

Dream

AU PAIR • NANNY • EDUCATOR

Au Pair Handbook



Contents

KEY CONTACT DETAILS.....	4
ABOUT DREAM AU PAIR	4
OUR PROGRAMMES	6
HOW TO WORKS.....	8
BOARD AND LODGINGS	8
AU PAIR FAMILY EXPECTATION.....	9
LIVING TOGETHER.....	10
PARENTING STYLE	10
PRIVACY AND RESPECT	11
AU PAIR WAGES.....	11
COMPLETION BONUS.....	11
BOARD AND LODGING DEDUCTIONS.....	12
PAYE(PAYS AS YOU EARN) INCOME TAX & IRD NUMBER.....	12
HOW TO GET A NEW ZEALAND TAX NUMEBER	13
BANKING	15
HOLIDAYS AND LEAVE ENTITLEMANT.....	16
WORK HOURS/WEEKLY WORK PLANNER.....	17
WORK TIME, FREE TIME AND FAMILY TIME	18
TIME MANAGEMENT	19
COMPUTERS AND INTERNET CONNECTIONS.....	19
VEHICLES.....	20
MOBILE PHOPNES.....	21
HOW TO SET UP YOUR PHONE WITH A NEW ZEALAND SIM CARD.....	21
AU PAIR CONTACT LIST	22
ORIENTATION.....	22
DOCTORS/HOSPITAL VISITS	22
HOMESICKNESS	23
SOCIAL MEDIA AND EVENTS	23
TRAVEL PARTNER.....	24
COFEE GROUP.....	24
MEDIATION, REMATCH AND EMERGENCY BED.....	25
ROUTINE	27
NUTRITION.....	27

GUIDELINES FOR MANAGING CHILDREN’S BEHAVIOUR	27
EDUCATIONAL ACTIVITIES THAT YOU CAN DO AT HOME	28
UTILISING RESOURCES IN THE HOME	29
CARING FOR BABIES.....	30
HEALTH AND SAFETY IN THE HOME	30
CHILD PROTECTIION.....	32
CHILD-FRIENDLY EXCURSIONS IN AUCKLAND	34
CHILD-FRIENDLY EXCURSIONS IN HAMILTON	34
CHILD-FRIENDLY EXCURSIONS IN WELLINGTON	34
APPENDIX 1 – STUDENT TRIPS	35
APPENDIX 2 – HEALTHY EATING SUGGESTIONS	37
APPENDIX 3 – EXAMPLES OF HOW TO MANAGE CHILDREN’S BEHAVIOUR.....	39
APPENDIX 4 – CARING FOR BABIES.....	41
APPENDIX 5 – CHILD PROTECTION.....	45
APPENDIX 6 – CHILD-FRIENDLY EXCURSIONS IN AUCKLAND	46
APPENDIX 7 – CHILD-FRIENDLY EXCURSIONS IN HAMILTON	51
APPENDIX 8 – CHILD-FRIENDLY EXCURSIONS IN WELLINGTON	54
HAZARD CHECKLIST.....	57
HAZARD REGISTER	60
MEDICATION REGISTER	61
ACCIDENT AND ILLNESS REGISTER.....	62
ESCAPE PLAN	64

Key Contact Details

Head Office (general enquires)

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Welcome To Dream Au Pair

You are about to embark on an exciting new journey to New Zealand to be an Au Pair. Being an Au Pair means you have chosen to immerse yourself in the Kiwi lifestyle and become part of someone's family. This experience could be life changing as you will learn a lot about yourself. You will make long-life relationships with the children in your care, your Au Pair Family and with friends you meet along the way.

For families, having a live-in Au Pair has become popular both as a cultural exchange and as a flexible approach to childcare. Parents can depend on a familiar and trusted member of their household while their children carry on with their usual routines and activities in their home environment. Your Au Pair Family should help you to fit into your new role and home. They may invite you on family outings and holidays and encourage you to make new friends, pursue your hobbies and explore New Zealand.

For you, living with a Kiwi family provides a unique experience into another culture with the security of a home away from home situation, in an English-speaking environment. You will get a chance to combine all the fun and excitement of a young Kiwi family with the opportunity to travel and experience some of life's most memorable moments.

In our experience, communicating openly and approaching the relationship with flexibility and willingness to compromise, makes for the most successful and rewarding placements.

This handbook includes information detailing your obligations as an Au Pair and what you can expect from your Au Pair Family. It also outlines the [Dream Education](#) and [Au Pair Buddy Programmes](#).

About Dream Au Pair

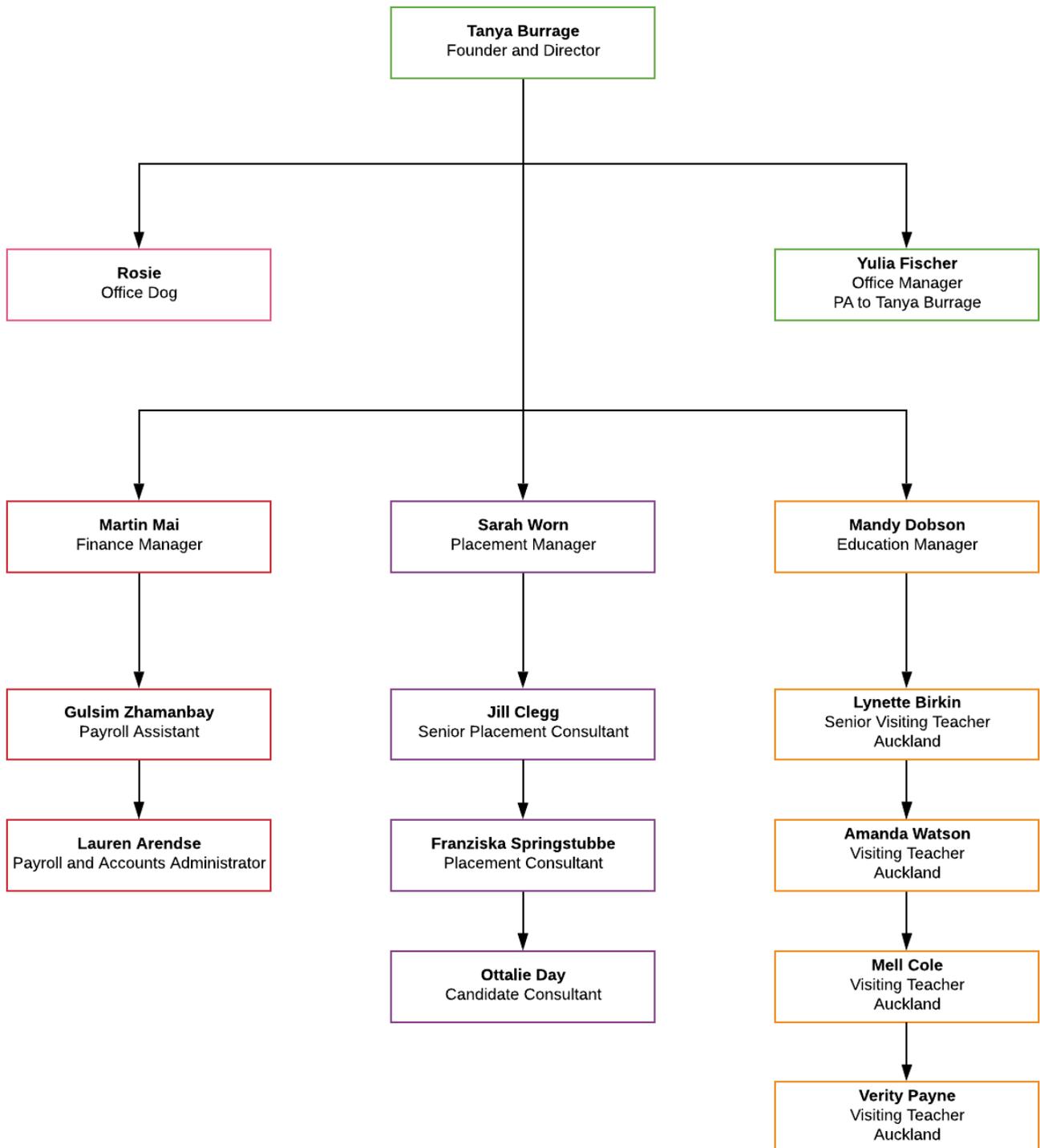
We are New Zealand's largest privately-owned Au Pair agency and have been operating since early 2007.

Dream Au Pair is licenced with the Ministry of Education to provide a home-based Education Programme to preschool children. Our head office is located in Auckland, with Education Coordinators based locally within each licensed region.

We hold professional memberships with the New Zealand Childcare Association, Home Based Care Association New Zealand, the International Au Pair Association and the World Youth Student Travel Confederation.

Our experienced team has developed trusted relationships with our Au Pair Families, giving you peace of mind that you are coming to a screened Au Pair Family and reputable agency who are here to assist you if things don't go as planned. Our Au Pair Families live in a variety of locations throughout the country. This gives you a chance to tailor your Au Pair experience, from farm to country placements; there is an Au Pair Family to suit you.

Get To Know The Team



Our Programmes

Dream Education Programme



Pre-school aged children in Auckland who are enrolled on the Programme for 30 fundable hours.

Ministry of Education Requirements

If your family is enrolled on the Dream Education Programme, they have agreed to comply with all Ministry of Education rules and requirements and associated Dream Au Pair policies.

You will be required to abide by the guidance and direction provided by your Visiting Teacher/Kaiako in order to comply with these requirements. Dream Au Pairs enrolled onto our Dream Education Programme are expected to fully participate in our programme. On the Dream Education Programme, this participation includes:

- Monthly updates to Educa our online learning journal for your Host Child showing their journey of developments, milestones and achievements – a great keepsake of your Au Pair experience
- Attendance at events; playgroups and professional development evenings
- Completion of funding sheets
- Au Pairs must be available once a month to meet with their Visiting Teacher/Kaiako in the home with the children. They must also be allowed access to the home during the hours the children are enrolled on the Dream Education Programme
- Implementation of the Dream Education Programme tailored for each preschool child in your care

Dream Education playgroups are free for all children who are enrolled on the Dream Education Programme. We have two different Auckland locations:

North Shore: Meadowood Community Centre, 55 Meadowood Drive, Unsworth Heights

When: **Thursday** morning from 10am – 12pm

Central: Plunket Room, 6 Lombard Street, St Heliers

When: **Friday** morning from 10am – 12pm

Au Pair Buddy Programme



Children who attend school throughout New Zealand
Pre-school aged children (0 – 5 years old)
outside of Auckland

If your Au Pair Family has school aged children or lives outside Auckland, you will be enrolled onto the Buddy Programme.

How It Works

Board and Lodgings

Bedroom and Bathroom

You will have your own private, furnished bedroom in your Au Pair Families home. The bedroom will include: a bed and linen, somewhere to store and hang your clothes, a mirror, lighting, heating and window coverings. Your bedroom is your private space in the home.

You may not have exclusive use of a bathroom, shared bathroom and toilet facilities are usual. Bathroom linen will be provided.

Meals

You will receive three meals per day, seven days a week. Kiwi's eat their main meal at night and generally have lighter lunches (sandwiches) during the day. The Au Pair Family is not expected to cook all meals for you. In fact, sometimes they may ask you to cook for the family. You should be able to help yourself to snacks as required (within reason). You are expected to eat the same food as the family. Some families have everyday foods and special (guest or party) foods. Check with your Au Pair Family and ask to be shown the difference i.e. the good chocolate biscuits or crackers and cheese for those unexpected guests. If there are different things that you would like to eat or drink (like bottled water) please discuss it with the family and they may (or may not) add it into the weekly food shop. If you want specific food items, then you may need to purchase these items yourself.

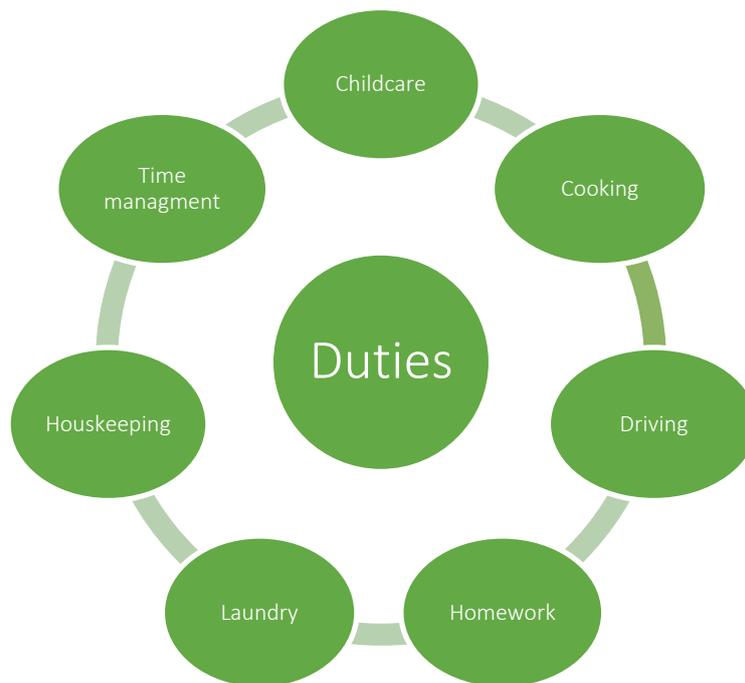
If your Au Pair Family goes away and you remain at home, the Au Pair Family must ensure that there is sufficient food available for you during their absence. In general, you should be able to behave as if you are in your own home and be treated as a part of the family. If you go away it would be expected that you would supply your own food during this time.

