



KIA ORANA

Our Pēpē

Food and Drink Policy

Rationale

To safeguard children's health and wellbeing by ensuring food and drink practices meet nutritional, hygiene, and safety requirements under Cook Islands law.

Purpose

To promote healthy eating habits, support child development, and ensure food provided and consumed at the centre is safe, appropriate, and culturally respectful.

Scope

This policy applies to all staff, volunteers, students, contractors, parents, and caregivers involved in the provision, preparation, or supervision of food and drink at the centre.

Policy Statement

Children are supported to eat safely, independently, and positively. Food and drink practices prioritise health, nutrition, hygiene, and inclusion. Unsafe or inappropriate practices are not permitted.

Legislative Framework

This policy is guided by and complies with the following legislation and obligations:

- Education Act 2012
- Public Health Act 2004
- United Nations Convention on the Rights of the Child

Principles

- Nutrition supports growth, learning, and wellbeing
- Children develop independence through supported self-help skills
- Food safety and hygiene are essential
- Allergies and dietary needs are managed with care
- Families are partners in promoting healthy eating

Procedures

Food Provision

- Parents and caregivers are responsible for providing nutritious food for their children unless otherwise agreed by the centre
- Guidance is provided to families on suitable and appropriate foods
- Food provided must be fresh, clean, and safe to consume



KIA ORANA

Our Pēpē

Food Safety and Hygiene

- Pure note kai before every meal or snack
- All food is stored, prepared, and served in a hygienic manner
- Safe food handling practices are followed at all times
- Staff and children wash hands before food preparation and eating
- Eating areas and surfaces are cleaned before and after use

Allergies and Special Dietary Requirements

- A current list of children with food allergies or dietary needs is maintained and displayed in food preparation areas
- Allergy information is shared with all relevant staff
- Steps are taken to prevent cross contamination
- Parents must inform the centre of any changes to dietary needs

Drinks and Hydration

- Clean drinking water is available to children at all times
- Children are encouraged to drink water regularly throughout the day

Supervision and Eating Practices

- Children are supervised at all times while eating
- Children are seated at tables or appropriate eating areas
- Food is not provided while children are lying down or in bed
- Staff encourage safe eating practices and age appropriate self feeding

Infant Feeding

- Formula and specialised feeding requirements for infants are provided by parents or caregivers
- Bottles and feeding equipment are clearly labelled
- Feeding routines are followed in consultation with parents

Positive Eating Environment

- Mealtimes are calm, social, and supportive
- Children are not forced to eat
- Healthy attitudes toward food are modelled by staff



KIA ORANA

Our Pēpē

Roles and Responsibilities

- Staff follow this policy and food safety procedures at all times
- Parents provide accurate information about dietary needs
- Management ensures systems are in place to support safe food practices

Monitoring and Review

- Food related incidents are recorded where required
- Practices are reviewed regularly for safety and compliance
- This policy is reviewed in line with legislative updates and best practice

Date Adopted:

Review Date:



KIA ORANA

Our Pēpē

Accident, First Aid, and Illness Policy

Rationale

To protect children's health and wellbeing by ensuring prompt, appropriate, and safe responses to accidents, injuries, and illness, and clear communication with parents and caregivers.

Purpose

To ensure all children who are injured or become unwell while attending the centre receive timely care, appropriate medical attention, and safe supervision.

Scope

This policy applies to all staff, volunteers, students, contractors, and visitors involved in the care and supervision of children at the centre.

Policy Statement

Children's health and safety take priority at all times. Accidents and illness are managed promptly, calmly, and professionally. Parents and caregivers are informed without delay. Records are maintained accurately.

