



TAMARAU

PARENT HANDBOOK

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MIHI / WELCOME

E te whānau, tēnā rā koutou katoa,

Nā mātou o te Whare Kōhungahunga o Tamarau e rere atu ana ngā kupu whakamiha nui nei ki a koutou ngā pakeke, ngā mātua me ā tātou mokopuna e ai ki ngā tūāhuatanga o te wā. Ko te manako ia, kia whai hua ai tēnei huarahi ako kia pakari ai, kia whāngai ai te tipu o te mokopuna hei rangatira mō āpōpō.

Nō reira, he taonga te mokopuna, kia whāngai, kia tipu kia rea'.1

We would like to extend a warm welcome to all whanau and tamariki. We sincerely hope that your time with us will be enjoyable, enriching, and productive. We are excited about sharing this learning journey with you and your child and we are fully committed to providing quality care and education.

TE TŪĀPAPA O TAMARAU / TAMARAU CENTRE PHILOSOPHY

Our core belief is that tamariki are a taonga from God; nurtured within the korowai of their tipuna and whanau and empowered to flourish in all facets of their being; a-wairua, a-tinana, a-whatumanawa, a- hinengaro.

Kaiako will partnership with whanau to provide a bilingual learning environment which offers authentic opportunities to learn together through the integrated use of te reo and tikanga Māori.

NGĀ MĀTĀPONO / OUR PRINCIPLES

These principles are the foundations of decision making and a guide for every aspect of our centre.



Whanaungatanga / Relationships

- Children thrive in high-trust relationships that are fostered through respectful, meaningful, and responsive interactions.
- Collaboration with whānau is essential to achieving the best possible outcomes for tamariki.



Manaakitanga / Nurture and Care

- Every child and whanau bring unique qualities and gifts that are recognized and catered to within a culturally sustaining environment.
- Cultural diversity is recognised as a strength, and we welcome whānau and tamariki from all different backgrounds.



Ako / Inclusive Learning

- Tamarau is committed to providing inclusive and responsive teaching and learning for all children irrespective of ethnicity, gender, age, and ability.
- Children are supported to be socially competent and confident learners and communicators, happy and fulfilled within their environment.



Whakamana / Empowerment

- Our aim is to ensure that children become secure in the knowledge that they are safe, loved and valued.
- Fostering independence is encouraged, building a child's capacity to think for themselves and to navigate through challenges.



Rangatiratanga / Autonomy and Leadership

- Tamariki gifts, strengths and interests are embedded in their learning as a Rangatira and expressed accordingly.
- Tamariki are given opportunities to lead and take responsibility and manaaki others.

HOURS

Tamarau is open Monday to Friday from 8.30 am – 3.00 pm. We will be closed on public holidays and for 3 weeks during the Christmas break. It is essential to contact the Centre if for some reason you are delayed in collecting your child. Please be mindful that our rostering of staff is aligned with regulated Adult-to-Child ratios set by the Ministry of Education, and we may not have the capacity to extend your child's enrolment hours at notice.

TRANSITION VISITS PRIOR TO OFFICIAL COMMENCEMENT

To make your child's arrival as smooth as possible, we require whānau to complete three transition visits, free of charge and scheduled in consultation with whānau needs. This will enable you and your child to connect with our staff and tamariki, and for your whānau to do the same. Discussions around your child's development and wellbeing, sleeping and eating routines, your own aspirations for them and any other pertinent information will be formalized during these visits.

PARENT INVOLVEMENT

We have an open-door policy, where parents & whānau are welcome into the Centre at any time. Your input & contributions bring much value to our mahi and will inevitably play a vital role in the learning and development of your child. Although you are more than welcome to kōrero with our kaiako at any time regarding your child, we do facilitate Te Ara Akoranga Whānau Hui once a year. These hui are normally held in term three and provide the opportunity for whānau to come and have one-on-one kōrero with your child's kaitautoko regarding their growth and learning and building your aspirations and goals for your tamaiti accordingly.

