

**POLICY AND PROCEDURES  
JANUARY 2023**



**GREEN BAY COMMUNITY HOUSE**

**SCHOOL HOLIDAY PROGRAMME**

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GREEN BAY  
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## **SCHOOL HOLIDAY PROGRAMME**

### **MISSION STATEMENT:**

Green Bay Community House School Holiday Programme ('GBCH SHP') aims to provide affordable, quality out of school care and recreation services for families within our local community, where children can learn and develop physically, emotionally, cognitively and socially. We believe that children have the right to be safe and enjoy their out of school time with activities that are fun and appropriate for their age and cultural background.

GBCH SHP is committed to offering a child-centred service where the needs and best interests of children are the first and foremost considerations. We aim to be responsive to the diverse and changing needs of the children and families in our community.

Our programme aims to provide a safe and welcoming environment where children can be comfortable in their identity and confident in their culture. We extend the same welcome to parents and whanau. Through our conversations and activities, we encourage children to understand and respect other cultures. We are committed to providing an environment that is free from harassment, bullying, coercion, sexual, financial discrimination or other coercion.

We take opportunities to speak with parents/whanau about the care of their children. We actively seek information from parents/whanau about any special needs or disabilities and consult over strategies and resources that might help us to work well with their children. Information may be collected in writing on the enrolment form, or through staff discussions with parents/whanau.

All parents have the opportunity to discuss specific cultural needs and preferences at enrolment and to record relevant information on our enrolment form. We also seek guidance from parents/whanau when planning activities or events with a cultural element (e.g. festival days, birthdays etc.)

We provide regular informal and formal opportunities for feedback from children and from parents/whanau. All messages and notices about the programme include an invitation to feed back.

We formally evaluate the entire programme once per year and report any feedback and responses to the current committee.

Our staff regularly seek opinions, feedback and ideas from children, to contribute to future programme planning.

## **PROGRAMME POLICIES**

- GBCH SHP policies and procedures are reviewed regularly by the management and staff. Policies and procedures are reviewed no less than annually or within the first month of the appointment of new management.
- All staff are made aware of any changes to programme policies and procedures.
- The programme policies and procedures manual will be made available to parents/caregivers to read at all times, and is published on our website.
- Notice will be given to parents/caregivers of any changes to programme policies and procedures through a letter to parents.

## **MANAGEMENT & GOVERNANCE**

GBCH SHP Programme is operated by the Green Bay Community House Operations Manager, Administration and Accounts Manager, SHP Supervisor and staff.

The Operations Manager will maintain regular communication with programme staff, by being on-site at the programme, if offsite on an excursion they will remain in phone contact with the Administration and Accounts Manager. Communication with the GBCH Management Committee will be via quarterly meetings and an annual report at the AGM.

The GBCH Management committee will review insurances annually to ensure there is appropriate coverage for significant risks.

The programme policies will be reviewed annually by the Community House Operations Manager, in consultation with programme staff and report to the GBCH Management Committee.

Parent feedback and complaints will also be taken into account when reviewing policies.

A full set of policy documents will be available for parents to view by the sign in/out sheets at the programme venue.

## **HOLIDAY PROGRAMME HOURS**

Before Care Session: 8am to 9am

Day Session care: 9am to 3pm

After Care Session 3pm to 4pm

## **ENROLMENT PROCEDURES**

All children attending the programme must be enrolled using the Aimy Plus enrolment system that is completed by the parent, caregiver or other authorised adult.

The adult enrolling the child/ren must complete all fields within the enrolment system and authorise the agreement online.

At least two emergency contacts must be provided.

As part of our continuing quality management we will use the reports within the enrolment system to review the enrollments at the commencement of the programme to ensure that all emergency contacts are present, medical conditions / treatments are recorded and permission to photograph is completed.

The names of all people authorised to collect the child/ren from the centre will be listed within the booking information, along with any custody or access orders in place.

Information regarding health conditions, special needs, and cultural background is requested on the enrolment form.

Parents must also give consent for any off-site activities and other specific activities when requested by the programme.

**No child is confirmed as enrolled until payment is received.**

WINZ clients are confirmed enrolled when confirmation from WINZ is viewed by the administration staff at the Community House. At no time are we able to hold places open without payment being made.

#### **FEE PROCEDURES**

- All fees are payable at the time of booking via Ezy pay or invoices can be issued by the Administration and Accounts Manager
- Payment to be made by credit card, cash or internet banking to the *“Green Bay Community House School Holiday Programme”*.
- Receipts are issued for cash payments and or are available at the office if required.
- Fees are non-refundable. Credits can be given due to sickness or for any viable reason at the discretion of the Administration and Accounts Manager.
- A penalty fee may be charged for accounts in arrears of more than two weeks.
- Any discrepancies in fees should be directed to the Administration and Accounts Manager.

#### **CONFIDENTIALITY**

It is a requirement of the Ministry of Social Development that all enrolment forms, incident/accident reports be kept for a period of time. These forms will be kept secure and the information will be used for statistical and auditing purposes only. All private information will be kept in the strictest of confidence. This is available for parents/caregivers to check for accuracy.

The programme will at all times comply with the requirements of Principle 3 of the Privacy Act 2020.

#### **RECORD-KEEPING & PRIVACY**

The GBCH School Holiday Programme maintains accurate records of current enrolments, attendance, health information and all medication administered by staff. All Information is kept in accordance with the Privacy Act 2020.

Information on each child is collected via the Aimy Plus enrolment form directly from parents/caregivers or other authorised person. As part of the enrolment procedure parents/caregivers are advised that they are responsible for notifying the programme of any changes of details and that they can view and correct their child’s information by logging into their Aimy Plus account or notifying the Operations Manager or Administration and Accounts Manager

Information collected about children is only used while under our supervision during the current OSCAR programme.

Photographs of children may be used for advertising the programme, unless parents state otherwise.

Enrolment information is stored securely at the programme venue and via Aimy Plus and is only available to the programme supervisor, Operations Manager or Administration and Accounts Manager. Enrolment information will only be kept for auditing purposes, and then will be disposed of securely.

This information will not be shared with other persons or agencies without the consent of the parent / caregiver, except where there is a concern about safety and welfare of a child and as advised by the Police or Oranga Tamariki.

Any digital information is stored with password protection, we undertake regular system updates, and ensure we are using appropriate antivirus software.

GBCH implements regular reviews of user accounts, passwords and system access.

IT hardware and devices are kept in a locked office.

In the event of changing the hardware we will ensure there is appropriate e-waste disposal and all files will be removed from the devices.

In the event of a data breach. We will endeavour to contain the breach, make an assessment, evaluate the risks, notify affected people if necessary, along with the Privacy Commissioner. Then implement further security measures to prevent a repeat.

