



UNIVERSITY OF  
**AUCKLAND**  
Waipapa Taumata Rau  
NEW ZEALAND

# EARLY CHILDHOOD CENTRES AND KŌHANGA REO

2023

WHĀNAU | PARENT HANDBOOK



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## WELCOME

### Kia ora and welcome to the University of Auckland Early Childhood Centres and Kōhanga Reo.

Leaving a child with a childcare centre is an important decision that for a lot of children, marks the first time they will be away from their parents or whānau for a large period of time.

It is also a time when they are introduced to a more education-oriented environment; their first experience of many more to come.

We are delighted that you are considering our services as an integral part of your child's upbringing. We look forward to getting to know you and your child as you begin the first steps in their educational journey.

The University of Auckland is dedicated to providing excellent service to students and staff members, and to creating a family-oriented learning environment. Our centres are also available to community members, when space allows.

We are very fortunate to receive a high level of support from the University, enabling us to provide high quality facilities and service on the City, Grafton and Epsom campuses.

I hope this booklet provides you with sufficient information about our approach and the importance we place on providing children with a rich, educational, fun, and safe environment.

Our mission is to establish learning communities that enable ngā tamariki and whānau to all achieve their full potential.

**Joelene Waugh**  
General Manager, Early Childhood Centres

## The Early Childhood Centres

We offer dynamic teaching and learning environments with competent, confident tamariki, based on Te Whāriki, the New Zealand early childhood curriculum.

The Centres are all committed to trusting partnerships with whānau, sharing a play-based passion for:

- respectful ways of being.
- belonging, engagement, and inclusion.
- Te Reo and tikanga Māori.
- thinking and learning.

Bringing together the diverse cultural backgrounds of our children and our staff.

# OUR CENTRES

## Ages

The University of Auckland Early Childhood Centres and Kōhanga Reo offer learning environments for tamariki, aged 3 months to 5 years, of students, staff and members of our local communities.

## Structure

The University of Auckland Early Childhood Centres are owned and operated by the University, and are governed by the regulations set by the Ministry of Education and the requirements of the Te Kōhanga Reo Trust, with reviews carried out regularly by the Education Review Office.

Each facility has a Centre Leader with responsibility for ensuring consistency in service and the smooth operation of the centre.

The University is an equal opportunities employer committed to employing capable and caring people. Each of our centres has fully qualified educators and, at times, will have staff-in-training who will have professional supervision.

To have dynamic teaching teams working in strong positive learning environments the University is committed to providing teacher-to-child ratios that are higher than the minimum standard set by the Ministry of Education.

If you have any concerns or compliments about the service you or your child receives, you are welcome to contact the Centre Leaders directly or, if you wish, you can contact the General Manager for the Early Childhood Centres.

### Joelene Waugh

General Manager

Mobile: 021 619 616

Email: joelene.waugh@auckland.ac.nz



# OUR VALUES

## Our vision

Our vision is to be recognised nationally and internationally as “Centres of Excellence”, enabling optimum wellbeing and learning for infants, toddlers and young children.

## Our mission

Our mission is to establish learning communities that value tamariki as taonga, enabling ALL to achieve their full potential as confident and competent ākonga.

## Our values

### Manaaki

whanaungatanga, protecting mana, social and cultural wellbeing

### Learning

enquiring, creative, passionate, inspirational

### Service

quality, sustainability, humility

# INFORMATION FOR PARENTS/WHĀNAU

It is important that you, as a parent or guardian, feel you belong in the centre and that you and your children are happy and feel included.

We encourage parent participation. It sends a strong positive message to your child that you support them and that you are a part of the early childhood environment.

Whānau are welcome to visit the centre at any time. If you would like one-to-one time with one of our staff, please request a specific time to meet with the Centre Leader or a specific teacher.

Once you have enrolled your child please ensure that your contact details are kept up-to-date by sending any changes to your cellphone number home address, emergency contacts or email address through to the Centre Leader. Parents will be kept informed of centre activities through newsletters and StoryPark or Educa postings.



## Drop off and pick up

For the protection and safety of all children, only an adult known to the Centre Leader may bring children into the centre and only authorised people, as indicated on the enrolment form, will be allowed to collect children from the centre.

