

SUITS & GUMBOOTS

country daycare

46 Waerenga Rd, Te Kauwhata

(07) 826-4404

Office Contact; Liz: info@suitsandgumboots.co.nz

Website: www.suitsandgumboots.co.nz

Manager; Sarah Hardy Illanes: sarah@suitsandgumboots.co.nz

After Hours:

Director; Steph Griffin: steph@suitsandgumboots.co.nz

Hours of Operation:

Monday to Friday 7.30am to 5.30pm





Kia Ora and Welcome Whaanau!

Suits and Gumboots Country Daycare is a family owned and run Early Childhood centre in the heart of Te Kauwhata. Steph and James have loved raising their own children within these walls and are proud of the home we have created to share with you.

We believe in learning through play and offer learning experiences through a low structured play-based environment. We believe that children are only little for so long so should be allowed as many opportunities to play and be wild in nature with their friends while their imaginations still allow.

We encourage you to join us as we get to know your child and explore learning through their individual interests. We know that your role as the parent/caregiver is the most important relationship for your child. We take your lead in getting to know your child and how best to meet their individual needs.

We have an amazing team of Kaiako who have a deep love for their work and who are committed to connecting with your child. Our "Home away from Home" learning environment is a space that is warm and loving and supports your child in finding the courage to take risks and grow their life skills as confident tiny humans. We value the learning that occurs in 'real life experiences' and take a dispositional approach to implementing our Curriculum, Te Whaariki. This is reflective in our planning and evaluation.

Community is an important aspect of our Suits and Gumboots Centre. We spend a lot of our days building this relationship through walks, visiting and exploring what our small rural town has to offer us. We look forward to meeting you and your child, and welcome you into our whaanau at Suits and Gumboots Country Daycare.

Steph & James Griffin,
Kaitiaki at Suits and Gumboots



Our Philosophy

"AT SUITS AND GUMBOOTS COUNTRY Daycare, We Learn ABOUT OUR IDENTITY;
WHO AM I AND WHERE DO I COME FROM?"

We value "sense of belonging" and we focus on fostering respectful relationships
with ourselves, our families, our communities and our environment.

We offer Learning experiences that are unique to living in our rural community.

We nurture a safe and secure Learning environment which extends our children's
minds and explores their evolving interests and natural talents.

We seek family participation and encourage partnership in celebrating our children's
success in their Learning Journey."

*Our philosophy is visually represented on our wall in reception to capture in action, our
commitment to the philosophy that drives us here at Suits and Gumboots.*

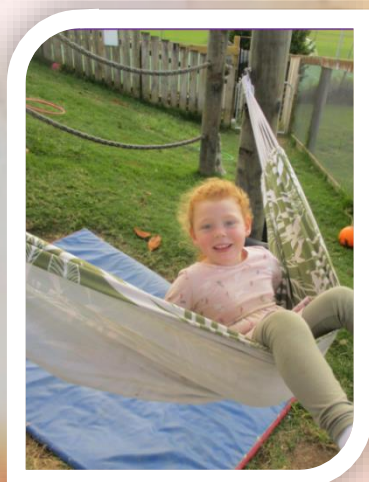


Alongside our philosophy, Te Whaariki - the New Zealand Early Childhood Curriculum guides our days at Suits and Gumboots.

- **Whakamana- Empowerment**
The Early Childhood Curriculum empowers the child to learn and grow
- **Kotahitanga- Holistic Development**
The Early Childhood Curriculum reflects the holistic way children learn and grow
- **Whanau Tangata- Family and Community**
The wider world of family and community is an integral part of the early childhood curriculum
- **Nga Hononga- Relationships**
Children learn through responsive and reciprocal relationships with people, places and things.

Suits and Gumboots will provide opportunities for learning in all of these areas. We will implement these principles as a core part of our teaching philosophy and actively promote them through learning opportunities. Literacy and numeracy will naturally weave throughout our daily programme, which is driven by your child's own interest and wonder.

We aim to foster positive and loving interactions between your child and the Kaiako that share their day, and use intentional teaching strategies to help our children develop as capable and confident learners.



Getting to Know Us

When you first visit our centre, you will be welcomed by our friendly staff and invited to tour around our learning environment. We are very proud of our centre and are open to any questions or comments you may have. We encourage parents to browse through our policies and procedure statements to be comfortable with how we will meet the needs of your child. You will find relevant policies attached to walls around the centre but you are welcome to view any that are not on display.