The Green Bay Community House Operations Manager is the Dedicated Privacy Officer

All staff will be trained on the importance of keeping information secure as part of their induction training

### **DROP OFF & COLLECTION OF CHILDREN**

Parents/guardians are to sign their children in and out on the roll every morning and every afternoon, using the dedicated tablet device. This records the time in / out and the person collecting the child.

Staff will not release a child to a person who is not identified within the enrollment details.

Parents are to inform the GBCH SHP staff if a person who is not listed on the child's enrolment form will be collecting them.

If an unauthorised person comes to collect the child, parents will be contacted for authorisation. Written permission must be given for children to leave the programme unaccompanied.

Parents need to contact the supervisor by 9.00 am. if their children will not be attending on the day.

- Early drop off and late pick up fees will be charged to parents who do not collect their children on time.
- The following steps will be taken if a child does not arrive at the programme:
  - Parents will be phoned.
  - Second contact person will be phoned.
  - Other emergency contact persons listed will be phoned.
  - Management will be notified.
  - The local police will be contacted if necessary.
- In the event of a child not being collected at the end of the programme, the following procedure will be adhered to:
  - One staff member will remain with the child.
  - Parents/Guardians will be contacted. If parents are unreachable, emergency contacts will be phoned.
  - If there is no contact with the parents within one hour of the programme closing, the child will be taken to the nearest police station. A note will be left on the door of the community house indicating where the child has been taken.
  - Management will be notified.

Parents will be charged up \$25 per every 15 minutes they are late after 4pm.

### **PROGRAMME GUIDELINES**

The programme aims to provide the children with a planned, balanced and varied programme.

All children are encouraged to take part in the planned activities and will be given choices of activities including:

- Group and individual activities
- Organised and self directed activities
- Active and passive activities
- Indoor and outdoor activities
- Arts & Crafts
- Trip Days

Activities will be relevant and stimulating for the age of the children participating.

Developmentally appropriate equipment and materials will be made available.

Planned activities will aim to:

- develop respect for cultural diversity
- foster positive self concept
- develop social skills
- encourage children to think, reason, question and experiment
- practice and refine literacy skills
- encourage creative expression and appreciation of the arts
- enhance physical development and skills
- encourage sound health, safety and nutritional practices
- encourage the wise use of leisure time

The programme supervisor will be in attendance at all times during the operational hours of the programme.

The staff-child ratio during programme time is a minimum of 1:10. There will be a minimum of two staff at all times.

The staff-child ratio on excursions is 1:8. The staff ratio for excursions where there is water in the area will be 1:4.

Programme planning will be done at least 4 weeks before the start of the School Holiday programme. Staff induction will be held on the week prior to the programme starting.

There will be clearly defined play areas for the programme, which will be supervised by staff at all times.

#### **FOOD**

Children need to bring a nutritious and healthy morning tea, lunch and a drink. If they are booked into aftercare they will need to provide an afternoon snack.

if cooking activities are part of the programme, allergy and dietary requirements will be checked before children consuming food.

Occasionally staff may give children treats as part of an activity.

Parents are expected to brief staff fully on any food allergies or nutritional requirements that their children may have, and complete the applicable section within the enrolment form.

#### **EXCURSION PROCEDURES**

- Parents will be notified in advance of all activities planned away from the programme and a planned schedule will be posted on our website
- Children will not be allowed to participate on an excursion unless parents/caregivers have agreed to the permission part of the enrolment form.
- The staff/child ratio on excursions will be 1:8. Staff ratio for excursions where there is water nearby will be 1:4.
- Staff will carry personal cellphones (on trip days) for emergencies.
- Walks to nearby parks and gardens do not require an increased staff ratio but all excursion safety procedures still apply.
- Staff will only allow children to go to the toilet in pairs. If using a public toilet staff will stand outside and check prior to use
- A first aid pack and children's emergency information will be taken on excursions.

An evaluation will be made for prior to ALL excursions (RAM), and signed by all attending staff

The children will be organised into a buddy system when on walks and will walk double file with at least one adult in the rear and one adult leading. When crossing a road, one adult will stand in the middle of the road to ensure any traffic is stopped before children begin to cross the road and will remain there until all children have crossed.

Vehicles used to transport children must comply with all mandatory legal requirements. All drivers must hold a current, clean driver's license and must agree to drive safely and maturely.

When on an excursion a list of the children participating will be left at the programme along with a note describing the group's whereabouts and expected time of return.

### **CHILDREN WITH SPECIAL NEEDS**

Every effort will be made to include children with special needs in GBCH SHP OSCAR Programmes. All venues and programmes are selected to enable inclusion of children and families with special needs such as learning difficulty, disability and developmental delay.

The GBCH SHP will discuss fully with the caregivers, the child's requirements: medication, diet and supervision requirements, which will be recorded with the child's enrolment form.

The GBCH SHP will assess how the child's needs may be catered for and discuss this approach with parents and staff. With parental consent the GBCH SHP may also contact schools and other agencies who have contact with the child for more information and advice.

The safety of the child and other children in the programme will be a major consideration. Children cannot be included in the programme if their behaviour or the level of supervision required, compromises programme supervision and safety. The GBCH SHP may offer enrolment for an initial trial period.

The GBCH SHP will ensure that all staff and volunteers are fully aware of the child's requirements and that they feel confident to provide the necessary care. Each case will be considered individually and every effort will be made to include the child within the limits of the programme's resources.

### **PROGRAMME ENVIRONMENT**

There are clearly defined play areas for the programme, which fall within the boundaries of the Community House.

Children attending the programme will be made aware of the defined play areas and the importance of staying within these boundaries, including the importance of staying where staff can see them, ensuring supervision at all times.

Staff will only use personal cellphones for group communication on trips.

All play equipment will be checked for safety and suitability and will be regularly checked and maintained each school term.

The premises will be clean for the children on arrival and appropriate programme equipment set up. A hazard checklist is done every morning by the programme supervisor.

All toxic items, poisons and hazardous equipment and rubbish will be stored correctly and securely before the children arrive at the programme.

The programme provides a smoke free environment for the children.

There is an area where children can be alone if they wish and a 'quiet area'.

Appropriate modifications will be made for children with special needs.

GBCH School Holiday Programme does not allow children to bring electronic devices from home. If parents do require children to bring mobile phones or devices (that are used in an emergency), then these are to be handed to the office upon arrival where they will be securely locked away. They can be collected at the end of the day (collection is the responsibility of the parent or child). GBCH holds no responsibility for any loss or damage to these devices.

### **PETS / ANIMALS**

The Green Bay Community House is fully fenced. If a stray animal is found outside the House, then Animal Welfare will be contacted. Meanwhile all children will be taken inside.