Please notify the Centre Leader, in writing, of any changes to the person who will be collecting your child. An adult that is not known to the Centre will require photo ID and parent permission in order to pick up children from the Centre.

## Photos and film consent

Each centre requires permission for use of photographs or videos of children in publications, such as a newsletter, or in some instances, to help promote the early childhood education services.

We believe it is important to celebrate a child's achievement but we are conscious of the potential

risks of having an image, in any medium, readily identifiable. We have consent forms for parents and guardians to complete and, if we have your permission, we will share no more than the image and, if required, the child's first name only.

If you have any concerns, please contact your Centre Leader to discuss this in more detail.

## Parents with custody orders

In the case of a non-custodial parent arriving to collect the child, the Centre Leader will contact the Police and provide a copy of the order for the Police to enforce. The Centres will not act in contravention of a custody or court order but cannot be held liable should a non-custodial parent gain access to a child.

# GETTING STARTED

## Signing in and signing out

The Ministry of Education requires all parents to sign their children in and out of the Centre every day, on a form provided by the Centre and kept at the entrance. Not only is this a safety requirement but also a legal one and is used to determine how much funding the centres receive and how many kaiako we require each day.

Please ensure that you go with your child into the classroom on arrival, acknowledge your arrival and departure with teachers, and sign the 'sign in and out' register. Also check your child's locker, room noticeboards and the foyer whiteboard for messages and important information.

Parking spaces for drop off and pick up of children are provided at each centre, however these spaces are very limited. You are only permitted to park at the Centre for this purpose. If different vehicles are used to transport your child to and from the centre, we can arrange for storage of a car seat.

## Helping your child settle in

To help your child settle in to the centre we require you to visit the centre with your child, at least twice, before enrolment starts. This may be the first experience of significant separation and it is normal for you and your child to be anxious about the changes.

### You can help by

- Initially leaving your child for shorter periods.
- Being prepared to spend extra time at the centre on the first few days when dropping off and picking up.
- Being confident and positive about teachers and the environment.
- Ensuring that your child has their cuddly toy or special security item.
- Involving your child in an activity and then having a teacher take your place involving the child in an activity and then having a teacher take your place or join you before you leave.
- Always saying goodbye and telling your child when you will return.
- Not prolonging the farewell.
- Always letting teachers know that you are leaving so that they can provide extra support if it is needed.
- Providing a written outline of the general routine your baby or toddler follows.

You are welcome to phone anytime to ask how your child is doing.

## Lunches, meals and snacks

Children need fresh, nutritional food, and well balanced meals. All of our centres (with the exception of Hineteiwaiwa) can provide food for a small charge. It's important that our staff are advised of any food allergies, so that this can be recorded and strictly adhered to.

At Hineteiwaiwa, parents are to provide a lunchbox for their children, filled with a healthy lunch, and healthy snacks. Recommended foods include sandwiches, cheese, cold meats, prepared fresh fruit and snacks, savoury biscuits, muffins, yoghurt, and milk.

Children have unrestricted access to drinking water throughout the day.

All our centres follow the Ministry of Health's Healthy Heart programme.

For more ideas and guidelines speak to your Centre Leader.

## What to bring

Parents will need to bring the following items in a clearly named baby bag or school bag.

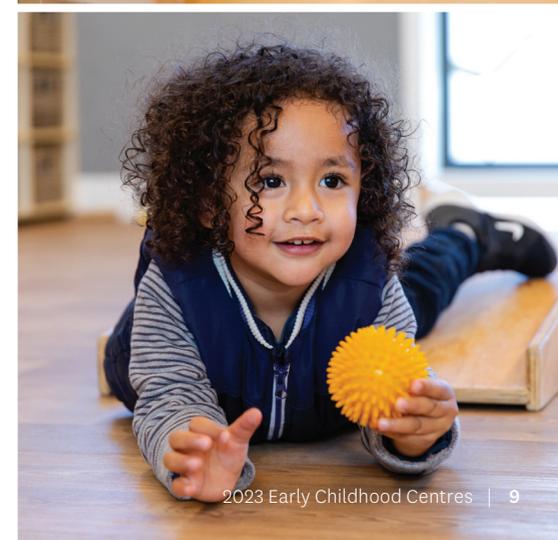
### For children under two years-old

- Enough nappies for the day (not applicable at Te Ako o te Tui)
- Milk or milk powder – enough for the day
- Lunch (where required)
- Two sets of spare clothes and extra singlets
- Items the baby is attached to such as their blanket or cuddly toy
- Sunhat/warm waterproof outside clothes in winter

