NOTICE OF WITHDRAWAL

Please give one week's notice in writing if you would like to withdraw your child from out programme.

CHILD SAFETY

We have a detailed Child Protection Policy which includes the reporting of any child abuse to the Department of Child, Youth and Family Services. Please ask the Team Leader or Office if you wish to read this.

SICK CHILDREN

Please do not send sick children to the programme as we do not have the facilities to care for them. If a child becomes ill during programme hours, parents will be contacted to collect them.

COMPLAINTS

If you have any concerns or problems please approach the Team Leader immediately. They will be happy to talkl to you about your concerns and assist you in any way they can.

PERSONAL PROPERTY AND CLOTHING

Personal property and clothing must be named or labelled with the child's name to make it easier to return lost items to their owner.
All personal property and clothing left behind during the hours of Planet Action will be stored in the cupboards for parents to collect. Please note we cannot take responsibility for lost or stolen items.

We look forward to getting to know your child!

WINZ SUBSIDY AVAILABLE

Call (09) 298 1807
reception@navigators.community

PLANET ACTION

AFTER SCHOOL CARE

INFORMATION BOOKLET

ROCK HOLIDAY PROGRAMME

HOLIDAY PROGRAMME AVAILABLE

SERVING THE FAMILIES OF PAPAKURA FOR OVER 20 YEARS

CHECK OUT OUR WEBSITE FOR MORE INFO
WWW.PLANETACTION.NZ
FACEBOOK: PLANETACTIONNZ

PLANET ACTION - OUT OF SCHOOL CARE

Planet Action Out of school care was established in 1999 with the intention of providing a fun, safe and different kind of service for your children. Planet Action operates out of St Mary's and The Gate in Papakura. We cater for children ages 5-13 years from Opaheke Primary School, Cosgrove Primary School, Papakura Central School, Rosehill Intermediate and Papakura Intermediate.

PLANET ACTION

Planet Action, under The Gateway Community Trust, is an OSCAR approved and registered programme. OSCAR is the government appointed crediting agency for out of school networks in New Zealand. To be OSCAR approved means we have defined and approved policies and Procedures, which include such things as Child safety according to child safety laws and legal requirements for staff appointment.

STAFF

Our staff are trained and skilled children workers. Staff are appointed to provide fun, safe and skilled supervision for children. We understand that our programmes are only ever as good as the staff appointed to run them and so we aim to have the right staff for that role. Our staff participate in regular training to up skill and learn new techniques in child interaction.

PARTENERSHIPS

Partenerships are formed both with the schools we are based in and the parents of the children we work with. Our desire is to be a positive help and contributor to both parent and school in the care and education of their children.

OUR SERVICE INCLUDES

AFTER SCHOOL CARE: Afternoon tea provided, supervised homework and a varied program of crafts, recreation, sports and hobbies.

ROCK HOLIDAY PROGRAMME: Holiday programme available on school break.

Providing far more than a babysitting service, our programme is designed to be helpful for the ongoing educational and social development of our clients.

W.I.N.Z SUBSIDIES

Planet Action is OSCAR registered and parents may be eligible for a subsidy toward their childcare costs through Work and Income New Zealand. Application forms can be sourced from WINZ or our office.

DEBT MANAGEMENT

Please note that any expenses incurred in recovering any outstanding debt are your responsibility. If you have any queries regarding your account please contact our Accounts Administrator at the office on 298 1807 between the hours 8.30am until 4pm Monday-Friday or email accounts@navigators.community

ALTERATION FORMS

If you need to make any permanent changes to your child's enrolment form such as changing from a Late Session to an Early Session, or change contact details, you will be required to fill out an alteration form. Changes will be made accordingly once the office has received your signed form.

PAYMENT OPTIONS

We have automatic payment systems available for parents to pay directly into our account. We also accept internet banking. Our account number is: 12-3031-0863099-00 ASB, Papakura

When using internet banking, please clearly state name of the child/ren you are paying for and the center they attend.
i.e - Joe Bloggs/ St Mary's / Planet Action

With our Fixed Bill system this will be a set fee. If there are any changes to your weekly/ fortnightly fee, this will be recorded in your invoice. Invoices are expected to be settled on a weekly basis and accounts must be cleared to zero before the new school term starts.

FEES AND PAYMENTS

FIXED BILL

Once you have decided the days and sessions (Early or Late) you want your child in Planet Action, we will customize your bill so that you will be charged weekly according to what you have booked. This will become your Fixed Bill. If you have booked your child for a full day and you pick them up early, you will still be charged a late session.

ABSENCES

If your child is absent you will need to notify the office or staff phone via text by 12pm. As a permanent booking, you will still be charged according to your enrolment. If a prolonged absence is expected, let office know in advance to organise payment schedule accordingly.
Penalty Fee: Due to staffing requirements, it is important that you inform staff of your child's absence. A penalty fee of $10 will apply when no notification is made for an absence.

