



Client Experience

"Thank-you for providing such a child-focused business"

"It is always nice to know your child is in an environment where they are happy, safe and educated"

"I can only say amazing things about Kidz Patch. My child was taken care of in the most professional manner and the staff went above and beyond to ensure her safety and learning was at a high level"

"We have seen our child grow in confidence and thoroughly enjoys her time at Kidz Patch"

"My children are always happy to go to Kidz Patch"

"I always enjoyed being at Kidz Patch and having fun. Sandy was always approachable and I could talk to her about issues and things" (child)

Our Mission Statement

'Forging positive, enriching and lasting memories for children'



Contact:

Sandy James – Directing Manager

BEd, Dip. Tchg. (1991)

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MSD Accredited & Funded
Level 3 Social Sector Accreditation
Standards
OSCAR Subsidies Available

KIDZ PATCH
@
KAURI FLATS
BEFORE & AFTER SCHOOL CARE &
RECREATION



Kidz Patch (est. 2006) is an independent, privately-owned business, working in collaboration with you and your school.

Our team is very proud to be a part of the Kauri Flats School community (est. 2017) and we always look forward to getting to know your family.

Before Signing your contract.....

ENROLMENT: Enrolments are subject to approval. Signing parties are required to gain full & comprehensive understanding of their obligations & responsibilities before signing their contract.

POLICIES & PROCEDURES: A copy of the '***Policies & Procedures Operations Manual***', '***Additional Operations Manual***' and '***Emergencies Policies & Procedures Operations Manual***' are always available to view on site & on request.

CHILD PROTECTION: The Programme maintains a robust '***Child Protection***' Policy which includes reporting any suspicions, allegations or disclosures of abuse & neglect or any situations that may raise concern about the safety of a child or children to appropriate agencies as stated under *The Children, Young Persons, & their Families Act* 1989.

COMPLAINTS: The Programme has a '***Complaints Procedure***'. Any concerns or on-going issues you may experience should be forwarded immediately to Management. It is **NOT acceptable** to approach other Staff regarding serious issues during Programme hours or become abusive at any point.

ABSENCES: You are expected to inform Staff of any absences. If an absence is not reported & your child does not arrive on their scheduled day (fees apply). Staff will do absolutely everything to locate them immediately.

COLLECTION: It is **NOT acceptable** to collect your child/ren after 6pm. If for any reason you cannot collect your child/ren on time, a courtesy call or text is expected (fees apply).

SIGNING IN / OUT: All caregivers are expected to sign in on arrival and out on departure. It is your responsibility to contact Staff to tell them of alternative arrangements.

ILLNESS: Do not send ill children to the Programme, we don't have the facilities or expertise to give care specialised care. If your child becomes ill during programme hours, Staff will contact you & you will be expected to collect them asap. Medication cannot be administered without consent & the signing of a '***Medication Consent Form***'



Your child's care is paramount to us!

During Programme Hours.....

BEHAVIOUR MANAGEMENT: A '***Behaviour Management Programme***' is implemented at the Programme, using specific techniques to encourage safe & appropriate behaviour. The Programme has '***Zero Tolerance***' for violent & abusive behaviour & we will work collaboratively with parents to manage & develop appropriate behaviours. This may include permanent removal from the Programme.

MEALTIMES: The Programme provides ***Breakfast & Afternoon Tea*** & children contribute in food-preparation to promote self-care skills & a sense of belonging. Alternative dietary requirements will be your responsibility, please advise staff if necessary.

ACCIDENTS/EMERGENCIES: Staff are trained in First Aid & Emergencies. In any serious accident or medical emergency, you will be contacted & the best means of assistance will be used for your child's care. Staff will transport or accompany your child to a medical facility, but you will be expected to relieve them asap. In a Civil emergency or Lockdown situation, Staff will remain with children & work with Emergency Services and NZ Police or Army. This may require an overnight stay or relocation & Management will contact you as soon as possible, if possible.