All the costs of living in the family home will be met by the Au Pair Family. This does not include your personal items such as shampoo, conditioner, other toiletries and personal hygiene products.

If your Au Pair Family invites you to accompany them on a family outing then they should cover the costs, i.e. family dinners, coffees, ice creams etc.

Au Pair Family Expectations

An Au Pair's role is very varied and will differ from family to family. This will give you an idea of what may be expected.



Your Au Pair duties should be related to the children, providing care and supervision. Au Pairs on the Dream Education Programme are expected to work together with their Education Coordinator to develop a learning journal for each enrolled child. You have the opportunity to attend monthly excursions, playgroups and professional development sessions run by Dream Au Pair.

You will either be in a sole charge position (where both parents are away at work) or as a parent helper. You are expected to care for and play with the children. You may also be required to: attend children's activities and classes, drop-off and pick-up the children from school/kindergarten, prepare snacks and meals for the children, bath, dress, change and assist with homework.

You may be responsible for light household chores including: tidying away toys at the end of the day, cleaning children's rooms, cleaning children's and your own bathroom, vacuuming, changing your own and children's bed linen, children's laundry and tidying the kitchen after you have used it.

Living Together

Each family is different but below are some helpful tips for living in a typical Kiwi family. Being prepared and following the below guidelines will help your placement be successful.

Laundry

- Top loading washing machines are common in NZ
- Separating dark and light washes
- Most wash on cold cycles
- Kiwis prefer to use washing lines in good weather
- Most Kiwis use drying racks indoors in wet weather NOT the dryer 100% as this can be very expensive
- Children's linen must be laundered regularly

Heating

- In New Zealand, most homes do not have central heating or double glazing
- In winter as night falls close windows curtains and blinds to keep the heat in
- Kiwi families do not have heaters on all day and night. Usually heating is turned on in the late afternoon as the temperature drops then off again before retiring to bed

Parenting Styles

Everybody has different parenting styles and child rearing practices which vary from culture to culture. Parenting is activity rooted not only in one's own childhood experiences, but in the culture they grew up in. For example, a culture in which the father is expected to be a stern disciplinarian and earn the household wage will have a different effect on child-rearing practices than one in which both parents work full time and parenting responsibilities are shared. What is perfectly acceptable in one culture or family, may be viewed as strange in another.

There may be a situation where you may not agree with your Au Pair Families parenting style and have your own opinions, however it is important to respect their decisions as they are the experts regarding their own children. It is important to show a united front in front of the children, even if you disagree. If you would like to discuss any issues with your Au Pair Family, please do so when the children are not present i.e. sleeping.

Privacy And Respect

It is important for families to have some time without their Au Pair. Please be considerate and allow the parents to have time together and alone time with their children.

Also, it is important for you to have privacy and time to yourself. It can be overwhelming being in a busy house with little children. Families and children must respect that your bedroom is private and they must not enter unless they knock.

Au Pair Families may have rules about visitors, overnight guests and a curfew (often midnight) if you are working the next day. When you come home late at night be as quiet as possible as the family will be asleep. Always lock the door and turn off the lights when you get home at night.

It is courteous to communicate your whereabouts to your Au Pair Family and let them know what time you will return and whether you'll be home at mealtimes. If your plans change, update them to let your family know when they can expect you home. A quick text is all that is needed.

Saying please and thank to your Au Pair Family is very important. If you forget it may be misunderstood as rudeness so, please try to remember as being polite is important.

It is expected that you respect the confidentiality and reputation of your Au Pair Family. Please remember that you will need to ask permission from them if you wish to post anything on social media.

There also may be times where you need to talk to a friend or trusted person about a situation within your Au Pair Family, however please remember that these conversations are confidential and should not be shared outside of this situation. Alternatively, our team at Dream Au Pair are more than happy to help you with advice and assistance.

Au Pair Wages

While hosting an Au Pair is in essence a cultural exchange programme, an Au Pair is considered to be an employee within the New Zealand legal framework. This means you are entitled to be paid the minimum wage and are eligible for all the benefits New Zealand employment law allows. This includes annual leave, sick leave, Public Holiday pay, PAYE tax contributions and fair working conditions.

Dream Au Pair has developed an Au Pair wage table which takes all legal requirements into account. It also allows for a reasonable deduction from your wage to account for your board and lodgings within your Au Pair Family home.

We review the Au Pair wage table annually to ensure we continue to offer a balance between fair pay and reasonable living expenses while taking all legal requirements into account. If you would like to view this wage table, please contact Dream Au Pair.

All Au Pairs placed through Dream Au Pair must be paid in accordance with the Dream Au Pair wage tables and their wages managed through the agency Payroll administration service.

You are eligible for a completion bonus upon successful completion of your Au Pair placement and participation in the Dream Education Programme (if applicable). To receive the bonus, you must complete the placement through to the end date noted in the Placement Agreement and actively participate in the Dream Education Programme (if required). Au Pairs who do not complete their placement term or do not actively participate in the Dream Education Programme (if required) will not receive the bonus.

The completion bonus is accrued in the amount of \$10 per week and paid out in your final wage payment. The completion bonus is a taxable bonus, meaning tax will be deducted and paid to the tax department prior to a payment being made to you.

Please see your placement agreement for more information on the terms and conditions of the completion bonus.

Board And Lodging Deductions

Board and lodging is deducted from your wage and covers all the expenses the Au Pair Family incur to accommodate you including your furnished room, linen and laundry facilities, all your meals and snacks, electricity, home phone, water and internet etc.

This means you will not have any living expenses while you are placed with your Au Pair Family and the money you receive from Dream Au Pair is income for you to spend or save as you wish.

Board and lodging amounts are determined through analysis of costs of rental accommodation and cost of living, typical student homestay costs, university dormitory costs and private board situations. This determined an average amount which was applied to the Au Pair Board and Lodgings across the Dream Au Pair network of Au Pair Families.

PAYE (Pay As You Earn) Income Tax And IRD Number

The laws of New Zealand require people to pay taxes, which the government uses to provide public services. Any person required to pay tax in New Zealand will need to apply for an IRD number. You are responsible for submitting the IRD application as soon as possible after your arrival to New Zealand. **If Dream Au Pair have not received your IRD number in 4 weeks you will be charged 45% tax on your weekly pay.**

Your employer is your Au Pair Family. Your Au Pair Family pay your gross wage to Dream Au Pair each week. We then process your wages, tax and ACC levy (Accident Compensation Corporation). This means if you have an accident and injure yourself while you're in New Zealand, you'll get medical and hospital treatment without having to pay all the costs (sometimes there is a surcharge), **however you still need comprehensive insurance.**

The amount of tax you pay depends on how much you earn in a year. You could qualify for a tax refund at the end of your Au Pair experience for several reasons including:

- You only worked for part of the year
- You had more than one employer during the year
- You have expenses or qualify as an independent earner tax credit.

Your tax refund will automatically be processed by IRD. If you have any questions, please contact IRD directly. <https://www.ird.govt.nz/>

How To Get A New Zealand Tax Number

You can only apply for your NZ tax number once you have a working bank account. Please see the banking section for further details on how to open an account. Once you have an active account you can apply for you New Zealand tax number.

In order to obtain a tax file number in New Zealand you need to provide your overseas taxpayer identification number (TIN). Please make sure you bring this with you.

Germany: Steueridentifikationsnummer

The Netherlands: BSN (number on your passport or driver's license)

France: the tax authorities use the information found on your passport or National Identity Card

Scandinavia (Sweden, Norway or Denmark): Skat Nummer or Personnummer

USA: Social Security Number (SSN)

Canada: Social Insurance Number (SIN)

Step 1

Complete the IRD Number Application Form. You can find the form by going to the IRD website which is www.ird.govt.nz. Once you are there go to the search box and type in: **ir742 form**.



Step 2

Read the questions and then fill out the online form.

You may have some trouble answering question 10.b and question 12. Please see below for help.

Question 10b. (Page 4) of the IRD form ask you to confirm due diligence by a New Zealand reporting entity (pictured below). **Leave this section blank and attach a bank statement and write in your bank account number once you receive it.**

The screenshot shows a form titled "Fully functional New Zealand bank account or customer due diligence completed". It contains two main sections: 10a and 10b. Section 10a asks for details of a fully functional New Zealand bank account, with fields for Bank, Branch, Account number, and Sorta. Section 10b asks how the reporting entity has completed customer due diligence, with two radio button options: "The reporting entity has completed, signed and stamped the statement below" and "A letter from a New Zealand reporting entity is attached Refer to the notes on page 2 for more information". Below these options are fields for the name of the reporting entity and the name of the applicant, followed by a declaration and a signature line. A "STAMP" box is also visible on the right side of the form.

Question 12 (page 5) asks you to tick if you are a:

- non-resident contractor
- non-resident seasonal worker
- or neither

You will need to tick **neither**.

Step 3

Once you have completed filling out the online form they will request a copy of:

- A copy of your passport
- A copy of your overseas driver's license (if you have one)
- Proof of your New Zealand bank account
- Overseas taxpayer identification number
- Proof of your address and intended activity in NZ (Dream Au Pair letter)

Step 4

Email the application and attach the supporting documents above to offshore@ird.govt.nz

You should receive you tax number within 2 – 5 working days.

One week after you have arrived in New Zealand you will receive an email from Dream Au Pair asking for you for your Tax payer number. It is important that you reply to this email so that we can apply the appropriate tax code.

IMPORTANT: If Dream Au Pair have not received your IRD number within 4 weeks of your start date, the tax department will charge you 45% tax on your weekly pay!

Banking

Every Au Pair needs to open a bank account in New Zealand. Having a New Zealand bank account is the only way Dream Au Pair can pay you. We will not be able to pay you using an international bank account.

How do I set up an account?

1. The Orientation Coordinator will send you an email three weeks prior to your orientation asking you to fill out the spreadsheet attached in the email with the information BNZ have requested.
2. Once you have filled out the spreadsheet you will need to email it to back us.
3. Once we receive the spreadsheet, we will email it to BNZ who will then pre-populate your bank forms and email them directly to you. You will need to print them off, fill out any missing information, sign the forms and email it directly to BNZ with a copy of your passport.
4. Once BNZ have all the documents they need, it will take 48 hours for the account to be opened.
5. You will then be sent a confirmation email that your account is now open, and it will contain further details on what to do next.
6. Once you arrive in New Zealand and you're with your Au Pair Family, you can take your passport and Dream Au Pair letter (you'll receive it at Orientation) and head into a local branch to activate your account, deposit some money into it (in order to active it) and receive your debit card.

What will I need to open an account?

You will need to make sure you have your passport; work visa and you'll need to know your home country tax number.

One week after you have arrived in New Zealand you will receive an email from Dream Au Pair asking for you for your bank account number. It is important that you reply to this email so that we can pay you.

Holidays And Leave Entitlement

Annual Leave

You are entitled to four weeks of paid annual leave and all Public Holidays in a 12 months contract. Pro-rated annual leave applies to shorter contract lengths. In most cases one of your Host Parents will need to take leave from their job to accommodate your annual leave or arrange for alternative childcare. If you're able to be flexible with dates and give as much notice as possible then this is very helpful to your Au Pair Family.

For placements of 6 months we advise Au Pairs take any leave owing on conclusion of their placement unless mutually agreed.

For placements between 9 to 12 months we advise that a minimum of four weeks' notice of leave is given by either party and that a maximum period of 2 weeks' leave be taken consecutively.

Half of your holiday entitlement may be taken at a time nominated by the Au Pair, subject to the Au Pair Family's agreement and where the Au Pair notifies the family at least 12 weeks in advance of the leave commencing. The remaining holiday entitlement will be taken at a time of the Au Pair Family's choosing, subject to prior discussion and at least 12 weeks' notice to the Au Pair.

Please do not book and pay for any holidays until your leave has been approved by the family.

Public Holidays

New Zealand has several Public Holidays throughout the year. You are not required to work unless agreed with your family.

If you work on a Public Holiday and this is a day you normally work, you are entitled to be paid for the time worked on a Public Holiday at the rate of time and a half of your usual daily pay. You are also entitled to a paid day in lieu as well.

If you work on a Public Holiday and it is not a day you normally work, you are only entitled to time and half for the hours you work.

If a Public Holiday falls on a day that you do not usually work, and you do not work on this Public Holiday day you are not entitled to any pay.

Au Pair Family Holidays

While you are placed with your family, they are likely to go on a holiday. In some cases, they may invite you to join in, other times they may prefer to holiday without you.

If your Au Pair Family invites you to join their family holiday, then you may be required to work as usual or your Au Pair Family may tell you that this is annual leave time for you as well. Your Au Pair Family must be clear on whether this is annual leave or work time. If you are unsure you need to ask your Au Pair Family for clarification.

If you are on 'annual leave' it is reasonable to expect that you will contribute as any other family member. It is expected that your Au Pair Family will cover the costs of transport, accommodation, food and activities while you are away together.

If your Au Pair Family does not invite you to go on holiday with them then they need to ensure that they leave you money for groceries etc. while they are away.

Sick Leave

The Au Pair is entitled to 2.5 days paid sick leave **after 6 months' continuous employment.**

Work Hours/Weekly Work Planner

Placement Agreement

For families, one of the great advantages of having an Au Pair is that it offers the families flexibility. Some families will have the same schedule each week while others may vary day to day. Days off, work times, hours per week and evening babysitting will be different for every family.

In your Placement Agreement, you will have agreed to how many hours you will work each week between 30-45hours. This does not mean your Au Pair Family needs to provide a rigid schedule of work. Parents may at times be home from work late, however if your Au Pair Family are consistently home late every day then you may need to discuss this with them and possibly re-arrange your finish time.

