



INFORMATION SHEET

CENTRE DETAILS			
Address:	115 Hugh Green Dr, Pinehill Auckland 0632	Fees	
Phone:	09 475-5242		
E-Mail:	info@peekaboo.nz		
License:	75 Children Aged 0-5 years		
Service:	Full Childcare		
Open:	52 Weeks		
Closed:	Statutory holidays.		
Hours:	Monday to Friday, 7am – 6pm		
		0-3 Year Olds	7 Hr Day 8.30am-3.30pm
			Full Day 7.00am-6.00pm
		2 Days -	\$150
		3 Days -	\$220
		4 Days -	\$285
		5 Days -	\$336
		3-5 Year Olds	7 Hr Day 8.30am-3.30pm
			Full Day
		2 Days -	\$95
		3 Days -	\$141
		4 Days -	\$184
		5 Days -	\$230
		These fees are after 20Hrs ECE Funding	
		3-5 year olds choosing not to use 20 ECE hours will be charged the 0- 3year pricing	
		Fees GST Inclusive	
		10% Sibling discount (eldest sibling) available	

STAFF			
Michelle Bosch	Owner/Manager	Qualified	B.Ed, Dip. Tchg Primary, Grad Dip ECE
Tracey London	Centre Manager	Qualified	B.Ed ECE, Dip Tchg ECE
Fleur Miller	Team Leader Preschool	Qualified	Dip. Tchg ECE, Masters Special Ed
Felix Xu	Preschool Teacher	Qualified	Grad Dip ECE
Nikita Skinner	Preschool Teacher	Qualified	B.Teaching ECE
Jihee Choi	Preschool Teacher	Unqualified	In Training Grad Dip ECE
Hannah Ahn	Preschool Teacher	Qualified	B.Teaching ECE
Charmaine Moys	Team Ldr Nurs/Toddlrs	Qualified	B.Ed Foundation Phase
Vincy Hu	Nursery Teacher	Qualified	B.Teaching ECE
Bella Seo	Nursery Teacher	Unqualified	In Training B.Ed ECE
Pie Bernas	Toddler Teacher	Qualified	Grad Dip ECE
Angela Chen	Toddler Teacher	Qualified	B.Ed ECE
Chalene Schoeman	Centre Cook		

STARTING AT PEEKABOO

We acknowledge that all children are different and will vary in length of time they take to settle and stay alone at childcare. It is important to stay in close contact with the Centre Manager & Team Leader in these early stages of care to check how your child is settling.

At a minimum, the week prior to commencement you are required to spend 1-2 hours per day over 3 separate visits. This is an important opportunity for your child to familiarise themselves with the environment, teachers' routines and other children. It also allows parents the opportunity to interact with the teachers, build rapport, familiarise us with your child's routine, likes & dislikes and family aspirations. The first visit we ask that a parent or caregiver stay for the duration of the visit. For the 2nd & 3rd visits we encourage parents to leave their child for approximately an hour. We will ring you if there are any concerns and encourage parents to do so as well for peace of mind. These visits are free of charge.

Check with the Centre Manager over suitable times to come in. We strongly encourage you not to bring siblings on the first visit, so you can focus on your child while they are here.

ENROLMENT FEE

A \$60 non-refundable booking fee is payable to secure your child's position and cover the administration & set up costs of enrolment. The fee is payable within 7 days of Peekaboo ECE Ltd offering you a place and your acceptance of this.

Please note, that it is free to put your name on the waiting list.

Enrolment Fees are payable to:

- Peekaboo ECE Ltd – ANZ Account 06-0956- 0699864 -02
Please use your child's name as the reference.

SIGNING IN / OUT

Each day your child attends you must sign them in upon arrival and out when leaving on the electronic tablet located on the reception desk.

This is very important in case of emergency and is also a Ministry of Education legal requirement.

PICK UPS

It is very important that your child is picked up on time. Staff need to leave promptly at the end of the day. Please ring us if you are going to be late.

