

Welcoming new whānau: First visit

- 1 Whakatau mai ngā manuhiri. Greet new visitors and welcome them to your village.
- 2 Offer manaaki (support) by showing manuhiri (visitors) where to sign in.
- 3 Introduce manuhiri to whānau, tamariki and any employees (including their role) on session. Inform them of the Emergency Procedure and show them the evacuation point. Discuss the main hazards on Hazard Register.
- 4 Be a great host by showing manuhiri around the Centre, concluding with an offer of refreshments.
 - Where to put their belongings
 - Toilets/Nappy Changing including procedure on display
 - Kitchen
 - Inside area
 - Outdoor Area
 - Sleeping Area explain procedure and where pēpi can sleep
 - Kai table and where to put lunch box, kai allergies, best places to eat kai
 - Where the first aid kit is located.
- 5 Explain Playcentre is a whānau-led organisation and parents are involved in managing Playcentre as a co-operative.
- 6 Introduce another family to talk with and share their positive stories about Playcentre experiences – eg. this is a place to make friendships, comfortable home like environment for tamariki.
- 7 At the end of their visit, remind them to sign out and when the next session is. Arrange the next visit and provide some further information about Te Whānau Tupu Ngātahi (Playcentre) or your centre to take away.



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Welcoming new whānau: Second visit

- 1 Welcome whānau back with gentle reminders where things are located such as the wharepaku (bathroom), kīhini (kitchen) facilities and where to put their belongings.
- 2 Explain session tikanga (routine). Describe the centre morning kai routine, any hui that take place (e.g. session evaluation), and set-up and pack-up of centre.
- 3 Advise manuhiri that Playcentre is “a place for you and your child to make friends, play and learn together.”
- 4 Find out about pēpi and tamariki interests and try to find a commonality.
- 5 Introduce manuhiri to other whānau to help them feel more settled on session. Share positive stories about Whānau Tupu Ngātahi (families growing together) and tamariki learning through play.
- 6 Explain it is ok if you need to leave early to tend to the needs of your pēpi.
- 7 Remind manuhiri to sign out at end of visit, organise their third visit and ask if there are any questions.



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