

# Starfish Social Services

## Before School Care Information Pack

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### Starfish Social Services Office

15 Gordon Terrace

Matamata

Ph: 07 888 8795

[www.starfishservices.org.nz](http://www.starfishservices.org.nz)

### Before School Care

15 Gordon Terrace

Matamata

Programme Coordinator: Dwayne Paul

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[afterschool@starfishservices.org.nz](mailto:afterschool@starfishservices.org.nz)

## WHO are we?

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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. We have expanded to include the Before School Care in 2018.

Reviewed: February 2019

Next Review Date: February 2020

# WHAT do we do?

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The Before School Care operates during the school term from 7.15am to 8.45am. We will drop off to all local schools and school bus stops:

- Matamata Primary School
- Firth Primary School
- Matamata Christian School
- Matamata Intermediate
- Walton Primary (Children will be dropped off at the school bus stop at the Matamata Parish Union Church on Peria Road)

Programme:

- 7.15am – Arrive at the Centre
- 7.30am – Breakfast
- 7.50am – Quiet Activities
- 8.15am – Clean and tidy up
- 8.25am – Escort all children to their respective schools or school bus stops

We Provide:

- Cereal
- Toast with spreads
- Hot Chocolate

We cater our Before School Care towards your child(ren's) needs. We provide a relaxing fun, safe environment for children before they attend school. Your child(ren) will have quiet activities to do after breakfast such as arts 'n crafts, completing homework, puzzles and colour in pictures. Your child(ren) will then be dropped off at their respective schools. **Please note that the children will not be allowed to play outside during Before School Care operating hours.**

## Costs

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Before School Care charges a flat rate for the amount of time the child is booked. See costs below:

- 7.15am – 8.45am - \$11

Work and Income Clients:

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- 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

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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

## HOW do I enroll?

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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 emailing it to [afterschool@starfishservices.org.nz](mailto: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.

Reviewed: February 2019

Next Review Date: February 2020

You are more than welcome to bring your child to the Before School Care Programme to meet the staff, so they know who will be supervising them in the mornings. We take all new children through an indication process, so they know what is expected of them.

## HOW do I pay?

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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:** BSC (Before School Care)

## HOW do I withdraw my child?

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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.