Weekly Work Planner

Dream Au Pair provides a “Weekly Work Planner” to all families. This planner enables you and the Au Pair Family to keep track of the hours that you have worked each week. By using the Weekly Work Planner, you are able ascertain at the end of each month if you have worked the agreed hours. Some families choose to ‘bank’ hours and use these during school holidays. If you work over the hours agreed, then we recommend the Au Pair Family either pays you an hourly rate or gives you time off in lieu at the end of the month. If you work over your agreed hours, please ensure that these are signed off in your weekly work planner by your Au Pair Family every week. You will not be paid for any hours that have not been signed off.

Babysitting

In addition to these hours you are required to be available for one free night babysitting per week by prior arrangement. Babysitting is when the children are in bed or ready for bed, you must be home to supervise but not actively working. You may be watching a movie with a friend or skyping with family but available if one of the children wakes or is unsettled. Unused babysitting evenings cannot be banked. This means that if you don’t babysit one week the family can’t save it and use it another week. A family must give you reasonable notice if they require you to babysit. If you have something specific scheduled for the date you are asked to babysit, then you will need to discuss this with your Au Pair Family and come to some sort of negotiation.

Time Off

You are allowed two full days off each week and at least one full weekend (consecutive Saturday and Sunday) free each calendar month. Sometimes Au Pair Families may need their Au Pair to help with additional care as one-off overtime, sole charge overnight or sole charge over a weekend. Please contact Dream Au Pair to discuss these situations and what payment for these special occasions would be.

Work Time, Free Time and Family Time

The most commonly asked question by all Au Pairs is what is free time and what is work time?

Work Time

Work hours are defined as times when you are responsible for the children or required to undertake tasks as specified in your job description. If you are not able to go out as you have work to complete or children to supervise then this is work time.

Free Time

Personal time is when you can leave the house and are not required to complete household duties and tasks or supervise children.

During your free time, you should be able to go out, or have a friend visit you at home.

Please check with your family if they have guidelines about friends visiting. How many? How often?

Family Time

There will be times when you are helping in the house or engaging with the family or children during your personal free time. This is because you are part of the family and these contributions are expected within a kiwi Au Pair Family.

Curfew

Some families impose a curfew on evenings before a working day. In many cases, Au Pair Families will ask you to be home by midnight if you need to work the next day. This is to ensure you are fresh and rested when caring for the children and this must be respected.

For example:

- If you are having a family meal and you help with the dishes after dinner, then this is personal time.
- If you make something to eat on the weekend during your free time and the dishwasher is full please unpack it and put your dishes in it – this is not work, this is being part of a family.
- If you are looking after a child who has a daytime sleep but you are required to stay in the house to supervise while the child is asleep this is considered working hours.
- If you are playing a game with the children during the weekend, at a time when you are not scheduled to work this is not work, this is being part of the family.

account. If you would like to view this wage table, please contact Dream Au Pair.

All Au Pairs placed through Dream Au Pair must be paid in accordance with the Dream Au Pair wage tables and their wages managed through the agency Payroll administration service.

Time Management

It is important to be organised and keep on track with things that need to be done. Think about what you need to do i.e. you need to cook dinner and you know the children eat at 5.30pm you should:

3.55pm – Turn the oven on to warm up

4.00pm – Start peeling and chopping the vegetables

4.10pm – Put roast chicken/roast vegetables in the oven

5.10pm – Set the table

5.25pm – Dinner needs to be ready to serve

Tips

- Always allow extra time for the unexpected spills, child needs to go to the toilet, nappy need to be changed, can't find shoes etc.
- Get things prepared during the day if you have time – for example peel the potatoes early and put them into water.

Computers And Internet Connections

Computers and internet are likely to be the cheapest and easiest way for you to keep in touch with your family and friends back home. You are required to bring your own personal laptop. It is expected that your Au Pair Family will provide reasonable internet access for you. You should be able to connect to the internet in a private place in the house (preferably your bedroom) with an internet connection able to cope with Skype calls.

Your Au Pair Family will explain the broadband plan and any limits they have. It is normal in Europe to have very inexpensive and unlimited access to internet but unfortunately this is not the norm in New Zealand. Most families will have limited data allowance which can be used very quickly with frequent skype, movies downloads etc. Please be respectful of these limits.

It is expected that you will not use personal computers, mobile devices or the internet while working.

With the time difference between New Zealand and Europe it is most likely you will be Skyping at night time. When you are in your room on Skype in the evening please talk quietly – most NZ homes are not sound proof and you may be keeping the family awake if you are on skype for long periods late at night.

Vehicles

Dream Au Pair has a partnership with A1 Driving School and your Au Pair Family may choose to schedule a driving assessment in your first week as an Au Pair (charges apply). Otherwise one of your Host Parents will take you for an assessment themselves. We recommend that prior to driving with the children you go on several short, local car trips to familiarise yourself with driving in NZ.

If your Au Pair Family requires you to drive the children to and from school, Kindergarten or activities then it is expected that they will provide a vehicle and take care of all associated running costs, including, petrol, maintenance and insurance. If you have an accident whilst driving for work purposes the family are responsible for payment of the insurance excess.

If your Au Pair Family allows you to use the car for personal use you are expected to pay for petrol only. However, if you have an accident whilst driving the car for personal use then you are responsible for the payment of the insurance excess or repairs if this is less than the excess.

Not all Au Pair Families offer their vehicles for personal use. Allowing personal use of the family's private vehicle can be expensive for an Au Pair Family in terms of maintenance, repairs and insurance costs. It is generous of an Au Pair Family to offer the vehicle to you and not to be expected.

Included in your placement agreement is a document detailing vehicle use and associated insurance excess costs. You and your Au Pair Family should have this signed vehicle use agreement in place prior to placement commencing.

If you receive any vehicle infringements such as parking tickets or speeding tickets you will be responsible for paying these irrelevant on whether you are using the vehicle or work or personal use.

We advise Au Pair Families to provide a vehicle log book for you to complete. This will enable you to keep track of work and personal use. Some families will also limit out of town use of the vehicle, please check with your Au Pair Family what limits they impose on personal use of their vehicle.

Some Au Pair Families arrange a couple of driving lessons with an instructor (at their expense) soon after arrival. This often helps an Au Pair feel more comfortable driving on the left side of the road. If your Au Pair Family does not arrange the lessons and you would like to have one, then you can schedule one yourself. The cost is \$95 per lesson.

Please remember:

- Children are distracting and it can be very hard to concentrate.
- NEVER text/talk on the phone while you are driving – Pull Over
- Do not stay up skyping until late at night as you will be tired the next day and may be more likely you will have a car accident.
- Talk with your Au Pair Family and create a plan for emergencies. What if the car breaks down, or you have an accident? What will you do?

Mobile Phones

Families will want to be able to contact you while you are working with the children and vice versa, particularly if a problem should arise. You will be provided with a 2degrees pre-pay SIM card at Orientation. It is expected that you will bring your mobile with you from home. The SIM card provided should be suitable for your phone. In some rare cases your phone may need to be “unlocked” to be able to operate within the New Zealand networks.

We advise Au Pair Families to provide a monthly allowance to cover calls and text messages you make to your Au Pair Family. This ensures that you are always able to contact your Au Pair Family. Some families contribute \$10 per month. It is then your responsibility to keep the phone charged and loaded with credit to stay in touch. It is very important that you make yourself available if your family tries to contact you and you respond as soon as is reasonably possible.

It is expected that you will not use your mobile device whilst you are working unless it is specifically related to a work orientated task.

Your Au Pair Family is not expected to incur the cost of personal calls made by you from the mobile phone or from the landline at home.

How To Set Up Your Phone With A New Zealand SIM Card

1. Put in the SIM card

Carefully pop the SIM card out and put it in your mobile. They normally hide under the battery. SIM cards can be a bit fiddly, but you should be able to work it out. Check your mobile's manual if you get stuck.

2. Activate your account by calling 200 from your phone

Call 200 to activate your account (it's a free call). Follow the instructions you'll be all set to make calls in no time. You should be asked to set a personal PIN number and set up voice mail.

3. Choose a plan

We recommend the \$19 a month carryover plan. This includes:

\$20 Carryover Combo

Unlimited* Calls to 2degrees mobiles

100 Carryover Minutes to NZ & Aussie

1GB NZ Carryover Data

Unlimited* Text to NZ & Aussie

4. Put money on your phone

You can now Top Up online, on our 2degrees app, over the phone, at the dairy, or in the supermarket.

If your mobile doesn't quite do what you're expecting it to do, it might be that the settings aren't quite right. The 2degrees team are available any time day or night to help you out.

Just call on 0800 022 022 or visit www.2degreesmobile.co.nz

Au Pair Contact List

Prior to your arrival, you will receive an Au Pair Contact list from Dream Au Pair.

We'll also make sure you have the most current Au Pair contact sheet each month to assist you in keeping in touch with au pairs in your area.

If your contact details change (phone/email/address), please email contact@dream.co.nz

Orientation

Orientation is held at Heartland Hotel and runs across two days. During this time, Sarah McDonald will discuss some very important issues including tax, banking, child first-aid, driving theory and travel in New Zealand. We hope this will help prepare you and get you off to a great start at being an amazing Au Pair.

Dream Au Pair covers the cost of your accommodation and meals including: coffee and biscuits, lunch and dinner on day one and breakfast, coffee and biscuits and lunch on day two. **You will be responsible for any additional charges for room service, minibar or additional nights' accommodation.**

It is your responsibility to be at the venue (Heartland Hotel) by 8.45am. There is a notice board in reception which will tell you which room to go to. **Please do not wait in reception or be late.**

After Orientation

Once you have been with your Au Pair Family for a few days, we'll be in touch to see how you are settling in with the family, children and household routines.

Doctors/Hospital Visits

You are required to have Health Insurance when you come to New Zealand. Please make sure you understand your insurance policy and the process you need to follow if you need medical attention while in NZ. In some cases, you may be able to obtain prior approval and in other cases you must pay the associated costs and seek re-imbursment from your insurance company.

If you need to see a doctor, ask your Au Pair Family, in most cases their family doctor will be able to see you once you make an appointment. Alternatively, there are many Accident and Emergency Clinics, that are open 24 hours a day.

In a serious emergency, you can attend the Emergency Department of your nearest hospital. Again, depending on the severity of your illness or accident you may need to wait some time to be seen.

If you would like to see a doctor who speaks your language you can google doctors in your area who may be able to assist you.

Homesickness

Travelling a long way from home, experiencing jet lag, living with an unfamiliar family, eating new foods and speaking a second language can be exhausting and may lead you to feel homesick in your first weeks in New Zealand.

Our advice to you is to spend your first week or two primarily getting to know your Au Pair Family and children and become familiar with your new routines and surroundings.

- Try to adjust to the different time zone as soon as possible
- Rest when you can
- Get some exercise daily, even if it is just a short walk around your local area
- Drink plenty of water and eat regular meals

It is important to start getting out of the house and meeting up with friends. A coffee with another local Au Pair or a day out doing something fun together is important. Having others to share your experiences and feelings with can be very helpful. Look at your Au Pair contact list and start making some plans with others near you. The Au Pairs who are most resilient to homesickness are the ones who make social connections early.

While you may be missing your friends and family from home, we recommend you limit your contact home to once each week in the first few weeks. Often daily skype home to friends and family can remind you of home and prevent you from getting out to meet others socially. In our experience, frequent contact with home initially is more likely to cause you to dwell on feelings of sadness or loneliness rather than relieve them.

Social Media and Events

Facebook

Our Facebook page is for you to connect with other Au Pairs and to find out about the events that Dream Au Pair are organising for you. Visit the Facebook page regularly as there are frequent updates and additions to the events. You can also join our private Facebook events by looking up the group event and sending a request to join.

<https://www.facebook.com/pages/Dream-Au-Pair-NZ/108960772510911?sk=events>

Instagram

Instagram is a social media site that allows you to share pictures and take inspiration from others.

[How to find Dream Au Pair on Instagram?](#)

Go to www.instagram.com and become a member (it's free). Once you have created a login and password you will have your own homepage. Start taking pictures and upload them. In the search box type in Dream Au Pair (look for our logo) and then 'follow' us. You will see all the pictures we post or you can post a picture and tag @dream_aupair so we can like your picture and follow you back. Use the hashtag #dreamaupair whenever you upload a photo and you could win a prize.

Pinterest

Pinterest is a social media site that allows you to share photos on virtual bulletin boards. You can make categories that interest you i.e. travel, activities for children and share them with your friends. Your friends can re-pin your ideas and follow you.

How to find Dream Au Pair on Pinterest?

Go onto www.pinterest.com and join (it's free). Once you have created your own 'homepage', type Dream Au Pair in the search box and you will see us (look for our logo). Click on our logo and you will be directed to our page. Once there you can look at our pin boards and re-pin anything that interests you onto your own virtual boards. Then press 'FOLLOW' and every time we post something new you will be notified.

Travel Partner

Dream Au Pair has partnered with Student Trips to offer you discounted regular exciting trips and activities. By joining Student Trips, you can meet new people, make new friends and enjoy the exciting activities that New Zealand offers.

Refer Appendix 1 for details on the trips and how to register for your discount

Coffee Group

Dream Au Pair runs a monthly Coffee Group in Auckland to help Au Pairs get together and make new friends, these are free to attend and very popular. Times and dates will be emailed to you. If you are not in Auckland but are interested in setting up a coffee group in your area, please contact us and we would be happy to assist you.



