee	\$6.00	You may be charged a phone fee if a staff member needs to contact you. This is in addition to your standard fees.

For more information on finding a centre or to enrol



## Cancellation Fees

No charge	Cancellations must be made more than 7 full calendar days prior. E.g., Monday cancellation must be made by the Sunday of the previous week.
Full charge	Cancellations made less than 7 full calendar days prior incur the full fee.

## Refunds

Where fees are paid in advance of programme operation, fees may be refundable for cancellations made up to 7 full calendar days prior to the programme. Fees are non refundable within the 7 full calendar day cancellation period. All other refund requests must be put in writing to the Y-Kids Area Manager.

## Pickup and Dropoff

Your child can only be collected by individuals that are listed in the authorised pick-ups in the Enrolment/Safety form. Our team will only allow your child to leave with authorised individuals, so we recommend people carry identification during pick-up.

Children must be signed in and out using the programme device found onsite. Where a child has not been picked up by 6:00pm and we have not been notified, our team members will proceed to contact parents/caregivers and emergency contacts listed in the enrolment form.

## Compliance

Our programmes are quality reviewed on a regular basis to ensure we are meeting our own required standards, and those set by Te Kāhui Kāhu (TKK) – the body for Social Sector Accreditation. We hold Level 2 Social Sector Accreditation and Level 3 Specialist OSCAR accreditation.

## Privacy

Y-Kids will only collect relevant information for the purposes of establishing and maintaining the appropriate records required to ensure we provide quality care for your child, and comply with obligations required by law as a childcare provider. This information may occasionally be reviewed by Te Kāhui Kāhu (TKK), relevant government departments and other organisations we are audited and accredited by. Any information provided to Y-Kids is stored in our booking system. You can view your child and family's information at any time by accessing your account online. As per the privacy act, should there be any welfare concerns relating to your child, where specialist advice and guidance is needed, Y Central will be required to share any relevant information with appropriate agencies (such as Oranga Tamariki, Health and Education, Police etc.) with or without parental consent.

## OSCAR Subsidies

Subsidies are available from Work and Income for our Te Kāhui Kāhu accredited programmes. Phone WINZ (Work and Income NZ) on 0800 559 009 for more information.



# FAQs

## **Do you offer casual bookings?**

Bookings can be made at any time by calling the centre. A casual charge of \$7.50 will be applied for bookings with less than 2 days' notice.

## **Do I need to provide food for my child?**

There will be afternoon tea provided for After school programmes. Food will need to be provided for Holiday Programme.

## **Do you charge me if my child is sick?**

If your child is sick and you inform the centre by 11am, we charge a Sick Fee of \$10 for term time and \$25 for Holiday Programme.

If your child is sent home from school due to illness and you inform the centre by 2:55pm, you will be charged the absent sick fee.

## **Will I be charged if I cancel my booking within 7 days' time?**

Cancellations must be made with more than 7 full calendar days' notice. e.g., Monday cancellation must be made by the Sunday of the previous week. Cancellations made less than 7 full calendar days prior incur the full fee.

## **What if I am late collecting my child?**

You will need to contact your centre manager.

There is a \$25.00 fee for the first 15 minutes, then \$1.00 for every minute thereafter per child.

## **What happens if there is an early finish at school?**

If your child is normally collected from school that day, we will automatically pick them up. There will be an additional charge of \$7.50 per hour. This fee is charged up until 3.00pm when school closes. The normal fee is charged between 3.00pm - 6.00pm.

## **Do I need to book teacher only days or is it automatic?**

Yes, you must book in.

## **What should my child bring to the programme?**

For Y-Kids Programmes, your child comes to the programme with the items they need at school as well as a hat and sunscreen.

## **Items to bring for holiday programmes:**

- Morning and afternoon tea, and lunch
- Drink bottle
- Sunhat and sunscreen (our SunSmart policy applies for Term 1 and Term 4)
- Raincoat
- Sturdy walking shoes

## **Can you cater for children with high needs?**

Y Central aims to be inclusive in our programming. However, with the staffing ratio's we are guided by, we cannot always offer the level of care needed for some children with significant behavioural and/or other complex needs. Our priority is to provide a safe, stimulating experience for all children and staff alike. We invite an open conversation as it is important that we have all the information at hand when deciding if we can accommodate all the young people that wish to come on our programmes.

## **How will you cater for my child?**

Background information is really important to us as we get to know your child and their specific needs (especially allergies and any behaviour challenges that may arise).