

OSCAR

Policies and Procedures

Mairehau & 'OSCAR on
Innes' After School and
Holiday Programmes

INTRODUCTION

The Neighbourhood Trust staff are to ensure that the safety and well-being of children/youth is paramount at all times.

Staff will continually observe children/youth behaviours and intervene as soon as they see or hear tensions rising between children.

Staff will act immediately to defuse any such situation and ongoing monitoring of the situation. Relationships are important to build with children, however the safety and well-being of the children is paramount.

It is the responsibility of the programme's management to ensure that these policies and procedures are reviewed and updated regularly to ensure best practice, in accordance with the Ministry of Social Development OSCAR Standards.

OSCAR staff members are required to adhere to the programme policies and procedures at all times.

A copy of the latest version is made available on-site to enrolled families.

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PROGRAMME ENVIRONMENT

The Neighbourhood Trust (NHT) OSCAR Programme provides a safe and positive environment with child-focused activities. There is adequate and suitable space for active indoor and outdoor recreation, in addition to areas for quiet activities. The intention is that all children feel welcome and included while in our care.

Activities and Content

Neighbourhood Trust staff will plan a stimulating and varied programme of planned activities which are child-focussed, appropriate for the children's ages and development, allowing for choice which meets their recreational needs. Activities will include but are not limited to: art and crafts, outdoor games, board games, dress up's, puzzles etc. The week's activity plan will be displayed on the wall at the programme.

Space and Boundaries

The venues for NHT OSCAR programmes are:

- The hall at Mairehau Primary for After School and Holiday Programmes
- The library at Mairehau Primary for before school
- Room 7 at St Francis of Assisi school for After School and Holiday Programmes

The spaces are large enough for areas to be used for different purposes; i.e. craft/activities area, quiet area, indoor games and separate space for eating.

The Hall at Mairehau Primary

Within the space in the Mairehau Hall, the after school and holiday programmes can take up to 46 children.

The Library at Mairehau Primary

The library is a cosier space and can take up to 20 (from both schools) for before school. There is also a generous sized kitchen in the hall which provides plenty of space for food preparation and storage.

St Francis of Assisi

St Francis of Assisi can take a maximum of 30 children who are able to enjoy a range of activities within full sight of the staff. Food preparation is done in a designated space, where there is food and a sink.

It is the responsibility of the Supervisor's to ensure that the venues are cleaned at the end of each session.

NHT has approval from Mairehau and St Francis of Assisi School Boards and Principals to utilise the school playground areas, which are extensive and offer varied

activity options. When activities are planned for these areas, a prior safety inspection is to be conducted by the Assistant Supervisor. The programme identifies the school playground areas as being a part of the school's everyday environment where children access play equipment and in the case of Mairehau the school pool in the course of their regular school day.

When the activities are situated anywhere other than inside the hall, a notice is displayed at the hall entrance to inform parents/care-givers of the location of the children.

Boundaries will be defined by the Supervisor of the day identified. Carparks, buildings and any roads are considered permanently out of bounds. Staff will inform children of these boundaries and consequences if breached.

In the event of a child/youth running away from the programme out of bounds, the following process will be conducted by staff:

- Staff are to inform Supervisor of a child attempting to go out of bounds who will instruct the child/young person to return to the programme
- If there is no compliance, the Supervisor will contact the child/young person's parents who will be asked to ensure that the child returns home safely.
- Supervisor will return to the programme, and complete incident forms.

The Behaviour management three step process will then be followed (Behaviour Management).

Cultural Issues

Neighbourhood Trust programme includes children of different ethnic, social and religious backgrounds. Information about children's cultural considerations is requested on the Enrolment Form. Staff members endeavour to embrace cultural differences by providing foods from different cultures at least once per term and by celebrating cultural days with the different ethnic, social and religious groups represented within the programme.

As an equal opportunity employer, people of all ethnicities are invited to apply for positions. Staff members are encouraged to attend cultural training opportunities and be sensitive to the needs of the children and their colleagues. This service operates within the guidelines of Te Tiriti o Waitangi.

PROGRAMME OPERATION

Programme Hours

The programme operates

- Before School Programme 7.30am-8.30am
- After School Programme 3.00pm-6.00pm
- Holiday Programme 8.00am-5.30pm

We are closed for 3 weeks over the Christmas/New Year period.

Enrolment

All families must complete an enrolment form online and click to agree to the terms and conditions online before the children can participate in any of our programmes.

It is the parent's responsibility to inform the Supervisor of any changes (e.g. address, telephone) as stated in the parent contract. It is also the responsibility of the parent/caregiver to notify the programme of any changes in personal details, custody/access arrangements etc. This information is updated annually.

Enrolment forms must include the following:

- Child/ren's name, address and home telephone number.
- Parent/caregiver's name, work telephone number and two emergency telephone contacts.
- Health and medical problems or allergies and the name of the family doctor.
- Special instructions regarding access or custody.
- Persons authorised and unauthorised to pick up child/ren.
- Any other information necessary to provide proper care for the child/ren.
- All forms are updated 12 monthly.

We reserve the right to decline any child's enrolment due to the inability of the programme to meet the needs of the child or if the quality of care available to the other children on the programme would be compromised.

Inclusion/Declining Children

Neighbourhood Trust will endeavour to include all children in their programmes, however, we reserve the right to decline any child's enrolment due to the inability of the programme to meet the needs of the child or if the quality of care available to the other children on the programme will be compromised.

Confidentiality

Child, family and staff member confidentiality is to be strictly maintained. Staff members are trained to comply with the requirements of Principle 3 of the Privacy Act 1993.

All forms, such as Enrolment and staff information forms state why information is collected and what will be done with the information; i.e. for emergencies, birthdays, health and safety of a child. Personal details are accessible only to OSCAR staff, and the Manager and Administrator of NHT. No information is shared except with the consent of the person whom the information is about (or a parent, in the case of a child) unless required by legislation.

All files holding confidential information will be duly secured and kept away from access by unauthorised persons. All information shared in discussion between staff or at meetings is to remain between those persons. All sensitive and personal conversations including telephone conversations shall be held discreetly and in private. The Incident Book (record of individual children's behaviour and physical wellbeing) is stored securely in the locked OSCAR cupboard.

During auditing processes, it may be necessary for the financial auditor and a representative of Ministry of Social Development to view documents otherwise considered confidential.

Drop Off and Pick Up

After School

Staff members wait at the school hall from 3.00 to 3.15 pm to sign the children in as they arrive from classes. Younger children are collected from the classrooms by staff and walked through the carpark to the hall. A second roll call is conducted upon the children's arrival. If any booked children are absent, a staff member is sent back to the classrooms to double check that the absent child/ren is not there.

Before School

After the morning programme, Mairehau children are dismissed to their classrooms, with the younger children being accompanied by a staff member. A staff member walks the St Frances children down to their school, all children wear high visibility vests on this walk.

Sign In/Out

For safety reasons, parents are required to sign their children into the morning programme and out of the afterschool programme on the Daily Attendance Register.

Non Attendance

Parents are expected to contact the Supervisor before the beginning of the programme if their child will not be attending.

The following steps are taken if a child does not arrive at the programme:

- The attendance roll will be called again to double check
- In the afternoon a staff member will check the child's classroom first
- A staff member will search the immediate area
- The school will be contacted for absence information which is to be completed by 3.15pm in the case of the after school programme
- If the child is not located, the parents will be contacted to ascertain the child's whereabouts or notify the parents / first contact on AIMYPLUS
- If parents are unavailable, emergency contacts will be telephoned
- Should there be further concerns for the child, inform the Programme Co-ordinator and they or the parents/caregivers will contact the Police.

Late Arrival

Parents are expected to inform the Supervisor if they will be dropping children off late for the morning or holiday programmes. If activities are outside of the centre, parents must ensure that staff members are aware that their child has been dropped off.

Unauthorised Collection

Parents must inform staff if a person who is **not** listed on the child's enrolment form will be collecting the child. Staff will not release a child to a person who is not identified on the enrolment form. If an unauthorized person comes to collect the child, parents will be contacted for authorization.

Unaccompanied Departure

No child may leave the programme unattended without the express written consent of the child's parent or caregiver; this must be on the programme's Authorisation to Leave Unattended Form which is to be kept in the child's file. On the occasion that a child is

authorised to leave the programme unaccompanied, the Supervisor is to sign the child out when they depart.

Non-Collection

If a child is not collected at the end of the programme, the following procedure is followed:

- Two staff members will remain with the child and continue to have a “duty of care”.
- Parents and/or Emergency contacts and/or people authorised to collect the child are contacted and will be asked to collect the child.
- Inform the Programme Co-ordinator
- If there has been no contact with the parents within 60 minutes of the programme closing, the police be phoned (111) to seek advice as to what to do next. A note will be left on the door of the programme venue outlining the steps we have taken.
- A late pick-up fee of \$20 for every 15 minutes or part thereof may be added to the bill.

Transporting Children

Where possible, staff will transport children in a van or bus. Only reputable companies will be used to provide transport.

A First Aid kit and any appropriate food, medication or clothing for the outing will be carried.

A mobile phone will be carried in each vehicle. If one of the vehicles on the outing breaks down, the driver will immediately use the mobile phone to advise the Supervisor who will take appropriate steps e.g. Making alternative arrangements for the children.

Van Transport

Only those with full current driver’s licences over 25 years of age, sighted by the Co-ordinator of the programme will be drivers.

Children will be gathered together to be identified as being present, once the booster seats are filled with the under sevens the rest of the van will be filled.

Two staff members will begin to gather the children into groups once there are ten which have been marked off the attendance sheet the van will transport children to the venue using the pre-arranged route.

If another trip is required the van will return for the next load of children once there are another ten marked off on the attendance sheet they and one staff member will be transported to the Venue.

A First Aid kit is always in the van

At least one staff member will carry a cell phone.

Private Car Transport

Occasionally, it may be necessary to transport children by private car. Staff will abide by the following precautions when transporting children by private car:

If transport is in private vehicles, only those with full current driver's licences, sighted by the Co-ordinator of the programme will be drivers. Private vehicles must have seat-belts for all children, have a current WOF, and registration.

Staff will transport a minimum of 2 children at a time. No child will sit in the front seat if the back seat is available.

Children aged 5 and 6 years will be in booster seats supplied by the Neighbourhood Trust or the parents.

All vehicles used must have current registration and warrant.

Walking Bus

Children are gathered together and identified as present according to the attendance role. One staff member will walk no more than ten children down a pre-arranged route to the desired destination. The new entrant children are taken to their appropriate classrooms whilst the older children go to their classroom independently once escorted through into the gated school grounds. For identification glow vests are worn until entering the school grounds.

A small pocket first aid kit is taken along. The staff member will carry a cell phone in case of needing assistance.

Behaviour Management

Neighbourhood Trust (NHT) will implement positive behaviour management in all their programmes.

All staff members receive in-house training on the programme's behaviour management plan. On a regular basis, staff and children devise a set of rules for the programme and discuss the consequences of breaking these rules. Programme rules are based on respect for each other, for staff members and for the facility and equipment. Staff members outline what is expected of the children and explain the consequences of disobeying. Positive reinforcement is used to encourage cooperation and a stimulating and varied programme is provided to guard against boredom.

At no time will punitive discipline be used. Children will not be punished with physical or verbal aggression. At all times staff members are to maintain a fair, consistent and positive approach to children's behaviour. Children will only be physically restrained if their immediate safety or the safety of others is at risk and verbal commands have been ineffective. Children in conflict with each other are encouraged to resolve the situation themselves; staff members offer suggestions on how to do so.

Definition of Abuse

At NHT we have no tolerance for any of the below actions from children on our programmes. Every child has the right to feel safe when attending NHT OSCAR programmes.

Emotional abuse occurs when a child is subjected to *ongoing* verbal abuse which may consist of but not limited to:

- Taunting
- Name calling
- Swearing
- Laughed at

- Degrading language

Physical abuse consists of but not limited to:

- Punching
- Kicking
- Slapping
- Hair pulling
- Biting
- Weapons/throwing objects to harm others

Intervention Strategies

Staff will follow the below steps when a child has been subjected to any form of abuse from other children on the NHT OSCAR programmes.

All staff are responsible for diffusing any situation that could lead to an incident getting to the First Step Process.

Should an incident be occurring while you are working on the programme and you have not been able to stop it from escalating you must get the Supervisor immediately - this can be done by cell phone or sending another child to get the Supervisor.

The Supervisor will remove the child from the situation and reiterate the “Tamariki Expectations” and explain consequences. This is to be done away from the other children if possible in a safe environment.

Observation book must be completed that day by all staff who have managed difficult behaviours

Tamariki Expectations



X

Use nice words

Be helpful

Listen

Check in with the staff

Include each other

Share

Walk away if you are angry or annoyed

Talk to the staff if you are upset

Kicking / Biting

Bad language

Slapping / Pushing

Ignoring staff

Laughing at others

Talking over staff and children

Scratching / Name calling

Throwing things at each other

Behaviour Management Three Step Process

In the event the intervention strategies are unsuccessful, staff are to use the following three steps:

First step

Parent/Caregiver is contacted advising what has taken place and require immediate removal from the programme.

The child may return the following day.

Incident form completed by OSCAR Staff and sighted by the Supervisor (within 24 hours), the parent/caregiver must sign this.

Second Step

Parent/Caregiver is contacted and the child is to be removed for 24/ 48 hours and the Supervisor will advise the Social Work team what has occurred

Social Work team will contact the family within 24 hours to determine if any intervention is necessary. If so they will meet with them and develop plans (i.e. Behaviour Management Plans or/and Risk management plans). Behaviour Management plans will be monitored by the OSCAR Supervisor.

Incident form completed by OSCAR Staff and sighted by the Supervisor (within 24 hours), the parent/caregiver must sign this (copies can be requested). Parent/Caregiver will be given a stand down letter.

The Social Work team expectation is to support the child and whanau/family to remain on the programme.

Third Step

If behaviours continue the Social Work team, Supervisor and whanau/family will discuss the viability of the child remaining on the OSCAR programme

An outcome will be decided collectively; alternative care options for the child may need to be arranged if the child poses a risk to themselves or to the safety and well-being of other children or staff members.

Children with Special Needs

Children with special needs will be included in the programme providing that the Supervisor is confident that the child's needs can be catered for, without negatively affecting the other children, and the child will benefit from being at the programme. Full information about the child's requirements including medication, diet and supervision requirements must be obtained from the parents/caregivers and included with the child's enrolment. It is the Supervisor's responsibility to ensure that all staff and volunteers are fully aware of the child's requirements and they feel confident to provide the necessary care. If the child will require further special aids, e.g. Modified facilities, extra staff or staff training, the Supervisor will consult with the Programme Co-ordinator who will make the final decision. Each case will be considered individually and every effort will be made to include the child within the limits of the programmes resources.

Complaints

Parents are informed that there is a NHT Complaints Procedure via the Information for Families brochure provided at the time of enrolment. The Complaints Procedure is displayed on the noticeboard in the Hall and includes contact details for Child, Youth and Family. In general, if any parents have complaints about the programme or any staff members, they should:

- Approach the Programme Co-ordinator who will attempt to rectify the situation immediately. The Programme Co-ordinator will keep the General Manager (GM) informed of any complaints received and will keep a written record of the complaint, any follow up completed by NHT staff and any outcomes as a result.
- If the complaint remains unsatisfied, they should contact the GM directly.

If any person would like to submit a written complaint about a NHT programme or staff member, they should:

- Complete a Complaints Form which can be obtained from the Programme Supervisor. Forms can be given, posted or emailed to the GM and must contain details of the grievance. Alternatively a verbal complaint can be made to the Co-ordinator and they will record it and respond appropriately
- Complaints will be reviewed by the GM and the core team staff members who will attempt to rectify the situation collectively. If there is no result, the NHT board will respond to the complaint within 14 days or at the earliest convenience. Where possible, a mutually agreeable outcome will be sought.
- If as a result of any complaint, and following an investigation there is serious concern regarding the safety, or physical/emotional wellbeing of a child or young person, NHT will contact Child, Youth and Family and/or the Police.
- Details of the complaint, including the identity of the complainant, must be kept confidential to those concerned, unless requested otherwise by the complainant.
- Where possible, requests for change will be incorporated into programme planning and design.
- In all circumstances, records of complaints and resolutions will be filed in the locked filing cabinet.

In general if any staff have complaints about the programme, parents or other staff members they should:

- In the first instance, approach the Programme Co-ordinator or if this is not appropriate, they should refer to the General Manager (GM) of the NHT.

HEALTH AND SAFETY

The key legislation guiding this section:

- Health and Safety at Work Act 2015

All OSCAR programmes will be run from buildings with current building warrant of fitness.

Health and Safety Training

All new staff members receive training in programme procedures and practices that ensure safety of children and adults. They are informed of any changes to policy and procedure through a written document.

Staff will be aware of the buildings safety features e.g. Fire extinguishers, fire exits. All staff will be encouraged to attend all training days run by the OSCAR Network or access the 'Safe For Children' online Webinars.

Health and Safety internal training takes the form of reading the policies, followed by staff meetings, to discuss the policy and ensure clear understanding. Staff members help to identify risks daily and steps are taking to rectify the issue. Staff are involved in the ongoing process of improving health and safety practices.

Risk Assessment

Staff will complete a daily risk check. Any risks identified will be raised with the school caretaker and documented in the Minor Maintenance Form. The Programme Co-ordinator

will be notified of risks not eliminated by the caretaker. The Programme Co-ordinator will then deal with the risk identified and take steps to eliminate the risk.

A Risk and Management System form (RAMS) will be completed for all off-site visits by the Programme Supervisor in conjunction with other programme staff, and will be reviewed by all staff, including volunteers, prior to the excursion.

First Aid/Accidents and Incidents

At least one staff member on site will hold a current First Aid Certificate. The Supervisor will be responsible for ensuring that the First Aid kit is checked regularly and supplies replenished as required. Staff to sign and date notebook on inspection. First aid kits will be stored out of the reach of children and taken on all off-site visits.

Accident/Incident Report Forms will be kept on site. All accidents to children, staff or visitors must be documented. In the case of serious harm, an OSH form will be submitted within 7 days of the injury. Parents are informed of all Accidents/Incidents by the Supervisor. Parents/caregivers sign the Accident/Incident Report Form when informed and on-site.

Food Preparation and Storage

All food is prepared in areas which are cleaned daily. Staff members are trained on how to prepare food hygienically. Staff members will be trained to employ good hygiene practices and wash their hands after using the toilet using hot water and soap, before preparing or handling food.

All premises will have a sink, and dishwashing facilities. Food will be prepared, handled and stored hygienically.

There will be separate basins used for hand-washing and food preparation. There will be adequate waste disposal systems and rubbish or refuse will not be stored within the children's play area.

Allergies

A description of enrolled children's allergies including symptoms, reactions and medical procedures is kept by the Supervisor during all programme activities, on site or off-site.

Medication and Unwell Children

Medicine will not be administered unless a consent form has been signed by parent/caregiver. This must include the dosage and be signed by the Supervisor when they administer the medicine. Parents/caregivers must check this form daily.

All medication must be labelled, showing child's name and dosage and stored in a locked space.

If a child becomes ill during a session, they will be made comfortable, put into a quiet area where they can be observed by staff and the parents/caregivers will be notified as soon as possible. In the event of an accident causing injury to a child or staff member, parents or emergency contact will be notified and an ambulance will be called if necessary.

Children/staff who have been unwell, are not permitted in the programme until they have been 24 hours clear from symptoms.