If on a trip day and a stray animal approaches the group or any of the children, then staff will remove the children as far away as possible ie, nearest building or bus.

### **CHILD PROTECTION**

The well-being and safety of children and young people is a paramount concern of the Green Bay Community House SHP.

Staff and management of the GBCH SHP are committed to responding to concerns about the safety and wellbeing of children and recognise that this may have consequences for the status and reputation of the organisation, management and staff. However, the interest and welfare of the child or young person will be the primary consideration when any action is taken about suspected abuse.

GBCH SHP will not tolerate abusive behaviour of any kind and will promote a culture of child protection by making these policies visible to parents and the community - including in enrolment information and notice boards.

GBCH SHP supports the roles of statutory agencies (the Police; Oranga Tamariki) and will consult with them when necessary.

The Vulnerable Children Act 2014 requires a rigorous process for screening staff who work with children. GBCH SHP OSCAR Programme complies with this Act, in order to safeguard the programme from inappropriate persons. This is further outlined in the Staffing Policy.

**Purpose** This policy guides the actions of the organisation whenever there is a concern about the abuse or mistreatment of children. This includes recording concerns, responding if a child discloses abuse, suspected abuse by staff and suspected abuse between children.

This policy applies to all staff, including part-time or temporary roles, volunteers and contractors.

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#### **1. Definitions**

Child abuse refers to the harming (whether physically, emotionally or sexually), ill treatment, abuse, neglect, or serious deprivation of any child/tamariki, young person/rangatahi (Section 14B Children, Young Persons, and Their Families Act 1989).

*Physical abuse* - any acts that may result in physical harm of a child or young person.

*Sexual abuse* - any acts that involve forcing or enticing a child to take part in sexual activities, whether or not they are aware of what is happening.

*Emotional abuse* - any act or omission that results in adverse or impaired psychological, social, intellectual and emotional functioning or development.



*Neglect* - the persistent failure to meet a child's basic physical or psychological needs, leading to adverse or impaired physical or emotional functioning or development.

*Family violence* may be witnessed/experienced by children and involve physical, sexual and emotional abuse.

## **2. Training**

This organisation is committed to maintaining and increasing staff awareness of how to prevent, recognise and respond to abuse through appropriate training. Staff are expected to act at all times within their level of experience and training, and to consult with the Operations Manager or Administration and Accounts Manager about any concerns.

As part of their induction, new staff are explained:

- the programme policy and commitment to child protection
- procedures for supervising children and minimising the risk of an allegation of inappropriate behaviour
- what to do if abusive behaviour is observed
- the process for reporting any concerns
- how to respond to a disclosure of abuse

There will be annual in-house training about the child protection policy and appropriate external training will be accessed whenever possible – with priority given to permanent and senior staff members.

## **3. Identifying child abuse and neglect**

All staff will be made aware of the signs of potential abuse or neglect (see below) and will always consider all available information before taking any action e.g. behavioural concerns may be the result of life events, such as divorce, accidental injury, the arrival of a new sibling etc.

Staff members are not expected to reach any conclusions about whether abuse or neglect is occurring, or what form it may be taking. They are expected to recognise and consult when something is wrong, if a pattern is noticed or several signs together cause concern.

### **Some signs of potential abuse / neglect**

- Physical signs of abuse: unexplained injuries, burns, fractures, unusual or excessive itching, genital injuries, sexually transmitted diseases. Neglect: looking rough and uncared for, dirty, without appropriate clothing, underweight
- Medical neglect (e.g. persistent nappy rash or skin disorders or other untreated medical issues).
- Developmental delays (e.g. small for their age, cognitive delays, falling behind in school, poor speech and social skills).
- Emotional abuse/neglect (e.g. sleep problems, low self-esteem, obsessive behaviour, inability to cope in social situations, sadness/loneliness and evidence of self-harm).
- Behavioural concerns (e.g. age- inappropriate sexual interest or play, fear of a certain person or place, eating disorders/substance abuse, disengagement/neediness, aggression).
- The child talking about things that indicate abuse (sometimes called an allegation or disclosure).
- Neglectful supervision (e.g. out and about unsupervised, left alone, no safe home to return to).

## **4. Responding to child abuse**

*Under sections 15 and 16 of the Children, Young Persons, and Their Families Act 1989, any person who believes that a child has been or is likely to be, harmed physically, emotionally or sexually or ill-treated, abused, neglected or deprived may report the matter to Oranga Tamariki or the Police and provided the report is made in good faith, no civil, criminal or disciplinary proceedings may be brought against them.*

This organisation will act on recommendations made by statutory agencies concerning the reporting of suspected abuse. Staff will only consult with or inform families about any suspected or actual abuse, after consulting with the appropriate statutory agencies.

When notifying the agency, a receipt or acknowledgement of the notification (written or electronic) will be requested. All information or notes concerning the notification will include date, time and name of the person receiving the notification.

Staff will respond to suspected child abuse or any concerning behaviour by writing down observations, impressions and communications in an identical register. This will be kept separate from other programme records and enrolment information etc.

