

ERO visit guide

Kia ora koutou.

ERO reviews are part of being a licensed centre and it is an opportunity to celebrate your centre and Playcentre. They will happen on a regular basis, every 1-4 years. Below is a guide to help you work through the ERO process to ensure that it is a smooth process for you and your centre.

ERO visits are a very small snapshot of your centre practice. Prior to the visit ERO will consider the documentation you submit to them and on the day they will arrive at the start of the session, stay for the whole session and meet with a small group of parents at the end of session.

The ERO advice to centres:

“Think about our visit as a visit from your mother in law. In preparation give your house a good spring clean, but don’t do any major renovations.”

Time Frame	Centre whānau	CSW	CA
4-6 weeks prior	Receive ERO notification.	Receive ERO notification.	Receive ERO notification.
4-6 weeks prior	<ul style="list-style-type: none"> Meet with CSW to complete an ERO self-report. Gather information to be sent to ERO, e.g. a recent completed internal evaluation and the centre philosophy statement. 	<ul style="list-style-type: none"> Support the centre to complete a self-report. Ensure centre has a recent completed internal evaluation and has any other requested information available Ensure the following documents are current and available <ul style="list-style-type: none"> General Business and planning meeting minutes. Records of assessment, planning and evaluation for groups and individual children Any other long or short term planning that guides the Playcentre direction (annual plan, strategic plan, budget). CSW reports. 	<ul style="list-style-type: none"> Assist the centre to complete the statistical profile. Assist the centre to complete the Centre assurance statement. Ensure all health and safety hazards are resolved Ensure the Playcentre Aotearoa Policy folder is available, and that necessary documentation is displayed: <ul style="list-style-type: none"> Child Protection flowchart sign Laundrying sign Nappy Changing and Disposal sign Sleeping Children sign Injury, Illness, Incident sign Child Washdown Procedure sign Sick Child isolation sign Notifiable Events sign Fire and Evacuation sign Earthquake procedure sign Sheltering in place sign Complaints procedure sign
2 weeks prior		<ul style="list-style-type: none"> Email self-report, centre assurance statement and other supporting documentation to CSC who will pass along to ERO Participate in pre-review meeting with Regional Office and ERO 	<ul style="list-style-type: none"> And that the following documentation is current and available: <ul style="list-style-type: none"> Child protection record form Sleeping child check Infectious diseases card Minor injury, illness, incident notice Serious injury, illness, incident form Medicine Administration Register and Agreements Daily H&S Checklists for at least last 2 months Hazard and risk register Food record template Emergency drills record form Building assistance register Centre Assurance checklists (completed by CA)
1 Week prior	<ul style="list-style-type: none"> Arrange who will be present on session and who can stay for the discussion after session. Decide how you will welcome the ERO staff – baking, introductions, name badges, whakatau, etc. If centre wishes to do whakatau, please let the Regional Office know in advance so we can manage the time appropriately. 		

On the day	<ul style="list-style-type: none"> • Arrive on time and set up invitations to play • Ensure everyone is actively engaged on session • Meet with ERO after/at the end of session to receive feedback 	<ul style="list-style-type: none"> • Attend session and support the centre as required • Meet with ERO after/at the end of session to receive feedback 	<ul style="list-style-type: none"> • Support the centre if required by CSC
One week after	<ul style="list-style-type: none"> • Celebrate with your centre whānau 	<ul style="list-style-type: none"> • Participate in post-review meeting with Regional Office and ERO 	
Two weeks after	<ul style="list-style-type: none"> • Receive draft report from ERO • Consider if there are any errors or other points you wish to feedback • Return feedback to CSW to submit to the ERO via regional office 	<ul style="list-style-type: none"> • Check in with centre around draft report – celebrate their achievements • Check report for any factual errors 	<ul style="list-style-type: none"> • Check report for any factual errors
Next centre meeting	<ul style="list-style-type: none"> • Discuss ERO recommendations and develop an action plan to address ERO recommendations 	<ul style="list-style-type: none"> • Support the centre to develop an action plan to address ERO recommendations 	

Thank you and best wishes with the ERO review process.

<https://www.ero.govt.nz/how-ero-reviews/ero-reviews-of-early-childhood-services-and-kohanga-reo/> is a useful resource.