



The Tree House

Middlemore Hospital
Staff Childcare Centre Inc

HANDBOOK FOR WHAANAU

ORIENTATION

Updated Oct 2024

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LOCATION AND CONTACT INFORMATION

Street address:

Building 9
Middlemore Hospital
Hospital Road
Otahuhu
Auckland

Postal address:

The Tree House
Middlemore Hospital Staff Childcare Centre Inc.
Private Bag 93311
Otahuhu
Auckland 1640
New Zealand

Contact numbers:

The Tree House from outside	09 276 0005
The Tree House from Te Whatu Ora Counties Manukau	09 276 0044 ext 58005

Email:

Treehouse.Info@middlemore.co.nz

Treehouse.Director@middlemore.co.nz

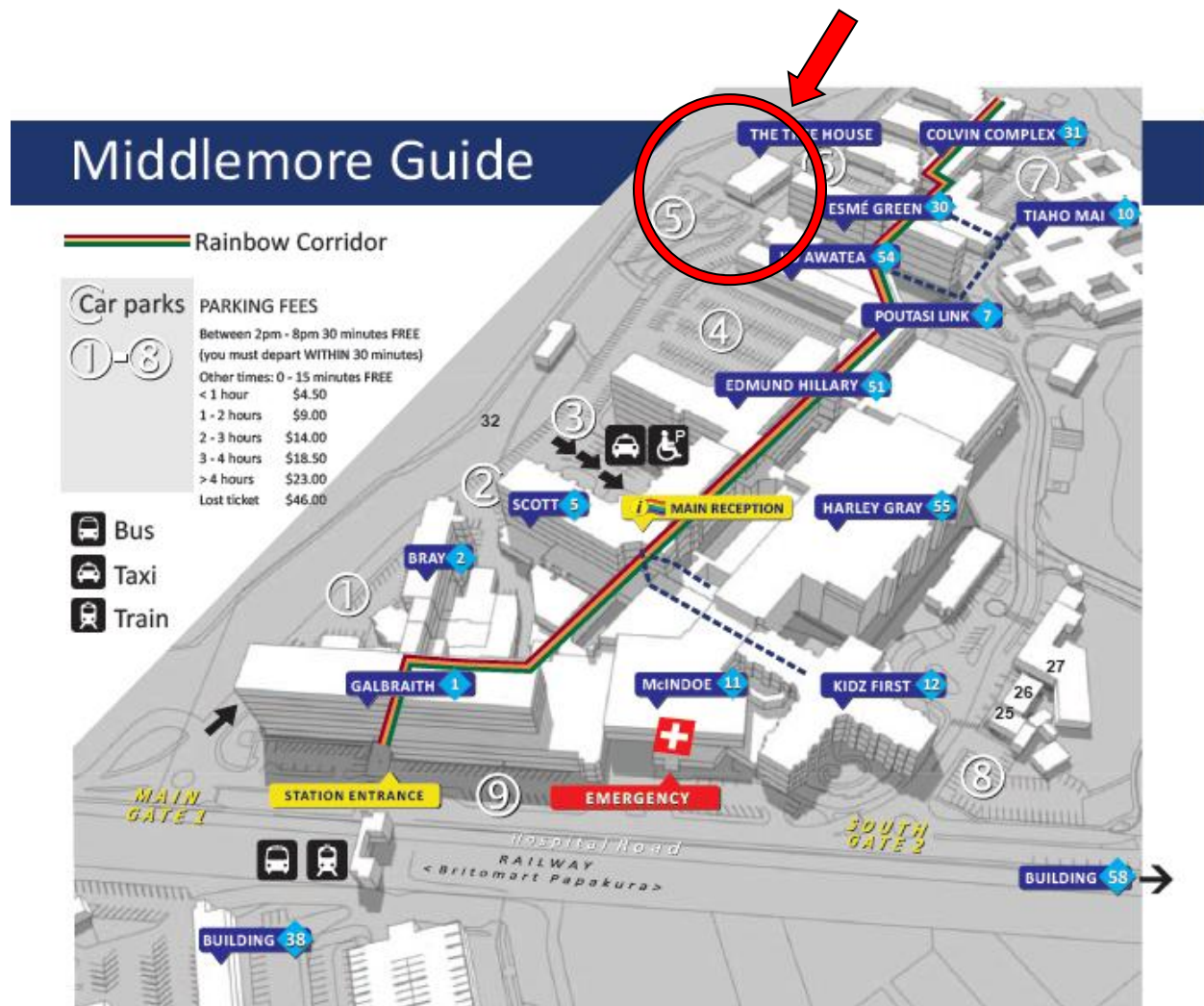
Treehouse.Governance@middlemore.co.nz

HOW TO FIND US

We are situated towards the eastern boundary of the Middlemore Hospital site, at the end of the main carpark.

Enter the main Middlemore Hospital carpark; carry on straight ahead with Middlemore Hospital main entrance to your right, and Kings School property to your left. At Carpark 5, turn left and you will see The Tree House at the end of the carpark. There are carparks specifically allocated for The Tree House drop off/pick up.

Entry into the main carpark is granted by taking a ticket. This ticket will give you 15 minutes free parking in the mornings and 30 minutes free parking in the afternoons. Any more than that time and you will have to pay extra via the Parking Machines located inside the hospital.



WELCOME

Nau mai haere mai ki te whaanau! Welcome to our Tree House family.

We are a community-based not-for-profit early childhood education centre set up in 1998 to provide affordable childcare for staff at Middlemore Hospital and our local community. More than twenty years on, we continue to deliver high quality and accessible care in our newly renovated premises

We are so happy you have chosen to enroll your tamariki into our care and we look forward to getting to know you and your whaanau.

VISION

We provide a nurturing and positive haven for our tamariki where they are guided to explore and learn through meaningful relationships and experiences. Aroha is at the heart of the Tree House, empowering us as whaanau, kaiako and community to grow together.

VALUES