PENALTY FEES

Late Pick Up: If you have booked your child for an early session and you fall into a Late Session, you will be charged for a Late Session and a $10 Penalty Fee for breaking your enrolment.
If you are booked in for a Late Session and you pick your child up after 6pm a penalty fee of $10 per 5 minutes (or part thereof) per child will be charged.

PUBLIC HOLIDAYS

You will not be charged on public holidays.

Early finishing days - on days where school finishes early (End of term, teacher only days, etc.), parents will be charged an extra $13.00 per child per early day to cover the extra hours of care.

AFTERNOON CARE

Children based at contributing schools will be picked up and driven to our centre at St Mary's Papakura where parents can pick them up at the end of the day. New entrants will be collected from their classroom for the first week. Children will partake in afternoon tea, homework and arranged activities. Parents must sign their children out before removing them from the programme at the end of the day.

We have an Early session and a Late session option available with discounts available for permanent enrolments.

COLLECTION OF CHILDREN

Please be on time to collect you child. Parents are expected to contact the Team Leader if they will be picking up their children late. Please note that penalty fees are incurred if you are late to pick up your child.

Penalty Fee: If you have booked your child for an early session and you fall into a Late Session, you will be charged for a Late Session and a $10 Penalty Fee for breaking your enrolment.

If you are booked in for a Late Session and you pick your child up after 6pm a penalty fee of $10 per 5 minutes (or part thereof) per child will be charged.

Please sign your child out with the Team Leader when leaving. If someone other than the named caregiver is collecting your child, it is essential that the Team Leader is notified in advance by the parent (not your child).
Staff will not release a child to a person who is not identified on the enrolment form, or who has not been identified by parents. If an unauthorised person comes, Team Leader will contact parents for authorisation.
Please ensure that contact details as per enrolment form are current.

ABSENCES

The following steps will be taken if child is absent without notification:
1) Team Leader will contact parents.
2) If parents are unavailable, a message will be left.
Please notify Team Leader via text or call if you child will not be attending.

MEALS

Afternoon tea consisting of a drink, sandwhich and biscuits will be provided. With the exception of our end of term parties which Team Leader will discuss with parents first. If any special dietary needs, please see Team Leader.

PROCEDURES FOR LATE PICK UP

If a child is not collected at the end of the programme at 6pm, the following procedure will be followed.
If a child has not been picked up by 6pm, all phone numbers will be called. If there has been no contact with the parents within 30 minutes of the programme closing, the child will be taken to the police station. A note will be left on the door of our center, informing the parent where the child has been taken. The OSCAR Coordinator will be notified.

EMERGENCIES

The Team Leader at each center is trained in First Aid and CPR. All accidents are recorded in our 'Accident Register', which will be kept with our first aid kit. In the case of a serious accident involving your child, you will be contacted immediately and we will take the child to the nearest Medical Center (Counties Care Medical Center in Papakura)
It is imperative that you inform us of any illnesses or allergies your child has so that staff are aware and prepared.

BEHAVIOUR MANAGEMENT

It is our aim to provide a programme where all children are safe and receive care and attention. Our staff will offer support and treat children fairly, with dignity and respect. These aspects will be taken into consideration in our endeavour to manage a child's disruptive behaviour. Staff will also look at programme content and enviroment factors which may influence behaviour. Staff will provide behaviour guidance using the least intrusive approach possible. No programme will deal with children's behaviour that is unsafe or poses a significant safety risk as a matter of highest priority with the goal of ensuring the safety of all children and staff.
Please refer to our Policy and Procedures for further detail about our Behaviour Management. Parents will be notified if we have concerns about their child's behaviour.

POLICIES AND PROCEDURES

There is a copy of the Planet Action Policies and Procedures available for parents to view at our center. A PDF is also available upon request.
Please ask Team Leader.

ENROLMENT

An enrolment form must be completed before your child can attend Planet Action After School Care. This can be done at our office or online at planetaction.nz

The enrolment and booking is then confirmed upon payment of the deposit. A deposit of $50 is required for the first child and $25 for each child after that.

SESSIONS AVAILABLE

Late Session is between 4.30pm-6.00pm
Cost is $17.00 per child per day
Full week late session mon-fri $75.00 (Discount Price)

Early Session is pick up before 4.30pm
Cost is $13.00 per child per day
Full Week early session mon-fri $55.00 (Discount Price)

ENROLMENT BASIS

Permanent: Enrolling as a permanent will secure your child's booking for FIXED DAYS as per enrolment. If booked from mon-fri, you receive the full week discount. This will also mean that you fall under a FIXED BILL basis (See Fixed Bill in Terms and Conditions for more information)

Casual: Enrolling on a casual basis means that you will be charged according to which days your child attends. You do not receive the full week discount and as our maximum capacity is 50 children per center, you may not have a spot. Staff must be notified of attendance by 12pm on each day your child will be attending.