Late pick-ups will result in a \$30 fee, for each 15 minutes you are late.

For your child's protection, staff are instructed to only permit children to leave the centre with those persons nominated by you on your enrolment form. If someone else is to collect your child, please inform the centre in writing.

CHILD HEALTH POLICY

Upon enrolment you will be given a copy of the Child Health Policy. Please ensure you read this. By signing the Enrolment Form you are indicating you have read and accepted our Child Health Policy.

ACCOUNTS

Accounts are issued weekly in advance and payable within 7 days of invoice being issued. Payment options are; internet banking or automatic payment and must show your child's name in the reference.

A late payment fee of \$20 will be applied for any outstanding invoices.

The centre adheres to a strict policy whereby parents whose fees fall into arrears for two weeks are given a warning notification in writing stating that unless fees are paid in full by the end of the third week their child's enrolment will be terminated. Should termination occur or a parent leaves owing fees the client's account will be referred to a credit agency. All recovery and collection costs will be added to the account.

Normal fees apply for statutory holidays & sickness if your child is due to attend on that day.

Please note holiday discounts will not be applied if your account is in arrears and will not be retrospectively applied once the account is back in credit.

NOTICE OF WITHDRAWAL & ENROLMENT CHANGES

A minimum of 2 weeks' notice is required in writing if you wish to withdraw your child from the Centre or make changes to enrolled days. In the event that this notice is not given, the equivalent fees will be charged to the client.

Outstanding fees must be settled before the child's last day.

PROGRAMME

The programme we run is child-initiated, based on the New Zealand Early Childhood Curriculum – Te Whāriki. The programme is designed to encourage children to become independent learners. Children have the opportunity to participate in exploratory, creative, constructive, dramatic play, manipulative, physical, social, communicative, musical and problem-solving activities.

The emphasis is on the process of learning and not the end product. Children develop knowledge, concepts and skills at their own pace and in contexts that are meaningful to them. Most importantly, they also develop an enthusiasm for learning and the skills and attitudes fundamental to successful learning throughout their lives. Within our programme we encourage children to acquire the skills they need to assist their transition to school.

ABSENCE & SICK CHILDREN

As soon as your child is going to be absent, please notify us via email or phone and explain the reason, so we can keep track of any illnesses.

Full fees still apply in the instance of sickness, Statutory holidays and general absence.

Please ensure your child is kept home when sick and stay at home until they are well. Upon return they must be well enough to participate in the full curriculum which includes outdoor play.

We will be vigilant in sending sick children home as they will spread illness to staff and other children.

In the event of an "Emergency Closure", as per our Emergency Closure Policy, fees are payable in full for the first four days; a closure of 1-2 weeks will receive a 50% discount. After the second full week of closure, the Centre Income Protection Policy will become effective to provide cover for loss of income, to ensure the sustainability of the centre for our children and families.

Any Covid Lockdowns will be dealt with on a case by case basis, depending on MoE guidance and funding.

WINZ SUBSIDIES

Your child may be entitled to a childcare subsidy. We suggest you check with your local WINZ office. This subsidy is only part payment for Fees and parents must meet the balance. Full fees will be charged until Peekaboo receives the WINZ subsidy. Until this time parents are responsible for paying all fees. It is the parent's responsibility to ensure all paperwork is processed and received by WINZ on time. Any delays will result in the parent having to pay full fees until the subsidy is received.

20 HOURS ECE

The *20 Hours ECE* offering is available to children of 3 years and older, using a maximum of 6 ECE hours per day. *20 Hour ECE* will only be implemented upon signing the MoE declaration and attestation of *20 Hour ECE* to Peekaboo FH Ltd.

Our enrolment options include either a 7-hour day or a full day, minimum enrolment of two days per week.

You may choose to use all or some of your 20 ECE hours with us or shared with another provider. If you are using the 20ECE hours with another provider, we will charge the 0-3 year pricing.