Ngaakau pai | Positive

The Tree House is a place of happiness, fun and positivity. We are welcoming, open and role model positive behaviours for our tamariki.

Whanaungatanga | Relationships

Relationships are the roots of the Tree House. They nourish and ground us with a sense of belonging. We have respectful and reciprocal relationships between staff, whaanau and children, working together as a team and a community.

Aroha | Love

Our relationships at the Tree House flourish from aroha. We care for and nurture our tamariki in a place where we are connected through love and appreciation for each other.

Tupu | Grow

The Treehouse provides an enriching environment where we are empowered to improve and develop. Our tamariki are inspired into confident learners as they are guided to explore, play, create and grow.

PHILOSOPHY

We believe tamariki learn and develop best in an early childhood environment that is safe and inclusive, where kaiako view and respect tamariki as competent and capable, holding high aspirations for every tamariki. The kaiako role is as a co-researcher and co-constructor in the learning process, which allows tamariki to explore, question, reflect, problem solve, theorise,

and encourages their self-expression. Kaiako document the work of tamariki in a positive way, enabling tamariki to revisit their learning with their whaanau.

Tamariki and whaanau are at the centre of our learning philosophy. We acknowledge that tamariki learn through the relationships they form and experiences they have. We value the collaborative relationships that we have with whaanau and welcome their participation in our programme to ensure we are responsive to their needs. We reflect a whaanau environment for our tamariki with kaiako working as a team and opportunities for tamariki to learn about caring for each other through play with tamariki of different ages and their siblings. We incorporate the Principles, Strands and Goals of Te Whaariki – He Whaariki Maatauranga mo nga Mokopuna o Aotearoa – The Early Childhood Curriculum, which reflects these holistic ways tamariki learn, grow, and strive to achieve outcomes consistent with Te Ara Poutama Indicators of Quality for Early Childhood Education.