Our rural setting inspires many of the experiences we offer at Suits and Gumboots. Our tamariki feed our hens and love collecting the eggs. We harvest and plant vegetables in the garden and explore nature in wild and non-restrictive play. During springtime we regularly have baby animals who we raise with love and care. We know how important getting out and enjoying all nature has to offer can be for our emotional wellbeing. We value all weather play and can be found outside jumping in puddles in our gumboots and wet weather gear all year around.



Liz McKelvie-Lines
(Administrator)



Sarah Hardy-Illanes
(Manager)

Kai at the centre

Our service is fully catered. Your tamariki will enjoy hot food options such as roast meats and vegetables, pastas and rice dishes three times a week and sandwiches on the remaining days. Home baking, cereals, yoghurt, smoothies and selections of fruit make up our Morning and afternoon tea. We aim for 'just like home' meals and always have an option for those pickier eaters out there. Kai time is a special ritual. For us it is about the experience and connection that we share around the kai table. We prefer to offer children the freedom to make choices around their kai and this is extended to our meal-times through a mixture of rolling kai times and banquet style feasting.



Lynley O'Neill
(Kai Creator)

There are many other times of the day, which are not scheduled meal-times, where spontaneous kai time can occur. Tamariki are involved in food-making processes and are regularly seen baking yummy treats to enjoy together. They also have the opportunity to take responsibility for helping to set up and clean up from meal-times. In the Homestead room, tamariki rinse and stack their own dishes after meals ready for the dishwasher. We work together in partnership to learn new life skills and to prepare for different routines in our day. Please chat with us about your child's individual nutritional needs and we will do our best to ensure these are met.



Ngahere excursions (Bush trips) and adventures in our community.

Our centre van provides many opportunities for us to explore the world around us, as well as regular walks in our community to attend local events and places of inspiration. Our van is geared up with car seats and enables us to have regular small group excursions. Our bush excursions are one of our most favourite adventures where tamariki can be found making huts in the trees, sliding in the mud and designing their own play environments using all that nature has to offer. These are an optional addition to our programme, at an additional charge of \$10 per trip, so please let us know if you wish for your child to not be on the Ngahere rotation.



Capturing your child's learning

All tamariki will be given a portfolio which will be filled with photos and stories of their time with us. This portfolio will become a valued part of their childhood and is gifted back to them when it is full or when it comes time to them to leave the centre. You are invited to take your child's learning Portfolio home regularly, share and enjoy what your child has been up to and even contribute to it with the adventures you get up to at home.

We also have an online forum 'Story Park' where you have ownership over adding whaanau and sharing your child's learning. This is completely private to who you add and is an extension of your child's portfolio. You can download the app for easy access on your phone. An annual subscription of \$25per child will be charged to your account on the 1st of June each year.



Introducing our rooms.

Our Nest

(Licence: 10 Under two years and up to 10, two - three year olds = Maximum 20 tamariki)

Welcome to **The Nest** room at Suits and Gumboots. The core Kaiako in the Nest are;



GRACE Geck
(Head Kaiako)



Emma Nevill
(Teacher in training)



(Nan) Karen
Beddis-Herd



Nicole
Coxhead



Naomi Rudolph



Lisa Biggs
(Reliever)

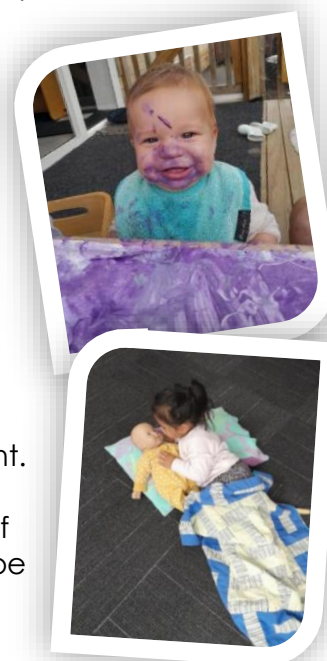
These Kaiako work closely as a teaching team with tamariki and whaanau, to provide the best learning opportunities possible for all our tamariki. The environment is homely and welcoming, where everyone is included and their mana is valued. This is achieved by following each individual child's routine from home. Kaiako recognise the value of 'parents as first teachers' and we take your lead as much as possible. Open conversations occur regularly to assess changing needs, share special moments and the learning that is occurring for your tamariki. We see the importance of following each child's routine and our daily rhythm can easily wiggle to accommodate this. By being so individually focused it means their needs are met and their sense of belonging is nurtured. As our tamariki grow, their routines naturally fall into sync with each other and they begin to share kai and sleep times at set times of the day.