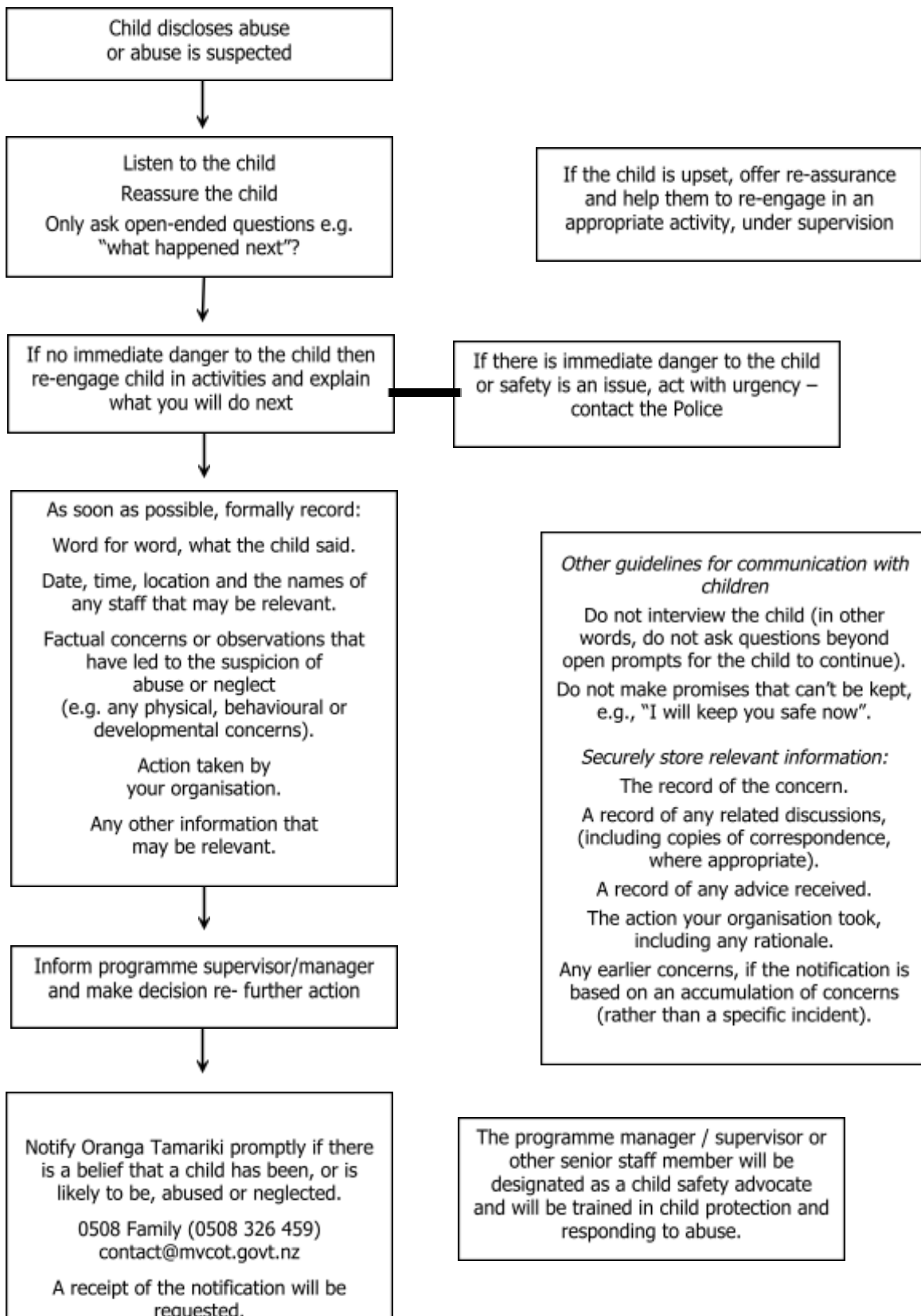
Information volunteered by a child should be fully and accurately recorded. Staff will not interview children about the suspected, but may engage the child to collect essential information, using open-ended prompts such as “what happened after that?”

No staff member will act alone about suspected child abuse but will consult with the programme management. Where staff and programme management suspect child abuse has occurred and a child is unsafe, immediate contact will be made with the Police or Oranga Tamariki.

Staff who are responding to cases of suspected child abuse are entitled to have support. The programme will maintain knowledge of such individuals or organisations that provide support and will assist staff to access these services as needed.

These child protection policies and procedures also apply to any safety concerns of an associated community member.

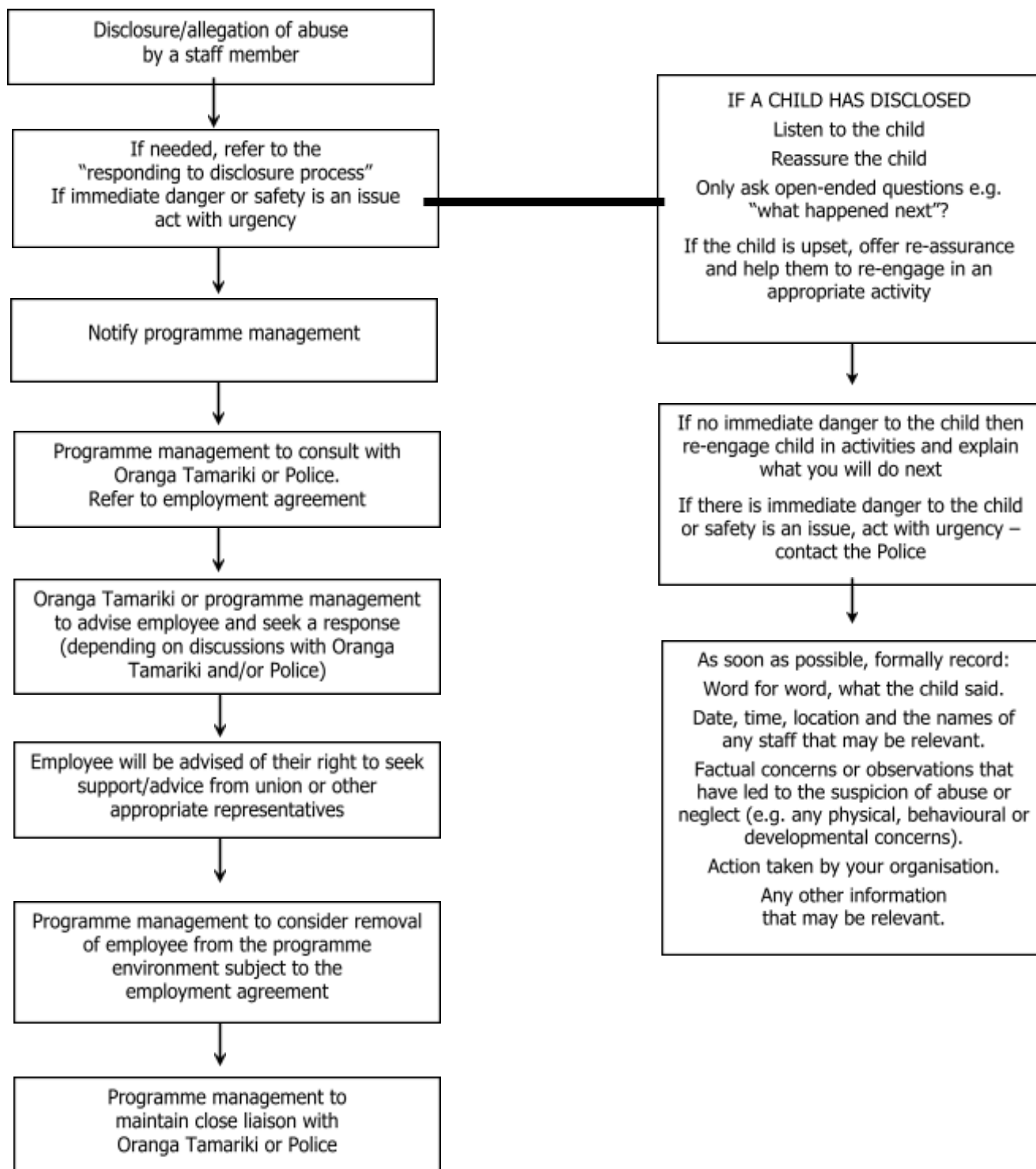
## Responding to a disclosure/concern about abuse



## 5. When an allegation of abuse is made against a staff member

Where it is suspected that child abuse has been carried out by a staff member (paid/ unpaid in any programme role), the matter will be reported promptly to programme management.