Our Centre and kaiako are also guided by the Educational Leadership Capabilities Framework. This framework informs our approach to leadership development, supporting our kaiako to shape and critically reflect on programmes, individual pathways, overall practice and organisational strengths and needs. From these critical reflections and demonstration of new capabilities, we generate priorities for professional learning and continuous growth, and therefore our leadership capacity. Quality educational leadership enables innovation and the spread of best practice amongst our kaiako, which results in positive learning outcomes for our tamariki.

The outcomes we work towards with our tamariki focus on supporting them to develop into confident learners and communicators, healthy in mind, body and spirit, secure in their sense of belonging and in the knowledge that they make a valued contribution to our community.

CURRICULUM

We incorporate the Principles, Strands and Goals of Te Whaariki – He Whaariki Matauranga mo nga Mokopuna o Aotearoa – The Early Childhood Curriculum, which reflects the holistic way children learn and grow.

Our curriculum facilitates the development of confidence, independence, and an interest in learning in our children. We observe the individual child's needs, interests and strengths and plan activities based around these. Each child will be guided to develop at an individual pace according to his or her unique, individual way.

Play is central to children's development by providing opportunities for both structured and spontaneous activities. Indoor and outdoor experiences are an integral part of our programme and routine. Routines give children a sense of the passage of time as they move through the day and encourage both independence and an understanding of personal hygiene. Our practices reflect the multicultural heritage of our community, and emphasise non-gender stereotyped behavior.

PORTFOLIOS

Each child attending the Tree House has an individual portfolio, documenting their learning and development, which is added to monthly. These are placed in your child's room, so they can revisit their learning experiences.

We encourage you to sit down, take time and support their ongoing journey alongside them. It is always appreciated having family stories and your voice included in your child's portfolio.

Please speak to teachers if you are unsure where to find these or how to contribute.

WHAANAU INVOLVEMENT

We welcome you and your child to what we trust will be an extension of your home. By working together we will draw the best from both home and Centre environments for your child's learning and development.

As a parent, you know your child best and we ask that you help us get to know you, your whaanau, your needs and desires. On our platform Educa we have an 'All About Me' page that we encourage you to complete so we can get to know your tamariki and whaanau. We welcome your questions and invite you to contact the Room Coordinators or Centre Director. We operate an open door policy where parents and whaanau are welcome into the Centre at any time.

The Tree House is one big extended whaanau and we look forward to getting to know you and ensuring you feel comfortable to share your experiences and skills with our Tree House community.

COMMUNICATION

We use a variety of methods to communicate with our parents and whaanau, predominantly Educa and noticeboards within the Tree House. At times we may also put newsletters in children's letter slots, and for the infants we use Daily Books where appropriate.

SOCIETY MEMBERSHIP AND GOVERNANCE

When you enroll your tamariki at the Tree House you are joining the Middlemore Hospital Staff Childcare Centre Incorporated Society. As an Incorporated Society, we are governed by a committee of parents. The Governance Committee meets monthly and collectively brings a wealth of expertise to support the Tree House. The Governance Committee is elected at our Annual General Meeting in August each year and we encourage parents, as members of the Society, to attend to discuss plans and focus for the following year. If you are interested in

joining the Governance Committee, or learning more about it, please email Treehouse.Governance@middlemore.co.nz

ORGANISATIONAL STRUCTURE

The Centre is managed by a Centre Director who has both management and education leadership skills. We have four Room Coordinators who lead who lead curriculum development and their teaching teams to ensure quality care and education for all our tamariki.

An occupancy charge is paid to Counties Manukau District Health Board (CMDHB) for the land and buildings and CMDHB is responsible for the maintenance of the building structure and main services supply. All other maintenance and utility charges, as well as wages, salaries and overheads are met from our budget. The Centre is not run to make a profit, but is expected to meet all incurred costs. Our only sources of income are government funding and parent fees.