Mediation, Rematch And Emergency Bed

Sometimes despite your best efforts a placement may not go as planned. Dream Au Pair will try to offer each Au Pair a rematch with a new Au Pair Family.

First 6 weeks

In some cases, there are teething problems which are resolved with time during the settling in phase of your placement. We always advise that you give your placement at least 6 weeks for you and your Au Pair Family to get used to living together and settling in to the new work and care routines.

In our experience lack of communication is most commonly the cause of problems within a placement. If you are struggling with your placement, the children, or the family expectations you **must** talk to the family about your concerns. The agency can help with this if you do not have the confidence to do so. We are here to help you – **please** call us.

After 6 weeks

If after this 6 week period, your relationship or the placement is not on track our first approach is to assist you in addressing the issues to resolve these problems. It is essential that you notify the agency if there are problems in your placement as we cannot help if we do not know you are struggling.

Dream Au Pair can provide advice and support in resolving any issues and is able to speak directly to your Au Pair Family as a neutral third party if you find this helpful. We will also be able to talk with you about the problems you are facing, if your expectations are realistic and we can give you strategies to improve the placement.

Mediation

If either you or your Au Pair Family have raised issues, then firstly you must talk to each other. Dream Au Pair can assist with this conversation if required. It is then fair for both parties to agree to a period of time, usually 2 weeks, to work together to improve the placement.

Two-week notice period

If after this period there is no significant improvement and either party is still unhappy with the way a placement is going, either party may seek to go into rematch and give the other party notice. Rematch is a last resort and is usually a difficult and stressful process. You will need a very good reason to request a rematch. Please be aware that in most cases you will forfeit your completion bonus in terminating your placement early.

In a rematch situation, you are required to give your Au Pair Family two weeks' notice, during this time you are to continue to perform your duties to the best of your ability and the family are required to continue to pay your wages and provide board and lodgings.

Continuing to work and live with a Au Pair Family after one party has given the other notice can be strained and uncomfortable. Sometimes one or both parties find this too much to manage. In these situations, we have found one of the following three options can work well.

Option 1:

Continue to work through your placement until the end of your notice period. You must continue to do your job as well as possible, this includes the household tasks in your job description as well as the care of the kids. You will be paid for your final 2 weeks in this instance.

Option 2:

Stop working for the family which means you would no longer be paid each week, but continue to live in the house for the 2 weeks or until you have found a new place to live in and new job, whichever comes first. The family accommodate you at their cost but you will not be paid wages

Option 3:

Finish work and move out immediately with your final pay up to the end of your work hours. Please be aware that if you choose this option you would be required to pay the Au Pair Family two weeks' salary in lieu of notice.

If you terminate your placement prior to three months you may be required to pay a \$600 cancellation fee at Dream Au Pair's discretion.

Rematch

During the two-week notice period your placement coordinator will re-enter you into the matching pool for a new Au Pair Family and re-enter your Au Pair Family into the matching pool for a replacement Au Pair. As soon as possible you will be sent profiles for Au Pair Families who wish to interview you.

Keep in mind that many families are not willing to consider an Au Pair who has had a failed placement and finding a new family can be difficult, particularly if there are very many Au Pairs available at the time of rematch. Please also note that a new family may ask for a reference from your previous Au Pair Family. Consider very seriously whether your problems in the placement are serious enough for you to seek a rematch as the outcome is not always successful.

No notice period is required in the case of serious misconduct. The definition of serious misconduct as it pertains to your placement is detailed in your **Placement Agreement**.

Emergency Accommodation

Emergency accommodation of up to three nights is available if you have no other accommodation options during mediation and or rematch situations.

This is for Au Pairs who have been asked to leave the Au Pair Families home, not for Au Pairs who make their own choice to leave.

In this event Dream Au Pair will provide shared dorm accommodation in a backpacker's hostel. Please contact us immediately if you have an accommodation emergency.

Routines

Having a structured routine is beneficial for children, as this ensures that they have regular meals, nappy changes, sleeps and daily activities. A stable routine enables young children to feel safe and secure, and aids them in developing healthy habits.

If you are caring for an infant or toddler you will be on the Dream Education Programme. When your Education Coordinator comes to visit, you will receive a green folder which contains the Ministry of Education forms required for Health and Safety, Emergency Evacuation plans, Outing Permission forms and Accident and Medication registers.

The folder also has spaces for Au Pair and their Au Pair Family to communicate and to store information about learning and activities and will be checked each month by their visiting teacher. Remember as the children grow their routine may change. Always be flexible to adjust their routine as and when needed.

Nutrition

Good nutrition in childhood is important and can reinforce lifelong eating habits. A healthy diet supports a child's brain development, physical health and energy levels. Food should be stored prepared and served hygienically. Here are some general guidelines for providing a nutritious diet for the children in your care.

Please make sure you have discussed with your Au Pair Family whether the children in your care have any food allergies i.e. nuts, eggs, gluten, dairy and citrus fruits. Before trying the following suggestions.

Please refer to appendix 2 for healthy eating suggestions

Guidelines For Managing Children's Behaviour

At times, all children can display challenging forms of behaviour. Usually this happens because children can be frustrated or tired and don't have the skills to express how they are feeling at the time. There are many strategies and techniques that you can use you help assist the child in developing appropriate ways to express themselves.

Managing children's behaviour must not be done in a physical form. In New Zealand, we have an anti-smacking law (2007 Anti-Smacking Bill) which prohibits any person from smacking or physically harming a child. Please be aware that there could be severe consequences for any person who causes physical harm towards a child.

Most often the child's parents have accumulated techniques that work for them when faced with challenging behaving. We always recommend that you discuss different behavioural techniques and strategies that the family would like you to use before you initiate your own.

Please refer to Appendix 3 for examples

Educational Activities That You Can Do At Home

There are a huge number of activities that you can set up to help children learn more about literacy, numeracy and science concepts.

Story Books

Reading books to a child helps to familiarise them with sentence-structure, and learn new words to add to their vocabulary. As children become familiar with certain books you can begin to ask them questions but sometimes reading stories should just be that and not a learning exercise. Children who are learning to talk will benefit from reading stories as words are more easily learned when they are associated with a picture or object.

Alphabet Books

Go through magazines and cut out pictures of certain objects that start with the letter of the alphabet. Glue the pictures on some paper, then write the small and capital letter on it. This can be a weekly activity that you do with the child. You can eventually create a little book of the alphabet, with pictures that help the child to become familiar with the sound and appearance of the first letter that certain items start with.

Labelling Objects

An environment rich in literature will extend the child's familiarity with a range of different words. You may like to write 'window' and on coloured paper and then display it above/below his bedroom window. You may like to write the names of certain objects in both English and your first language, so he becomes familiar with words of your country. You could also make simple name cards to label other items in the child's room, such as 'door', 'wardrobe', 'pencils', and so on.

Shapes

Look for shapes everywhere you go. Find squares on the windows, circles in the fruit bowl or on the car, triangles in the toy box. As children get older they may like to draw shapes and cut them out. You are not looking for perfect shapes. If they draw a wobbly square that's fine as long as it has four sides that are about the same length.

Counting

Incorporate counting into the 'everyday' sorts of activities you do with the child. Count each step as she climbs stairs, or count the pieces of toast that you offer her for breakfast. Ask her to count how many pieces of apple you have given her for a snack, and even if the answer is incorrect, give her lots of praise for trying. When she listens to you counting, it will become very familiar and even natural to her. You may even like to teach her to count in your own language. Try to make counting fun, such as counting to 10 while playing 'Hide and seek'.

Baking

Baking food in the kitchen can be a good activity to help children learn about measuring. Talk to the child about measuring a teaspoon of sugar, $\frac{1}{2}$ a cup of milk and so on. This can be extended when you encourage them to measure how many spoonsful of dinner they would like, or when they measure different quantities of sand and water at the beach.

Invisible Ink

using a paint brush or cotton bud, encourage the child to dip it into a cup of lemon juice (freshly squeezed lemon juice works best), and draw 'invisible' pictures on white paper. Once the juice has dried, you will need to hold the paper closely (and carefully) to a lamp light-bulb until the pictures

become visible by turning brown. What fun you'll have teaching the children how and why this experiment worked.

Sun Painting

On a hot and sunny day, cut out some small circles, squares and triangles from coloured paper. Place the shapes outside in direct sunlight for as long as you can. The colour of the shapes should have faded, so you can compare the original coloured paper with the shapes and explain to the child that the sun rays fade colours.

Volcanos

You may like to try making a volcano by making some play dough (or using old play dough that you intend to throw away) and helping the child to mould it into a 'volcano'. Place a small cup or baby food jar at the top, squashing it into the volcano. Then pour 1 teaspoon of red food colouring into the cup, followed by 2 tablespoons of baking soda. Finally pour some white vinegar to the mixture and explain how the volcano is 'erupting' with 'lava'!

Utilising Resources In The Home

There are a range of meaningful learning experiences and activities that can be gained by using equipment and resources in the home.

Heuristic Play

To aid children's sensory development create a special collection of 'heuristic play' items for them to explore. This term generally describes active exploration of all the senses (touch, smell, sound, and taste) and so there are a range of items that you can find in the home which can be added such as a sponge, spoon, toothbrush, pinecones, feathers, pebbles, small bells, Tupperware, scraps of fabric and many more.

Dress-Ups

Use clothing accessories such as scarves, hats, handbags and gloves. Gather them together to create a dress-up box for the children. Dressing up and exploring different 'looks' with their appearance is a valuable learning experience for children, as it gives them a creative outlet. You may also like to make some items for the dress-up box with the children (such as face masks).

Physical Activities

In addition to going for walks and playing at the park, children can do fun activities at home to aid their general fitness and gross motor skills. Make time to do special activities with the children each day, such as kicking or throwing a ball outside, or dancing to music inside. Set up a home-made obstacle course by using hula hoops, pillows, skipping ropes and other objects found around the house. Encourage the children to crawl, role, hop, and jump through the obstacle course. It's always a great idea to ask for their input into the obstacle course as well, so that they feel included.

Caring For Babies

Looking after babies and toddlers can be demanding, and there are a range of skills and knowledge that you will need to know.

Please refer to [Appendix 4](#) for some of the other basics that you should know.

Health And Safety In The Home

Supervision

One of the most important aspects of being an Au Pair is supervision of the children. Supervision is watching or looking after the children in your care at all times and not leaving them alone under any circumstance. If you are working or babysitting for your Au Pair Family, please ensure that the supervision of the children is a top priority. It is illegal in New Zealand to leave any child alone under the age of 14 years old. If you do, this could result in serious legal ramifications.

Medicines

- Store all medicines; in a locked cupboard or a high cupboard
- Children must always be supervised when taking medicine
- Medicines must ONLY be given to the person whose name is on the label
- Check the label carefully and give the child the prescribed dosage
- All medicine should be recorded on a medication form with the amount and time given, your Host Parent must give written authorisation for you to administer medicine. (Forms are at the back of booklet, more can be obtained from Dream Au Pair)
- This protects the child by ensuring dosages aren't doubled up and protects you as well\

Bathrooms

- Please keep all lotions, creams, shampoos etc. up high or in a child locked cupboard
- Ensure when you have finished with cleaning products in the bathroom i.e. toilet cleaner and sprays that these have been put back in the locked cupboard
- Keep razors out of reach of children
- Straightening Irons away

Kitchens

- Ensure that all chemicals i.e. Dishwashing liquids and dishwasher detergents are always kept in a child locked cupboard
- Ensure kettles and jugs are kept to the back of the bench and ensure cords are also tucked away in behind the jug at the back of the bench
- Ensure ovens and stoves are turned off at the wall if not in use
- Ensure knives are kept up high and out of reach of children

Outside

- Ensure all gates are always kept closed
- Ensure children are supervised at all times – it is illegal in NZ to leave a child alone who is under 14 years old
- Ensure children are always supervised getting in and out of cars on the driveway/always get children out on the pavement side
- Ensure all garden tools are kept in a locked shed or cupboard

- Ensure any accidents a child has are documented in the forms provided (Forms are at the back of booklet, more can be obtained from Dream Au Pair)
- If on the Dream Education Programme, it is a Ministry of Education requirement that any accidents are documented in the forms provided. However, we suggest that it is best practice that everyone uses these forms (Forms are at the back of booklet, more can be obtained from Dream Au Pair)

Cross Contamination:

Cross contamination occurs when bacteria (germs) pass from one surface or person to another

- When you start preparing meals and snacks in the kitchen, ensure your hands are clean by washing them thoroughly with warm water and anti-bacterial soap and then dry them completely. Wash your hands for at least 20 seconds between handling produce and raw meat.
- Ensure the utensils that you are using have been cleaned hygienically, as well as the surfaces that you'll prepare the food on, such as the chopping board and the kitchen bench.
- Store raw meats in sealed plastic bags or other sealed containers. Always store cooked meat and raw meat separately.
- Please also store chicken and red meat separately.
- Place cooked food on a clean plate, not one that has had raw meat sitting on it.
- Immediately wipe up any liquid spills from meat on the bench or kitchen floor. Please use a paper towel that you can throw away in the bin rather than using the kitchen dish cloth. Then spray the area with disinfectant and wipe again with a paper towel.
- If you don't use paper towels, then colour-code the sponges or cloths that you do use in the kitchen. For example, a red sponge could be used for wiping up the kitchen bench & chopping board only; a blue sponge is for wiping up spills on the floor; a green dishcloth is for drying wet hands, while a yellow dishcloth is for drying dishes only.
- Wash dishcloths or sponges regularly in the dishwasher or on the 'hot' cycle of the washing machine.
- Ensure that all surfaces are disinfected after nappy change.
- Ensure that you dispose of the soiled nappy immediately in an appropriate bin – please don't put it in the kitchen bin.
- Any soiled clothes should be washed in the washing machine separate to other clothes.
- Never wash paint brushes in kitchen sink young child. Please (this doesn't make sense) ensure any brushes and/or paints are cleaned up in a bucket especially for this or in laundry sink. It is also culturally insensitive in Maori culture to do this.
- Never wash paint brushes in the kitchen sink as this can cause cross contamination, ensure any brushes and/or paints are cleaned up in a bucket especially for this or in the laundry sink.