Any children involved will be protected from possible risk or trauma. Programme management may remove the staff member from the programme environment subject to the requirements of the applicable employment contract. All actions will be undertaken with appropriate care to maintain confidentiality.



This organisation acknowledges that the use of 'settlement agreements', could be contrary to the principles of child protection. Some settlement agreements allow a member of staff to agree to resign provided that no disciplinary action is taken, and a future reference is agreed. Where the conduct at issue concerns the safety or wellbeing of a child, use of such agreements will be avoided.

## **7. Peer abuse**

This organisation will ensure that the safety of the child or young person is paramount and no form of physical, sexual or verbal harassment or violence from peers will be accepted or tolerated.

While the situation is being evaluated, the children/young people concerned will be kept separate.

In some cases, where the abuse has occurred at the programme, immediate suspension of a child may be appropriate, as outlined in the behaviour guidance policy.

This organisation will keep personal information as private as possible. Parents will also be asked to keep all information confidential to allow proper investigation and resolution.

All parents/caregivers will be kept informed about how the programme is responding to concerns, including meeting with staff to discuss these concerns. It is a policy of the programme to discourage interaction between the different parents involved and between parents and other children in the programme, while a concern is being investigated.

## **8. Child and staff safety – supervision and conduct guidelines**

*These specific guidelines are concerned with minimising the risk of allegations of inappropriate conduct. They should be read in conjunction with the Staff Code of Conduct, which outlines a wider range of staff behaviour guidelines.*

All staff should be aware of situations where they could be alone with children. These situations will be avoided as much as possible.

An open door policy for all spaces should be used as much as possible (i.e. not for toilets). Staff will be aware of where all children are at all times and check to ensure what they are doing is appropriate.

Staff will watch for situations where children are out of sight together (play huts, storage areas, toilets, etc.) and intervene to reduce the risk of inappropriate behaviour.

Staff will avoid being alone when transporting a child or young person, unless an emergency requires it.

Except in an emergency (or as specified in the late collection policy), children and young people will not be taken from the programme by staff without parent consent.

Visitors to the centre will be monitored at all times by programme staff.

All volunteers and outside instructors will be monitored by the paid programme staff.

As outlined in the Code of Conduct: "Staff will provide physical comfort or reassurance when needed by children, but exercise caution and restraint when initiating physical contact or displaying signs of affection." Staff will not allow children to climb on them or sit on their laps.

If activities require a higher degree of physical contact (i.e. classes in swimming, gymnastics, dance etc.) parents and caregivers will be informed.

Unless requested by children or parents there is usually no need to assist school aged children with toileting. If the situation arises, staff will ensure that another staff member knows who is assisting the child. Parents will be informed.

In some situations a child or young person may require more regular physical and or personal care assistance. Advice and assistance will be requested from parents/caregivers and specialist personnel.

Programme management will negotiate with all involved regarding appropriate procedures for giving this assistance.

## **BICULTURAL POLICY**

Goal:

- To fulfil the intent of the Treaty of Waitangi by valuing and reflecting New Zealand's bicultural heritage

Purpose:

- To ensure Maori perspectives are reflected, in the programme's activities
- To enable our staff and user groups to understand, respect and show sensitivity to the values of Maori
- To accept that the knowledge and use of Te Reo Maori may raise the esteem of the programme users and staff
- To provide an environment that recognizes and supports Tikanga Maori.

Guidelines:

- All staff are aware of this policy and its implications
- Use of Te Reo Maori will be encouraged within the programme
- Activities promoting Te Reo and Tikanga Maori are offered in the programme
- Staff development could include Te Reo, Tikanga Maori and bicultural issues
- The programme will reflect a welcoming atmosphere for parents/whanau
- The Maori community will be encouraged to become involved in our OSCAR Programme

## **BEHAVIOUR MANAGEMENT**

Children have the right to be safe and feel safe; to receive care and attention; to be treated fairly and with dignity and respect. Through consistent behaviour guidance practices, staff at GBCH SHP will help children to learn helpful and cooperative behaviours. This approach includes maintaining a positive environment, early intervention with low-key responses and utilising consequences for persistent or more serious misbehaviour.

This policy also includes steps for responding to children's behaviour that poses a significant safety risk. This is given a high priority, to ensure the safety of children and programme staff.

## **A POSITIVE ENVIRONMENT**

Children are encouraged to behave appropriately through a range of supportive strategies, including:

- A stable programme routine, implemented with flexibility in response to children's changing needs
- Facilities and resources that allow for varied activity – including rest and relaxation
- Children can assist with programme tasks and have choice/input into the programme activities
- Children are well-supervised during all activities and staff intervene early if there is any problem
- Staff model appropriate behaviour including friendly and attentive interactions with all children
- Staff recognise appropriate behaviour and encourage children to make good behaviour choices
- Rules/boundaries clearly outline expectations for behaviour – children help to establish rules and expectations and help to regularly review / update these.

## **SUPPORT STRATEGIES**

Upon enrolment, parents are asked to provide information to assist with caring for their child/ren. If individual support needs are indicated, appropriate strategies will be noted. Parent input and experience will always be sought when planning individual support strategies: these are discussed with all programme staff, with the aim of achieving a consistent approach for the whole programme.

Children are encouraged to learn simple conflict resolution techniques e.g. using 'paper, scissors, rock' to choose who has the first turn. When the issue is more substantial, children may be asked to take time to cool off, discuss the problem with staff assistance and then reach a solution together.

### **LOW-KEY RESPONSE**

When responding to misbehaviour, staff initially use low-key, unobtrusive responses e.g. ignoring, non-verbal signals or short, simple reminders, directions, questions or redirection.

Early intervention is usually always preferable: staff members are proactive in responding to behaviour problems before they escalate, although options to ignore some behaviours will also be considered.

Staff members communicate calmly and assertively, and do not shout, threaten or intimidate children.

Children are usually given reasonable time and space to comply with any instruction or expectation.

Staff aim to reconnect positively with children after intervening. Each day is viewed as a fresh start.

### **INAPPROPRIATE DISCIPLINE PRACTICES**

Punitive discipline is not acceptable at our programme. This includes punishing by hitting, the withholding of food or drink, isolation from the group, humiliation, ridicule or other forms of verbal abuse.

Staff will not use physical force to direct children or make them comply with instructions.