The Governance Committee has negotiated a charter with the Ministry of Education, and receives bulk funding from them. Compliance with the Charter and the Education (Early Childhood Centres) regulations is monitored by the Education Review Office. Copies of all these documents are held at the Centre and are available for parent's inspection.

TEACHERS

We have a diverse teaching team within the Tree House who are passionate and committed to providing a variety of opportunities for our tamariki to learn and develop in ways that interest them.

Our ratios are:

Under 2s	1:4
Over 2s	1:6

STUDENTS, VOLUNTEERS AND VISTORS

From time to time, you will see new faces at the Tree House. Relief staff and volunteers are screened before participating in our daily activities and must adhere to our philosophy and values whilst at the Centre. At no stage will a volunteer worker be left in charge of a group of children. However, they will interact with the children, giving help and attention as needed. Early Childhood teacher training students are also supervised at the Centre during the practicum component of their course.

HOURS

The Tree House operates weekdays from 6.45am – 6pm. Children are enrolled for agreed hours and days. Each child must be booked for a minimum of two days.

Staffing ratios are based on the agreed hours of attendance, so it is important that your child attend the agreed hours on their enrolment form, and that any variance is discussed with our administration staff.

We ask for your co-operation in dropping off and collecting children within our operating hours. If at any time you have an emergency and are going to be delayed, please contact the Centre staff so they can allay your child's concerns and make plans for their own commitments. A late fee of \$1.00 per minute will apply if your child is left at the Centre after closing time. This payment is to be paid directly to the staff members who are working.

We are closed on all public holidays and between Christmas and New Year. There is no charge to parents for the period we are closed between Christmas and New Year, however public holidays are charged at the regular rate.

FEES

Under Threes

	Per day	Full time (5 days)
Community children	\$43.00	\$190.00
Staff children	\$40.00	\$175.00

Over Threes

	Per day	Full time (5 days)
Community children	\$41.00	\$180.00
Fees for parents who have completed the attestation section on the enrolment form.	\$23.00	\$100.00
Staff children	\$38.00	\$165.00
Fees for parents who have completed the attestation section on the enrolment form.	\$19.00	\$90.00

Invoices are issued weekly. For the smooth running of the Centre, it is very important that your fees are kept two weeks in advance. All overdue fees will be sent to a debt collection agency and the parents will be responsible for all fees they charge. Our preferred payment is through automatic payment, internet banking or EFTPOS.

The Tree House offers 20 hours free funding subsidy from the Ministry of Education for 3 and 4 year old children, until they start school. To be eligible for a fee reduction, an attestation form must be completed and kept updated.

Work and Income operates a Childcare Subsidy subject to an income qualification. Contact Work and Income for further information and forms. Full payment of fees is the caregiver's responsibility and will be required until a subsidy has been approved.

ATTENDANCE

A responsible adult known to staff must bring children into the Centre. Only authorised persons (as indicated on the enrolment form) will be allowed to collect children from the Centre. Please notify the Centre Director/Room Coordinator in writing of any changes to the adult. An adult other than one known to the Centre requires photo identification. Parents with custody orders must provide a copy to the Centre Director.

In the case of a non-custodial parent arriving to collect the child, the Room Coordinator will contact the police and provide the copy of the order for the police to enforce. A child will not be allowed to go home with a parent/guardian in contravention of a custody/court order held at the Centre. However, in the event of a non-custodial parent gaining access to a child, the Centre cannot be held liable.

Staff are always concerned about your child's welfare, so if you are aware of any intending absence could you please inform the staff.

Parents must give at least two weeks' notice before withdrawing your child. We do accept day changes only as a permanent change. All changes must be in writing.

ORIENTATION AND SETTLING IN

At The Tree House we want to ensure everyone's experience is positive and nurturing from day one and understand that this period of change may be difficult for you. For that reason we ask that children and their parents/whaanau visit the Centre prior to attending. We ensure that at least one staff member greets the child and creates a relationship with the family and the child. A transition time enables detailed discussions with the Room Coordinator on the child's development, behaviour, sleeping and eating requirements.