Kaiako understand and respect the skills that our young tamariki have already developed and bring with them each day. We develop learning plans for each child by noticing and recognising their interests and planning to support this in our environment. We understand and respect the importance of free movement and child directed play. Confidence is grown through repetition of experiences and feeling confident to take risks and try new things, all things that we aim to provide within our tight knit Nest.

We have key caregivers that help to support our youngest pepi. This allows for continuity of care to take place during these early stages of development. You will have a person as your 'go to person' to share info about individual care needs. However, all the Kaiako in this room will know your child well so if their key caregiver is away you can rest assured that your child's needs will be met throughout the day.

Transitioning through the rooms

We are lucky enough to be able to offer an environment that makes transitioning throughout the centre easy. Our toddlers spend a lot of time through in the Homestead room, especially in the outside environment exploring with their older Tuakana.





Our big kids are great role models and leaders for our wee ones and will guide them through routine times and play each day. This means that when it comes time for our young ones to begin their transition journey, they already know the teachers and children who will share their day and the transition will be a natural smooth progression and exciting time for them. Our transitions are flexible and proceed at the speed and direction of your child. They are welcome to come back and spend time in the Nest during the day when they wish and will maintain these relationships throughout their journey at Suits and Gumboots.

Our Homestead

(Licence: Up to 41 two - six years olds each day)

Welcome to **The Homestead** room at Suits and Gumboots. The core Kaiako in the Homestead room are;



Jasvir
Kaur



Natasha
Devenie



Monica
Formas



Paige-Tyler
Kaye-Sullivan



Grace
Bell



Heike
Schwenke



Sienna
Devenie



Chloe
Ronaki (Head
Kaiako)

We all look forward to spending time with your child and getting to know your family. The children in this room are all aged approximately 2.5– 6 years old and this is reflected in what opportunities are available throughout their day.

Morning tea is a rolling kai, as some of our children are only just arriving for their day and are focused on getting busy in their play rather than joining us for a feast just yet. From 9.30 to 10.30 food is available on the kai table. Kaiako are there to support children and will keep a record of who has eaten, reminding those that have not eaten that kai is available. It is the child's choice whether they eat at this time. Lunch is a sit-down social time around 12 noon. Having 2 kai times ensures we can slow down and spend time with children, have conversations and enjoy each other's company. Kaiako and children sit together to enjoy lunch and encourage a family style kai ritual. The korero and 'slowed down pace' of time together with kai is a special time of the day. Afternoon tea is around 3:30 pm and is also a sit-down kai.



We support all weather play. There is an indoor/outdoor flow throughout the day allowing children to choose where they wish to play. Our resources follow a 'loose parts' ideal. Open ended and unstructured play makes up our days. This allows some amazing imaginative and social play to flow. Water play is available in the sandpit all day, art and messy play experiences along with bikes, sports equipment, and carpentry. It is ideal if children have two or three changes of clothes in their bags for these experiences. Wet weather gear in the winter and togs in the summer are always handy.

Spontaneous hui times as a group occur throughout the day. During this time, we may read stories, play games, sing and dance or snuggle up for a story in a small group. This is also a time where we celebrate our children's birthdays, graduations and special events. Our group times are determined by the rhythm of the day, and the mood of our tamariki.



We understand you may have lots of questions about what goes on in the Homestead room and we are always available to chat with you anytime about what we are passionate about here.

Transition to school

'School Readiness' at Suits and Gumboots is focussed on dispositions of learning. Being confident to take risks, independence and developing self-help skills, the ability to problem solve and make choices for themselves and above all else- be a good friend. These values focus on the core foundation life-skills that are essential before a child can begin 'school learning'.