### For children over two years-old

- Nappies (if still needed) or spare underwear
- Milk or milk powder (if still needed)
- Food for lunch, in a lunch box (where required)
- Complete change of clothes (more if child is toilet training) and a wet or other bag for soiled or wet clothing.
- Special items for sleep, e.g. cuddly toy, doll
- Sunhat for summer or warm waterproof outside-clothes in winter
- Sunscreen lotion SPF30 (if allergic to the Centre sunscreen)

All clothing, shoes, cuddly blankets and bags must be clearly named. Children should be dressed in old or play clothes, plus have at least a spare change of clothes every day. In winter, rain gear and gumboots are essential, and sunhats must be provided year round.



## Toileting

Parents should supply enough nappies for their child's day.

Staff will assist children in using the toilet, as signs of readiness for using the toilet appear and in consultation with parents.

Please send plenty of changes of clothes during this time as a few accidents are unavoidable. Routine toileting times are provided before meals and sleeps to help encourage good habits and independence. A tip for success is to dress your tamaiti in bottoms with an elastic band top, no buttons.

## Rest

All children are offered the opportunity to have time to rest and relax during the day. This enables them to gather their thoughts and strength for the rest of the day.

It is our policy that if a child falls asleep, they are in need of a rest and will not be woken unless parents have requested otherwise. Some children may not need sleep, and quiet activities will be available for their selection.

## Toys

Children are free to choose from the wide range of items at the centre but we advise that they leave their own toys at home as they can be easily misplaced or damaged.

The Centres cannot accept responsibility for damaged or misplaced toys that are brought from home.



# HEALTH, SAFETY AND WELLNESS

## Attendance

Staff are always concerned for your child's welfare, so if you are aware of any intended absence please inform the Centre Leader and staff. Please send an email or call the day before is ideal or by 9.00am. This may allow other tamariki to attend or kaiako to plan differently for the day.

## Safety

Every effort is made to ensure your child's safety and wellbeing. A wide range of policies and procedures are available to view on StoryPark/Educa. We encourage all parents to read these policies and procedures and ask the Centre Leader to see them if they are unable to access them online.

## Emergency and evacuation procedures

In the event of a Civil Defence emergency every effort will be made to contact parents to collect their child. Please ensure your cellphone details are always up-to-date.

Regular fire and earthquake drills are carried out, and are made to be enjoyable rather than stressful events for the children. Regular practice of emergency procedures gives the children an opportunity to become familiar with the routine and planned evacuation.



## Accidents

If your child has had an accident at the Centre, this will be recorded in the accident book. Please ensure that you sign this when you collect your child, to acknowledge that you have been informed. If the accident requires medical attention, you will be phoned as soon as possible.

## Illness

Please keep your children at home if they are unwell (e.g. they have green mucous, diarrhoea, fever, chesty cough or are vomiting). If the illness is infectious they are expected to stay at home until the infectious period is over. Details of infectious diseases and quarantine requirements are displayed in each centre.

## Medicines

Please advise staff if your child is taking any medication. All medicines must be kept in the kitchen and details of the medication and its administration recorded and signed in the medicine book.

Staff will only administer medication that is in a correctly labelled container, and has been prescribed specifically for your child. Pamol/Paracetamol/Ibuprofen will not be administered as this may mask an illness such as meningitis and if a child needs this they should be at home. Please do not give your child these medications before you come in or at lunchtime.

The Centre keeps a first aid kit, which includes some homoeopathic medications. Please advise the Centre Leader if you would prefer these were not given to your child, this can be communicated on the enrollment form under category one medication.



# MONEY MATTERS

Please refer to the current fee schedule, which is included with your child's enrolment form. Invoices are issued weekly and fees are to be paid at least two weeks in advance.

