

# School's **OUT**

Before School ▪ After School ▪ Holiday Programmes

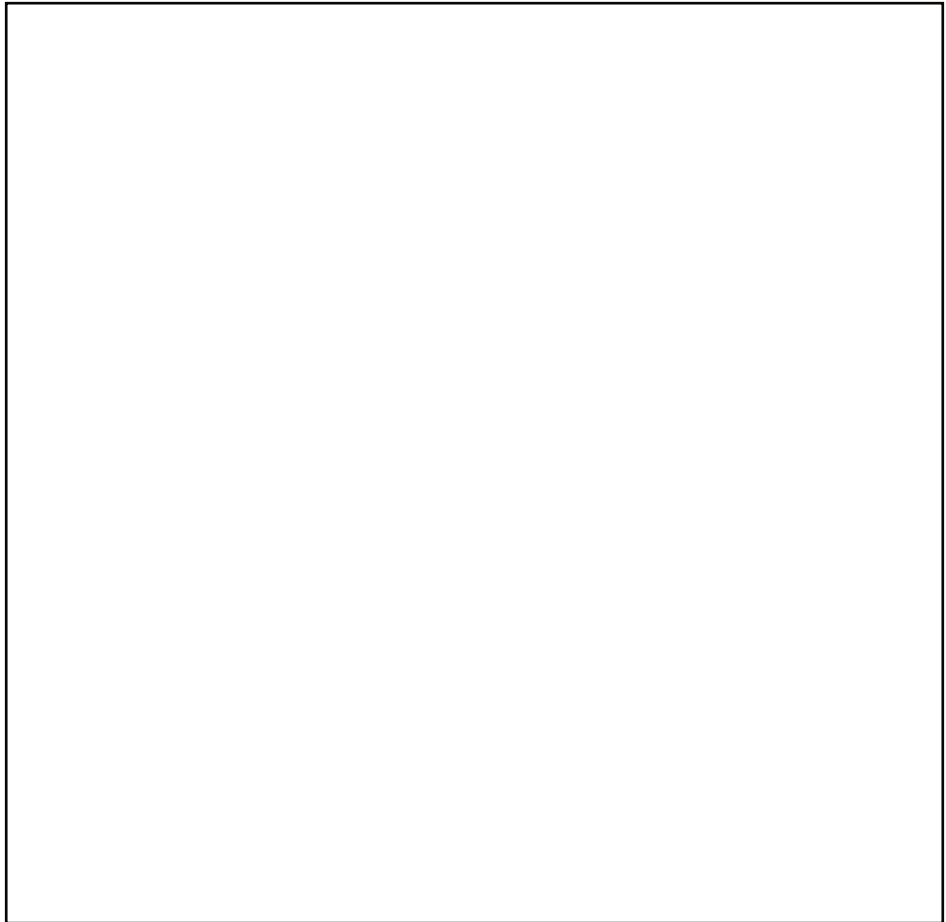


## Parent Information Guide



## School's Out Centres Near You

Contact Details For Your Local Programmes



Visit our website to learn more about our School's Out centres:

**[schoolsout.co.nz](http://schoolsout.co.nz)**

# What Our Families Are Saying About Us

*"My daughters (9yrs and 11yrs) had an amazing week at School's Out Wolverton. Facilities are amazing with heaps for the kids to do for all ages – my girls particularly enjoyed the pool table and PlayStation! Most lunch-times were spent at local parks and the trips were well organised where staff had games and challenges planned which my girls thoroughly enjoyed. I couldn't recommend the team at Wolverton high enough! We will be back for sure! Thanks again."*

**Claire - Auckland**

*"Braxtyn absolutely loves school and School's Out. Everyone is amazing and so helpful/friendly. Thank you so much to you all the transition has been so easy and stress free."*

**Aimee - New Plymouth**

*"I've also enrolled her recently in the before school care/school drop off. I just want to thank you all for making her feel so comfortable with that transition.."*