Peekaboo does not charge optional fees.

Fees for the Short day (7 hours) & Full Day are outside of the 20 Hours ECE subsidy.

HOLIDAYS

We are closed on all Statutory holidays. Normal fees are charged for these days.

Christmas – we are closed for the Statutory holidays. During October we will ascertain care requirements during the Christmas holidays. If demand is low we reserve the right to close or review our hours during this period, of which you will be given due notice.

Should we close the centre, fees will not be charged. Should hours be revised for the Christmas / New Year period, fees will remain unchanged.

Please note the centre closes at 2pm on Christmas Eve & New Year's Eve.

In addition, you are entitled to 2 weeks holiday per year with a 50% discount, i.e. if you attend 3 days a week, you are entitled to 6 holiday days per year. This includes school holidays.

The holiday discount is allocated per year from 1st January to 31st December annually and may not be accumulated. Full fee-paying families qualify for their holiday leave after a **minimum of three months enrolment** at the centre. Families on promotional discounts can use their holiday allowance after a period of three months full fee payment.

Please note that holiday allocations are calculated on a 'pro rata' basis dependent on the timing of your enrolment in the calendar year.

Holiday requests must be received in writing two weeks prior to planned holidays. If this is not done, Peekaboo reserves the right not to allocate the holiday discount. Any discounts will only be applied if accounts are fully paid. Any discounts declined will not be backdated once accounts are in line.

Ministry of Education Three Week Absence Rule

When a child is away from the Centre for more than 21 calendar days MoE funding is stopped after the 21st day. After 21 days your child's space is no longer funded and will not be retained. For long-term absences (i.e. 3 weeks or more) the centre reserves the right to negotiate different arrangements and may not always be able to keep your child's place open. For any holidays over and above the 3 weeks, full fees will apply to hold your space.

PORTFOLIOS

Each child is issued with a portfolio, in which we document their learning and development while at Peekaboo. The initial portfolio is covered in the administration fee. When they are full, they will be sent home and a new one started and a \$8 fee charged for subsequent portfolios. You are welcome to take your child's portfolio home at any stage to read and share with friends and family, however please return it so we can continue the documentation.

Portfolios are also available through an online system called Educa. When your child starts at Peekaboo you will be sent an email inviting you to register with the online system.

MEALS

All meals are planned and fully cooked by our wonderful Centre Cook Leslene. Children are provided with nutritious midday meals which suit the season; as well as morning and afternoon tea which is a mix of delicious home baking and fruit. Children are never forced to eat but are instead encouraged to try what has been provided for them.

Preschool children are asked to bring a drink bottle for easy access to water each day.

As much as possible meals are reduced sugar, sulphate and preservative free.

Menus are on display by the kitchen.

Toddler & Preschool children are asked to bring a drink bottle for easy access to water each day. If you have any concerns about your child's eating patterns, or food allergies, please do not hesitate to discuss this with us.

WET BAG

We use a Wet bag system to send home any soiled or wet clothing instead of plastic bags. They are re-useable on a daily basis and reduce waste in our environment. Wet bags will be issued upon enrolment and invoiced at \$12 onto your account. These are yours to keep. Any lost bags are able to be replaced at an extra cost of \$12. Wet bags are to be attached to your child's school bag for daily use.

TOILET TRAINING

We do not supply nappies. Each child will need to bring a supply of nappies to last the day / week. We will keep nappies stored for individual use of that child only. Parents will be informed when nappies are running low and more is needed to be supplied.

As each child's toilet readiness differs, we ask that you keep in close communication with us during these stages so we can work in partnership together to work towards a successful outcome.

During training please provide at least 2 sets of clothes. Clothing needs to be "child friendly" that they can easily undress or quickly remove themselves to get to a toilet. Zips, buttons and tight clothing is not ideal, and we would instead suggest elastic waistbands on clothing. Please refer to our Toileting Policy when ready to begin toilet training.

