

OUT OF SCHOOL CARE PROGRAMME (OSCAR) TERMS AND CONDITIONS 2026

This is a summary of the main points of interest for parents/caregivers taken from Bayview Community Centre (BCC) policies and procedures. Please ask staff for a copy of the full set of documents so you can familiarize yourself with the full policies and procedures. By signing the Out of School Care Enrolment Form (either physically or electronically) you are accepting our terms and conditions and operating policies and procedures. These terms and conditions relate to the Before School Care (BSC) programme, After School Care (ASC) programme and School Holiday programme (SHP).

Absences - Please notify staff of any known absences as soon as possible. Email office@bayviewcentre.org.nz. There is a dedicated 24 hour answerphone service on 09 444 8006. You can also reach office staff Monday to Friday 9am to 3pm on 09 443 0231 who can pass on messages.

Please notify staff of any absences (planned or unplanned) at the earliest opportunity either by phone or email to the office to assist us with maintaining staffing ratios.

Enrolled children in the BSC and ASC programmes are eligible for up to 2 enrolled weeks of leave per year eg. if they attend 3 days a week they are entitled to 6 days of leave without charge.

You must request in writing if you wish to have this leave applied. Failure to request in writing will result in full charges.

If a child is absent and we have not heard from a parent/caregiver then we will phone the parent/caregiver and pursue our missing child procedures.

Accreditation - BCC is an OSCAR approved provider of out of school services with the Ministry of Social Development, and are recognised by Work and Income as a recognized provider of childcare services.

Ages of children - Our programmes are licenced for children aged between 5 and 13 years old.

Behaviour management - Staff reserve the right to exclude children from activities where their behaviour is deemed unacceptable. BCC has a zero-tolerance policy for physical violence and the parent or guardian of any child displaying violence will be informed of incidents and action taken by staff on the day of the incident by the Supervisor or Centre Manager.

BCC staff will do all they can to work with children and their parents and caregivers to encourage engagement and positive behaviour. However continued incidents of unacceptable behaviour that create health and safety risks, may result in children being asked to leave the programme either on a temporary or permanent basis.

Cancellation and Changes to enrolments

We try to be accommodating where possible, however our staffing levels are based on the number of children enrolled, and when this varies at short notice this affects the number of staff required.

- Permanent changes to booked days, or Cancellations of enrolments must be made in writing via email to office@bayviewcentre.org.nz. We require 7 days notice where possible.

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- Changes or cancellations made to school holiday programme bookings once the programme has started will not result in any refund. Any days booked will be charged and no sick days are offered.

The Centre Manager does have the authority to make a decision to waive charges in exceptional circumstances. Please do let us know if you have a situation arise that prevents you from giving the required notice and your circumstances will be considered but the decision of the Centre Manager is final.

Child protection - BCC staff have a responsibility to report any concerns relating to the welfare and safety of children attending the programme, any siblings or other members of the community, that they come into contact with as part of the normal course of their operations. Staff will in the first instance raise their concerns with the Supervisor or Centre Manager and these senior members of staff will then make a decision about reporting the concerns or observations to the relevant authorities including but not limited to Oranga Tamariki & the NZ Police.

Collecting children - All children must be collected by a parent or guardian listed on the child's enrolment form. Children will only be released to those listed on the enrolment form. Where children have authority to make their own way to/from the programme, this permission must be given in writing by the parent or guardian before the child will be released.

The parent or guardian must sign the child out with the time they left. Failure to do so will result in the charge being set to the final closing time of the programme (e.g. 6pm for ASC & SHP).

Compliments and complaints - BCC does operate an open door policy and we ask that parents provide feedback on the programmes that we run. We ask that you undertake a quick survey once a year but if at any point in time you are really happy, or unhappy about the service, please raise this with the Supervisor in the first instance or alternatively to the Centre Manager on 09 443 0231 or manager@bayviewcentre.org.nz

Devices - Children are welcome to bring devices to BCC but there will only be limited time that they can be used for. This will be fully supervised, only one child per device and no sharing or swapping of devices and quiet activities only. We do not allow connection to BCC WiFi. BCC takes no responsibility for loss or damage of any device and reserves the right to withhold device privileges as part of behaviour management. We recommend that you ensure your household insurance policy covers devices brought to BCC.

Dropping off children - A parent or guardian is required to sign in children being dropped off at BSC or SHP and write a time of arrival. Where children have authority to make their own way to/from the programme, this permission must be given in writing by the parent or guardian before the child arrives.

Emergency contacts - Please provide two different emergency contacts on the enrolment information. These people will be contacted if we can't reach the parent or guardian in an emergency (e.g. accident/missing child/late pick up).

Enrolment - Parents or guardians are responsible for enrolling children through completing our enrolment form.

- Before & After School Care Enrolments are made for the entire School Year unless otherwise requested in writing.
- School Holiday Programme Enrolments must be made for each separate set of School Holidays

The responsibility for correct enrolments and keeping contact information correct, remains with parents and guardians.

Where a child is regularly not attending on an enrolled day, management reserve the right to cancel the enrolment for that day.

Staff will NOT accept children before the advertised start of the programmes to enable them time to set up and ensure there is adequate staffing. You will need to remain with your child until the programme is open.

Where children are booked to attend BSC from 7.30am, extra charges will be made where the child is dropped more than 5 minutes early.

Where children are booked to attend ASC and are picked up after their enrolled time whilst the programme is still open, a late fee of \$4 will be applied if they are picked up more than 5 minutes after their booked time.