Civil Defence

Discuss with your family what to do in an emergency situation such as an earthquake, a volcanic eruption or a Tsunami. Ask the family about their Civil Defence plan. For more information please visit: <http://www.civildefence.govt.nz/>

Fire Safety

It is a requirement for Dream Au Pairs Dream Education Programme that fire drills are also practised and documented – once a term but it is recommended that all Au Pairs do this. This will educate the children about what to do in case of fire.

All houses in NZ should have smoke alarms – they will need checking at least once a year to ensure they are working.

The number to call in an emergency is 111, if it's a non-emergency, call 105.

For further information visit <http://firewise.org/?sso=0>

Child Protection

Your role as Au Pair is to ensure that the children in your care are living in a safe environment. You are in a position of care and are responsible for protecting the child.

Many countries and cultures have differing views and beliefs on child rearing practises and what is acceptable and unacceptable. Here in New Zealand it is illegal to lay your hands on any child in an aggressive manner, this includes smacking a child.

Unfortunately, here in New Zealand there are very high statistics for physical abuse and neglect against children. There have been many cases in which young children have died from serious physical injuries inflicted by their parents/caregivers or people within the community.

There are four main types of child abuse: **physical, emotional, sexual abuse and neglect**. Child abuse can have serious negative effects on children, thus affect their growth and healthy cognitive development and mental issues well into adulthood.

Some factors that could lead to child abuse:

- Drugs and alcohol
- Verbal and physical arguments between parents and other family members
- A history of past abuse in the family
- Family stress (redundancy, divorce, money struggles, demanding work life)

A Change in Behaviour

You may also notice a difference in the child's behaviour. The child might display a strong fear of a particular person or places; changed sleep habits (bed-wetting, nightmares, fear of being alone); wearing lots of layers of clothes; unprovoked crying and so on.

You may also notice some disturbing behaviour, which must not be ignored. He/she might re-enact the sexual abuse in front of you through the use of dolls; display advance sexual knowledge for that child's age; or draw sexually explicit pictures re-enacting the abuse that may have occurred to that child. It is important stay calm and to not upset or interrogate the child.

It is also important to not jump to conclusion or make assumptions as there may be an innocent explanation, however it could also be a cause for concern so it is imperative to contact your Education Coordinator immediately.

What to do when you suspect Child Abuse

Child Matters (CPS), who specialise in teaching people to respond to child abuse suggests you:

- Document any physical and behavioural observations and anything said by the child. However, it is also important to not interrogate the child. Include the date, time and who was present.
- Consult Dream Au Pair, either your Placement or Education Coordinator immediately. We will make the appropriate next steps.
- If your concerns are justified then your Education Coordinator will support you in taking the next step, which is to contact Child, Youth and Family (CYF) and in some cases the police.

Useful Contacts

Child, Youth and Youth Services	0508 326 459
Child Helpline	03 366 6944
Citizen's Advice Bureau	0800 367 222
Plunket Line	0800 933 922
Jigsaw	0800 228 737
ACC Sensitive Claims Unit	0800 735 566

Your Education Coordinator/Placement Consultant is always happy to help and support you, so even if you have the slightest concerns, please feel free to email, text or phone her.

[Refer Appendix 5 for more detailed abuse indicators](#)

Child-Friendly Excursions In Auckland

There are a wide range of child-friendly venues to visit in the Auckland region. Here are a few places that you may like to visit together.

Please seek parent permission before taking the children to any of the following.

[Refer Appendix 6 for details](#)

Child-Friendly Excursions In Hamilton

There are a wide range of child-friendly venues to visit in the Wellington region. Here are a few places that you may like to visit together.

Please seek parent permission before taking the children to any of the following.

[Refer Appendix 7 for details](#)

Child-Friendly Excursions In Wellington

There are a wide range of child-friendly venues to visit in the Wellington region. Here are a few places that you may like to visit together.

Please seek parent permission before taking the children to any of the following.

[Refer Appendix 8 for details](#)

Appendix 1 – Student Trips

What We Offer

Student Trips offers different kind of trips to explore New Zealand. If you join a trip with Student Trips, you will get a lot of benefits.

- It is the best way to meet new people
- You will do a lot of activities for a great price!
- Your weekend will be a lot more fun because of the big number of people who are joining this trip.
- We do more things than promoted, stop at cool photo spots and sometimes add some free activities.

Student Trips offers two kinds of different trips; Weekend Trips and Social Activities. We will give you a little overview about our trips.

Discount Codes: **dapdiscount**

Get yours today: <http://www.studenttrips.co.nz/dreamaupair>

Weekend Trips

There is a range of weekend trips we offer, from climbing the **Tongariro Crossing**, to **Kayaking in Coromandel** and **Rafting in Rotorua**. During these weekend trips we have organised the accommodation, transport, activities, food and fun for you.

Day Trips

We also have day trips that usually leave on a Saturday morning and come back at the end of the afternoon. Here we visit locations like **Hobbiton** and some secret caves...



Social Activities

We love going out for dinner! We go out with a big group of us about once a month. Location & restaurant changes each time, so keep an eye out for this! Other activities we organise are ten-pin bowling, boat sunset cruise and watching movies.

South Island Trip – Over Christmas and New Year's

A 15-day trip to explore the South Island! Highlights are:

- Ice Explorer Trip in Franz Josef including helicopter ride
- Entry to Franz Josef Hot Pools
- Zip Trek Queenstown
- Daytrip to Milford Sound
- 6WD Argo Tour in Mount Cook

Early Bird

Student Trips works with an Early Bird Rate. This means that if you book prior the deadline, you can book for a discounted price. You will not only get a discounted price, you can still use your discount code, which makes your booking as cheap as possible!

Pick-up Place

Almost every trip starts at 9.00 am at 40 Fort Street in the centre of Auckland. If you live somewhere else and would like a different pick up location, please let us know and we can check what is possible.

Contact

Website: www.studenttrips.co.nz

Phone: 022 4788 336

Email: info@studenttrips.co.nz

Appendix 2 – Healthy Eating Suggestions

Do:

- Provide healthy meal and snack options (see suggestions).
- Offer at least 2-5 servings of fruit and vegetables each day.
- Offer at least 1-2 serving of low-fat milk (if they are over the age of 2 years), cheese or yoghurt.
- Offer lots of water throughout the day. A small child should be drinking at least 2 litres of water a day for healthy brain function. Limit fruit juice and other sugary drinks.
- Bake home-made fruit muffins, bars or biscuits. These are much better than the process kind that you buy from the supermarket and you can monitor how much sugar is going into them.
- Encourage your child to sit down at the table while eating. Explain the dangers of walking i.e. choking.
- Involve the child in choosing which fruit or vegetables they would like.
- Take the child fruit and vegetable shopping and let them see, smell and buy the fruit and vegetables with you.
- Let your child help to wash and prepare the fruit and vegetables. Use this opportunity to explore new colours and shapes.
- Count out grapes or berries together into a bowl.
- Grow some vegetables or herbs in the garden or in a pot. Let your child water and nurture the plants.
- Set a good example by eating a variety of healthy foods with the child. Children are more likely to develop healthy eating habits if you do.
- Make the food look fun.

Avoid:

- Using food as a reward or for manipulation. For example, “If you tidy your toys away I will give you some chocolate”.
- Punishing the child for not eating enough food. They may have legitimate reason for it i.e. not feeling well.
- High-fat/sugary foods: limit these treats and please seek parent permission before you give them to the child.
- Arguing over food. Meal times should not be a battle it should be a pleasant experience. To make meal times easier encourage the child to prepare the food with you or set the table i.e. picking some flowers from the garden and placing them in a vase or even creating paper placements for each person at the table.

Healthy Snack Suggestions:

- Fruit and Vegetables - are a great snack. They can be prepared in lots of different ways. They are juicy, sweet, crunchy and full of vitamin C and folic acid. Children need these essential vitamins and minerals to develop and grow into healthy young adults. They are also low-fat and full of fibre.

You could try:

- Fruit sticks/kebabs/fresh juices/frozen banana ice blocks/fruit smoothies
- Vegetables shapes/vegetable sticks
- Plain home-made popcorn
- Jacket potatoes
- Fruit muffins/vegetable muffins
- Dried fruit
- Yogurt dips
- Cheese squares
- Cheese omelettes
- Boiled eggs and toast soldiers
- Pancakes or pikelets
- Diary - is a good source of calcium. It includes yoghurt, milk and cheese. Avoid milky drinks with lots of sugar, brands of yogurt with extra sugar and cheese which is processed.
- Eggs - are a good source of high-quality proteins, vitamins, minerals, good fats and various nutrients. You can cook eggs in different ways– boiled, scrambled, poached and so on.

At Dream Au Pair we support healthy eating. If you need some inspiration for healthy Kiwi recipes, please check out our Pinterest page or alternatively ask your Host Parents for some family favourites.

Appendix 3 – Examples Of How To Manage Children’s Behaviour

Tantrums

- It is very common for children to throw tantrums. As difficult as this may be, there are ways in which you can manage these tantrums and lessen the likelihood of their occurrence.
- Firstly, remember that you can’t reason with a child when they are having a tantrum. Wait until they have calmed down, before speaking to them. Give them some time and when they are ready approach the situation calmly. Tantrums generally last from 1-3 minutes and then you can respond to their behaviour.
- Ask the child why they are upset. “Why are you feeling sad/angry/frustrated?” or “Show me what the problem is” or “What can I do to help?” It’s important to try and find out the root of the problem if possible.
- Remind the child that it’s important to “use their words” to express their feelings so that you can understand and help them.
- Identify certain factors that lead to a tantrum and record these factors. For example, if the child tends to throw tantrums in the afternoon, it could indicate that she/he is tired so you may like to review her/his sleeping patterns. Or perhaps she/he regularly has a tantrum just before lunch time; this could indicate that the child is very hungry. You could bring forward lunch by 15 minutes and then the child may be less likely to throw a tantrum.

Name-Calling and Labelling

- It is not ok to label or ‘put down’ a child. This means telling the child that they are naughty, bad, silly, mean and any other negative words as this creates low self-esteem and negative feelings within the child about themselves.
- It is not the child who is ‘naughty’ it is the behaviour that is not ok. Make sure you are addressing the behaviour. For example, if a child has hit their sibling instead of saying “You are being nasty to your sister”, you could say “When you hit your sister that hurts her. Please be gentle.” In this way, you are focusing on the negative behaviour itself.
- Avoid saying the word ‘No’ to children, as eventually this word can become meaningless to the child and they will be more likely to continue misbehaving. Try to say ‘Stop’ instead and use your hand to gesture this word. This tends to be much more effective.

Role-Modelling

- Children often learn behaviour from the people around them, so it is important to role-model good behaviour as the children in your care will naturally be influenced by this.
- You can role-model good habits with the children, such as eating healthy food with them, washing your hands in front of them, taking care of your belongings, using your manners and speaking in a pleasant tone.
- If you become upset by something, it’s important to use a calm voice when addressing the situation. If you yell or scream, then the children will learn that this is how you handle difficult situations when you are upset. Try to manage the situation by taking deep breaths and counting down from 10.

- It may even be useful to do this in front of the children and suggest that they try it the next time they feel upset. Once the child sees how you manage your own anger, they may follow suit.

Positive Reinforcement

- It is important to encourage and acknowledge a child's good behaviour by praising them when they are behaving well. For example, when the child follows your instructions it is important to acknowledge this. You could say "Thank you for listening, well done!" or "I really like how you did what I asked then, thank you".
- Asking children to help you with 'jobs' around the house such as wiping down the table after meal times or putting toys away gives the child a sense of responsibility and pride.
- Another way to encourage positive behaviour is to create a 'star chart' with the child. You can sit down together and choose some daily tasks that the child will be responsible for doing. This could include getting dressed, brushing their teeth, making their bed, using their manners etc. You can reward the child with a sticker when they complete the tasks. Allow the child to place the sticker on their chart as this gives them a sense of achievement. You may decide that once they receive 5 stickers they can choose a reward i.e. an ice-cream, choose a DVD or a trip to the museum. It would be a good idea to discuss these rewards with your Au Pair Family first before deciding on the rewards.

Bottles and Feeding

When preparing bottles of infant formula or breast milk for babies, remember to follow good hygiene practices. Bottles and teats must be sterilised to ensure that they are free of bacteria. There are different ways of doing this and your Au Pair Family will tell you which way they prefer.

Heat breast milk by placing the bottle in a bowl of hot water for a few minutes. Swirl the milk then test the temperature by putting a drop on the inside of your wrist. If it's not warm enough return to the hot water and try again. If it's too warm leave it to cool for a few minutes before testing again.

To make Formula milk, boil some water and wait for it to cool down. Pour the correct amount of water into the bottle then add the appropriate number of scoops of Formula and shake vigorously to ensure there are no lumps. It is sometimes helpful to write the amount of water and number of scoops on the lid of the formula tin so you can easily refer to it.