Parents are encouraged to stay with their child to settle them into the Centre and to demonstrate that they feel happy and comfortable with their child's environment. Children are welcome to bring their own (named) 'cuddly' or blanket or special toy from home during this settling period. We will take all care to ensure it is looked after.

The number of transition sessions, and time taken to settle in, is variable for each child and family and we will work with you to ensure everyone feels comfortable entering into this new stage in your whaanau life.

You can help the settling in process by participating in our orientation program. This includes:

- Read this handbook, ask to see our policies, and ask as many questions as you wish.
- Talk to other parents who may also be your colleagues – this can be very reassuring. Getting acquainted with the teachers in your child's room
- Attend transition sessions prior to starting – potentially 3-5 sessions depending on age.
- Stay to enjoy the activities. This supports your child to settle in while you are safely at hand.
- We suggest you arrange to leave the room for short periods during the last visits.
- Make your child's first couple of booked days shorter to start with.
- Complete the child profile sheet and parent expectation sheet.
- Make sure the enrolment form has all the contact details we need.
- Prepare your child by talking about the Centre positively.
- In our experience children respond best when a parent settles them for a short time, then leaves, saying something like "I'm off now and when I get back you can tell me about what you have done".
- Children adjust in a variety of ways. If your child cries, we will provide comfort.
- Calling us to check on progress can help alleviate any anxiety you may have.

DAILY ROUTINE

At The Tree House we follow a general routine as below:

Rimu & Kowhai rooms – Babies & Toddlers	
6.45am	Centre opens
6:45-8:15	Breakfast Time Learning experiences are provided and areas of play are set up for the children to explore.
8:00-8:45	Free play inside & outside weather depending. Areas of play are set and re-set e.g.: outside area. Nappy changes are started and done by 9:00. Babies that have 2 sleeps will have a nappy change, bottle and then bed. (Dependent on child's arrival time)
8:45	Tidy up, mat time before washing hands
9:00	Children are separated into their prospective rooms.
9:15-9:30	Morning tea. Morning tea is set aside for the Babies that are sleeping and offered to them when they wake up.
9:30-10:50	Free play and set up learning experiences both inside and outside. Bottles are given and nappy changes done. Babies who have woken are given morning tea.
10:30-10:45	Younger children in Kowhai are readied for lunch. Shoes, jackets removed.
10:50-11:00	Short mat time. Children readied for lunch- shoes and jackets removed. Children sent to wash hands.
11:05-11:30	Lunchtime. Children readied for bed. Learning experiences and rooms are re-set ready for the afternoon.
1:00	Babies on 2 sleeps are changed, given bottle and put to sleep. Older children are starting to wake up. Nappies are changed and shoes and jumpers put on. Free play inside & outside.
2:00-2:20	Afternoon tea Afternoon tea is set aside for the babies that are sleeping and offered to them when they wake up.
3:00-3:30	All children are up except for our babies. Nappies are done.
3:15-5:00	Learning experiences are provided and areas of play are set-up for children to explore. Some areas of play are starting to get cleaned up as children start leaving for the day.
4.30	Kowhai room cleaned and closed
5:00	Last nappy checks done and late snack provided.
5:15-6:00	Quiet activities are provided as children leave for the day.
6.00pm	Centre Closes

Kauri & Totara rooms - Pre-schoolers	
6.45am	Centre opens
6:45 – 8:30am	Breakfast Time Learning experiences are provided and areas of play are set up for the children to explore.
8:00 – 9:00	Free play inside & outside weather depending. Areas of play are set and re-set e.g.: outside area.
9:10	3-year old's mat time
9:20	3-year old's morning teatime 4-year old's mat time
9:35	4-year old's morning teatime
9:30 – 11.00	Free play and set up learning experiences both inside and outside.
11.00	3-year old's Lunch time
11.30	3-year old's sleep time 4-year old's lunch time
12.00pm	Transition to school time <i>4-year old learning programme fostering literacy and language skills</i>
1.00pm	Transition to school time ended 3-year old's begin to wake up
2.10pm	3-year old's afternoon teatime
2.30pm	4-year old's afternoon teatime
5:00pm	Late snack time
5:15-6:00	Quiet activities are provided as children leave for the day.
6:00pm	Centre Closes

WHAT TO BRING

Parents need to bring the following items in a named baby bag / schoolbag.