Where children have not been collected at the closing time of the ASC or SHP (6pm), late fees will be charged \$5 after 5 minute and then \$1 per minute after this.

Fees - Caregivers of children who are enrolled in the BSC, ASC will be invoiced weekly in arrears

School Holiday programme bookings will request payment at time of confirmation.

Non-payment of fees may result in debts being passed to a third party to recover debts. Any expenses incurred in the process will also be passed to the caregiver. BCC reserves the right to cancel the enrolment of any child where fees are not being paid in a timely manner.

Payments should be made online to the following bank account:

Bayview Community Centre Association Incorporated. 12-3072-0376916-03 using the child's name as reference.

Schedule of Fees (Casual rates are \$1 extra per session, subject to space allowing.)

The BSC charges for enrolled children are:

\$11 for drop off between 7am and 7.30am

\$9 for drop off between 7.30am and 8.40am

The ASC charges for enrolled children are:

\$9 for pick up between 3pm and 4pm

\$12 for pick up between 4pm and 5pm

\$15 for pick up between 5pm and 6pm

The SHP charges are:

\$35 per day for bookings made for at least 1 week before the start of the programme

\$40 per day for bookings made after the start of the programme, or for casual attendance

Trip fees will apply on top of these charges for special activities run at BCC or off site, please refer to the schedule of activities for more information as they vary each holiday.

First Aid - Children take risks as part of their learning and are exposed to low level risks at BCC. Whilst staff do all they can to minimise these risks, accidents may happen from time to time.

Where possible, injuries and accidents will be treated by First Aid trained members of staff on duty immediately. Where an injury is more serious, or there is concern that treatment has not been enough (e.g. with a possible head injury) then staff will seek further medical advice and treatment if deemed necessary.

Every effort will be made to reach a parent or other emergency contact where a serious injury has occurred but lack

of contact with a parent or guardian will not prevent staff seeking further treatment or advice. This may include (but not be limited by); calling an ambulance, taking the child for emergency medical treatment, contacting their regular GP or taking them to hospital. Where a child is taken off site, 2 staff members will go with the child if the parent or emergency contact person is not able to take the child. Private vehicles may be used including taxis/ride share services

If a child falls ill during the programme (in particular high temperature 38+, vomiting or diarrhoea) staff will isolate the child and contact parents to require them to collect the child.

Children who have experienced Fever, Vomiting or Diarrhoea must not be brought to BCC until **48 hours after** their symptoms have resolved, to ensure they don't pass anything on to other children or staff.

Staff will review reports from a child of feeling unwell on a case-by-case basis and make decisions based on the severity of the condition and also the child's overall demeanour. We request that unwell children are not brought to the programme to prevent the spread of any illness to other children or staff.

Hours of operation

- The BSC programme operates 7.00am to 8.40am during term time
- The ASC programme operates 3.00pm to 6.00pm during term time
- The SHP operates 7.30am to 6pm during school holidays & on teacher only days

Late pick-ups - Where the programme has finished and a child is still at BCC, two staff will remain on site and the Supervisor will phone the parent / guardian and if they cannot be reached the staff member will work through the emergency contacts to try and reach someone to collect the child. Phone calls will continue to be made until a named adult has been reached. If there has been no contact with a named adult (either Primary Caregiver or Emergency Contact) one hour after the closing of the programme, then the child will be taken to the local police station and a note will be left at the Community Centre.

Late pick up fees are detailed under the Enrolments section.

Medication - Programme Staff may administer Category 1 medications (non-prescription preparations such as arnica cream, antiseptic liquid, insect bite treatment spray), if you have consented to this on the enrolment form.

IMPORTANT: All other Medication must be handed to the Supervisor and a Medication Administration Form completed and signed by the parent/caregiver

Missing child - If a child does not arrive at a programme and the OSCAR Supervisor has not received notification of absence, they will check with the parents and emergency contacts. If the child does not arrive at the After School Care programme then staff will check with the school to see if the child was absent, and then parents/caregivers as required.

Where a child does not arrive at After School Care, and parents/caregivers or emergency contacts cannot be reached within 30 minutes of the start of the programme) then Centre Manager will be informed and local Police may be contacted if deemed necessary. Staff will continue to try and reach contacts throughout this time.

Policies and procedures - A full copy of our policies and procedures are available at the programmes for you to look at. Please feel free to look through these and let us know any feedback you may have.

Right to Refuse or Cancel Bookings - We reserve the right, at our sole discretion, to refuse or cancel any booking. This includes (but is not limited to) situations where a parent, guardian, or child's behaviour has previously been deemed aggressive, abusive, unsafe, or otherwise inappropriate towards staff, other participants, or the programme as a whole. In such cases, we may refuse future bookings or participation further obligation.

Special needs - Where a child enrolling in a programme has any higher, or special needs, including allergies, regular medication, learning or behavioural differences it is the parent's responsibility to inform staff of this, including any management techniques, triggers to avoid, or care required. The Centre will do all it can to accommodate all children in our programmes but does reserve the right to refuse or later terminate an enrolment where a child's needs or behaviour endanger other children or staff, require a higher level of supervision than current ratios allow or pose a health and safety risk to others.

Weather wise - BCC operates a sun safe programme and encourages all children to bring hats with them in the summer months (1st October – 30th April). Staff will ensure children apply sunscreen before having any significant amount of time outside. During the winter months, children should come in appropriate clothing for the weather conditions.

Any questions or comments can be addressed to the Centre Manager on 09 443 0231 or manager@bayviewcentre.org.nz. Office hours are 9am to 3pm.