STAFF

Tamarau staff are genuine in their endeavors to provide a safe and caring environment that is filled with rich experiences and quality learning outcomes. We are licensed for forty tamariki, thirty spaces for 2 years and older and ten spaces for tamariki under two. Please see [Our Team | Tamarau Early Learning Centre \(tamarauelc.nz\)](https://www.tamarauelc.nz) to learn more about who we are.

STUDENTS, VOLUNTEERS AND MANUHIRI

From time to time, you will see unfamiliar faces at the Centre. Permanent staff, relief staff, students and volunteers are safety checked and vetted before participating in our daily activities and must adhere to our policies & procedures whilst at the Centre. At no stage will a volunteer worker or a student teacher on placement be with children unsupervised. However, they will interact with the children, giving help and attention as needed by a senior teacher. Visitors will be required to sign in and will be supervised throughout their stay.

FEES

- \$6.50 – Hourly rate for permanently enrolled children
- \$6.00 – Hourly rate for siblings of permanently enrolled children
- \$8.00 – Casual hourly rate for children enrolled less than 20 hours per week.
- Please note: Should you book your tamaiti for extra hours above their enrolled timetable, your hourly fee will remain at the rate you are usually charged.

Invoices are issued weekly. We do not accept cash for fee payments or have eft pos facilities, and we thank you in advance for making suitable arrangements for payments to the below bank account. When making payment, please include your child's name in particulars:

BANK DETAILS:

Account name: TE TOKA DEVELOPMENTS LIMITED

Account number: 12-3494-0109498-00.

For the efficient running of the Centre, it is particularly important that your fees are kept up to date. Please refer to our 'Payment of Fees Policy' for further information regarding debt collection. You are also able to view Tamarau ELC's budget.

20 FREE ECE HOURS

Our Centre offers the twenty free hours subsidy which is provided by the Ministry of Education to all 3 - 5-year-old children. To be eligible you must complete an attestation form which confirms you are attending Tamarau Early Learning Centre. You cannot claim the same enrolled free hours elsewhere. You can, however, apply for this subsidy from more than one centre, but you must indicate this on your form. If you change your enrolment hours, you must complete another form.

WINZ CHILDCARE SUBSIDY

Work and Income operates a subsidy for parents whose children attend the Centre. The subsidy is subject to an income qualification. Full payment of fees is the parent's/caregiver's responsibility and will be required until a subsidy has been approved. Our staff are available to assist you if necessary.

ATTENDANCE/ABSENCE

Whanau accessing WINZ subsidies and 20 hours ECE.

- If your child is absent, **you will be charged full fee.**

Whanau who do not receive WINZ subsidies and 20 hours ECE.

- If your child is absent, and you have notified the centre prior to or on the morning of absence, you will be charged 50 % of the full fee. **No notification means that you will be charged the full fee.**

All Tamarau ELC Whanau

- At the request of whānau, childcare fees may be waived at the discretion of the Manager in the case of a tangihanga and/or personal crisis.
- Alternative arrangements may be extended to whānau whose children are prevented from attending due to financial hardship.
- Parents must give at least 2 weeks' notice before withdrawing their child and at least one weeks' notice if you wish to change your hours. Please ask the administrator for the appropriate for.

PROGRAMME

Tamarau offers child-centered programme that focus on the individual strengths and abilities of each child. We incorporate whanau aspirations in conjunction with teacher observations and feedback, to develop a learning plan that reflects and nurtures the mana, mauri and wairua of each child. We are ably guided by the Ministry of Education Early Learning Curriculum 'Te Whariki' and firmly grounded in Te Tūāpapa o Tamarau/Our Centre Philosophy.

Our learning environment is inclusive and embracing of all backgrounds, ethnicity, gender, and abilities. We acknowledge and celebrate the unique nature of every child by providing an environment that is safe, loving, and empowering. We recognise the value of play as a constant learning tool that also inspires independence, self-confidence, and social interaction.

As a bilingual/reo rua service, we are mindful and respectful of other Indigenous or English-speaking whānau and tamariki.