We cannot guarantee your child a place if your fees are more than two weeks overdue.

Our preferred method of payment is via internet banking, either as a direct transfer or as a regular automatic payment.

University staff members can have fees deducted from their pay. In this instance, please contact your Human Resources Manager or enquire at: [askhr@auckland.ac.nz](mailto:askhr@auckland.ac.nz)

## 20 hours subsidy

Our centres offer subsidised costs for 20 hours of childcare, for all children three years and older. Note food charges still apply. Please refer to the fees schedule for further information.

## WINZ childcare subsidy

Work and Income New Zealand (WINZ) provide a subsidy, tested against levels of income. This may be applicable for some parents who have children at our centres. Full payment of fees is the caregiver's responsibility and will be required until a subsidy has been approved.

## Late fees

Late fees may apply if your child is left at the Centre after closing time.

If at any time you have an emergency that could mean a delay in picking up your child, please contact the Centre as soon as you can. Staff can then make arrangements to accommodate you and keep your child informed about your delay.

## Withdrawing your child

Parents must give at least two weeks' notice before withdrawing their child from any of our centres.

## Changing your booked days

If you wish to change the days you have booked at the Centre, you must give at least one week's notice. At each center with a chef onsite, prepared meals are provided daily and a fee charge for this food is charged per day of booking.

# LOCATIONS

We have six early childhood centres. They are located at the University's City and Epsom campuses, with kaupapa Māori centres as well as centres that offer more mainstream education and care.

Our services cater for children aged from three months to five years.

All our centres strive for excellence and are inspired and guided by Te Whāriki, Aotearoa – New Zealand's early childhood curriculum.

Our centres are open all year, with the exception of public holidays, Easter Tuesday (which is a University holiday) and the two weeks between Christmas and the start of January Summer School.

## Centre details

### **Alten Road Early Childhood centre**

3 Alten Road, City Campus  
Phone: +64 9 373 7599 ext: 85121  
Email: [altenroad@auckland.ac.nz](mailto:altenroad@auckland.ac.nz)  
Licensed for 39 children, from 3 months to school-age.  
Hours: 8.15am to 5.15pm, Monday to Friday

### **Symonds Street Early Childhood Centre**

26a Symonds Street, City Campus  
Phone: +64 9 373 7599 ext: 88377  
Email: [symondstreet@auckland.ac.nz](mailto:symondstreet@auckland.ac.nz)  
Licensed for 36 children, from 2 years to school-age.  
Hours: 8.15am to 5.15pm, Monday to Friday

### **Faculty of Education Early Childhood Centre**

Gate 8, 28 Kohia Terrace, Epsom Campus  
Phone: +64 9 373 7599 ext: 48867  
Email: [number28@auckland.ac.nz](mailto:number28@auckland.ac.nz)  
Licensed for 62 children, from 3 months to school-age.  
Hours: 7.30am to 5.30pm, Monday to Friday

### **Te Ako o te Tui Early Childhood Centre**

11 Park Avenue, Grafton Campus  
Phone: +64 9 373 7599 ext: 86729  
Email: [teako@auckland.ac.nz](mailto:teako@auckland.ac.nz)  
Licensed for 90 children, from 3 months to school-age.  
Hours: 7.30am to 5.30pm, Monday to Friday

### **Te Puna Kōhungahunga – Māori Medium Early Childhood Centre**

Gate 1, 78 Epsom Avenue, Epsom Campus  
Phone: +64 9 623 8837  
Email: [tepuna@auckland.ac.nz](mailto:tepuna@auckland.ac.nz)  
Licensed for 49 children, from 10 months to school-age  
Hours: 7.45am to 5.15pm, Monday to Friday

### **Hineteiwaiwa Te Kōhanga Reo**

23a Alten Road, City Campus  
Phone: +64 9 9236534  
Email: [hineteiwaiwa@auckland.ac.nz](mailto:hineteiwaiwa@auckland.ac.nz)  
Licensed for 25 children, Māori immersion from 7 months to school-age.  
Hours: 8.00am to 5pm, Monday to Friday





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[www.auckland.ac.nz/childcarecentres](http://www.auckland.ac.nz/childcarecentres)