Kowhai & Rimu Rooms

1. Enough nappies for the day
2. Milk or milk powder - enough for the day
3. Two complete spare set of clothes and extra singlets (more when toilet training)
4. Items the baby is attached to i.e. dummy, teddy bear etc.
5. Sunhat in summer / warm waterproof outside clothes in winter

Kauri & Totara Rooms

1. Two complete change of clothes
2. Sunhat / warm waterproof outside clothes in winter

FOOD

All of the child's food and drink is provided by the Centre: breakfast, morning tea, lunch, afternoon tea and late snack. There is no need to provide any food however if your child does want to bring something from home, please be aware our Centre is nut-free.

Our resident cook is trained in Health and Hygiene and provides nutritious meals and snacks, following a menu based on the Heart Foundation Healthy Hearts guidelines. The menu is available on the noticeboard in each of the rooms.

It is important that any food allergies or special dietary requirements be advised to staff on enrolment so they can be posted in the kitchen and strictly followed.

BREAST FEEDING

We recognise the importance of supporting mothers who wish to continue breast feeding their infants on return to work. Being an on-site facility makes this so much easier to do. If you are breast feeding you are encouraged to come to the Centre at any time during the day to feed. Our teachers will discuss an individual programme with you so you can be contacted when your child requires a feed. If required a quiet room will be provided. We are also able to prepare frozen breast milk for your child should you wish to supply this daily.

TOILETING

Routine toileting times are provided before meals and naps to encourage good habits and independence in children who are ready. During toilet training, staff will endeavour to support efforts made at home. Please feel free to discuss any special needs with staff. Please make sure you send plenty of changes of clothes during this time, as a few accidents are unavoidable.

Parents must supply sufficient nappies for their child's day (this may vary from 4 to 8). If you use cloth nappies, please supply sufficient liners/inserts, and water resistant over cloth/pants each day.

REST TIME

INFANTS AND TODDLERS

We have sleep rooms for infants and toddlers. Children have their own space, beds and bedding. We will make every effort to work to your expectations for your child to create consistency between your place and ours. Teachers settle children to sleep and carefully monitor them during sleep. While every care is taken to work in with parent expectations for rest and sleep our highest priority remains the needs of a child on any given day. Unless there are special circumstances/or special instructions from home teachers do not wake a child from sleep.

YOUNG CHILDREN

Preschoolers rest on sleep mats and beds set up in the Centre. Children are invited to a rest/sleep time daily. While every care is taken to work in with parent expectations for rest and sleep our highest priority remains the needs of a child on any given day.

SPECIAL RIGHTS

Children with Special rights will have an IDP (individual development plan) established in partnership with families and specialist services.

CLOTHING

In order to fully experience the learning opportunities at the Tree House you can be sure your child will get wet, covered in dirt, paint, glue, and countless other materials each and every day. Do send your child in old clothes as we feel sure you will not wish to find expensive garments ruined. It's also almost guaranteed that your child will need a complete change of clothes, so spare clothes are essential.

In summer send along a sun hat. In winter send along gumboots, raincoat and/or warm jacket, warm hat, and slippers for inside if desired.

We will be encouraging your child to dress themselves as they become able, so consider this and ensure clothing is easy to get into and out of without assistance.