Transition to school begins when your child is around 4 years old. We have a transition teacher who will guide you through this journey, support you in choosing a school, schedule some school visits in preparation for your child turning 5 and answer any questions you may have about this journey. This Kaiako will work



Our local schools, Waerenga and Te Kauwhata Primary support cohort entry which means children start school in cohorts after they have turned five. There are two entry points per term: one on the first day of each term and one at a mid-point during term. Heading to school when your child turns 5 is completely your choice and if you feel your child is not quite ready yet, they can make this transition at any time after their 5th birthday. Your child can remain at Suits and Gumboots until they are 6 years old. We will support you and your child through this transition as they experience school visits and preparing for their last day.



Settling in & the start of your "Suits & Boots" Journey

Following your first visit, you will be offered an enrolment form and once a start date is decided, we will select two visit dates prior to your starting date so that both you and your child become familiar with the centre and staff. This is an important part of settling your child and is a requirement before your child can begin their journey with us. You are welcome to have as many

visits as you would like in addition to the first two; the more you can do the more settled and comfortable your child will be when their first day arrives.

On their first day, your child will need to bring a bag filled with spare clothes, extra layers for warm or cool weather and appropriate shoes. Feel free to also bring a special item that may provide comfort if your child becomes upset. Also, if your pepi is starting in the Nest and still requires formula, this will need to be provided from home and remember to bring their notebook that will have been provided in the Nest room during your visits.

It is important that you say goodbye to your child when you leave for the day, rather than slipping off when they are settled. This helps them to understand that you are leaving but will return soon, and learn the skills needed to settle into their day with us. Kaiako are ready and willing to assist your child in saying goodbye and supporting them to start their day.

Although starting your child at an early childhood centre can be exciting for both parents and children, there may be times where you may have worries. We understand the difficulty in leaving your child when they get upset, so we will be there to support you and your child in whatever way possible to manage any separation distress experienced.

We look forward to your family joining our whaanau at Suits and Gumboots Country Daycare- Let the adventures begin!



Understanding our Fees

(Effective 01 June 2025)

NB: Fees for daily rates are subject to an annual increase of \$1 per day effective 1 April each year.

- ❖ We are open between the hours of 7.30am to 5.30pm.
- ❖ You choose the hours that your child arrives and leaves, with a **minimum of 6.25hrs** per day. Changes to these hours require **two weeks' notice**, due to strict staffing ratio requirements.
- ❖ It is a Ministry of Education requirement that enrolled hours need to reflect the child's booked in/out times as close as possible. Please let us know if you need to make a change to your hours.
- ❖ Kai, Nappies and sunblock are included in our fees.
- ❖ A monthly Storypark subscription of \$2 will be added to my account each month.
- ❖ Bush excursions are an additional \$10 per trip charge. This is an optional addition so please let us know if you wish to be excluded from this rotation.

Our Fees

Under 3 Full days (7:30-5:30pm)

Day 1:
\$58

Day 2:
\$116

Day 3:
\$174

Day 4:
\$232

Day 5: \$275
(25% discount-
\$43 day charge)

2-3 year olds half day (6.25hours)

Day 1:
\$32

Day 2:
\$64

Day 3:
\$96

Day 4:
\$128

Day 5:
\$160

Over 3: 20 subsidised ECE hours (plus an extra 11.25 hours available subsidised by centre) (6.25 hr day maximum between 830 - 3.15pm)

Day 1:
\$6

Day 2:
\$12

Day 3:
\$18

Day 4:
\$24

Day 5:
\$30

Over 3 ECE+1 additional hour (Up to 7 hours) (includes daily rate)

Day 1:
\$16

Day 2:
\$32

Day 3:
\$48

Day 4:
\$64

Day 5:
\$80

Over 3 year Full day (7:30-5:30pm) (More than 7 hours) (includes daily rate)

Day 1:
\$37

Day 2:
\$74

Day 3:
\$111

Day 4:
\$148

Day 5:
\$185

ECE hours (3- 6 year old's)

- **20 ECE Hours** - Once your child turn's 3 they are eligible for 20 ECE hours funded by the Ministry of Education, for **up to 6 hours per day**. The minimum hours per day at Suits and Gumboots is 6.25hrs. We offer an additional 11.25hrs of subsidised childcare per week, which allows your child to attend 5 days per week between the hours of 830am-3.15pm, (31.25 hrs maximum for week). Days are subject to availability.

Payment Structure.

- You will be invoiced every Monday for the current week of attendance. Your invoice is expected to be paid in full each week. Failure to do so may result in losing your space at the centre. Please let us know the frequency of your payments outside of weekly. Any automatic payments made during the week will be shown on the following week's invoice.
- We do not have card payment facilities on site. Cash can be accepted, however a **weekly automatic payment by internet banking** is our preferred means of payment.
- A non-refundable Enrolment fee of \$100 is payable to secure your space and to remain enrolled on our waitlist. This fee covers an enrolment admin fee, a welcome pack with essential goodies in your first week of attendance and the first year of Storypark Subscription. If you change your mind or your circumstances change after enrolling with us this fee will not be refunded.
- We offer a discount of 10% to families with more than one full fee-paying child attending. This discount is applied to the child with the highest fee's and does not apply for children attending ECE hours.
- Two weeks' notice must be given for any change of bookings required. You will be charged at the normal rate if any changes are made without notice.
- Booked times must reflect attended times. If your child does not attend the hours booked, the office will review your booking. There is some flexibility in this, e.g. we are happy for you to pick up early on occasion as long as your usual attendance equals your usual booking. **This is also a Ministry requirement.**

Our bank details are;

Suits and Gumboots Country Daycare (2021) Ltd

ANZ 06-0329-0765543-00

Reference: Child's first and last name

Additional charges as applicable:

- Late pick up charges are as follows:
 - \$5 per 5 minutes after five minutes outside of booked pick up time.
 - \$10 per 5 minutes outside of our Licence Closure time of 5.30pmNB: These charges will be automatically added to your fee invoice.
- Casual (extra days) will be taken on a case-by-case basis. If we have a vacancy at that time, we may be able to assist. Please consult Sarah. We strive to support the changing needs that life throws your way.
- Non-payment of fees for three weeks with no arrangements made will result in your child's place being reallocated to the next child on the waiting list.
- Non-attendance notification for 3 consecutive weeks will result in your child being removed from the centre roll.

- Should we deem it necessary to involve a debt collection agency to recover fees, the full debt collection costs will be added to your account and be payable by you.

Childcare Subsidy

You may be entitled to a Childcare Subsidy to help cover your fee's. Below are the [Childcare Subsidy](#) income thresholds and maximum rates as at 1 April 2025:

The rate you get depends on how many children you have and how much your income is.

Childcare Subsidy

You have 1 child

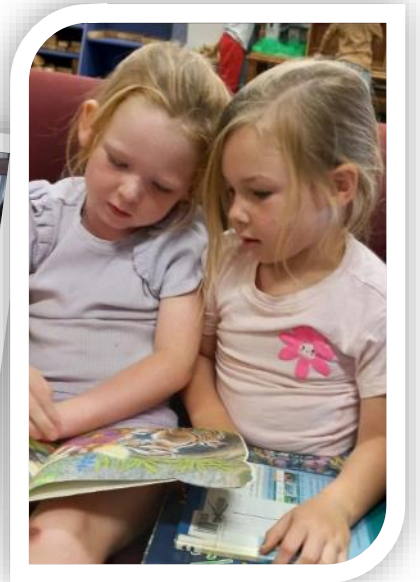
Weekly income, before tax	Hourly rate per child	Weekly rate per child (50 hours)
Less than \$1,099	\$6.52	\$326
\$1,099 to \$2,001.99	\$5.20	\$260
\$2,002 to \$2,168.99	\$3.64	\$182
\$2,169 to \$2,335.99	\$2.03	\$101.50
\$2,336 or more	nil	nil

You have 2 children

Weekly income, before tax	Hourly rate per child	Weekly rate per child (50 hours)
Less than \$1,264	\$6.52	\$326
\$1,264 to \$2,302.99	\$5.20	\$260
\$2,303 to \$2,484.99	\$3.64	\$182
\$2,485 to \$2,669.99	\$2.03	\$101.50
\$2,670 or more	nil	nil

You have 3 children

Weekly income, before tax	Hourly rate per child	Weekly rate per child (50 hours)
Less than \$1,416	\$6.52	\$326
\$1,416 to \$2,568.99	\$5.20	\$260
\$2,569 to \$2,786.99	\$3.64	\$182
\$2,787 to \$3,003.99	\$2.03	\$101.50
\$3,004 or more	nil	nil