**Mt Maunganui**

*"Thank you for not only taking such good care of our boys, but for genuinely loving them too!"*

**Helen, Richie, Henry & James - Palmerston North**

*"The girls love going to your center! Thank you for your friendly support that makes them feel comfortable and welcome!!"*

**Sandy - Taupo**

*"I just wanted to take a moment to thank you for taking care of my nieces, during the summer school holidays. They absolutely had a ball! Every day they were enthusiastic about going to the holiday programme, and I wish that this had been an option for my own children when they were younger.."*

**Alana - Napier**



*Ko taku wāhi motuhake*

*"The best place  
between school and  
home."*

*SAFE , FUN, QUALITY*



**Wright Family  
FOUNDATION**



# Welcome to School's Out

## Kia Ora Koutou

Many parents like yourself, are striving to provide the best possible life for your family. Sometimes this means placing the care of your tamariki into the hands of others. As many members of the School's Out team are parents ourselves, we understand how daunting and guilt-ridden an experience this can be.

School's Out is based on the premise that we are privileged to be given the honour of caring for other people's children. It is a privilege that we do not take lightly and as professionals, we desire to operate **Safe, Fun** and **Quality** centres, where you and your tamariki can be confident with an environment which delivers on safety, enjoyment and high-standards.

In this **Parent Information Guide** we aim to provide you with a clear overview of our philosophies, policies, activities, and structure. We have done this in the effort that you will take away a sense of reassurance that each child at School's Out, is given the care, attention and encouragement they deserve for their continued growth & development.

## School's Out History

In 2007 we set out to provide a great service for children and their families. A place where incredibly talented and passionate people could make a positive difference to the lives of children. We knew back then that we had to create a culture that would foster that greatness and in turn create amazing child-centered 'special places' for when they can't be with you. From humble beginnings, School's Out has grown to become a recognisable and reputable name amongst the Out-of-School-Care-and-Recreation (OSCAR) sector. We are wholly owned by the Wright Family Foundation who are one of NZ's largest charitable organisations. This means that we not only have a positive influence on those directly involved in our centres, we also play a role in improving the lives of the wider society, through the charities supported by the foundation. The Wright Family Foundation also own BestStart, who are New Zealand's largest provider of early childhood education services. Together, we strive to provide the best possible childcare services for you and your whanau.





## Ko taku wāhi motuhake “The best place between school and home.”

At School's Out we live by the vision of our Whakataukī and our Core Values. We strive to deliver Role M.O.D.E.L behaviours that will help grow and enrich your tamariki's lives while in our care.

### ROLE

## M O T I V A T E

We are motivated to consistently deliver an exceptional service for our families. Our teams motivate, encourage and inspire our children to get involved, behave accordingly and ultimately have fun.

## O U T S H I N E

We aim to develop best-practice centres that meet exacting standards. We strive to deliver **Safe, Fun** and **Quality** programmes that outshine our competitors and exceed expectations.

## D E V E L O P

We seek out opportunities to develop, empower and grow our own people. We provide a service that fosters growth and development of our children through structured activities and free-play.

## E N R I C H

We are personally enriched by the diverse cultures, personalities and abilities of our people. We value every single child under our care and their families, we look to enrich their lives through our programme delivery.

## L O V E

We love what we do and genuinely express a passion for our programmes. We will always strive to create programmes where our children feel loved and love coming back to.



A large yellow plastic bucket is being tilted by a girl on the left, pouring water over the head of a central girl. The central girl has her mouth wide open in a shout or scream, and her hands are raised in front of her. To the right, another girl is holding a water gun, spraying water towards the central girl. The scene is set outdoors on a paved surface under a clear blue sky. In the background, there are green trees and a building.

# fun

# Programme Information

## Programme Guidance

To ensure that each School's Out centre maintains the expected high standards of quality and care, each centre is supervised and guided by our internal National Office based in Tauranga. This support enables School's Out to benefit from a wide range of skills and expertise, ensuring a consistent level of service delivery is provided across all of our centres.

