

### Parent Involvement and Information

- Upon enrolment at the Early Learning Centre, staff will provide parents/ whānau with information on how they can access their child's details and be involved in the service.
- Parents/whānau will be advised about any fees charged, and how they can access details of Ministry of Education funding received, and of any planned reviews/consultation processes.
- Parents/whānau will be shown where to find a copy of the services operational documents, for example:
  - The most recent Education Review Office (ERO) Report regarding the service
  - the Education (Early Childhood Services) Regulations 2008
  - Licensing Criteria for Early childhood Education and Care Services 2008
  - the full names and qualifications of each teacher counting towards regulated qualification requirements
  - the service's current license certificate
  - procedure people should follow if they wish to complain about non-compliance with any of the regulations or criteria.
- Parents/whānau will be regularly updated on the operations of the service through bi-monthly newsletters and regular notices.
- Parents/whānau will be given opportunities to contribute to the development and review of the services operational documents through newsletters and surveys.
- The procedure regarding complaints about non-compliance with regulations/criteria will be reviewed regularly and displayed by the Centre notice board
- Parents/whānau will always be warmly welcomed by staff and will be encouraged to be an integral part of the service.
- Parents/whānau will be kept informed through newsletters, information on the service notice board, website, emails and parent evenings.
- Children's individual profiles will be deemed to belong to the parent/whānau and child, and will be available to them at all times.
- The service has an open-door policy by where parents and whānau are welcome at all times.
- Staff will informally meet parents/whānau on a regular basis to exchange information.
- Staff and management will be available at mutually suitable times to discuss with parents any issue concerning their child/children.
- Parents/whānau are encouraged to participate in decision making by speaking to staff and management.
- Parents will have the opportunity of discussing their concerns with staff and management, and have their concerns acknowledged and respected.

## Enrolment, Absences and Fees

We are a fee-charging educational service. Failure of parents to follow the rules regarding fee payments may lead to their child's exclusion from the Centre.

### Enrolments

- Parents agree their child is not enrolled in any other early childhood service on the same day they attend the Centre.
- If a child's attendance does not match the enrolment agreement for over half of the enrolment agreement, for over half the occasions within a month (30 days) the enrolment agreement must be changed so that it reflects your child's actual attendance pattern.
- After 9 calendar days of continuous absence parents, caregivers and whānau are required to confirm that you wish your child's enrolment to be retained. This is to be done in writing, signed and dated. After a further 12 calendar days of continuous absence the Ministry will discontinue funding for your child. This is a Ministry of Education requirement.
- Parents, caregivers and whānau are required to give 2 weeks' notice of termination of their child's enrolment, failing to do so, normal fees will be charged and payable for the enrolment time used.
- Enrolment documentation will be kept by the Centre for 7 years.

### Absences

- Notification in advance must be given if your child is going to be absent from the Centre.
- Normal charges will apply to child absences.

### Fees

- Fees are to be paid for the weeks that we are open each year regardless of illness or family holiday times. We do not charge fees for statutory holidays or the closure over the Christmas holiday period.
- All fees are GST inclusive and are to be paid by automatic payment, cash, cheque or bank transfer by the end of each week. Four-weekly or fortnightly payments are welcome but must be paid on the first day of attendance and followed on with automatic payments.
- A late fee of \$20 for every 15 minutes will be charged when parents are late to collect their child.
- Any fee changes will be entirely at the discretion of the management. At least one month's notice will be given when an increase is to occur.
- WINZ subsidies are available.
- 20 Early Childhood Hours are available.