



PUKETE
COMMUNITY
CENTRE

WHĀNĀU HANDBOOK.



WELCOME TO
PNH OSCAR



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Nau mai haere mai

A message from our GM...

Kia ora e te whānau and welcome to Pukete Community Centre.

We are so pleased to have you and your whānau join our OSCAR programme. At Pukete House, we are passionate about creating a space where tamariki feel safe, supported, and truly at home.

As a community-focused organisation, we value connection, inclusion, and the wellbeing of every child and whānau who walks through our doors. Our OSCAR programme is more than just care; it's the magic space between home and school where children build friendships, grow in confidence, and be part of a positive and nurturing environment.

We are proud of the strong relationships we build with our whānau and believe that working together is key to supporting each child to thrive.

Thank you for trusting us to care for your tamariki. We look forward to getting to know you and being part of your journey.

Ngā mihi nui,
Scott Tiffany – General Manager





Our Values

OUR VALUES

O

OPEN HEARTS & MINDS

We are open to everything and everyone. This is a safe space to be a part of.

S

STRENGTH

We practice, we try again and we ask for help when we need it. We grow.

C

COMPASSION

We are kind and know the importance of Manaakitanga.

A

AROHA

We show aroha, always. To our people, our place, and ourselves.

R

RECOGNITION

We recognise our mistakes and our successes, and we learn from them.

Our Values

What They Mean to Us



At Pukete Community Centre, our values guide how we show up every day – and how we expect our tamariki to, too. They shape the way we support one another, build relationships, and create a space where everyone feels comfortable being themselves.

We aim to create an environment that feels like an extended whānau; where tamariki feel connected, supported, and like they truly belong. Children are encouraged to have a voice, make choices, and be active participants in their time with us.

What makes our programme special is our strong sense of community. We are more than just a care service; we are a space where tamariki can build meaningful relationships, try new things, and grow in confidence. Through a balance of structured activities and free play, children are given the opportunity to explore their interests, develop new skills, and enjoy being part of a supportive group.

Our goal is for tamariki to leave each day feeling:

- Connected and part of our whānau
- Confident to be themselves
- Proud of what they've achieved
- Supported to keep learning and growing

We value working alongside whānau to achieve our goals and believe that together we can create the best outcome for every child.



About Our Programmes

Pukete Community Centre OSCAR Programmes are part of a long-standing, community-focused organisation that has been supporting local whānau for over 40 years. In the heart of Pukete, we aim to create a space where tamariki feel safe, welcome, and like they truly belong.

We provide Before and After School Care, and Holiday Programmes to tamariki aged 5 - 14. Our programmes offer a balance of structured activities and free play, giving tamariki the chance to explore their interests, build friendships, and relax after a busy day at school.

Each day includes a mix of activities such as arts and crafts, sports, outdoor play, and group games, alongside quiet time for rest or homework if needed. Our programme is child-led, so tamariki are encouraged to make choices about how they spend their time.

We're lucky to have access to a large indoor space, so we can stay active and engaged in all weather. All our programmes are also fully actered for, ensuring all our tamariki have the energy they need and never go home with an empty puku.

During the school holidays, we offer fun and engaging programmes with themed days, special activities, and different experiences for children of all ages.

At Pukete Community Centre, we are guided by values such as manaakitanga (caring for others) and whanaungatanga (building relationships). We work closely with whānau and believe that by supporting each other, we can help our tamariki grow in confidence, independence, and wellbeing.



Staff Information



SCOTT TIFFANY
General Manager

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FREYA MCMILLAN
Children and Youth Services Manager

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All of our staff are police vetted under the Children's Act (2014) and are renewed as per the Ministry of Social Development standards. Our team also undergo regular professional development and training opportunities to ensure we are always growing and serving the tamariki and rangatahi we work with.

Despite MSD removing minimum supervision ratios, our programmes still maintain the original standard as a baseline, with risk assessments used to adjust where needed.