## Our Team

Our programme staff all enjoy interacting with, and caring for children. They are dedicated to providing your children with the best quality care, recreation and education. Our team have a variety of qualifications and experience, and participate in ongoing training to further develop their skills and knowledge. All team members are police checked and employed in accordance with Ministry of Social Development standards of approval.

## On-site Programme Managers

A suitably qualified and experienced Programme Manager is employed into every School's Out centre to ensure that high standards of care are provided. The Programme Manager is responsible for the day-to-day running of the centre and is your best point of contact for inquiries.

## Ministry of Social Development (MSD)

All School's Out centres are accredited by the MSD and as such are audited on a regular basis to ensure that the comprehensive Standards of Approval are consistently being met. This accreditation also means that we can offer the OSCAR WINZ subsidy to eligible families.



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA



**Work and Income**  
Te Hiranga Tangata





## Our Partnership With You

Our 'open-door' policy at each School's Out centre means parents are welcome to visit our centres and experience the day-to-day variety of activities, and learn more about the services we offer.

## Open & Honest Communication

Communication is a vital part of ensuring that the needs of your child and family are being met. At the entrance of each centre we place a notice board which enables us to make sure you are kept up to date with any upcoming events, activities going on within the centre, exciting changes, and any other necessary information. Please feel free to speak with your Programme Manager at any time if you have questions, concerns, ideas or any positive feedback you want to share with us.

## Enrolments (via Enrolmy)



From the moment you first visit a School's Out centre we will be striving to ensure that the experience is a positive one for both you and your child/ren. You will be provided with this guide and the Programme Manager will discuss important information with you, such as our policies, daily routines, programmes and how to enrol your child/ren.

In 2019 we partnered with Enrolmy to modernise our childcare database system and move to an online booking platform. This is where you will complete all of your bookings for Before School care (dependent on centre), After School Care and Holiday Programmes. You will be asked to create your own login, allowing you to access and control your bookings from your computer, tablet or smartphone via the Enrolmy Parent Portal.

You can choose from making a 'Recurring (Regular) Booking', for peace of mind that your childcare is taken care of for a set period of time, or a 'Casual Booking' where you can select the days required that suit your needs. If the centre is already full on any days selected, you will be placed onto a waiting list and informed when an opening is available. Each centre aims to do its very best to accommodate all bookings, however if places are unavailable we may refer you to another OSCAR centre nearby.

*More information about bookings via Enrolmy can be found on Page 21.*

## Parent Participation

We believe it is of utmost importance for our team to give consistent loving care to your children and to provide a happy environment that fosters positive learning experiences, as well as being good fun. We invite you to call in at any time to check out our happy, busy and creative centres, to observe your child/ren at play.

In keeping with our Core Values, it is very important to us that your child/ren develop, learn and grow while in our care, so we invite you to work with us in helping your child reach their full potential. We welcome and encourage your input as we always love to hear about the progress your child/ren is making or if you have any concerns.

All School's Out centres have a non-discriminatory and non-biased policy. We do not discriminate against children from non-English speaking backgrounds or children with certain special needs. However if your child does require extra support, we will need to discuss these with you prior to confirming your booking. This is to ensure our programme can adequately accommodate your child's specific requirements.

## Parent Concerns

We want to hear about any concerns you have as early as possible so they can be dealt with promptly and effectively. Please talk to the Programme Manager or another member of staff if you have any concerns whatsoever and we will endeavour to resolve any issues in a timely and professional manner. Please refer to our Complaints Policy and Procedures for further information.

## Programme Updates

The topics, themes and areas of interest that are presented in the children's groups will change regularly. Programme highlights and activities will be posted on Facebook or included within a termly newsletter. Permission for your child to appear on any School's Out promotional material (flyers, website, Facebook) is done via the online Safety Form which needs to be fully completed at the time your booking is made via Enrolmy.