Test the temperature of the milk before offering it to the baby, by pouring a few drops on the inside of your wrist. If you feel that it is too hot, wait a few minutes more, and test it again.

NOTE: Heating baby's milk in the microwave will not destroy the nutrients but it may not heat the milk evenly, potentially resulting in milk that is hot in some areas and cold in others. Some plastic bottles are also not suitable for use in the microwave so this method is not recommended.

Hold the baby in your arms carefully when feeding with a bottle, and ensure the bottle is at a good angle so that there is an even flow of milk and not too much air.

You will be able to tell if she is not hungry for when baby is full as she will pull her mouth away from the bottle and will not suck on the teat when you try to put it back into her mouth.

Once the baby has finished drinking, you will need to burp her. This is usually done by holding her upright with her chin resting on your shoulder, or by sitting her up straight (if she can hold up her head). Gently pat and stroke her back in upwards movements. Eventually you should hear her burp, or occasionally spill vomit. You may like to keep a cloth nearby in case she spills/vomits. Again your Au Pair Family will be able to guide you on the way this should be done.

Sleeping

Bed-time can be a challenging time for parents and Au Pairs. Having a structured routine for babies is important, not just with feeding and nappy changes, but also with sleeping. This will help them form good sleeping patterns as they grow older.

Part of a baby's sleeping routines can also include the behaviours associated with bedtime, a bath, bottle or meal, clean nappy, story time or special bedtime music can all add to baby's cues that it is time to sleep or rest. Seek guidance from your Au Pair Family on what sleep routines or behaviours the babies in your care expect.

Place the baby in his cot making sure he is comfortable; he does not need to be over-dressed or have lots of toys around him. Be mindful of blankets covering the baby's face. Babies should lie on their back. Avoid baby lying on his front as this has been shown to increase the likelihood of sudden infant death syndrome (cot death) Remember to monitor and check on the baby every 10-15 minutes while he is sleeping. Babies do not need pillows.

Avoid rocking baby to sleep. It may seem easier to use this method instead of placing him in the cot, but he will soon become accustomed to the routine, and will become unable to fall asleep

unless he is rocked. He is also more likely to wake up when you finally place him in the cot. You may like to try placing him in the cot, and then gently 'pat' him or stroke his head. It may be hard at first, but establishing a good sleep routine will be worth it – the key to this is patience, persistence and consistency! Seek guidance from your Au Pair Family on the sleep routines of babies on your care.

Baby Exercises

As baby starts to grow and gain new physical abilities, there are numerous ways for you to help her to extend her new-found physical skills. When she starts to hold up her head by herself, you may like to start giving the baby 'tummy-time'. Do this when baby is settled and happy, not when they are hungry or tired. Place a soft blanket on the floor, and then gently place the baby on the blanket. Place colourful toys in front or around her, and play music or jiggle one of her rattles or noisy toys. She may respond well when you lie next to her. Tummy-time needn't be for more than a minute or two if she dislikes it.

Try to give her some tummy-time at least once a day, and as she grows stronger and begins to enjoy it, then you can extend it for longer. It may seem like a simple exercise, but tummy-time is extremely beneficial for babies. As they lie on their stomachs they will start pushing their upper bodies up with their arms, thus strengthening the muscles in their arms and upper back. They will also kick their legs, and soon learn to roll from their stomach to their sides, and then to their back. This forms a good foundation for learning to roll and crawl.

Another exercise to try is to place the baby on a beach/exercise ball, with his stomach flat on the ball. Holding his hands or arms, you can slowly rock the ball forwards and backwards, then side to side and so on. This helps him develop a sense of balance, and helps to build strength in his stomach, upper back and neck.

You may like to aid the baby's torso, back and shoulder muscles by rolling up a towel/blanket, or using a rolled up sleeping bag to place her on-stomach down. Hold her waist as she rests on the rolled item, and gently roll forward so that her hands are on the floor. Observe her pushing her hands against the floor, and lifting her head up.

A 'blanket swing' is a fun exercise for babies, which helps their balance and strengthens upper body muscles. Place the baby on his back, on a small blanket. Get down on your knees with someone else to help, and pull the opposite ends of the blanket. Lift the blanket up and gently swing the baby from side to side, then backwards and forwards.

To relieve the pain of colic, and strengthen the baby's neck and shoulders, hold her under her chest and stomach with both of your arms. Then sway her side to side, back and forth. The movement and gentle pressure on her stomach may soothe discomfort from colic.

Teething

When a baby's teeth form and start to push their way through his gums, this can cause a lot of discomfort and pain. This teething pain can be soothed in a variety of different ways. Generally, babies start teething from the age of around four months, but there is no set age for this, it may be later or earlier.

Some symptoms you may notice when the baby begins teething include dribbling, putting lots of objects in his mouth, nappy rash, diarrhoea, hot and red cheeks, and a high temperature. The baby may also seem grumpy or irritable, have disruptive sleeps, and cry when in pain.

Baby may respond well to teething rings or toys, which you can place in the fridge for a few hours. As he chews the toys, the coldness will soothe inflammation of the gums, and bring any

temperature down. For older babies, you can freeze pieces of fruit in the freezer for them to chew, or even offer pieces of ice wrapped in a cloth for them to suck. Remember to supervise them when they are chewing these to ensure there is no risk of choking.

Some babies like to suck and chew on a wet flannel, which also provides a sensory experience for them as they feel the texture of the flannel. If a baby in your care has a high temperature or is hard to settle seek guidance from your Au Pair Family on what other measures to take.

There are numerous products available in the toiletries aisle at the supermarket, and at the pharmacy, which are created specifically for teething but seek guidance from your Au Pair Family on products they advise for use when their baby is teething.

Solids

Babies usually begin eating solids from the age of 4-6 months. However, if she receives suitable amounts of Formula or breast milk, it is fine for her to start on solids later. Seek guidance from your Au Pair Family on when to offer baby their first solids and on what to offer.

If you/your Au Pair Family to prepare homemade solid baby foods, ensure that you boil fruit and/or vegetables and puree them thoroughly.

Start by offering the baby one type of food. Do not add sweeteners or flavouring, as the food needs to be quite bland. Initial foods you can offer the baby include apple, pear, kumara, pumpkin, and potato. Offer just a few spoonful's and observe the baby's reaction. It may take days or even weeks before she gets use to the taste.

As she gets older, you can start to offer her lumpier food that she can chew on (7-8 months), and finger food to hold and feed herself. Babies under the age of 1 can also have beef, lamb, pork and chicken. Offer a variety of foods, such as rice, pasta, and bread. It is important to provide the baby with nutritious and age appropriate food, and help them develop healthy eating habits. Again, seek guidance from your Au Pair Family on what foods to offer the baby in your care.

General tips for looking after babies:

Talk to the baby often as you feed, change and play with her. Listening to your voice can provide her with comfort and security. Talking and reading books to babies helps to familiarise them with language, intonation and sentence-structure. Babies can tell the difference between people's voices and even different languages, from a very early age.

A baby's eyesight is quite weak at first, and slowly gets stronger as he grows. To aid his eyes as they learn to focus, place pictures or toys which have contrasting colours (black and white, blue and yellow etc.) in front of him. Brightly coloured toys are more noticeable and easier for babies to focus on, therefore many baby toys are so colourful. Place a bright object in front of the baby, and move them up, down, and side to side as he watches it.

Babies are very sensitive to sounds and vibrations, so please avoid exposing a baby to overly loud noise or music. Soft music is ideal for babies, and you may like to allocate special songs for events. For example, only play one specific classical CD for the baby when she goes to bed. This will help her learn that when this CD plays, it is bed-time. As babies get older, they find enjoyment in different sounds such as rattles, soothing musical instruments, bells and more.

Crying is a baby's main form of communication, and this lets you know that he wants food, comfort, sleep and so on. It is normal for a baby to cry, he also wants to know that his wants and needs will be responded to. It is important to provide comfort when he is upset, as this helps him to know that he can trust and depend on you, and helps him to feel secure. However, if he wants

to be carried all the time, and cries when you put him down, be careful of making this a habit. Try to distract him with a toy or activity that doesn't involve you carrying him. It may be hard at times, but try to be patient and calm when he cries. Don't be afraid to ask for help if you need it.



Appendix 5 – Child Protection

Physical Abuse

In addition, it's important that you can identify the actual signs and indicators of physical abuse, which may often include:

- Unexplained bruises and welts on the child's face, lips and mouth.
- Unexplained fractures to the child's arm, leg, nose, spine and so on.
- Burns such as cigarette burns, stove and iron burns on the child.
- Bruises on the child's arms and legs which appear to be finger mark bruises.
- Child is withdrawn from others and appears scared of a particular person or people.
- Either extreme aggressiveness or withdrawal with others.
- Cruelty to animals.
- A vacant or frozen stare.

Emotional Abuse

Emotional abuse is more difficult to 'see'. However, there are a number of indicators you may notice when suspecting emotional abuse:

- The child is withdrawn and has low self-esteem.
- Attention-seeking behaviour.
- Poor social relationships with adults and other children.
- Overly compliant and apologetic.
- Hunched over and avoiding eye-contact.
- The child puts himself down i.e. "I'm stupid"

Sexual Abuse

There are a range of signs that may cause you to suspect that a child is being sexually abused. This may include: discomfort going to the toilet, difficulty walking and sitting, frequent urinary infections.

Neglect

Neglect is the most common form of child abuse in this country. There are different forms of neglect, whether intentional or unintentional. This can include:

1. **Abandonment:** leaving the child alone unsupervised for long periods of time so they need to fend for themselves.
2. **Educational:** keeping the child away from Kindergarten or school and failing to provide other means of educational learning.
3. **Medical:** failing to provide adequate medical attention or care when the child is unwell, sick or injured.
4. **Physical:** not providing enough food or water to meet the child's nutritional needs. Not dressing the child warmly in cold weather, not changing nappies etc.

5. **Living:** inadequate home for the child to live in which may be unhygienic, with no adequate heating, lighting or proper ventilation.

Appendix 6 - Child-Friendly Excursions In Auckland

Looking for some child friendly excursions in your area then check out www.i-site-new-zealand

However, if you live in one of these areas here are some suggestions we have found for you.

Central Auckland

Auckland Domain

Auckland Domain is a must-see for you and the children, as there are beautiful gardens, walkways and duck ponds to explore. Visit the Winter Gardens, tour the pathways and the glass houses and feed the ducks.

Location: 20 Park Road, Auckland City

<http://www.aucklandcouncil.govt.nz/en/parksfacilities/premierparks/pages/aucklanddomain.aspx>

Western Springs

Western Springs offers a large tranquil lake to walk around, a playground for the children and plenty of grassy spaces for them to run and play. There is also a vast number of ducks, geese and swans, as well as eels and fish in the lake. Take some bread along too and feed the birds, but beware as they are quite ferocious!

Location: 731 Great North Road, Western Springs, Auckland

<http://www.aucklandcouncil.govt.nz/EN/parksfacilities/premierparks/Pages/westernsprings.aspx>

Cornwall Park

Cornwall Park is another free venue, with One Tree Hill located at the centre. You will see many large New Zealand-native trees, beautiful gardens and big grassy areas to run around and play. During Spring, you may find calves and lambs near the main entrance at Greenlane West Rd, Greenlane. There is also a fantastic children's playground at the Manukau Rd entrance.

Location: Manukau Road, One Tree Hill, Auckland

<http://www.cornwallpark.co.nz/>

Auckland Museum

Auckland Museum has a special section for children, complete with games and fun activities to help them learn about the natural world around them. The Weird & Wonderful Stevenson Discovery Centre is a place you can explore the sometimes weird, but always wonderful, world of nature. Find out about the evolution of humans and other life on earth. This section is located on the First Floor and the children can spend many fun-filled hours there. This is especially good to visit on a rainy day.

Location: The Auckland Domain, Parnell, Auckland

<http://www.aucklandmuseum.com/>

Mt Eden / Maungawhau Domain

A trip to Mt Eden is another 'sunny day' activity. Spectacular 360 degree views of Auckland and its harbours are enjoyed from the summit of Maungawhau, which is reached by either foot or car. The slopes of Maungawhau were once densely populated by Māori and the crater is known as the food bowl of Matāoho. The children may find the deep crater of the Mount fascinating, as it was caused by a volcano.

Location: 250 Mt Eden Road, Mt Eden, Auckland

<http://www.aucklandcouncil.govt.nz/EN/parksfacilities/premierparks/Pages/mteden.aspx>

MOTAT (Museum of Transport and Technology)

MOTAT offers a fun, interactive and educational day out based on New Zealand's transport, technology and social history.

Ride a tram, see the Pump house in action, take a guided tour of the rail workshop, wander through the Victorian Village, marvel at the award-winning Aviation Display Hall (housing one of the largest aviation collections in the Southern Hemisphere), enjoy lunch at the cafe and explore the extensive collection of objects telling stories of New Zealand aviation, printing, road transport, trams, steam, military, telecommunications and rail.

Kids especially love to explore the Mirror Maze, Tactile Dome and interactive science and technology zone.

Location: 805 Great North Road, Western Springs, Auckland

<http://www.motat.org.nz/>

Stardome Observatory

Visit the Stardome Observatory located in One Tree Hill and be amazed by the Planetarium and the all-sky 360 degree panoramic theatre.

Location: One Tree Hill Domain, Manukau Road, One Tree Hill, Auckland

Voyager New Zealand Maritime Museum

Voyager aims to provide a rewarding, enjoyable and unique discovery experience for present and future generations through the preservation and presentation of New Zealand's maritime heritage.