Legislative Framework

This policy is guided by and complies with the following legislation and obligations:

- Education Act 2012
- Public Health Act 2004
- Crimes Act 1969
- United Nations Convention on the Rights of the Child

Principles

- Children receive immediate and appropriate care
- Staff act in the best interests of the child
- Parents and caregivers are informed promptly
- Records support accountability and continuity of care
- Health and safety risks are managed proactively

Procedures

First Aid Provision

- A trained first aider is present at all times when children are in attendance
- Senior staff members hold current first aid certification relevant to early childhood care
- First aid kits are accessible, stocked, and checked regularly



KIA ORANA

Our Pēpē

Accident and Injury Management

- Injuries are assessed immediately by a trained staff member
- First aid is provided according to training and centre procedures
- Children remain supervised and supported at all times

Illness Management

- Children showing signs of illness are monitored closely
- A child assessed as unwell or unfit for care is separated from group activities while remaining supervised
- Parents or caregivers are contacted for immediate collection

Emergency Response

- Emergency services are contacted immediately if an injury or illness appears serious or uncertain
- Staff remain with the child until emergency assistance arrives
- Parents or caregivers are notified as soon as possible
- Any medical costs incurred remain the responsibility of the parent or caregiver

Communication With Parents and Caregivers

- Parents are informed of all accidents, injuries, or illness occurring at the centre
- Notification occurs verbally and through the centre's communication system
- Serious incidents are communicated immediately

Recording and Documentation

- All accidents, injuries, and illnesses are recorded in the Accident and Illness Register
- Records include date, time, details of the incident, action taken, and staff involved
- Parents or caregivers are asked to acknowledge records where required

Infection Control

- Hygiene and cleaning procedures are followed after illness or injury incidents
- Staff follow centre guidelines for managing infectious conditions
- Children return to care only when fit to participate safely

Roles and Responsibilities



KIA ORANA

Our Pēpē

- Staff follow this policy and act within their training
- Management ensures staff training, equipment, and systems are maintained
- Parents provide up to date emergency contact and medical information

Monitoring and Review

- Incident records are reviewed to identify risks and trends
- Procedures are updated in response to incidents or legislative changes
- This policy is reviewed regularly

Date Approved:

Review Date:



KIA ORANA

Our Pēpē

Behaviour and Management Practices Policy

Rationale

To meet Cook Islands legal obligations and to protect the physical, emotional, and cultural wellbeing of all children.

Purpose

To provide a safe, respectful, and nurturing environment where children learn positive behaviour through guidance, modelling, and encouragement.

Scope

This policy applies to all staff, volunteers, students, contractors, and visitors involved in the care or education of children at the centre.

Policy Statement

Children are always treated with dignity and respect. Behaviour guidance supports learning and development. Punitive, harmful, or degrading practices are prohibited.

Legislative Framework

This policy is guided by and complies with the following legislation and obligations:

- Education Act 2012
- United Nations Convention on the Rights of the Child

Principles

- Children learn behaviour through relationships and environment
- Behaviour reflects developmental stage and individual needs
- Guidance focuses on safety, understanding, and self regulation
- Cultural values and family practices are respected
- Parents and caregivers are partners in behaviour support

Procedures

Positive Guidance

- Staff model calm, respectful, and caring behaviour
- Guidance uses praise, encouragement, redirection, and clear expectations
- Language used with children is age appropriate and respectful
- Staff support cooperation, sharing, empathy, confidence, and independence

Safe Environment



KIA ORANA

Our Pēpē

- A safe physical and emotional environment is maintained at all times
- Supervision is active and appropriate to age, activity, and setting
- Children are supported to feel secure, included, and valued

Prohibited Practices

The following practices are strictly prohibited at all times:

- Physical punishment or force
- Verbal abuse, threats, ridicule, shaming, or humiliating language
- Isolation without supervision
- Solitary confinement
- Deprivation of food, drink, rest, or comfort
- Any practice that causes fear, distress, or harm

Managing Inappropriate Behaviour

- Behaviour is addressed calmly and immediately
- Staff explain why behaviour is not acceptable using clear language
- Children are supported to make safer or more appropriate choices
- Repeated behavioural concerns are documented
- Consistent strategies are used across staff

Time Away From Activity

- Time away from an activity may be used as a short, supportive strategy
- The child remains within sight and hearing of staff at all times
- Duration reflects the child's age and emotional needs
- The purpose is to support calming and reflection, not punishment

Individual Behaviour Support

- Ongoing behavioural concerns are discussed with parents or caregivers
- Strategies are developed collaboratively and reviewed regularly
- External support services are engaged where appropriate

Partnership With Parents and Caregivers

- Parents are encouraged to share behaviour guidance practices used at home
- Open communication is maintained about behaviour and wellbeing
- Cultural values and family expectations are respected

Staff Responsibilities



KIA ORANA

Our Pēpē

- Staff follow this policy at all times
- Staff receive training in positive behaviour guidance
- Any concerns about unsafe or inappropriate practice are reported immediately

Monitoring and Review

- Behaviour incidents are recorded where required
- This policy is reviewed regularly
- Updates reflect changes in legislation and best practice

Date Approved:

Review Date:



KIA ORANA

Our Pēpē

Māori Language Policy

Rationale

To uphold the status of Te Pū'ara Api'i Pōtiki as a total immersion Cook Islands Māori early childhood centre and to actively protect, strengthen, and transmit the Cook Islands Māori language to future generations.