Need-to-Knows



Hours of Operation

- Before School Care: 7:00am - 9:00am
- After School Care: 3:00pm - 4:15pm | 5:15pm | 6:00pm
- Holiday Programme: 7:00am - 6:00pm

Location

- We are based at Pukete Community Centre, located in Ashurst Park - 43 Church Road, Pukete, Hamilton.

Who Can Attend

- Our Before and After School Care is available for children attending Pukete School, Te Rapa School and Te Au o Tamatea St Andrews Middle School.
- Our Holiday Programme is open to all school-aged children, not just those who attend our regular programme.

Drop-Off and Pick-Up

- Children must be signed in and out each day by a parent/caregiver or authorised person.
- For Before School Care, our team drop the children to school from our programme.
- For After School Care, our team collects children from school and brings them safely to the programme.
- Please ensure you notify us if your child will not be attending on a booked day.

Authorised Pick-Up

- Only people listed on your child's enrolment form are permitted to collect them; if someone new is picking up your child, please let us know in advance. We may ask for ID for safety purposes.

Late Pick-Up

- We understand life happens - please contact us if you are running late.
- Late pick-up fees may apply if collection occurs after the booked session/closing time.

Absences

- Please inform us of any absences. This helps us ensure all tamariki are accounted for and safe. Report them here: www.puketehouse.org.nz/absences



Need-to-Knows Cont.

• Enrolment

All children must be enrolled before attending our programmes. Your online OSCAR Enrolment Agreement must be fully completed and include up-to-date contact, medical, and authorised pick-up information. This ensures we can provide safe and appropriate care for every child. This can be done through our website:

www.puketehouse.org.nz/enrol

• Bookings

Bookings are required for all sessions, including Before and After School Care, and Holiday Programme.

For Term Care we offer both regular and casual bookings. All Holiday Programme bookings are permanent.

Holiday Programme bookings open three weeks before each term ends. Spaces are limited and often fill up quick.

• Changes & Cancellations

If you need to change or cancel a booking, please let us know as soon as possible.

Cancellation notice periods may apply, and fees may still be charged if notice is not given within the required timeframe.

All absences will be charged unless made under a casual booking or agreed otherwise by the Programme Manager.

Fees & Payment

Fees

Our fees vary depending on the type of care booked. A current fee schedule is available on our website or at request.

Payments

Payments can be made by any of the following ways:

- Direct Debit
- Automatic Payment
- Cash/EFTPOS In-House

Invoices are sent in arrears, therefore prompt payment is appreciated.

If you are having trouble making a payment, please get in touch with us as soon as possible; we are happy to work with you.

Ongoing unpaid fees may result in your child's place being suspended until payments are up to date.



WINZ Subsidy

We are an approved OSCAR provider, and many whānau may be eligible for the Work and Income OSCAR Subsidy to help with childcare costs.

We are happy to support you with any forms or information needed to apply. However, all whānau are responsible for this process and liable for all fees until Subsidy Payments have been received.

Please note the WINZ OSCAR Subsidy cannot be applied to casual bookings.

Food

kai plays a very important part in all of our programmes.

We believe that providing healthy food and regular kai times is crucial to supporting tamariki wellbeing and energy levels; and we hope to ensure no child leaves our programmes with a hungry puku.

At Before and After School Care we provide a range of breakfast and afternoon tea options. During Holiday Programme, we provide breakfast, morning tea, lunch (including packed lunches on trip days) and afternoon tea. Throughout all our programmes, we have fruit and water readily available for the children.

We encourage healthy food options and a balanced approach to food. By sharing kai, it is also a chance for tamariki to connect, relax, and enjoy time together. We also regularly include baking/cooking activities in our programmes. This allows tamariki the opportunity to learn new skills, work together, and explore food in a hands-on way, all whilst building a positive relationship with food.

- **Allergy and Dietary Needs**

We cater to all allergies and dietary requirements. Please ensure these are clearly noted on your child's enrolment form and chat to the Programme Manager if you have any concerns/questions.

- **No Nut Policy**

We are a nut-free programme, and ask that no nut products are brought on site. If you are packing lunch or snacks for your child, please ensure you are checking the packages and labels.



please see our **Health and Safety Policy for full information*

Health & Safety



The health and safety of our tamariki is our top priority. We have clear procedures in place to ensure a safe and supportive environment for all children in our care.