‘Iti noa ana, he pito mata’

A small seed with unlimited potential

POSITIVE GUIDANCE AND SOCIAL COMPETENCE

Tamarau staff will ensure that children are always treated with respect and dignity, acknowledging, and accepting children's feelings and encouraging these feelings to be expressed. Strategies used to guide positive behaviour and social competence include:

- Understanding that challenging behaviour is a form of communication and needs.
- Staff to provide and model appropriate behaviour and language for children and adults alike.
- Setting and maintaining appropriate limits of behaviour
- Verbal redirection
- Explaining the appropriate uses of materials and equipment
- Reinforcing positive behaviour with praise
- Explaining why behaviour is inappropriate and providing acceptable options.
- Offering children choices and encouraging decision making.
- Setting realistic expectations which are age and stage appropriate.
- Have sensitivity and an understanding of cultural differences and needs.
- Work in partnership with parents/whanau/specialists, as necessary.

FOOD

The Centre encourages parents/whānau/staff to provide kai for tamariki that meets the Ministry of Health healthy food and drink guidelines. This information is shared to parents and whanau on enrolment and regular pānui. Please follow the following link for further information:

<https://www.health.govt.nz/system/files/documents/publications/guidance-els.pdf>

Food to be avoided for children are twisties, rashuns, flavored chips, rollups, chocolate, lollies, fizzy drinks, pies, sweet sugary drinks, and jellies. All these types of foods and drinks cause tooth decay. We strongly recommend water only for their regular choice of drink, so please provide a named water bottle and named lunch box. Whilst we do have set mealtimes, this is flexible, knowing that some children will only eat when they are hungry. This means that food is available for tamariki when they are hungry, and children are supervised and seated while eating. For our pepi who are on formula, please ensure that the appropriate number of bottles are pre-prepared and stored in the refrigerator on arrival. A small supply of their formula in a container will be useful in case of emergencies. Please ensure that breast milk in bottles is immediately stored in the refrigerator.

Birthdays are a wonderful time to affirm our children, so whanau are welcome to provide a cake to celebrate their child's special day.

**** N.B. Tamarau ELC is a peanut-free centre due to severe reactions when allergic tamariki or kaimahi encounter this kai ****

CLOTHING

All clothing, shoes, bags, water bottles and lunch boxes **need to be clearly named**. As children are involved in messy or wet activities, please ensure that you pack a spare set of clothes with a wet bag every day; wearing their best clothes to childcare is discouraged. If children are toilet training, extra clothing and/or nappies are required. During the colder months, a warm jacket and gumboots are recommended and a hat during summer is essential.

PERSONAL TOYS & BELONGINGS

Our Centre strongly discourages personal toys, trinkets, novelties, books etc. from coming in with your tamaiti from home. If you do arrive with a special taonga that they refuse to part with or to help them settle in, although we will do our best, our kaimahi are unable to take full responsibility for its care and return.

TOILETING

Our staff will support your endeavors to toilet train your child, so please ensure there are ample supplies for this purpose as the Centre only has a limited supply on hand. If you are using reusable nappies, please provide sufficient wet bags. Toilet training can be a sensitive and trying time for tamariki, so staff are mindful to show patience, gentleness, dignity, and respect during this period.

REST

Cots and blankets are supplied for tamariki under two and portable stretchers are available for older tamariki to rest or sleep if they so desire. Parents/caregivers should advise staff if there are special instructions pertaining to the sleeping routines of your child.

EMERGENCY PROCEDURES

The following emergency drills are performed on a three-monthly rotation, providing the regularity needed for staff & tamariki to increase familiarity and confidence with what we need to do should the emergency arise:

- Fire & Evacuation
- Earthquake
- Flood & Shelter in Place / Lockdown (Staff Only Afterhours)

The Tamarau Emergency Evacuation Plan is displayed in the foyer of the Centre. We strongly encourage parents/whānau to take the time to read this important document. A drill schedule is also displayed on our notice board.

SICK TAMARIKI

Sick children must remain at home to prevent the spread of further illness. While our hygiene and cleaning practices are of a high standard, please assist us by keeping your children home until they are symptom-free. The Centre Manager or the Head Teacher, at their discretion, will discuss with the parent/caregiver to please keep their unwell child at home. If symptoms develop throughout the day, parents will be contacted immediately, and the child will be removed to a supervised separate space to await the arrival of their whānau.