Purpose

To create and maintain an environment where the Cook Islands Māori language is the primary and expected language of communication, supporting language fluency, cultural identity, and intergenerational continuity.

Scope

This policy applies to all staff, volunteers, students, families, visitors, and community members engaged with Te Pū'ara Api'i Pōtiki.

Policy Statement

Te Pū'ara Api'i Pōtiki operates as a total immersion Cook Islands Māori language centre. The Cook Islands Māori language is the language of learning, care, instruction, and interaction. Language use is intentional, consistent, and embedded across all aspects of centre life.

Legislative Framework

This policy is guided by and complies with the following legislation and obligations:

- Cook Islands Māori Language Act 2003
- Education Act 2012
- United Nations Convention on the Rights of the Child

Principles

- Language is central to identity, culture, and wellbeing
- Total immersion supports language fluency and confidence
- Children learn language through consistent exposure and relationships
- Cultural practices reinforce language use and meaning
- Families and community are essential language partners

Procedures

Language Use and Immersion

- Cook Islands Māori is the only language used within the centre
- Language is used consistently in all interactions, routines, instructions, and activities



KIA ORANA

Our Pēpē

- Staff actively model correct and rich language use
- English is avoided at all times within teaching and learning contexts

Curriculum and Daily Practice

- Cook Islands Māori is integrated into all areas of the curriculum
- Daily routines support repeated and meaningful language exposure
- Language learning reflects children's developmental stages and abilities

Signage and Written Communication

- Centre signage and visual resources are primarily in Cook Islands Māori
- Learning materials support language immersion
- Any required bilingual information is managed carefully to protect immersion integrity

Cultural Activities and Practices

- Cultural activities are embedded into daily practice
- Significant Cook Islands cultural dates and events are acknowledged through language focused activities
- All cultural practices are conducted using Cook Islands Māori

Staff Language Expectations and Development

- Staff are expected to demonstrate strong proficiency in Cook Islands Māori
- Ongoing professional development supports language growth and consistency
- Language mentoring and peer support are encouraged
- Recruitment prioritises language capability and cultural alignment

Partnership With Families and Community

- Families are encouraged to support Cook Islands Māori language use at home
- Parents and caregivers are informed of the centre's immersion expectations on enrolment
- Community language speakers and cultural experts are welcomed into the centre
- Intergenerational language sharing is actively supported

Resources

- The centre provides quality Cook Islands Māori language resources
- Resources include books, oral storytelling, music, visual materials, and learning aids
- Resources are reviewed regularly to ensure cultural accuracy and effectiveness

Monitoring and Review



KIA ORANA

Our Pēpē

- Language use and immersion practices are monitored regularly
- Feedback is sought from staff, families, and community
- This policy is reviewed to ensure continued alignment with immersion goals and legislation

Date Adopted:

Review Date:



KIA ORANA

Our Pēpē

Privacy and Information Management Policy

Rationale

To protect the privacy, dignity, and personal information of children, families, staff, and the wider community while supporting secure and appropriate communication with parents and caregivers.

Purpose

To ensure personal information is collected, stored, used, and shared lawfully, responsibly, and transparently, including approved use of private digital communication and social media.

Scope

This policy applies to all staff, volunteers, students, management, parents, caregivers, contractors, and any person handling information connected to Te Pū'ara Api'i Pōtiki.

Policy Statement

Te Pū'ara Api'i Pōtiki respects and protects the privacy of all individuals. Personal information is managed with care, confidentiality, and integrity. Information is shared only for legitimate purposes connected to the care, education, and wellbeing of children or the operation of the centre.