Sign In & Sign Out

- All children must be signed in and out each day by a parent/caregiver or authorised person.
- This is an important safety requirement and helps us ensure all tamariki are accounted for at all times.

Illness

- Children who are unwell should not attend the programme. To help prevent the spread of illness, children must be kept home for at least 24 hours after vomiting, diarrhoea, or fever.
- If a child becomes unwell while in our care, whānau will be contacted and asked to arrange prompt pick-up.

Toileting

- Tamariki have access to designated toilets within our facility.
- We encourage independence and keep assistance to a minimum. If assistance is required, two staff members will support the child to ensure safe supervision.
- Children are required to be toilet trained to attend our programmes; if you have concerns regarding this, please speak with the Programme Manager.

Medication

- A medication form must be completed before medication can be administered.

Allergies & Medical Conditions

- Please ensure all allergies or medical conditions are clearly noted on your child's enrolment form. Individual management plans may be put in place where needed to support your child's safety and wellbeing.

Accidents & Incidents

- If an accident or incident occurs, staff will provide appropriate first aid and record the details as required. Whānau will be informed of any incidents involving their child.



Health & Safety Cont.

Emergency Procedures

- We regularly practice emergency drills, including fire drills once-termly at Before and After School Care, and once-weekly at Holiday Programme.
- In the event of an emergency, staff will follow established procedures to ensure all children are kept safe and accounted for.

Sun Safety

- Tamariki are required to wear hats and appropriate clothing during outdoor play between the beginning of Term Four and the end of the April School Holidays.
- Sunscreen is regularly applied throughout the day during the above time period. This typically aligns with mealtimes to best fit the structure of our programme. Depending on the nature of the activity, applications may occur more frequently.
- Sunscreen is readily available to both children and staff, and spare sun hats will be made available when possible.
- For any outdoor water-based/swimming activities, rash shirts are highly encouraged for all tamariki. This provides an extra layer of protection from the sun if/when sunscreen washes off.

Safe Environment

- We maintain appropriate staff-to-child ratios at all times; including always having a minimum of two staff on site/working with our tamariki. Our ratios are as follows:
 - A staff ratio of 1:10 whilst on-site (in-house activities).
 - A staff ratio of 1:8 for off-site (Trips & Excursions).
 - A staff ratio of 1:6 for high risk activities.
 - For high-risk/water based activities, ratios are to be determined via risk assessment.
 - Changes to the above ratios may be adjusted following the completion of a thorough risk assessment process.
- All staff are trained to provide a safe, supervised, and supportive environment for tamariki.

We work in partnership with whānau and the wider community of our tamariki to ensure we are meeting the health and safety needs of every child in our care; and their overall wellbeing is always at the centre of our decision making.

Behaviour Guidance



At Pukete Community Centre OSCAR, we support tamariki to develop positive relationships, confidence, and self-management skills in a safe and respectful environment. We use a positive guidance approach, focusing on encouragement, respect, and clear expectations – whilst acknowledging that every child is unique and requires a different approach.

Tamariki are supported to understand their feelings and learn appropriate ways to express them. We encourage all tamariki to follow our core values in the way they interact with others and the world around them:

- **Open hearts & minds:** Being welcoming, inclusive, and respectful of everyone in our space.
- **Strength:** Giving things a go, trying again, and asking for help when needed.
- **Compassion:** Showing kindness and care for others through manaakitanga.
- **Aroha:** Showing respect and care for ourselves, others, and our environment.
- **Recognition:** Taking responsibility for actions, celebrating successes, and learning from mistakes.



• Supporting Behaviour

Staff will guide tamariki to make positive choices. We use strategies such as redirection, problem-solving, and calm conversations to help resolve conflicts. Tamariki are encouraged to take responsibility for their actions and repair relationships where needed.

• Ongoing Concerns

If a child is struggling to meet expectations, we will work closely with whānau to support them. This may include developing a plan together to ensure the best outcomes for the child and the programme as a whole.

THANKYOU

Contact Us

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