EXCURSIONS

We will on occasion take children out for walks, trips and educational experiences. We also utilise our carpark for extra spontaneous play space, for which we have an additional permission form. At all times required staff ratios will be adhered to. Please see our excursion policy for more detail. Major excursions will be notified to parents in advance.

PARENT INVOLVEMENT & COMMUNICATION

We have a genuine commitment to open communication with our families. This will be done through a mix of formal and informal channels, such as our Educa portal, Email, Website, notices and day to day conversations.

We welcome and value the involvement of parents / caregivers / family members. There are many ways to be involved:

- Involvement with centre reviews and policy reviews
- Collecting resources such as shells, boxes, paper, wood etc
- Sewing and mending
- Teaching a particular skill or activity
- Sharing occupation & experiences
- Any other ideas you may have please feel free to talk to a teacher

JEWELLERY

We do not encourage jewellery or beaded necklaces etc as they can become a choking hazard if they break. Please explain this rule to your child.

SUN POLICY

Please make sure you bring a named sunhat for your child. In summer we ask you to apply sun block to your child prior to coming to Peekaboo. During the day we will reapply sunblock after lunch.

BABYSITTING

Please note that we do not allow our staff to babysit for families. We believe this crosses the line of a professional relationship.

BIRTHDAYS

We do celebrate and acknowledge birthdays in the centre. If you wish to bring in a birthday cake, please talk to Tracey or the Team Leader for suitable times. Please ensure cakes are nut free and ideally colourant free.

MEDICATION

Any medication to be given to your child must be given to staff to administer. All medication must be clearly labelled with doctor's information, pharmacy label and dosage instructions and be currently dated.

You will need to fill in the medication book for dosage and signature. Medication must not be left in the child's bag.

IMMUNISATION

The Ministry of Education enrolment rules requires a copy of your child's immunisation certificate. Please advise the centre if your child is not immunised.

CENTRE POLICIES/INFORMATION ON YOUR CHILD

Policies are available to read at all times. They are located at reception or please ask any staff member for access.

Each year we will review a number of policies following our Annual Plan and our community will be invited to consult as relevant.

You have the right, at any time, to request access to information held by Peekaboo involving your child. Please ask if you wish to see their enrolment documents. If you require copies of any documents these will be provided as copies as the originals must be retained by Peekaboo Childcare. Educa provides access to all learning stories and assessments and on enrolment you will be provided with an invitation to join the site.

TOYS

Toys from home are not encouraged and will be kept in the office until the end of the day. Children get upset if they are lost or broken and Peekaboo takes no responsibility for them. Please note that this does not include special comfort rugs or new items.

BAG

Please bring a named bag with at least one spare change of clothes. It is part of the curriculum for children to paint, create and have messy play. Please send your children to Peekaboo in clothing you do not mind getting dirty.

SUSPENSION OF SERVICES

The Directors of the centre reserve the right to suspend the service to any parent whose fees fall into arrears.

BEHAVIOUR MANAGEMENT

The behaviour management policy has been especially developed to meet the requirements laid out by the Ministry of Education. Practices are implemented to ensure:

- Every child is given respect and dignity
- Every child is given positive guidance promoting appropriate behaviour, taking into account the child's stage of development
- Every child is given positive guidance using praise and encouragement, avoiding blame, harsh language or belittling or degrading responses.

After consultation with all parties, professional support from agencies / services may be requested. If, after all reasonable interventions, a child's behaviour is still detrimental to the health & safety of themselves and/or others the child may be excluded from the centre, on a temporary or permanent basis, at the discretion of support services and management. We reserve the right to terminate a child's enrolment if their behaviour causes health and safety issues to other children or teachers.

EMERGENCY CLOSURE

Full fees apply for emergency closures due to civil defence emergencies, extreme weather conditions, non-controllable health & safety issues, interruptions to essential services or similar.



PARENT NOTES