

Settling Policy

Settling Children into the Centre

It is our aim to ensure that the transition between home and centre life runs as smoothly as possible for the child, parents/caregivers, family/whānau and members of the existing Centre community. With this in mind, the following will apply:

- When a parent/caregiver or whānau member approaches the centre to make an inquiry or to enrol their child, they will be introduced to the administrator or manager who will then introduce them to the relevant staff member. They will be given/sent a Tuakau Learning Centre information pack and shown around the centre and meet the staff team. During this visit, they will be given information regarding the daily programme and routines, be shown an example of a child's portfolio, and information about relevant legislation, and encouraged to read centre policies. This will also be an opportunity for parents/caregivers/whānau to ask questions, and share any relevant information regarding their child. Parents will be reassured that everything possible will be done to ensure their children will be kept safe from harm whilst attending the centre.
- Guardians and whānau members are strongly encouraged to visit the centre with their child **before** enrolment. On this visit we will arrange the settling depending on the child's/whānau needs. We strongly believe that the child and their parents/caregivers/whānau will gain a sense of familiarity within the centre when they know the staff team, the learning and physical environment, and are aware of centre routines. This will make the whole settling process less stressful for their child.
- When parents/caregivers and whānau members leave their child for the first time, they will be given our phone number, and encouraged to contact us during the day to find out how their child's first day is progressing. They will be reassured that this is encouraged by our staff team. Our staff team strongly encourages feedback and suggestions about how we can help a new family/whānau to settle in as quickly and happily as possible. If a child has a special comforter such as a dummy, toy, blanket or the like, the staff team are more than happy for this to be made available to the child in consultation with the parents/caregivers/whānau.

- Where English is a second language the staff team would like the opportunity to learn about this culture and language to enable the child and family/whānau to feel a sense of belonging in the centre. We are interested in learning and teaching the centre community about other cultures, languages, customs and rituals, and would appreciate any suggestions on how we can incorporate these into our planning.
- Our staff team are happy to work in consultation with parents/caregivers/whānau to help a child to settle into the centre and our routines, and strongly encourage open communication.
- If a child has been to visit the centre on a number of occasions, and has not shown signs of settling, the senior staff or centre managers will communicate with parents/caregivers/whānau to consult with them on the various options.
- Parents/caregivers or whānau can contact/communicate with the centre about their child's learning, the programme, feedback and any other information either verbally, email: hello@tuakaulearningcentre.co.nz, phone: 09 237 8086, mobile: 027 489 2814.
- Parents will be notified of any notices, fee changes, policies for review etc via the closed facebook page (Tuakau Learning Centre - Tamariki and Whanau) and email.
- Our philosophy, policies etc are all available from the office in hard copy.

Next Review Date: *September 2024*

Signed: _____

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