Legislative Framework

This policy is guided by and complies with the following legislation and obligations:

- Education Act 2012
- United Nations Convention on the Rights of the Child

Principles

- Privacy is a fundamental right
- Information sharing supports child wellbeing and learning
- Consent and transparency guide all communication
- Digital communication is managed securely
- Children's dignity and safety are prioritised

Procedures

Collection of Information

- Personal information is collected only where necessary for enrolment, care, education, health, safety, or legal requirements
- Information is collected directly from parents or caregivers wherever possible
- Families are informed about why information is collected and how it will be used



KIA ORANA

Our Pēpē

Storage and Security

- Confidential information is stored securely in physical or digital systems
- Access to personal information is limited to authorised staff
- Reasonable steps are taken to prevent unauthorised access, misuse, or loss

Use and Disclosure

- Personal information is used only for the purpose for which it was collected
- Information is not shared outside the centre without consent unless required by law
- Staff treat all information as confidential

Private Parent Communication

- The centre uses a private group chat or approved digital platform to share updates about children's daily care, routines, and learning progress
- Access to the group chat is limited to parents or caregivers of enrolled children and authorised staff
- Information shared is relevant, respectful, and child focused
- Sensitive or complex matters are communicated privately and not through group messages
- Parents are expected to respect the privacy of all families and not share content outside the group

Social Media and Public Communication

- Images, videos, or stories involving children are shared publicly only where written consent has been provided
- Public social media use is limited to approved centre platforms
- No identifying or sensitive personal information is shared publicly
- Consent preferences are recorded and reviewed regularly
- Families may withdraw consent at any time

Accuracy and Retention

- Reasonable steps are taken to ensure information is accurate and up to date
- Records are retained only as long as required by law or operational need
- Information is disposed of securely when no longer required

Access and Correction



KIA ORANA

Our Pēpē

- Parents and caregivers may request access to information held about themselves and their children
- Requests are responded to within a reasonable timeframe
- Parents may request correction of inaccurate or misleading information

Staff Responsibilities

- Staff comply with this policy and relevant legislation
- Privacy concerns or breaches are reported immediately to management
- Staff receive guidance on appropriate digital communication and confidentiality

Monitoring and Review

- Privacy and communication practices are reviewed regularly
- Any privacy incidents are reviewed and addressed
- This policy is updated to reflect legislative or operational changes

Date Approved:

Review Date:



KIA ORANA

Our Pēpē

Payments, Program Fees, Holding Fees, and Arrears Policy

Rationale

To ensure transparent, fair, and consistent management of program fees while supporting the financial sustainability of Te Pū'ara Api'i Pōtiki.

Purpose

To clearly explain program fee obligations, payment processes, holding fees, invoicing, schedule changes, and the management of arrears so families understand their responsibilities.

Scope

This policy applies to all parents and caregivers enrolled at Te Pū'ara Api'i Pōtiki and to staff responsible for fee administration.

Policy Statement

Te Pū'ara Api'i Pōtiki charges program fees to support the delivery of its total immersion early childhood programme. Program fees are payable in advance. Open and timely communication is expected where families experience difficulty meeting payment obligations.

Legislative Framework

This policy is guided by and aligns with the following:

- MOU Between MOE and Te Pū'ara Api'i Pōtiki Trust
- Education Act 2012

Definitions

Program Fee

The weekly charge for a child's enrolled sessions. This fee covers participation in the centre's education and care programme, regardless of attendance.

Holding Fee

A reduced fee charged to retain a child's placement when care is temporarily paused.

Procedures

Program Fee Structure

- Program fees are agreed at enrolment and outlined in the enrolment agreement
- Fees are payable weekly, fortnightly, or monthly as agreed
- All program fees must be paid one week in advance
- Fees remain payable during child absence, including illness or holidays



KIA ORANA

Our Pēpē

Invoicing

- All invoices are issued at the beginning of the week for the upcoming period.
- Families are responsible for reviewing invoices and raising any queries promptly.

Payment Methods

- Payments must be made according to the agreed enrolment arrangement
- Families are responsible for ensuring payments are made on time
- Receipts or payment records are maintained by the centre

Schedule Changes

- Any changes to a child's enrolled schedule require a minimum of two weeks' written notice.
- Schedule changes take effect only after the notice period has been completed and confirmed by management.