## Behaviour Guidance

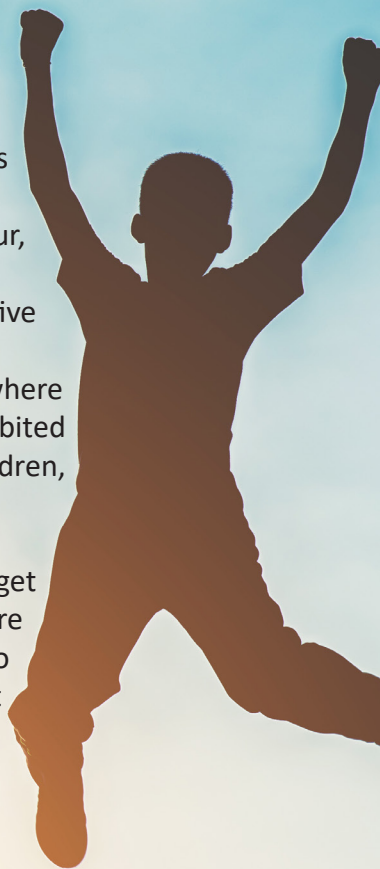
We aim to provide a positive environment for children, where they can enjoy their out of school time while learning to get along with others, become more independent and take responsibility for themselves. Our Behaviour Guidance policy helps our team work consistently towards this goal, while keeping all children safe, both physically and emotionally. If you would like to read this policy in full, it is available upon request.

In summary, our Behaviour Guidance policy covers:

- Creating a positive environment that encourages children to utilise appropriate behaviours.
- A low-key, early response to minor misbehaviour, with consequences for persistent behaviours.
- Planning and problem-solving for more disruptive behaviours displayed.
- Exclusion of children from the programme where the behaviour does not cease and/or the exhibited behaviours, create safety concerns for other children, staff or any other person.

Our programmes use Incident Reporting to help get a clearer picture of what might be causing the more challenging behaviours and what practical steps to take, in attempting to alleviate these behaviours. It is our policy that we do not report every behaviour incident to parents, however we will do so if we consider the matter sufficiently serious, or persistent.

We keep any information recorded about children confidential unless a child is deemed at risk under the Vulnerable Children's Act, at which time we are required by law to share information with the relevant authorities. We are confident that most behaviour problems can be addressed through the fair and consistent application of our policy. It is very helpful that we have your support in positively reinforcing our programme behaviour expectations with your children.



## Activities

**School's Out is not school.** It is a time for your children to relax and enjoy themselves. There is no compulsion for children to participate in any particular activity and children are given the freedom to choose activities that align with their individual interests. Examples of activities include: arts and crafts, reading, board games, outdoor games, sports, chatting with friends, or working on one of the devices (if available). Activities are usually planned with a weekly or termly theme in mind, with team members guiding the children to make it a memorable experience.

## Skill Development Programmes

Some centres at various times will offer specialist programmes designed to improve individual performance at a particular activity. These special interest activities are purely voluntary, and could include: arts and crafts, sports coaching, performing arts, S.T.E.M, I.T. etc. Please note that there may be an extra charge for those wishing to participate in these activities and this will be communicated via the programme staff and via the Enrolmy online booking platform.

## Food

Our After School Care programmes provide a daily healthy and nutritious afternoon tea. All food is eaten communally in a civilised manner with all children being seated. This quiet time is a great time for sharing news, celebrating achievements and passing information around the group.

Most of our Before School Care programmes provide the children with a nutritious breakfast to help them start the school day with plenty of sustenance and energy.

## Homework

The opportunity is available for all children to do their homework while at School's Out. Some of our centres run a 'Homework Club' where staff members will assist with your child/ren's homework, however, please note - they will not complete it for them. If it is important to you that your child attends to their homework at School's Out, then please discuss this with the Programme Manager at your earliest convenience.





## Health & Wellbeing

### Medication

If your child requires medication whilst in our care, you will need to detail this on your online Safety Form when making your booking via Enrolmy, or alternatively contact the centre directly. You will also be required to sign the Medication Consent Form each day that the medication is given to your child/ren - acknowledging the medication given, dosages and times it was administered.