No physical restraint or intervention will be used with children, unless it is an immediate issue of safety for children or staff, and direct verbal commands have not been effective.

### **CONSEQUENCES FOR PERSISTENT MISBEHAVIOUR**

If the behaviour persists, staff will state a choice or consequence e.g. "if you continue with .... then ....."

In any instance where a child is agitated or in an extreme emotional state, the child will be given time and space to cool down, with appropriate monitoring by staff before further steps are taken.

Staff always follow through appropriately with consequences, which may include loss of privileges or equipment; remedying damages; follow up with parents.

Any communication with parents about a child's behaviour must first be approved by the Management team. An incident report will be required – staff will consult with the supervisor about this.

All parents and children are advised that a possible consequence for a serious or persistent incident is that the supervisor may ask parents to come and remove the child from the programme immediately.

### **SERIOUS BEHAVIOUR PROBLEMS & EXCLUSION OF CHILDREN**

Where there is a repeated pattern of inappropriate behaviour staff will consider:

- If there are any triggers for the behaviour at the programme and how to manage these
- If the response the child gets for the behaviour (from staff or other children) is meeting the goal of the behaviour and therefore reinforcing the behaviour, making it likely to reoccur
- Staff will take a problem-solving approach, with the aim of forming a consistent set of responses, used by all staff, to help the child behave appropriately. Parents will be kept informed of this process and given the opportunity to offer suggestions towards a suitable strategy.

Serious or repeated incidents of misbehaviour are recorded and reported to parents. Parents will be asked to meet with the GBCH Management team to discuss concerns. The child will have the chance to participate. The meeting will review steps that have been taken to help the child and aims to reach an agreement for a behaviour guidance plan, including clear consequences should the behaviour recur.

In the case of more serious behaviour incidents, the programme may exclude children from the programme effective immediately. This could apply where behaviour has been, or could be, harmful to other children or staff, or where the behaviour seriously or repeatedly compromises supervision e.g.

repeated situations that require staff attention and leave other parts of the programme inadequately supervised.

In the case of immediate exclusion, parents will still be given the chance to meet with the management team, to have the reasons for the exclusion explained.

Where a child is excluded from the programme, written confirmation will be provided, giving the reasons for the exclusion.

Appropriate confidentiality will be maintained in all discussions and recording of children's behaviour.

### **STAFF PROFESSIONAL DEVELOPMENT & SUPPORT**

Induction for staff includes this behaviour guidance policy. New staff members receive regular support and feedback about their behaviour guidance practices.

Staff will receive ongoing support, through formal and informal staff meetings where issues or concerns can be discussed.

Staff will be offered professional development whenever possible, in order to learn more about child development and enhance their behaviour guidance skills.

**See attached Health and Safety Policies for the GBCH SHP**

### **GUIDELINES & EMPLOYMENT OF STAFF PROCEDURES**

***Employee / Staff Member Definition*** - An employee is a person who has agreed to be employed to work for the Green Bay Community House School Holiday Programme for the payment of wages under a contract of service.

All processes for staffing at GBCH SHP will comply with relevant legislation including the Vulnerable Children Act 2014, Health and Safety At Work Act 2015, Privacy Act 1993, Human Rights Act 1993, Employment Relations Act 2000, Holidays Act 2003 and other applicable employment laws.

All staff must:

- Have an interest in and capacity for enjoying children
- Be able to discern the feelings and needs of children and deal with them with sensitivity and understanding
- Be able to deal in a non-punitive and firm fashion with out-of-bounds-behaviour and be capable of accepting the expression of strong feelings love, rage, joy, sadness, jealousy or grief without being unduly upset
- Be dependable, consistent, flexible and demonstrate the ability to exercise good judgement in the handling of children

The programme aims, through careful selection, on-job learning and coaching, to have appropriate and suitably skilled & competent staff.

To ensure quality care and a safe environment at GBCH SHP, staffing procedures include:

- a consistent and transparent recruitment process, with clear documentation
- safety checking and risk assessment for all staff appointments, consistent with provisions in the Vulnerable Children Act
- clear messages at all stages of the recruitment process about the programme's commitment to child protection.
- a comprehensive induction for new staff, including safety requirements and emergency procedures
- supervision, feedback and support for staff, appropriate to their level of competence and experience



The supervisor of the programme will have experience in organised child-care situations and have knowledge in child development and recreation skills.

All paid staff will have an employment agreement.

Workers will have a written code of conduct concerning professional behaviour as outlined in the employment contract.

All applicants who are interviewed will be subject to referee checks. Referees will be asked to comment on the applicant's suitability to work with children.

All workers will have a basic knowledge in first aid and the supervisor of the programme will have an up to date first aid certificate.

No staff member or volunteer worker who has an infectious or notifiable infection is to work with the programme.

If a staff member or volunteer worker contracts an infectious or notifiable infection as outlined in the guidelines for exclusion he/she will not continue with the care of the children until notice of clearance is given. e.g. written doctor's certificate stating that they have recovered from the infectious or notifiable infection.

Police vetting of the governance and management committee, staff and volunteers is completed prior to confirmation of appointment and at three yearly intervals. Vetting must be undertaken by the Licensing and Vetting Service, Police National Headquarters, Wellington.

The programme does not employ any person in a paid or voluntary capacity, including those in governance or management positions, who has a conviction for sexual crimes or for any offence involving the harm or exploitation of children.

Should the vetting process return a positive result, this will be assessed by the Management committee, as the severity and nature of the conviction.

This may be managed via their management and professional development plan. A declaration must be completed by both parties to ensure that this previous conviction will have no impact on the service we provide.

## **VOLUNTEERS**

***Volunteer Definition*** - A volunteer worker is defined as someone who contributes time, effort and talent to meet a need or gain experience at the Green Bay Community House without profiting monetarily.

Volunteer workers will be accountable to the same written code of practice as paid workers and be under direct supervision of paid staff. Volunteers must complete a volunteers agreement.

Supervision of volunteer's is the responsibility of the supervisor. Volunteers must undergo the same security checks and induction as paid staff. They should be expected to undertake the same level of responsibility as paid staff. Efforts should be made to include volunteers in planning and training as appropriate. Any agreement regarding reimbursement of expenses must be made in writing.

## **COMPLAINTS PROCEDURES**

Parents will be informed on enrolment that there is a complaints procedure. This will be included in information given to parents at enrolment and clearly displayed at the centre. This information will include the contact details of MSD Approvals, should parents wish to raise the matter there.