Annual Holidays

- Families may access holiday relief of 50 percent of the enrolled fees for up to four weeks per year.
- A minimum of two weeks' notice is required to apply holiday fees.
- Holiday fees apply only where notice requirements are met.

Sick Leave

- Sick leave is charged at the full enrolled fee rate.

Holding Fees

- A holding fee equal to 50 percent of the enrolled sessions applies to reserve a placement
- Five working days' notice is required for placement holds
- Holding fees are non refundable unless otherwise agreed in writing

Arrears Management

- Families are expected to contact management early if payment difficulties arise
- Arrears of up to two weeks may be approved by arrangement with the Director or Manager
- Approved arrangements must be discussed and agreed before arrears occur

Suspension of Care

- The centre reserves the right to suspend care if program fees are not maintained



KIA ORANA

Our Pēpē

- Care will be suspended if an account exceeds two weeks in arrears without an approved arrangement
- Where care is suspended, the child's placement may be offered to another family

Communication and Support

- The centre aims to work respectfully with families experiencing temporary hardship
- Payment concerns are managed confidentially
- Clear communication is maintained regarding balances and expectations

Roles and Responsibilities

- Parents and caregivers meet program fee obligations
- Management oversees fee administration and arrears management
- Accurate records are always maintained

Monitoring and Review

- Accounts are monitored regularly
- This policy is reviewed to ensure clarity, fairness, and compliance
- Updates reflect changes to regulations or centre operations

Date Approved:

Review Date:



KIA ORANA

Our Pēpē

Ratios and Supervision Safety Policy

Rationale

To ensure children are adequately supervised at all times and to manage health and safety risks in the absence of prescribed staff to child ratio legislation in the Cook Islands.

Purpose

To establish clear internal staff to child ratio expectations that support child safety, wellbeing, learning quality, and duty of care.

Scope

This policy applies to all staff, volunteers, students, management, and any person involved in the supervision of children at Te Pū'ara Api'i Pōtiki.

Policy Statement

Te Pū'ara Api'i Pōtiki is committed to maintaining safe and responsive supervision at all times. Staff to child ratios are managed proactively to reduce risk and support high quality care and learning.

Legislative Framework

This policy is guided by and aligns with the following:

- MOU Between MOE and Te Pū'ara Api'i Pōtiki Trust
- Education Act 2012

Guiding Framework

This policy is informed by recognised early childhood best practice, including:

- Te Whāriki Early Childhood Curriculum, Aotearoa New Zealand
- International early childhood supervision standards
- Child safety and wellbeing principles

Principles

- Supervision is a core component of child safety
- Younger children require higher levels of adult support
- Ratios are a minimum safety standard, not a target
- Supervision adapts to risk, activity, and environment
- Children are never left unsupervised

Staff to Child Ratios



KIA ORANA

Our Pēpē

Te Pū'ara Api'i Pōtiki adopts the following minimum internal ratios as a safety standard:

- **Children under 1 years (0-12 Months) 1:3**
One adult to a maximum of three children
- **Children under 2 years (12-24 Months) 1:4**
One adult to a maximum of three children
- **Children under 3 years (24-36 Months) 1:5**
One adult to a maximum of eight children

These ratios apply at all times children are on-site, including mixed-age groupings, outdoor play, and transitions.

Supervision Requirements

- Active supervision is maintained at all times
- Staff position themselves to see and hear children
- Supervision includes indoor, outdoor, sleep, toileting, and transition times
- Children are never left alone or unsupervised

Higher Risk Situations

Staffing levels are increased where risk is higher, including but not limited to:

- Outdoor play
- Water play
- Excursions or off site activities
- Transitions between spaces
- Mixed age group activities
- When children have additional health or behavioural needs

Staffing and Breaks

- Staff breaks are managed to ensure ratios are maintained
- Relief or additional staff are arranged where required
- Ratio compliance is the responsibility of management at all times

Responsibility and Accountability

- All staff are responsible for maintaining safe supervision
- Management ensures staffing meets or exceeds this policy
- Concerns about supervision or ratios are raised immediately

Monitoring and Review



KIA ORANA

Our Pēpē

- Staffing and ratios are monitored daily
- Any incidents related to supervision are reviewed
- This policy is reviewed regularly to ensure it remains effective and appropriate

Date Approved:

Review Date: