

Whānau Handbook

Y Central



the **Y**

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



Contents

Philosophy.....	1
Programmes.....	2
Food.....	2
Teams.....	3
Safeguarding.....	4
Whistleblower Policy.....	4
Term Programmes.....	5
Holiday Programmes.....	6
Book Online.....	6
Enrolment Process.....	7
Payments.....	8
Enrolment Fees.....	8
Cancellation Fees.....	9
Refunds.....	9
Pickup and Drop Offs.....	9
Compliance.....	9
Privacy.....	10
OSCAR Subsidies.....	10
FAQS.....	11

Philosophy

Y-Kids Out of School Programmes are 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 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 in our programmes. 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 active in a supportive environment.



LIFESKILLS

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



CREATE

A range of activities which encourage self expression and exploration of 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 by our team when preparing food.

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 programmes. All team members are trained to provide quality care for our Y-Kids communities.

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 Programmes are much more than a child-minding service. They are recreation based, and aim 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 and procedures, booking information, and terms and 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.

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.

Bookings

Bookings can be made online up to midday the day the booking is required. Bookings are subject to availability.

Sibling Discount

When siblings are booked on the same before or afterschool programme session, at the same time. We offer a 10% discount to the second and subsequent child/ren.



Payments

Afterschool programmes:

Invoices are emailed to you weekly. Payment can be made at the time of booking. Payment options include

- Credit Card
- Debit Card
- Bank Transfer

Holiday programmes:

Holiday programmes can be paid by credit card or debit card at the time of booking, or by installments in advance of the programme start date.

OSCAR subsidy:

If you are going to apply for an OSCAR subsidy, please tick the checkbox to indicate you are applying for a 'WINZ Subsidy' at the time of booking. We will then email you our part of the OSCAR subsidy form to add to your application form. A deposit may be required to secure your booking.

For more information on finding a centre or to enrol



Additional Fees

We understand that you may want to make changes to your bookings. 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
Late pick up fee	\$25.00 +	\$25.00 for the first 15 minutes, then \$1.00 for every minute thereafter per child.
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.

Cancellation Fees

No charge	Cancellations must be made more than 7 full calendar days prior (think of it as 8 days). 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.

Absences

Please notify all absences to the centre. This helps us in the planning of our programmes and lets us know that your child is safe. If we don't receive notification of absence, we will contact you to ensure the safe whereabouts of your child and phone fees may apply.

Absences due to extenuating circumstances:

Requests for credits for absences due to extenuating circumstances need to be put in writing for consideration. Please include any supporting documentation (i.e. medical certificate) and sent to ykids@ycentral.nz.

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 Kahu 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 online up to midday on the day the booking is required. We do not accept children's bookings past 12pm the day of programme.

Do I need to provide food for my child?

A light afternoon tea is provided for After school programmes. Food needs to be provided for Holiday Programme.

Do you charge me if my child is sick?

Yes normal fees apply.

Are there any allowances for absences due to extenuating circumstances?

Yes. Requests for credits for absences due to extenuating circumstances need to be put in writing for consideration. Please include any supporting documentation (i.e. medical certificate) and send to ykids@ycentral.nz

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

Cancellations made less than 7 full calendar days prior incur full fee. For cancellations to be no charge, they must be made with more than 7 full calendar days' notice (think of it as 8 days), e.g., Monday cancellation must be made by the Sunday of the previous week.

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?

On days that school closes early, we may offer an additional 'early finish' programme. This will be available as a separate booking on the Y Central booking platform. The fee for this is \$7.50 per hour. If this is your normal booked session, your afterschool programme booking will remain the same unless cancelled by you. Our normal cancellation policy applies.

Do I need to let you know if my child is going to be absent?

Yes, please let us know if your child is going to be absent. This helps us in the planning of our programmes and lets us know that your child is safe. If we don't receive notification of absence, we will contact you to ensure the safe whereabouts of your child and phone fees may apply.

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

Yes, you must book in for teacher only days. These will be available as a separate product on our booking platform.

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)
- Weather / activity appropriate clothing

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 athand 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). We encourage you to speak with us about any concerns you may have.

Y Central
www.ycentral.nz
0800 YMCA 4U