In general, if any parents have complaints about the programme or staff

members, they should:

- Approach the GBCH School Holiday Programme supervisor who will attempt to rectify the situation. (The Community House Operations Manager may be approached initially if preferred.)
- If the parent is still unhappy they should then contact the Community House Operations Manager.
- Further complaints must be made in writing and must contain details of the grievance and desired outcomes.
- The Operations Manager will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.
- Wherever possible the requests of parents will be incorporated in programme planning and design.
- If a parent wishes to take the matter further they can raise it with MSD Approvals, who are responsible for granting the programme approval as an OSCAR provider.
- The supervisor will keep the coordinator informed of any verbal complaints received. The manager will maintain a register of complaints – both verbal and written.

If a parent has a complaint staff will follow the following procedures:

- Ask that another staff member be present;
- Let the parent explain the complaint fully. Write it down if necessary and read it back making sure the substance of the complaint is understood;
- Try to come to an agreement about a course of action, remedy, some kind of positive action;
- Seek further support in achieving the agreed outcome from the Community House Operations Manager;
- If the parent is still unsatisfied then the staff member will suggest that the complaint be made in writing to the Community House Operations Manager.
- If the complaint has not been resolved with the service, the parent has the opportunity to refer the complaint to the Department of Labour or an Oranga Tamariki approvals team leader.

All serious complaints e.g. verbal, physical or sexual abuse, or unsafe conditions that are being neglected, must be put in writing and addressed by the manager. Complaints are recorded and kept on file, with each party receiving a copy.

Complaints, allegations or suspected abuse of children made against a staff member by another staff member shall be dealt with by the Operations Manager. Staff will be informed of their legal rights.

### **TRANSPORT AND EXCURSIONS**

- Consent should be gained from parents before children are taken on outings, whether at enrolment or before each event. Consent for outings is included on the enrolment form and should be signed at the time of enrolment.
- Children shall only be transported in vehicles where seatbelts/restraints available for each child (with the exception of buses). All vehicles need current WOF and a full licensed driver/operator.
- A contact number in an emergency for each child must be available on the trip. Where there is no cell phone and landline coverage the trip will be cancelled.
- A list of children participating in the field trip is to be left at the House
- Prior to departure and a copy carried by the authorized supervisor.
- A First Aid kit should be taken on all trips.
- Trips involving boating or near water require a staff ratio of 1:5
- Participating children should wear life jackets at all times (ferries are an exemption).
- Staff ratios on all other trips will be 1:8 or 1:4 near water

### **QUALITY GUIDELINES**

Risk management plans to be prepared before each outing to include:

- ensuring access to phone while away from centre
- scheduling of regular roll checks
- ensure staff have adequate knowledge of destination
- instructing children about safe road crossing
- Clear safety guidelines for walking in groups on footpaths etc.
- Safe transport of children
- Missing children
- briefing for children on behaviour and safety before they leave centre and before they enter a venue

### **FINANCIAL MANAGEMENT POLICY**

Green Bay Community House School Holiday Programmes will be run in a manner which keeps control of day to day finances and shows accountability to the GBCH Management Committee.

Overall supervision of the programme is the responsibility of the GBCH Operations Manager who reports to the Management Committee who approves all policy, financial reports and budgets and monitors expenditure.

The Operations Manager is required to monitor programme expenditure and all spending is restricted by amounts determined in the programme budget.

### **FEE PAYMENTS**

The Administration and Accounts Manager handles fee payments, receipts all payments, enters the fees in the financial programme, and a full report of accounts is given to the Management Committee quarterly. The Community House appointed Accountant checks reconciliation every 2 months.

A petty cash allowance will be available to the supervisor for day to day use.

All petty receipts will be kept and given to the Administration and Accounts Manager and this is reconciled monthly.

### **COLLECTION OF OUTSTANDING FEES**

Parents to sign a Contract for Fee Payments

Care arrangement will be terminated if fees fall two weeks in deficit

Recovery of bad debts will be placed in the hands of a debt collection agency

### **IT IS THE TREASURER'S RESPONSIBILITY TO**

Keep clear financial records

Ensure funding grants are accounted for separately from other income

Report to Management Committee

### **IT IS THE OPERATIONS MANAGER'S RESPONSIBILITY TO**

Set the budget in consultation with the Administration and Accounts Manager person and Treasurer for approval by the Management Committee.

### **IT IS THE ADMINISTRATION & ACCOUNTS MANAGERS RESPONSIBILITY TO**

Receipt all incoming monies for School Holiday Programme

Send out Invoices as necessary

Bank all monies received

The Community House Administration and Accounts Manager will arrange for the annual auditing of accounts

### **ENVIRONMENT POLICY**

Objective: The Programme environment meets the needs of children parents and staff by being safe, stimulating and appropriate

### **MINIMUM STANDARDS**

Facilities to include:

- Access to adequate outdoor play areas
- Adequate toilet facilities
- An indoor play area
- Appropriate play equipment
- Clearly defined play areas, which should be supervised by staff at all times.
- The building to comply with current requirements for evacuation procedures
- A telephone to be easily available for staff and parents at all times
- A quiet separate area with a couch for children feeling unwell
- Play equipment to be regularly checked for safety and suitability
- Premises will be regularly cleaned, bathrooms to be cleaned daily
- No smoking by the staff in any areas accessible or visible to the children
- Premises are considered a smoke free area for all staff, parents and visitors
- No hot drinks around the children within the programme area

### **STAFF RECRUITMENT - APPLICATION & INTERVIEWING**

- Appropriate channels for advertising will be used at the discretion of programme management and may include advertisements; local and professional networks, Social media, as well as word of mouth contacts.
- All applicants will be advised of the programme commitment to protecting all children from abuse and mistreatment.
- All applicants will be required to complete a written application form as required.
- All applicants shortlisted for the positions will be interviewed.
- Interviews will be carried out by the GBCH Operations Manager and will consist of a predetermined set of questions, as well as enquiry and follow up on matters raised during the interview.
- Interview questions will be fair and non-discriminatory, in respect of human rights and privacy laws.
- Employment history will be confirmed and discussed as required during the interview, with appropriate follow up after the interview, to establish clearly the previous five year history of each applicant.
- Notes may be kept on each interview, including any areas for follow up and comments from the interviewing group.

### **STAFF SAFETY & BACKGROUND CHECKING & APPOINTMENT**

For the purposes of screening and safety checking, “staff” in this policy, includes paid and unpaid staff, both in casual and permanent roles, as well as other people in the organisation that could have access to children in the programme, including people in both management and governance roles.

All staff working for the GBCH SHP are considered a “Core Children’s Worker” for the purposes of screening and vetting under the Vulnerable Children Act

- All applicants will be required to provide the names of at least two referees. A member of the interviewing group will contact the referees for verification of the applicant’s work history and suitability to work with children.
- All staff must agree to being vetted with the New Zealand Police. All staff vetting is conducted in accordance with the provisions of the Criminal Records (Clean Slate) Act 2004 and Vulnerable Children Act 2014.
- The programme will confirm the identity of any applicant prior to vetting, in accordance with Police Vetting requirements, specified on the vetting consent form.