Please Name Everything Clearly With a Label or Fabric Marker

TOYS AND OTHER TREASURES FROM HOME

We have chosen a wide range of developmentally appropriate equipment and toys for our Centre. It would be appreciated if parents can explain to their children that the toys at the Centre are for everyone to share and that they cannot be taken home. It would be appreciated if your child could be dissuaded from bringing in toys. Cuddly or security toys are welcome.

LOST PROPERTY

At the Centre there is a container for unnamed and lost property. It would be appreciated if parents could check this regularly. Items that are still uncollected after a period are donated to a local charity.

BIRTHDAYS/CELEBRATIONS

Children love to celebrate birthdays together. If your family celebrates birthdays and you would like to bring along a birthday cake/celebration food for your child's birthday or other special occasion please do so.

It's a good idea to check with the staff about timing of a birthday celebration so that you and your family are able to attend, take photos, and enjoy the occasion.

SOCIAL COMPETENCE AND BEHAVIOUR MANAGEMENT

Our child behaviour management policy is based on the importance of respect and dignity for the child, acknowledging and accepting children's feelings and encouraging these feelings to be expressed.

Steps that we take towards establishing good behavior management include:

- Setting and maintaining appropriate limits of behaviour
- Verbal redirection
- Explaining the appropriate uses of materials and equipment
- Reinforcing positive behaviour with praise
- Explaining why a behaviour is inappropriate or unacceptable and providing acceptable options
- Offering children choices and encouraging decision making.
- Setting realistic expectations which are age and stage appropriate
- All staff encouraged to model non-violent behaviour for the children's interactions with each other.

HEALTH AND SAFETY

EXCURSIONS / TRIPS

Excursions out of the Centre will be arranged from time to time as part of your child's experience. Parents are encouraged to be part of the outing. Excursion slips outlining the trip, transport, cost and adult / child ratio will be given to all parents to complete prior to an outing. Children who are unable to attend the excursion will remain at the Centre with a trained staff member. Children may be taken on small walks within the hospital area. Approval for these is given when completing the enrolment form.

EMERGENCY AND EVACUATION PROCEDURES

In case of an unforeseen emergency situation, every effort will be made to contact parents to collect their child. The Centre is fitted with safety devices, which are maintained regularly. Regular fire drills are necessary for regulation purposes. If you are present at a fire drill, you are required by law to participate.

Emergency evacuation plans are displayed in the Centre. Staff are familiar with evacuation procedures and policies. Parents and visitors to the Centre will be asked to make themselves familiar with the evacuation plan and where hoses and first aid equipment is to be found. Every effort will be made to make evacuation procedures enjoyable rather than stressful events for the children. Regular emergency procedures give the children an opportunity to become familiar with the routine and planned evacuation.

SAFETY

Centre policies on safety precautions are continually reinforced by staff and children. Such practices include:

- The storage of chemicals in locked cupboards
- Checking the safety of sandpits and outdoor equipment
- Children's awareness of personal safety, i.e. not throwing equipment, walking inside.

There is always someone trained in first aid on site; first aid certificates are renewed every two years.

CHILD HEALTH

We ask that any child who is unwell be kept at home so illness does not spread through the Centre. The Supervisor may at his/her discretion refuse to accept any child deemed unwell enough to attend the Centre, as we do not have the specialist staff or the space for sick children. Children with severe coughs or colds, vomiting diarrhoea, conjunctivitis, rashes or

raised temperatures cannot be brought into the Centre. If symptoms develop during the day the parent will be contacted to arrange for the immediate collection of their child.

When is a child infectious?

Common infectious diseases

1. Measles Infectious up to four days after rash has first appeared.
2. Mumps Infectious up to three days after swelling has disappeared.
3. Chickenpox Infectious until last spot is covered by a scab.
4. Whooping Cough Infectious until at least one month after onset.
5. Rubella (German Measles) Infectious up to four days from when rash first appeared.