VOMITING & DIARRHOEA

This can be a serious health risk to babies & toddlers. A baby should be seen by a doctor immediately. If a child has diarrhoea, please keep him/her at home; give only fluid for 24 hours (10 ml per 10 minutes is recommended); then gradually introduce a light diet. If the diarrhoea persists, a doctor should be consulted. Usually, it is an illness which lasts only one or two days.

MEDICATION

Please advise the staff if your child is taking any medication. All medicines must be kept in the kitchen and the medicine book, also located in the kitchen, 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. If on Anti-biotics children are required to stay at home for 24 hours after their first dose. This ensures that the medication has time to work and allows for important rest time for the child. The Centre keeps a first aid kit, which includes some non-prescription and homeopathic medications for emergencies. Please advise the Centre Manager if you would prefer these were not given to your child.

WHEN IS A CHILD INFECTIOUS?

The Centre should be advised if the child has contracted a notifiable or infectious disease such as those listed below so that other parents can be advised. The child should be kept away from the Centre for the required length of time as per the communicable diseases chart which is on display in the Centre. If the child develops symptoms throughout the day, the parent/caregiver will be notified, and the child will be removed to a supervised space until they are collected by the parent.

Common infectious diseases:

1. **COVID-19:** If your tamaiti tests positive for COVID-19, at least 5 days isolation is recommended, even if your tamaiti only have mild symptoms.
2. **Measles:** Infectious up to four days after rash has first appeared.
3. **Mumps:** Infectious up to three days after swelling has disappeared.
4. **Chickenpox:** Infectious until last spot is covered by a scab.
5. **Whooping Cough:** Infectious until at least one month after onset.
6. **Rubella (German Measles):** Infectious up to four days from when rash first appeared.

Common contagious parasitic conditions:

1. **Headlice:** Please check your child's head regularly and treat immediately if headlice are found. Once a child has been treated, she/he may attend even if eggs are still present in the hair.
2. **Threadworm:** 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 ****

CONCERNS & COMPLAINTS

Parents should feel free to discuss any queries or problems with the Centre Manager or Head Teacher. Be assured that Tamarau Early Learning Centre is committed to serving our whanau without prejudice and judgement and the well-being of our tamariki is principal. Our complaints policy is displayed at reception for your information and guidance.

EXCURSIONS

At Tamarau, we endeavor to provide learning opportunities for our tamariki outside of our Centre frequently. Parent/whanau help is always needed to enable us to get out and about safely. Notices and excursion forms will be sent out periodically and those tamariki unable to participate in the excursions will remain at the Centre with qualified staff. Small groups of tamariki will take occasional walks around the neighbourhood and parent approval for these excursions will be included in the enrolment forms.

LOST PROPERTY

A basket of lost property will be in each of our teaching areas. It is not always easy to find the owner of one sock, or a sweatshirt or cardigan that has not been named.! So please be vigilant and check the baskets in your area. If you ensure that all personal items are clearly named, it will be easier for staff to match clothing with the right child and the clothing will not end up in the 'lost property.' Clothing that has been unclaimed for a lengthy period will be cleaned and utilised at Tamarau as spares.

PARKING

Parents/whanau can use the front drive-through to drop off and pick up their tamariki. Please do not remain parked there for a long period as it will cause congestion. The single parking spot adjacent to the front garden can be used for this purpose (longer stays) or you will need to park on the road.

Parking at the rear of the building is for staff members only. Lastly, a reminder to be fully alert and vigilant, for our little people.

COMMUNICATION

All parents are required to sign their child in and out of the Centre every day on the form provided in the reception. This is a legal requirement by the Ministry of Education and can be audited at any time to ensure compliance. 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 notify the Centre as soon as you are able about any absences, either through our Facebook Messenger or by leaving a message on our answer machine. Our reception is not always manned to take calls.

Our primary method for information sharing is through our Whānau Facebook Page which is by invite only. Please make sure to add our FB profile - Tamarau Early Learning Centre, so you can join our Tamarau community! For those who prefer not to use social media, you can check in regularly at reception for information shared on our pānui board.

NAU MAI HARAMAI KI TAMARAU!