- Careful consideration of any convictions disclosed, gaps in employment history and verification of any qualifications will be recorded and presented to the Management committee as required.
- Applicants will be informed of the appointment decision in writing / email.
- All staff will sign a declaration that they have no impending charges and agree to notify the programme if this changes.
- All new appointments will additionally be subject to a trial period, as permitted under current law.
- Any person with an offence specified in the “workforce restriction” in the Vulnerable Children Act 2014 will not be allowed to work in the programme, nor serve in a management or governance role.
- The police vetting result will be retained in staff files and may be viewed by MSD Approvals staff.

All employees will sign a written employment agreement clearly setting out wages and conditions of work. The employee will also be given all information to meet the requirements of the Employment Relations Act 2000 and other current employment law. Sign off on the Staff Code of Conduct and the job description will be part of this agreement.

All volunteers will sign a service agreement, including any conditions regarding reimbursement of expenses.

Copies of CV’s and interview records will be kept for all successful candidates. In storing personal information the programme will comply with The Privacy Act 2020.

Police vetting will be repeated for all staff, every three years.

Staff are expected to notify the Operations Manager if they have impending criminal charges or are convicted of a crime. The Operations Manager will discuss the matter with the staff member and the Management Committee will then undertake a risk assessment, which will include consulting the current workforce restriction under the Vulnerable Children Act.

#### **STAFF INDUCTION & SUPPORT**

Prior to appointment, staff will be provided with a job description that states tasks, responsibilities and who they are accountable to.

Staff induction will be carried out by the programme supervisor, using the induction checklist, over an appropriate time period and in a manner best suited to the individual staff member. Other staff members may assist in this process and the induction checklist updated at all stages.

New staff will have the opportunity for regular feedback and coaching from senior staff

Volunteer staff will always work alongside paid staff and be under their supervision.

For volunteer staff members, induction will include a brief orientation to their role including key health and safety requirements. Volunteers will have a lesser degree level of responsibility than paid staff. They will be included in staff meetings and training opportunities, as appropriate and feasible.

#### **STAFF TRAINING**

The Operations Manager is responsible for ensuring that all staff are sufficiently trained in first aid, emergency procedures, safe practices and other programme procedures, to ensure the safety of the children at all times.

Where relevant and feasible, staff members will be offered external training opportunities in behaviour guidance, child protection and other topics. Staff will train internally together as a team, on topics prioritised by the manager, a minimum of once a year. Prior to each holiday programme, staff will meet for induction and planning purposes. This meeting will also have a training component.

Staff will have regular opportunities to up skill and train on-the-job, with coaching and support from other experienced staff.

Staff training needs will be reviewed during staff appraisals or as required and opportunities provided for further training as needed.

The Operations Manager will outline staff training. All training undertaken will be logged and copies of training certificates will be kept in staff files.

### **PERFORMANCE APPRAISAL**

Appraisal of the staff is the responsibility of the Operations Manager. Performance appraisals will be carried out for each staff member after one year of service.

The appraisal will be based on the staff member's job description. It aims to recognise strengths and identify areas for personal and/or professional development. It will consist of a self-appraisal and an interview with the manager. Professional development goals will be set for each staff member for the following year.

Performance appraisal will take place in the form of a discussion with a record to be kept of the outcome and all appraisals will be confidential.

### **RESOLVING PROBLEMS & COMPLAINTS**

The programme manager is responsible for investigating/resolving problems and complaints, and ensuring that these processes are conducted fairly, in accordance with relevant legislation.

If a staff member is not performing adequately every reasonable effort will be made to help them understand the problem and to improve. Staff will be given two verbal warnings and one written warning clearly stating the problem, the measures required to improve and time frame for this to occur. If there is not sufficient improvement the staff member may be dismissed. At any meetings, the staff member is entitled to have a support person present.

If there is not sufficient improvement the staff member will receive a second written warning. If the problem continues the staff member may be dismissed. A staff member may only be dismissed with the agreement of the GBCH SHP Supervisor, GBCH Operations Manager and Management Committee.

Staff may be suspended on full pay pending further investigation if there is an allegation of

- any form of abusive behaviour
- failing to observe programme rules so that a child is injured or placed in serious danger
- other serious misconduct as outlined in the staff code of conduct

Where an incident of serious misconduct is witnessed, the staff member may have their employment agreement terminated immediately.

Following any instance of serious misconduct, the manager will review the circumstances and note any changes that may prevent the situation occurring again.

Staff complaints/concerns should usually be first raised with the person/s concerned or programme supervisor. If there is not a satisfactory resolution, the programme manager will investigate further. All parties to the complaint will have the opportunity to speak on the matter and have support people present at any meeting.

If no resolution can be reached, or the complaint concerns the manager, the complaint may be referred to the GBCH Management Committee.

If the complaint is upheld the staff member may be dismissed with the agreement of the Management Committee. Following a dismissal of this nature the Operations Manager will prepare a follow-up report in consultation with the supervisor recommending any changes needed to avoid the situation recurring.

Staff complaints against other staff member must be referred to the supervisor. If no agreement can be reached the complaint will be taken to the Operations Manager. The Operations Manager is to be informed and will inform the Management Committee of any serious complaints involving staff. If it is

clearly inappropriate to approach the supervisor or the Operations Manager, staff may contact the Chairperson of the Management Committee.

Staff grievances against the Management Committee will be resolved in accordance with the provisions of the Employment Relations Act 2000.

In the event of a complaint the issue will initially be assessed by the GBCH Operations Manager.

However if required this may be escalated to the GBCH Management Committee.

The complainant is entitled to bring a support person to any meetings to ensure they feel safe and supported throughout the process.

GBCH will provide a neutral, non biased mediator where applicable.

Employee support can be accessed via EAP to ensure a fair outcome for all involved.

#### **EMPLOYMENT DOCUMENTS & FORMS**

- Application form
  - Job description - manager/ supervisor/ assistant
  - Staff code of conduct
  - Interview notes
  - Referee checks\*
  - Police vetting result\*
  - Staff personal information/declaration (re- convictions)\*
  - Induction checklist\*
  - Performance appraisals\*
- (\* filed in individual staff files of employees)

#### **STAFF FILES TO ALSO INCLUDE**

- CV
- qualifications (where relevant)
- Identity documents
- Drivers licence (where relevant)
- Staff complaints / disciplinary action
- Tax code / pay rate / holidays / leave owing etc.

**Review Date**

23/05/2023

**Name**

**Signed**