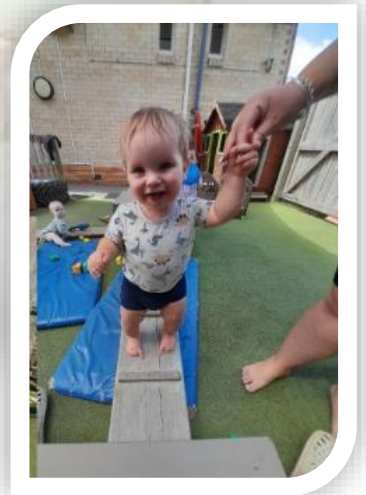
Standard Policy Overviews

Signing in and out

For safety reasons, you are required to sign your child in and out of the centre. You will find sign in/out forms on the reception desk. Please ensure that you have greeted a staff member before departing the centre so that we are aware that your child has arrived for their day and we can discuss anything important before you head off for the day.

Holidays

- We are open for all school holidays. For the 2 weeks between Christmas and New Year our centre reduces its hours, but still maintains a minimum 6.25 hour day. You will be notified of any public holidays and Christmas hours sufficiently in advance.
- You will be required to "pre-register" your child's attendance during the Christmas period, as all children will be assumed to be on holiday unless you notify us otherwise. This is to help us maintain accurate ratio's and enable staff to have a holiday if they are not required.
- During the year the teachers may have up to two planned 'teacher only afternoons' where the centre closes at 3pm. You will be given at least two months' notice of these dates to find alternative care for your child. These two days will not incur any fees.
- All holidays require **two weeks' notice**.
- All children are entitled to up to 3 weeks holiday, pro rata basis, per enrolment year. A 50% retainer will be charged for those 3 weeks. After that you will be charged your normal full fee, plus a \$30 per week additional charge, due to loss of funding outside of the 3 weeks. If you do not want to pay this fee, your spot will be offered to our waitlist. There are forms available at reception to secure pre-determined dates in our system.
- Statutory holidays outside of the close down period will be charged at 50% of your normal daily fee. These days are additional to your 3-week holiday allocation.
- Children who are claiming the 20 ECE hours are also only entitled to 3 weeks holiday per year. It is still necessary that you provide notice for absences if your child is attending ECE hours so we can adjust our staffing accordingly. Absences for longer than 2 weeks with no contact may result in a withdrawn enrolment. This could mean your child's space may no longer be available.



Illness Policy

- Sick days will be charged at your normal daily fee. If there are unusual circumstances that may prevent your child from attending through illness, please discuss this with the Centre Manager.
- Please do not bring an unwell child into the centre. This causes distress to the child, additional attention is needed by staff for nursing purposes and passing of sickness around the centre. We cannot provide one on one nursing care to your child. The best place for

them when unwell is tucked up at home with you. Please refer to our Illness Policy in your welcome pack for more information

Vomitting and Diarrhoea.

A person will be considered infectious if they;

- Vomit once (does not include milk 'spills' in our Under 2 room)
- Have has two episodes of diarrhoea
- Arrive at the centre after having diarrhoea and/ or vomiting overnight.

A person who has had diarrhoea or vomiting may return to the centre when;

- They have been clear of vomiting and diarrhoea for 48 hours. However, if they proceed to have loose stools and/or vomiting it will be assumed they are still unwell and you will be required to collect your child from the centre.

In the case of diarrhoea caused by antibiotics, a medical certificate may be required stating that they child does not have a contagious illness, prior to the child returning to the centre.

High Temperatures.

38°C and over is considered to be a high temperature (as directed by the MOH). When children have a high temperature, we will cool them with a tepid flannel, give drinks of water or provide ice blocks, remove extra layers of clothing and monitor for a half hour period to see if we can bring their temperature under 38°C. if we are unable to do so we will phone you to come and collect your Tamariki.

Sleeping.

All children requiring rest and sleep will be provided with a quiet space and their own bedding. We encourage usual sleeping routines as at home so we may discuss this with whaanau during their visits as well as ongoing through their time at Suits. Quiet spaces for rest will be provided in our environment. We believe that children can determine if they are tired and encourage them to recognise when they need to rest their bodies.