Location: Cnr Quay Street & Hobson Street, Auckland

<http://www.stardome.org.nz/>

West Auckland

Rocket Park

Rocket Park has been voted one of Auckland's best playgrounds. Take the children there for a picnic lunch, as there is lots of space to sit and a fantastic playground with a large rocket climbing frame in the centre.

Location: 751 New North Road, St Lukes, Auckland

Parrs Park

The playground's interactive water feature includes a pump and a series of water play elements, including an Archimedes spiral screw. The water flow represents a natural stream gully and creates areas where children can play and explore.

The playground also has swings, rockers, a merry-go-round and a sand play area for younger children.

Location: 479 West Coast Road, Glen Eden, Auckland

<http://www.aucklandcouncil.govt.nz/EN/newseventsculture/OurAuckland/News/Pages/parrsparkplayground.aspx>

Kiwi Valley Farm Park

With over 7 hectares of interactive and educational activities guaranteed to create new memories. Focussing on rural New Zealand, it's a hands-on experience with nursery animals, feed the farm animals, horse and pony rides. Get lost in the Maze and discover the hidden caves.

Location: 308 Henderson Valley Road, Henderson, Auckland

<http://kiwivalley.co.nz/>

South Auckland

Ambury Farm

Ambury Farm is in Mangere. The farm animals at Ambury are family favourites. You will see sheep, goats, cows, pigs, pet lambs (in spring), chickens, turkeys, rabbits and peacocks. Grassy lanes between the animal enclosures help you get up close to the animals safely. There is plenty of space to have a picnic and a small shelter in case of rain. Best of all, the farm is free to visit.

Location: 43 Ambury Road, Mangere Bridge, Auckland

<http://www.kidsnewzealand.com/26-ambury-farm-park.asp>

Auckland Botanical Gardens

Auckland Botanic Gardens is home to over 10,000 plants from around the world. With something always in bloom it is a great place to bring the children. There is a generous parking area, then a short walk to the main Visitors Centre. You can collect a map from there, as the gardens are very big and there are specific areas you may like to find. 'Potters Children's Garden' is a must-see and it should keep the children entertained for hours. There is also a lake, rock garden and some interesting sculptures.

Location: Hill Road, just off the Southern motorway (SH1), in Manurewa, Auckland

<http://www.aucklandbotanicgardens.co.nz/>

Butterfly Creek

Located on Tom Pearce Drive Just one minute from Auckland International Airport, Butterfly Creek is Auckland's hottest new attraction hosting Australasia's premier Tropical Butterfly House with over 700 free flying exotic butterflies, tropical fish, birds and lizards. Butterfly Creek offers a great family day out in Auckland. With things to do for both children and parents, everyone will have a relaxing fun day.

Location: 10 Tom Pearce Drive, Auckland

<http://butterflycreek.co.nz/?gclid=CPDNofITl8ICFQ4HvAodDCoAQA>

North Shore

Devonport Tunnels

Will you explore the tunnels or opt for grass surfing today? Visit the WW2 Military site on North Head and soak up awesome views over the Auckland Harbour, or take a self-guided walk.

Battery Walk | The North Head Historic Walk is easy walking distance from Devonport township. Just follow the signs if you want to head there from the Devonport Village along King Edward Parade, otherwise you can drive to the summit.

If you want a real walking route (rather than just wander around) there's a 60 minute walk (2km one way) for an interesting insight into the historic WW1 and WW2 military site. See old fortifications, a mass of tunnels, guns and searchlights.

Location: Takarunga Road, Cheltenham, North Shore, Greater Auckland

<http://planmyplay.co.nz/play/free-things-to-do-devonport-north-head-tunnels-ww2-military-site>

Centennial Park

Go exploring one of Auckland's biggest parks - Centennial Park reserve, tucked away from view in Campbells Bay, stretches over a huge area. There's heaps of trails, some heading up over to the Pupuke Golf Club and other tracks meandering through the park in all directions. Collect pine cones, stretch your legs and get back to nature.

Location: Rae Road, Campbells Bay, North Shore, Greater Auckland

<http://planmyplay.co.nz/play/free-things-to-do-campbells-bay-centennial-park>

Chelsea Sugar Refinery

Walk the beaches, feed the ducks, picnic by the ponds or go exploring around the 45 hectares of bush land at the Chelsea Sugar Refinery. There's plenty native bush and birdlife to enjoy.

If you feel like an adventure, head towards the footbridge close to the main gates and walk through bush into an open glen on the hillside, with great views back over the Auckland Harbour Bridge. From here there are unmarked tracks (you'll find little openings in the bush) taking you up to various no exit streets which link back through the bush to the beach again.

Most of the tracks will wind their way over and around Duck Creek and will exit at the roads marking the boundary of Chelsea Sugar Refinery Estate (aka the Chelsea Sugar Works).

Location: Colonial Road, Birkenhead, North Shore, Greater Auckland

<http://www.chelsea.co.nz/>

Sheep World

Learn about New Zealand sheep farming and wool industry. Activities at Sheep World include live action sheepdog displays, sheep-shearing, bottle-feeding lambs, eco-attractions, NZ farmyard which is informative and fun, whatever your age, whatever the weather!

Location: 324 State Highway 1, Dome Valley, Auckland

<http://www.sheepworldfarm.co.nz/>

Long Bay Regional Park

The Long Bay Regional Park is family friendly, with plenty of BBQs and parking. Check out the rock pools at low tide, or head north for a walk-through farmland or coastal forest tracks. Nature Trail is approx. 30 minutes. Walk north to the start of the track (which is below the Vaughan Homestead) and follow the yellow markers on your left – which leads to you through native forest and farmland. An easy walk which is great for children!

Location: Beach Road, Long Bay, North Shore, Greater Auckland

<http://regionalparks.aucklandcouncil.govt.nz/longbay>

East Auckland

Howick Historical Village

Step back in time and experience the past. Walk around our 7 acre site and explore gardens and buildings during the 1840 to 1880 period. There are over thirty original colonial buildings collected on site, including schools, a church, forge and general store.

Chat to the costumed staff in this living museum, or take a break to savour the home-style food and real coffee in the cafe. Enjoy a peaceful day in beautiful surroundings, coming face to face with the past.

Location: Lady Marie Drive, Pakuranga North, Auckland

<http://www.nzmuseums.co.nz/account/3000>

Barry Curtis Wetland Playground

An imaginative and impressive playground for children includes gigantic pukeko, metal flax stems that emit a range of sounds when turned and simple but clever puddle pavers, that fill up with water on wet days for children to splash in.

Location: 42 Stancombe Road, Flatbush, Auckland

<http://dayout.co.nz/attractions/attraction.aspx?attractionId=2183>

Pakuranga Sailing Club Playground

This playground, next door to the Pakuranga Sailing Club is a giant snakes and ladders game set on a hillside. Mum or one of the kids spins the dice at the bottom out and the children advance on numbered wooden stepping stones. If they land on a ladder they get to climb up and if it's a snake (a wiggly slide), they slide down again.

Location: 38R Bramley Drive, Farm Cove, Auckland

Totara Park Playground

A definite destination for a day out, Totara Park playground is set in 216ha park-like grounds with bushwalks. It has two playgrounds. The brand new one near the car park is designed to reflect a traditional Kiwi back yard tree hut. Five minutes down a bush track is another larger playground. Totara Park is a destination with a free outdoor swimming pool, which is open from November to March, mountain biking and a bridle trail.

Location: Wairere Road, Manurewa, Auckland

<http://www.aucklandcouncil.govt.nz/EN/parksfacilities/premierparks/Pages/totarapark.aspx>

Appendix 7 - Child-Friendly Excursions In Hamilton

Hamilton Lake Domain

This awesome central city playground includes safe, fenced areas for all age pre-schoolers and usually older siblings are more than willing to come on an outing here too! Water play, slides, swings, dizzy disc and climbing frames are on offer. This park is also located next to an excellent Café and ice-cream parlour; there is a pushchair friendly boardwalk around the entire lake and lots of ducks always keen to be feed bread scraps throughout the year.

Location: Lake Domain Drive, Hamilton

<http://www.hamiltonwaikato.com/experiences/walking-and-hiking-trails/hamilton-lake-domain>

Parana Park

The Potter Children's Garden at Parana Park features a kowhai slide and other creative play equipment. The playground is particularly popular in summer with a large shallow water play area and Tui theme which includes a water feature, swings and aviary. There are bathrooms close by and easy access for pushchairs as well as easy walking for toddlers. Lots of big shady trees for Summer time picnics and gardens to walk around too.

Location: River Road, Hamilton

<http://www.hamilton.govt.nz/our-city/parks/parksandgardens/Pages/Destination-Parks.aspx>

Claudlands Parks

This playground includes a flying fox, climbing net, junior and senior areas and disability friendly equipment. There is plenty of free parking close to this central city playground. Approximately 500metres away there is Jubilee Bush, a walk through a small Kahikatea Forest that once covered all of Hamilton when it was originally settled. There is an easily accessible boardwalk throughout this bush area.

Location: Corner of Heaphy Terrace and Boundary Roads, Hamilton

<http://www.hamilton.govt.nz/our-city/parks/parksandgardens/Pages/Destination-Parks.aspx>

There are a number of modern playgrounds that have been built as Hamilton's suburbs have rapidly expanded that are great for visits any time of the day. These include:

Tauhara Park

Mouse wheel, modular fitness equipment, swings, slides, flying fox, roktopus, climbing nets, space net, monkey bars, hand trolley and seesaws. This is a disability friendly playground with equipment options available for all children.

Location: Clements Crescent, Wairere, Hamilton

Minogue Park

Double flying fox, sand and water play, in ground trampolines and scooter track.

Location: Tui Avenue, Forest Lake, Hamilton

Chedworth Park

Small skateboard bowl, basic modular unit, dizzy disc, swings and seesaws.

Location: Hukanui Road, Chedworth, Hamilton

Deanwell Park

Large climbing areas, swings, seesaws, spinning equipment, sand play area. This playground is for use by Deanwell School and the Community, please respect all users.

Location: Collins Road, Deanwell, Hamilton

Ashurst Park

Scooter track around the whole playground, flying fox, roktopus, climbing net, rockers and a playhouse for younger children.

Location: Ashurst Ave, Pukete, Hamilton

Moonlight Drive Reserve

Climbing nets, climbing walls, platforms, monkey bars and a hand trolley. A smaller junior area has its own small slide, binoculars and puzzles. There is also sand play with a digger.

Location: Corner of Borman Road and Moonlight Drive, Rototuna, Hamilton

Hamilton Gardens

Various walks through themed gardens, lake walks, ducks, café on site, bathrooms, lots of shady areas for picnics and open areas for walking and running.

Location: Cobham Drive, State Highway 1 – Gate 1 or 2, Hamilton

Activities that cost:

Hamilton Zoo

Hamilton Zoo is on the outskirts of Hamilton City and is very spread out. Be aware that part of the park is a hill climb so it can be tiring for little legs or for Au Pairs with push chairs! It is worth visiting though with plenty of animals to see.

Location: 183 Brymer Road, Hamilton

<http://hamiltonzoo.co.nz>

Leap Indoor Trampoline Park

Our main leaping area have a variety of interconnecting trampolines - this including side trampolines - for you to bounce over, across, around, along and onto. There are boxes and a wall to challenge our more experienced leapers.

Location: 42 Sunshine Ave, Te Rapa, Hamilton

<http://leapnz.co.nz>

Jump Indoor Trampoline Park

JUMP is an indoor trampoline park we created for New Zealander's to experience. This fun and exciting entertainment activity is gripping the world. We felt all Kiwi's should be given the opportunity to experience this extreme jumping attraction.

Location: 138 Ellis Street, Hamilton

<https://www.jumpwithus.co.nz>

Waikato Museum and Excite Interactive Science Gallery for children

The Excite science gallery aims to foster a learning experience in an exciting and engaging environment. Excite is jam-packed with interactive, science based activities for young people to actively learn while having fun.

Location: 1 Grantham Street, South end of Victoria Street, Hamilton

<http://waikatomuseum.co.nz/exhibitions-and-events/view/257>

Chipmunks Playland and Café

Feature's an exciting under 5's area, action packed ball blasters, Mega slides and an awesome playground structure for children aged 12 months to 12 years.

Location: 8B Maui Street, Hamilton

<http://www.chipmunks.co.nz>



Appendix 8 - Child-Friendly Excursions In Wellington

Botanic Gardens

Visit Wellington Botanic Garden and enjoy its unique landscape, protected native forest, conifers, specialised plant collections, colourful floral displays and views over Wellington city. There is also a great children's playground. There are many entrances to the Garden including from Glenmore Street, Salamanca Road,

Upland Road and the Cable Car. The only public vehicle access is through Centennial entrance on Glenmore Street.