Common contagious parasitic conditions

1. Head lice Please check your child's head regularly and treat immediately if head lice are found.
Once a child has been treated she/he may attend even if eggs are still present in the hair.
2. Threadworms Difficult to prevent the spread. Usual signs are irritability and an itchy bottom.
3. Scabies An itchy skin condition which can be difficult to diagnose. A doctor should be consulted on any doubtful rash.

Infectious skin conditions

1. Impetigo Bacterial skin infection, which is highly contagious. A doctor must be consulted on any multiple sores. If on the face, the child should stay at home until no longer infectious. If on other parts of the body, sores should be properly covered.
2. Ringworm Fungal skin condition. Advisable to consult a doctor for the confirmation of diagnosis and treatment. Please keep lesions covered when your child is at the Centre.

N.B. Any skin condition persisting for more than 24 hours requires a medical opinion.

Vomiting and Diarrhoea

Can be a serious health risk to babies. A baby should be seen by a doctor immediately. If a child has diarrhoea: keep him/her at home. Give only fluid for 24 hours (10 mls per 10 minutes is recommended) – then gradually introduce a light diet. If the diarrhoea still persists, a doctor should be consulted. Usually it is a problem, which lasts only one or two days.

A child should remain at home for 48 hours after the last bout of diarrhea or vomiting to ensure they do not infect other children.

The Centre should be advised if the child has contracted a notifiable or infectious disease such as Giardia, mumps, chickenpox etc so that other parents can be advised. The child should be kept away from the Centre for the required length of time as per Ministry of Health guidelines.

MEDICATION

Please advise the staff if your child is taking any medication. All medicines must be kept in the kitchen and the medicine book that is kept in each room must be filled in before we can administer any medication. Only medication that has a label stating your child's name and expiry date will be administered. Pamol will not be administered unless prescribed by a doctor.

The Centre keeps a first aid kit, which includes some non-prescription and homoeopathic medications for emergencies. Please advise the Room Coordinator if you would prefer these were not given to your child.

IMMUNISATION

We are required to keep an up-to-date list of all children at the Centre and their Immunisation status. Please remember to bring your Well Child Book and a copy of your immunisation certificate with you when you enroll your child at the Centre. If your child is not immunized a letter confirming this needs to be attached to your enrolment form. In the case of an outbreak of such a disease your child will be asked to stay away from the Centre for the duration of the outbreak.

SIGNING IN AND OUT

All parents are required to sign their child in and out of the Centre everyday on the electronic tablets provided at any of the three locations: reception, Kowhai Room, Kauri Room. This is a legal requirement by the Ministry of Education and can be audited at anytime to ensure compliance with our roll returns (the basis of bulk funding). It is also a safety requirement in case of emergency evacuation of the Centre therefore a very important part of your drop off and pick up routine.

Please download the ChildcareNow app and utilize this for advising if your child is sick or will not be attending the centre. You can also request extra days via the app or request Holiday days.

CONCERNS/COMPLAINTS

It is important that relationships remain open and that clear procedures for raising concerns are in place. We aim to address all concerns promptly so there is no cause for complaint.

We recommend that any matter of concern is raised with the person concerned and a resolution sought prior to taking steps towards making a formal complaint. Most matters are resolved this way. In the event that this does not occur, the procedure for making a complaint will be as follows:

- Step 1. The person with the complaint (parent or teacher) will discuss their concerns with the Room Coordinator and work together towards a resolution.
- Step 2. If the matter is unresolved the parent/teacher will discuss concerns with the Centre Director and work together toward a resolution.
- Step 3. If the matter is still unresolved a written complaint may be submitted to the Governance Committee.
- Step 4. A meeting for discussion and resolution may be called to include parent/teacher making complaint, the members concerned, the manager and a representative from the Governance Committee.
- Step 5. If the matter still remains unresolved the complaint may be made in writing to the Ministry of Education who may call a further meeting to resolve the complaint.

Once again, we welcome you and your child to The Tree House whaanau.