All medication must remain in its original container and any prescription medicines must be prescribed by a Doctor. All medication must be handed directly to the staff member responsible for your child so that it can be safely stored in an area out of reach to children. Parents should collect medicine from this area at pick-up time. Please ensure that no medication in any form is left in your child's bag.

### Hygiene

The importance of hand washing is paramount when it comes to promoting a healthy environment. We have strict hand washing and hygiene procedures - where children are asked to wash and dry their hands, before and after eating, after using the toilet and following activities such as gluing, painting or dirty outside play.

## Illnesses

Maintaining a healthy environment is extremely important at our centres. We wish to protect all children and staff from any illness, infection or contagious disease. Therefore, we ask that if your child is unwell, or showing any symptoms of being unwell, that you please keep them at home. If there is a risk they have become infectious, we ask that they stay at home for at least 48 hours after symptoms subside.

School's Out reserves the right to refuse attendance to any child that is considered unwell upon arrival or during pick-up from school. We will also contact parents to collect children who become ill during the programme. We will require a Doctor's clearance, stating that any child who has contracted a communicable disease, is no longer infectious, before we can re-admit them to the centre. We also ask that you please advise the centre as soon as possible if your child has been exposed to, or has been diagnosed with a communicable disease.

## Slip - Slop - Slap & Wrap

Sun safety is very important for all of us. It is our policy that all children wear sun hats outside during the summer months. We also promote the **Slip, Slop, Slap** and **Wrap** message by ensuring your child is sufficiently covered with sunscreen and wearing appropriate clothing, before we allow them outdoors. A New Zealand approved sunblock will be provided for your child, however if she/he has an allergy to sunblock or sensitive skin, please ensure they bring along a named sunblock that is suitable.



# The Day @ School's Out

## Your Child's First Day

Some children take longer to settle into a brand new environment than other children. We will work closely with parents to ensure your child settles, so that they feel confident and safe within our centre as quickly as possible. Some children prefer shorter visits to begin with, while others settle straight away. Please discuss settling-in procedures with the Programme Manager. If you are dropping off your child, we ask that you assist them to hang up their bag upon arrival.

A tablet device will be available at the sign-in/sign-out location to record your child's attendance using a digital signature via the Enrolmy app. Please ensure this is completed each day as it is a legal requirement.

## Dropping Off & Collecting Children

Whenever you drop-off or pick-up your child please acknowledge this with a team member. Please ensure that your child is signed-in and out each time they attend as per above. We ask that you never leave a child at the gate and have them walk in alone. We will only release the child to a parent or person who has been authorised on the online Safety Form.

If for whatever reason you are unable to collect your child, you must phone or notify the centre in writing (text message or email) as soon as possible. The person collecting your child must be at least 14 years old, have photo identification and be an authorised person on your child's online Safety Form.

With approval of the Programme Manager and written consent from the parent, an older child may be allowed to make their own way to the centre once school finishes or after an extracurricular activity.

## Custodial Arrangements

If you have any legal agreements/orders in place for the custody or contact of a child in our care, please detail this on the online Safety Form when making your booking. For our records, please provide a written copy of any agreements/orders to the centre as soon as possible.



## Personal Toys

Comfort-toys are welcomed at our centres, however we would appreciate it, if children did not bring other toys into the programme. These can get broken or lost among the centre toys and it saves a lot of distress if you keep them safe at home for your child to play with there. We do encourage children to bring nature items of interest to share.

## Lost Property

Please name your child's clothing and property so we can return it to you if it gets misplaced. Also regularly check out the lost property held at the centre - it's amazing what turns up in there, from odd shoes and socks through to sweatshirts and pants.

## Electronic Devices

Individual centres have discretion as to whether they allow children at the programme to use electronic devices, such as cellphones and tablets. The use of devices is a privilege and they are not to be used without the express permission of programme staff. Any child who is allowed to use a device, must sign the Internet User Agreement, which states that they will use the device responsibly while at School's Out. It is also expected that parental-control applications are installed on your child's electronic device for the purposes of their safety when online.

**Please note that School's Out does not take any responsibility for the care of electronic devices brought into the programme.**



## Safety

An emergency evacuation plan is on display in each centre. To ensure the centre can be safely and quickly evacuated, we have an emergency drill once per school term and once a week during Holiday Programmes. Please note that if you are present on-site when we are conducting an emergency drill, you are legally required to participate in the procedure.

## Accidents & Injuries

Members of our programme staff hold current First Aid Certificates, which are updated on a regular basis. Programme staff will administer basic First Aid in the event of any accident or injury involving your child. If a child's injury is more severe, we will seek further medical advice and/or engage emergency services, and inform you as soon as practicable.

Any minor accidents or injuries will be recorded by programme staff and parents will be notified accordingly.

## Our School's Out Ground Rules

Our aim is to make our programmes a **Safe, Fun** and **Quality** place to be. In order for this to happen we expect children to follow some basic rules:

- Treat others the way you would like to be treated.
- Respect your own and other people's belongings.
- Keep all comments positive or constructive.
- Listen carefully when instructions are given.
- Walking-speed only when inside.
- Use inside voices when in the School's Out room.
- Wash and dry your hands before eating and after going to the toilet.
- Sit down when eating or drinking.
- Respect our environment.

Children who behave continually in an inconsiderate way and are a danger to themselves, other children, other persons and/or to equipment and facilities, may be excluded from the programme.

**Bullying in any form will not be tolerated at School's Out.**



# Fees and Absences

## Booked Days

Upon completing your booking via Enrolmy, you will have secured the permanent or casual days required for your child. If you want to change your booking, you can do so up to one week prior to your booking via your Enrolmy Parent Portal. If you require booking changes to be made beyond that time-frame, please speak with School's Out programme staff as soon as possible to discuss - please note that charges may apply.

**If you are eligible for the OSCAR WINZ subsidy, please contact the centre directly to make changes to your bookings. It is also the parents responsibility to notify WINZ directly of any booking adjustments.**

## Fee Structure & Payment

Fees are reviewed on a regular basis in-line with the current economic situation. If there are any pending fee changes made at your School's Out centre, this will be communicated to you directly.

The ongoing care of your child/ren requires that your account remains up to date. If your account is not paid in a timely manner, your child/ren's enrolment could be terminated. School's Out also reserves the right to refuse any bookings/enrolments due to unpaid fees. Please refer to our Fees Policy for more information.

## OSCAR WINZ Subsidy

There is an OSCAR subsidy available through Work and Income New Zealand (WINZ), which some families may be entitled to. Please speak with the programme staff if you require further information about subsidies or alternatively you can contact your local WINZ office to check your eligibility.

## Absences

Please notify the centre immediately if your child is sick or unable to attend a booked session - normal charges will apply. If any child is absent for three weeks or more without notification, we will be unable to hold their bookings open. Please refer to the Fee Policy for more information.

## Late Fees

If you do not collect your child within 15 minutes of their booking, you may incur a late fee. This fee is calculated at \$25.00 for every 15 minutes over the confirmed booking time.

## Change Of Details

If there are any changes to your own or your child/ren's information, please update the details via the online Enrolmy 'Home Base' Parent Portal, or alternatively please contact your local centre for assistance. Please advise us directly if there are any changes involving your account or to your WINZ subsidy entitlement. We need to ensure that we have the most current details available so that we can continue to provide the best possible care for your children and maintain the accuracy of your account.

## Essential Guidelines

In the effort to ensure your child's safety, security and wellbeing at all times, we have taken considerable time and care in the development of our policies, procedures and practices. Our Policies and Procedures may be viewed upon request at your local School's Out centre.



# School's Out Payment Options

## Introduction

We ask that you please keep your account up-to-date to ensure your tamariki's ongoing enrolment with School's Out. If your account has become overdue, please make payments as soon as possible to avoid referral to Debt Management. If you are struggling to maintain payments on your account, please contact your School's Out centre immediately to discuss options. Please note the following important details:

- **Fees must be paid one week in advance at all times.**
- **Our preferred method of payment is via Credit/Debit Card.**
- **School's Out reserves the right to exclude any child/ren due to an unpaid, overdue account.**
- **Accounts that remain overdue without good reason will be referred immediately to Debt Management for payment collection.**

## Credit / Debit Card

- You can pay directly from your Enrolmy login page - simply register your Credit/Debit card via the 'My Credit Cards' option and you can then apply payments to your account via 'My Invoices'.
- Credit/Debit Card payments will incur a surcharge.
- Your School's Out account should be updated by the following day for payments made during the week, any payments received over the weekend, will appear on the following Tuesday.



## Internet Banking

- Login to your bank via the internet banking site/mobile application.
- Create new Bill Payee under Bill Payments.
- Enter your payment amount and record the **Particulars, Code and Reference** as per stated on the following page.

## EFTPOS

- Many of our School's Out programmes offer EFTPOS and/or Credit Card facilities for making payments on-site.
  - Please see centre staff if you wish to utilise this payment option.

Our School's Out centres utilise the Enrolmy online booking platform for its enhanced functionality, integration with the Xero accounting system and ease of use for both staff and parents. Once you have decided to enrol your child at a School's Out centre, we require you to **register on Enrolmy** to create your own personal login. This will provide you with access to your Parent Portal, from here you can make bookings and manage your account directly from your computer, tablet or smartphone.

You can register with Enrolmy in the following ways:

1. Head to [enrolmy.com/nz/parents](https://enrolmy.com/nz/parents) and search for a local School's Out centre near you. Select your desired programme activity from that centre (Before School care / After School care / Holiday Programmes) and start the booking process.
2. Your local School's Out centre will personally email a web-link, inviting you to book directly into the programme activity.
3. Find the Enrolmy booking link on your local School's Out centre's home page via our website at [schoolsout.co.nz](https://schoolsout.co.nz)

It is important that you accurately register and book your tamariki into your desired programme activity and applicable session. Please contact the centre directly if you are unsure or require further assistance with your booking. Once your booking is secured, you will be asked to complete the online Safety and Secondary Enrolment Forms - please complete these in full so that we can confirm the booking.

#### Here is some helpful information regarding Enrolmy and the invoicing process:

- You will receive a weekly statement in relation to your account, via email.
- Every Friday you will receive a **Pre-payment Request** asking for payment to be made by the following Monday. A Pre-payment Request is what you need to pay for the coming week's care, as all School's Out fees must be paid in advance as per our Terms and Conditions.
- **Please Reference Payments as follows (accuracy is important):**

Particulars -	<b>Child Customer Number</b> (i.e. CSOT123 - no dash required, this number is found on your invoice under "Payment Particulars")
Code -	<b>Child's Last Name &amp; First Name</b> (i.e. THOMAS MATT, or an abbreviated version to fit - i.e. THOMAS M. If you are paying for more than one child, please just use their last name/s + "KIDS" - i.e. THOMAS KIDS)
Reference -	<b>Centre Name</b> (i.e. SOTAURANGA for School's Out Tauranga)

- If you receive the OSCAR WINZ subsidy, please contact your local centre to discuss any booking changes - **please do not adjust the booking yourself within Enrolmy.**
- Any changes for WINZ customers must be confirmed in writing (via text or email).
- **If you are unsure about anything or have questions regarding any of the Enrolmy processes, please contact your local School's Out centre for assistance.**

# School's OUT

Before School ▪ After School ▪ Holiday Programmes



For more information or to make a booking at your local  
programme, please visit our website:

**[schoolsout.co.nz](http://schoolsout.co.nz)**

 [facebook.com/schoolsoutnz](https://facebook.com/schoolsoutnz)

**ENROLMY**