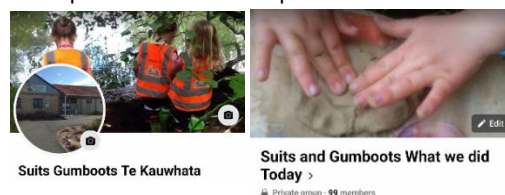
Children will transition to a floor mattress leading up to their transition from the Nest to the Homestead room. Once a child has drifted away from individual routines of more than one sleep each day, Tamariki will generally transition to rest after their kai time. Staff perform 'wellbeing' checks every 10 minutes, so Tamariki are closely monitored during their sleep pe riod.

Toileting learning.

We supply nappies for your child while they are in our care. We are very happy to support your efforts to toilet learn your child. Toilet learning needs to start at home so please ensure your child has had some experience and success at home. One of our key Kaiako will follow the child's lead at the centre by gently reminding and helping them through this time. However, for hygiene reasons, it is important that your tamariki remain in pull-ups until they can use the toilet for bowel movements. Please ensure you pack multiple changes of clothes as we navigate this journey. Feel free to talk to any of our teachers prior to starting toilet learning, so we can explain our policy and support you through this journey.

Facebook.

We do our best to provide you with all the information you need to fully participate in what we do here at Suits and Gumboots. We have a private Facebook page which we use as a newsletter to share up and coming information with you. It is a good idea to get amongst this page so you can keep up to date with what is going on at the centre. We also use this space to share pictures of



what we have been up to on our days at the centre so get connected with us. You will have to join our main Facebook page 'Suits Gumboots Te Kauwhata.

Sun Safety

Our Sun Safe policy is upheld for outside play in Term 4 and Term 1. Please apply sunscreen to your child in the mornings (supplied at reception). We will reapply this after lunchtime. A Sunhat will be supplied at the beginning of your enrolment however if you require a replacement, additional hats are available to purchase for your child at a cost of \$20 each.

Footwear

We have a no-shoe policy in our Nest to maintain the hygiene of the crawling space for our youngest pepi. Some of our staff have 'inside only' shoes as they cannot maintain bare-feet over an extended period of time. We ask that you encourage your child to remove muddy shoes in reception and carry them to our bag storage area for use outside. Especially their gumboots in winter. During colder weather, your child may prefer to wear slippers inside. Gumboots are wonderful as children can slip these on and off themselves. Jandals are to be avoided if possible; these can often cause a child to trip. Bare feet are also encouraged.

Outerwear

Please dress your child/ren in clothes that are comfortable and suitable for all kinds of 'messy' play. Although the paints we buy are 'washable', sometimes paint can stain clothes so please avoid new clothes if possible. The centre has spare clothes if needed but we encourage that each child will need at least two changes of clothes from home each day in order to fully participate in our day.

Waterproof bag

As part of your enrolment a wet bag is provided. Please provide this each day to store your children's wet and dirty clothes in. To not lose clothes when children are getting changed it is also helpful that all clothes are clearly named to avoid disappointment when clothes get muddled up. Your children are still learning to take responsibility for their belongings. We do our best to stay on top of clothes, however, please support us to do so by naming your children's clothes. There are additional wet bags available for purchase for \$15 from the centre if needed.

Give us feedback- help us grow!

We want to know that we are meeting your expectations in providing you and your child with the care that best fits your needs. "If you don't tell us we won't know". Any feedback or areas of growth can be shared with any member of the team you feel most comfortable with and we will discuss together to make improvements. Please do share feedback with us regularly so that we can meet your changing needs. We encourage you to please participate in any surveys or questionnaires that may occur over your time at Suits and Gumboots as this information is really important to guide our improvements and practices. We maintain an open-door policy, so please feel free to talk to any one of us about your child and their needs at any time.

Complaints.

Official complaints should be directed through the Centre Manager or Director. Contact can also be made via the email addresses and phone numbers listed on the front cover of this booklet. We have a complaints procedure which is available in the reception area. Please feel free to ask for a copy of it at any time.

Waitlists.

A Space at Suits and Gumboots can only be secured with a completed enrolment form. We will then confirm the space and a start date with you. To jump onto our waitlist, please complete an enrolment form and return to reception.

Where are we?

