

Starfish Social Services

Afterschool Care Information Pack



Starfish Social Services Office

15 Gordon Terrace

Matamata

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www.starfishservices.org.nz

Afterschool Care

Based at the Matamata Christian School

91A Smith Street

Matamata

Programme Coordinator: Dwayne Paul

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WHO are we?

Starfish Social Services have been working in the Matamata community with youth providing counseling, social work, mentoring and programmes for young people since 2009. In 2012 we took over from Holiday fun and the afterschool programme which operated from the Matamata Union Parish Church on Peria Road. We re-branded it Afterschool Care and are delighted to add it to our list of services provided in the community.

Reviewed: Sept 2018

WHAT do we do?

The Afterschool Care operates during the school term from 3.00pm to 6.00pm. We do a pick up from the following schools (times may vary on any given day):

- 2.55pm – Matamata Primary School (Meet outside room 12)
- 3.10pm – Firth Primary School (Meet outside the school office)
- 3.15pm – Matamata Christian School (Meet outside the school office)
- 3.20pm – Matamata Intermediate (Meet at the bus stop shelter near the entrance of the school)
- 4.00pm – Walton Primary (Children will be dropped off by the school bus at the Matamata Parish Union Church on Peria Road – A staff member will then pick up the children from there)

Programme:

- 2.55pm – Pick up children from all schools
- 3.30pm – Afternoon tea
- 3.45pm – Homework (if applicable)
- 4.00pm – Activities
- 4.45pm – Tidy up

We Provide:

- Sandwich
- Fruit
- Non-sugary drink

We cater our Afterschool Care towards the children's needs. We provide a relaxing fun, safe environment for children after a long day of school where they can play games, do arts and crafts, sports games, read and rest in a caring environment until their parents are able to pick them up.

Costs

Afterschool Care charges a flat rate for the amount of time the child is books. See costs bellow:

- 3-4pm - \$9.00
- 3-5pm - \$13.00
- 3-5.30pm - \$15
- 3-6pm - \$17

Reviewed: Sept 2018

Late pick up fee:

- If you pick up your child 10 minutes late than what you have booked, you will be billed to the next hour. For example if you have booked 3-4pm (\$9), but pick up your child at 4.15pm, you will be charged from 3-5pm (\$13).
- There will be a late pick up fee that will be charged after 6pm at a rate of \$10 for the first 15 minutes and \$10 per 15 minutes thereafter.

Work and Income Clients:

- All WINZ clients will be charged for the care that they have booked through the WINZ subsidy application rather than being charged for what they have actually attended. The reason for the recent change is so that it will be easier for caregivers to keep “a track” of their subsidy allowance payments. This is the correct process as agreed with WINZ.

Absences:

- Absences for reason other than sickness will be charged at the full booked rate.
- Medical certificate may be required

Cancellations:

- Cancellations with fewer than 2 working days notice are charged at the full booked rate. If you give more than 2 working days notice of the cancellation, you will not be charged.

Notice:

- You can give us notice either by email or text only. This way we have a ‘paper trail’ of the notifications. Notice via verbal communications will not be accepted.

Because we plan ahead for staffing numbers and vehicle spaces **we charge on what is booked not what is actually attended**. We hope that you understand if you are charged for a day that you have booked if not attended.

OSCAR Subsidy

We are OSCAR approved, so you may qualify for financial support. Please call WINZ on (0800) 559 009 for more information. Steps to follow if you are eligible for the OSCAR subsidy:

1. Collect the relevant form(s) from the WINZ office or Starfish Social Services
2. Complete and sign the form
3. Take the form to the Programme Coordinator to complete the “Supervisor” section of the form
4. Hand into the WINZ office

Reviewed: Sept 2018

HOW do I enroll?

To enroll we need you to fill out the enrolment form and return it to us by Thursday 5.00pm the week before you plan your child to start. You can return the enrolment form either by dropping it to the Programme's Site (91A Smith Street) between the hours of 3.30pm and 6.00pm, by emailing it to afterschool@starfishservices.org.nz or by dropping it into our Starfish office at 15 Gordon Terrace, Matamata. When we have your details, we will confirm your application and advise you of the next step. You are more than welcome to bring your child to the Afterschool Care Programme to meet the staff so they know who will be picking them up and for them to see where they will be for the afternoon.

We ask that on the first day a child is being picked up that they wait in their classroom, a supervisor will then collect them from their classroom with the other children being collected and show them exactly where the pickup point is and who they will be normally waiting. We take all new children through an indication process so they know what is expected of them.

HOW do I pay?

You will be invoiced at the end of each month. This will either be emailed or posted to your address. Our account details are as follows:

Bank: ASB

Account Name: Starfish Social Services Trust

Account Number: 12-3438-0004712-02

Please use the following for a reference:

Particulars: Childs first initial and surname e.g. J Doe

Reference: ASC (After/School/Care) or Holidays (Holiday Programme)

HOW do I withdraw my child?

If for any reason you wish to withdraw your child from the programme you will need to give us Two Weeks' notice. Forms can be found on our website or can be collected from the Starfish Office.

Once the form is completed you will need to return it to either the Programme Coordinator or Starfish Office.

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