<http://wellington.govt.nz/recreation/gardens/botanic-garden/visitor-information>

Wellington Cable Car

The Wellington Cable Cars operate every 10 minutes every day of the week during opening hours. The ride starts from Cable Car Lane, 280 Lambton Quay (in the heart of the city) and goes up to the top of Upland Road to the Lookout, Carter Observatory, Planetarium and Cable Car Museum. The Lookout view takes in the CBD and across the harbour to the Hutt Valley, Eastbourne and Mt. Victoria. Take either a return trip or walk back down through the Botanic gardens and historic Bolton Street cemetery, emerging across the road from Parliament. Further details:

www.wellingtoncablecar.co.nz

Wellington Zoo

A great day out and during the winter they often offer \$5 Wednesdays.

www.wellingtonzoo.co.nz

Staglands Wildlife Reserve

Deep in the Akatawara ranges is a fun adventure for all ages. For more information visit

<http://www.staglands.co.nz/>

Pukaka Mount Bruce

A wildlife sanctuary that features many species of New Zealand birds, including Kiwi. You can also see eels and Tuatara lizards. They have daily bird and eel feeding sessions too! For more information visit:

<http://www.pukaha.org.nz/>

Nga Manu Nature Reserve

On the Kapiti Coast, with over 700 different plant species, wildlife ponds, bush walks, lookout tower and a diverse range of native animals such as Tuatara, Kiwi, Morepork, Fantail, Kea, Kaka, Tui and Woodpigeon. All facilities are designed for pushchair access. Schedule your visit to include the 11am Bird Feed-out tour and/or the 2pm Eel Feeding or feeding the ducks. For more information visit:

<http://www.ngamanu.co.nz/>

Zealandia

10 minutes from central Wellington, Zealandia is a nature lover's paradise and a sanctuary by the city! See some of New Zealand's rarest birds, reptiles and insects living wild in their natural environment, including hihi, tuatara, saddleback, kākā and (at night) little spotted kiwi. Indoors, NZ's incredible natural history and world-renowned conservation movement are brought to life in a state-of-the-art exhibition.

Wellington Buggywalks

Sport Wellington Buggy Walk is the first Thursday of each month and at different spots around Wellington. For more information and to find out where the next walk will be see the website: <http://buggywalk.co.nz/>

Buggies Go Bush

Is at Zealandia every Wednesday starting at 10.30am. Members and under 5's are free. There is a cost of \$10 to non-members but it gives you access to the sanctuary

and exhibition so it's great value. They also have an awesome child-friendly coffee shop! For more information visit:

<http://www.visitzealandia.com/event/buggies-go-bush/2014-04-02/>

Tinytown Buggy Walks

A guided buggy walk around the Southern and Eastern suburbs. No

need to book, just turn up on the day. Meet at 9.45am, walk from 10am – 11am. To find out when the next walk is taking place go to:

<http://wellington.govt.nz/recreation/recreation-centres/kilbirnie-recreation-centre>

Museums

Te Papa Museum. A great place for slightly older children and has an interactive science area where children can touch whatever they like. Te Papa also runs regular story reading sessions at Story Place.

Museums of City & Sea, Cable Car Museum and Colonial Cottage

Where you can see snapshots of history of Wellington

<http://www.museumswellington.org.nz/>

At the Library

Most of the Libraries in the region hold weekly or monthly pre-school story times and Baby Rock & Rhyme music sessions. Check out the "What's on" page for the library in your area to see when they are held.

“You will never
be completely at
home again, because
part of your heart will
always be elsewhere.
That is the price you
pay for the richness of
loving and knowing
people in more than
one place.”



Hazard Checklist

Equipment, premises and facilities should be checked every day for hazards to children to ensure the safety of children. Hazards are eliminated, isolated or minimised. Any hazards should be documented and your Host Parents should be notified immediately and appropriate action taken to rectify the hazard.

Daily Checks

Outside:

- Fences and gates are secure/closed
- Lawn & play space is clear of rubbish/animal droppings
- Water hazards are emptied or covered
- Sheds/garages are locked
- Poisons such as weed killers are locked away securely
- Poisonous plants are removed

Kitchen:

- Highchair/eating area is clean
- Food preparation area is clean
- Appliances and cords are out of reach
- Cupboard locks are secure
- Cleaning materials are out of reach

Indoor Play Areas:

- Electrical wires & plugs are out of reach, sockets covered
- Safety gates are secure
- Choking hazards are eliminated
- Fire guards are secure

Bathroom:

- Nappy change area/toilet is clean
- Water hazards in laundry/bathroom are removed/covered

Monthly Checks

As well as carrying out the above you should complete a monthly check to ensure that:

- Smoke alarms are working and panned emergency escape route is clear and accessible
- First Aid kit is complete and all items are within their use by date
- Inside play equipment is safe and in good condition
- Outside play equipment is safe and in good condition
- Window, door and gate latches are in good working order
- Electrical appliances and equipment are safe and in good working order
- Any new furniture over 1m tall has been adequately secured to prevent falling or tipping

If you have any concerns, please contact your Education Coordinator or Placement Consultant for advice.

HOUSEHOLD EMERGENCY PLAN

COMPLETE THIS PLAN WITH ALL MEMBERS OF YOUR HOUSEHOLD

YOUR HOUSEHOLD

Address	<input type="text"/>	
Name	<input type="text"/>	Phone numbers <input type="text"/>
Name	<input type="text"/>	Phone numbers <input type="text"/>
Name	<input type="text"/>	Phone numbers <input type="text"/>
Name	<input type="text"/>	Phone numbers <input type="text"/>
Name	<input type="text"/>	Phone numbers <input type="text"/>

1. If we can't get home or contact each other we will meet or leave a message at:

Name	<input type="text"/>
Contact details	<input type="text"/>
Name (back-up)	<input type="text"/>
Contact details	<input type="text"/>
Name (out of town)	<input type="text"/>
Contact details	<input type="text"/>

2. The person responsible for collecting the children from school is:

Name	<input type="text"/>
Contact details	<input type="text"/>

3. Emergency Survival Items and Getaway Kit

Person responsible for checking water and food

Items will be checked and replenished on:

(check and replenish at least once a year)

The Getaway Kits are stored in the

4. The radio station (inc AM/FM frequency) we will tune in to for local civil defence information during an emergency

5. Friends/neighbours who may need our help or who can help us

Name

Address

Phone

Name

Address

Phone

6. On a separate sheet of paper draw a plan of the house showing places to shelter in an earthquake or storm, exits and safe assembly areas and where to turn off water, electricity and gas.

IMPORTANT PHONE NUMBERS FOR POLICE, FIRE OR AMBULANCE CALL 111

Local Police station	<input type="text"/>	Water Supplier	<input type="text"/>
Medical Centre	<input type="text"/>	Gas Supplier	<input type="text"/>
Insurance Company	<input type="text"/>	Electrician	<input type="text"/>
Vet/Kennel/Cattery	<input type="text"/>	Plumber	<input type="text"/>
Electricity Supplier	<input type="text"/>	Builder	<input type="text"/>
Council Emergency Helpline	<input type="text"/>		

HOUSEHOLD EMERGENCY CHECKLIST

WHAT YOU WILL NEED TO GET THROUGH

EMERGENCY SURVIVAL ITEMS

- Torch with spare batteries or a self-charging torch
- Radio with spare batteries
- Wind and waterproof clothing, sun hats, and strong outdoor shoes
- First aid kit and essential medicines
- Blankets or sleeping bags
- Pet supplies
- Emergency toilet - toilet paper and large rubbish bags
- Face and dust masks

Check all batteries every 3 months.

FOOD AND WATER FOR 3 DAYS OR MORE

- Non-perishable food (canned or dried food)
- Food, formula and drinks for babies and small children
- Water (at least 3 litres per person, per day) for drinking
- Water for washing and cooking
- A primus or gas barbeque to cook on
- A can opener

Consider stocking a two-week supply of food and water for prolonged emergencies such as a pandemic. Check and replace food and water every twelve months.

HOW TO STORE WATER

- Wash bottles thoroughly in hot water. Fill each bottle with tap water until it overflows. Add five drops of household bleach per litre of water (or half a teaspoon for 10 litres)
- Store in a cool dark place and replace the water every 12 months

GETAWAY KITS

Everyone in the house should have a packed getaway kit in an easily accessible place which includes:

- Torch and radio with spare batteries
- Hearing aids and spare batteries, glasses or mobility aids
- Emergency water and easy-to-carry food rations
- Extra supplies of special dietary items
- First aid kit and essential medicines
- For infants or young children – formula and food, nappies
- Change of clothes (wind/waterproof clothing and strong outdoor shoes)
- Toiletries – towel, soap, toothbrush, sanitary items, toilet paper
- Blankets or sleeping bags
- Face and dust masks
- Pet supplies
- Important documents:
 - Identification (birth and marriage certificates/driver's licences and passports)
 - Financial (insurance policies and mortgage)
 - precious family photos

IF WE HAVE TO EVACUATE WE WILL:

- Take our Getaway Kit
- Turn off electricity and water
- Turn off gas only if we suspect a leak or if asked to do so by the authorities
- Take our pets with us

For more information visit the Civil Defence Emergency Management Office at your nearest council or

www.getthru.govt.nz

PRODUCED BY THE MINISTRY OF CIVIL DEFENCE AND EMERGENCY MANAGEMENT



HAZARD REGISTER

Address _____

Au Pair _____

Family _____

Date	Hazard/Incident	Steps taken to eliminate, isolate, minimise the hazard	Parent Notified (initial & date)	Action Required	Complete (initial & date)

ACCIDENT AND ILLNESS REGISTER

Date	Time	Accident or Illness	Action Taken	Au Pair Signature	Parent Signature

Using your own Family ESCAPE PLAN

All of your family needs to understand the Escape Plan and to practise escaping from each room in the house by the two exits.

Most fires start in kitchens (25%), bedrooms (13%), and lounges and family rooms (16%).
Make sure your family practises escaping from these rooms every three to six months.

Remember, you need to:

1. Have working smoke alarms
2. Know two ways out of every room if possible
3. Make sure that doors and windows needed for escape are clear and easy to open, and that there is a safe way to reach the ground from upper floors
4. Keep keys in deadlocks at all times when home
5. Have an outside meeting place, such as a letterbox or a special tree
6. Make special plans for young children and older people.

**Remember...
Get Out! Stay Out!
www.fire.org.nz**

Design your own Family ESCAPE PLAN
A FUN ACTIVITY


www.fire.org.nz

How to make your Family Escape Plan

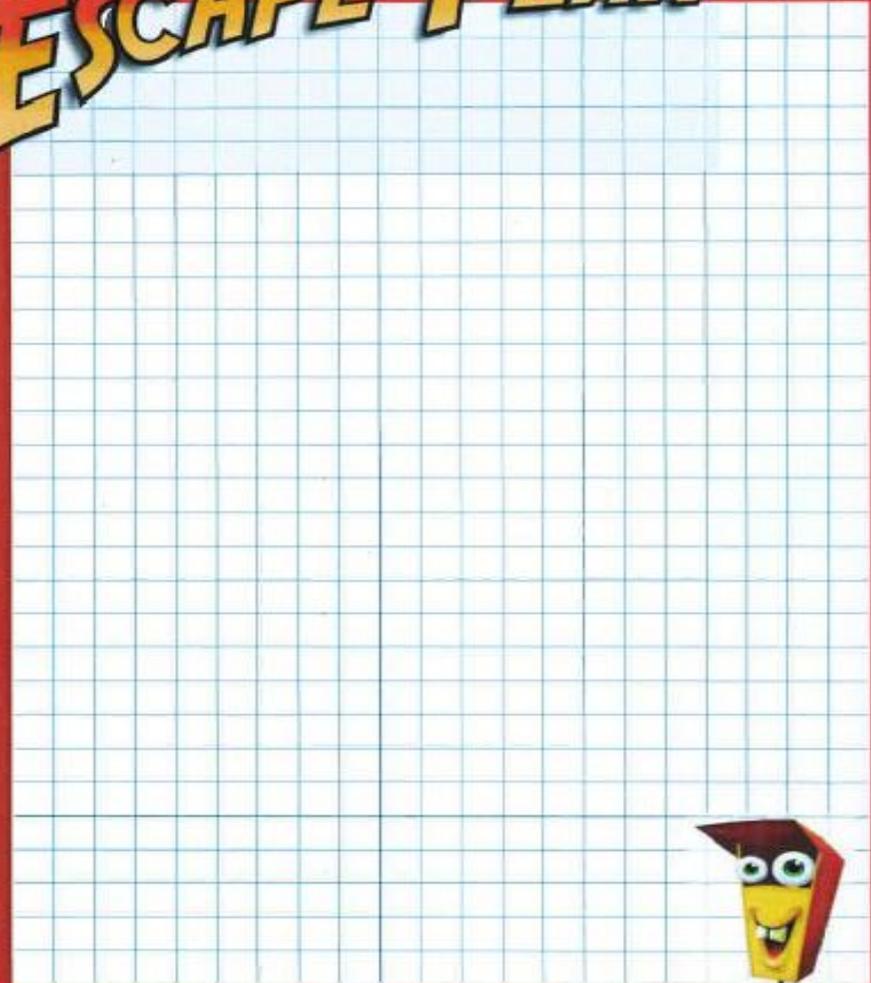
- You will need:
- x1 glue stick
 - x1 pair of scissors
 - x1 pencil
 - x1 black felt marker
 - x1 red felt marker
 - x1 adult (to help you)



1. First, cut out the page with the Family Escape Plan grid.
2. Next, cut off this page with the room symbols on it.
3. Then, cut out each room symbol along the dotted line.
4. Draw out a plan view of your house on the Family Escape Plan grid in pencil with names written on each room eg. Kitchen, bathroom, bedroom.
5. When you have drawn the house plan correctly, go over the pencil lines with the black marker.
6. Using your glue stick, stick down the room symbols onto the escape plan grid.
7. Next, using your red felt marker draw a dash line showing your plan of escape from every room in a fire emergency. (Make sure there are two ways out of every room if possible.)
8. Make sure there is a safe outside meeting place, such as a letterbox or a special tree.
9. Once you have created your Family Escape Plan remove and place it the fridge or a notice board so all your family can learn the escape plan.



Design your own Family ESCAPE PLAN



PRACTISE YOUR FAMILY ESCAPE PLAN