Toilet Facilities

Separate toilet facilities will be used by staff and children where possible. If a shared facility is used, no adult will be in the toilet facility at the same time as a child. A sign on the

door will indicate when it is in use. On off-site visits, toilets will be checked by a staff member before use by children. Children will be allowed to go to the toilet in pairs. If using public toilets, an adult will stand outside. Children will be supervised while using public changing facilities. Staff will not change in front of children.

Smoke Free

All programmes run by Neighbourhood Trust will be smoke and vape free. Signage on the walls indicates the smoke free status.

Pets and Stray Animals

Only caged animals may be kept at the centre and these must be kept clean and disease-free. Keeping animals at the centre will not be allowed if the practice is deemed to compromise the children's health; i.e. children with allergies.

In the event of a dangerous animal being found near the children at the programme, staff members are to usher the children inside the building and close the door. Animal Control will be called to collect the animal. In the event of an attack, one staff member will take the rest of the children inside while the other stays with the victim. Emergency Services and the Animal Control Unit will be contacted. Incident procedures are to be followed.

- The Supervisor will call Animal Control to pick up the animal – phone 941-8666
 - In the event of an attack, the Assistant Supervisor will take the rest of the children inside.
 - The Supervisor will control the situation and if necessary, move the child to a safe place and administer first aid.
 - Emergency Services will be called if specifically directed by the Supervisor.
 - All children will stay inside until the animal has been removed.

Sun Safety

All children must wear a sunhat when playing outdoors during Terms One and Four, and at other times at the discretion of the staff. Children are asked to bring their own named hats and spare hats are available for those who forget. Staff members are encouraged to role-model the wearing of hats outside, and will, where possible, move activities into the shade areas provided, in the extreme heat of the day. Sunscreen is made available during the programme to all children and staff.

Mandatory rash vests are to be worn in the swimming school pool at Mairehau School.

EMERGENCIES

Emergency Procedures

All the staff in the programme will be trained in the emergency and evacuation procedures. At least one staff member at the programme will have a current First Aid Certificate.

Emergency Procedures will be clearly displayed at all programme venues. Drills will be carried out at least once per term for after school programmes and at least once per week

during holiday programmes. For the purposes of a Fire Drill, the monitored Fire Alarm will not be activated, but staff will give the alarm "FIRE". Drills will be recorded by the Supervisor noting which staff were in attendance.

Instructions for dealing with fire, earthquake and other emergencies are displayed on the noticeboard

Earthquake Procedures

In the case of an earthquake, staff should call "EARTHQUAKE", children should be directed to take cover under the nearest desk or table and hold on to the legs firmly, staff should brace themselves in an open doorway so they can observe two separate areas and supervise children. Everyone should remain in the building until the shaking stops and the Supervisor gives the "all clear". If cover is not available children should drop to their knees, away from the windows and adopt the "turtle" position –keep knees together, clasp both hands firmly together behind head, bury their face in their arms protecting their head, close eyes tightly and stay in this position until it is safe to move. In an earthquake this may be several minutes (and may seem much longer). If outside the building, staff should give the alarm "EARTHQUAKE". If all children are clear of the building and other risks which could fall on them, they should sit down at once. If there are potential risks in the area, staff should assist children to the safe assembly point and have them sit down there until the "all clear" is given. Emergency services will be called if there is injury to any children or staff members. In the event of a major earthquake, parents will be contacted as early as practical.

Fire

In the case of fire, fire alarm will immediately be activated by a staff member, staff and children will be evacuated from the building in an orderly manner, to the central assembly location by the shortest and safest escape route, the assistant will check the toilets, corridors etc. to ensure no-one remains in the building, the Supervisor will take the attendance sheet and cell-phone, shutting windows and doors on their way out. Once outside the Supervisor will check all children and staff are accounted for and will then call the fire service. The programme assistant will reassure and comfort children as required. Parents/caregivers will be called as soon as practicable.

Fire and Emergency Evacuation

All the emergency exits are clearly sign-posted and easily accessible. An evacuation plan is clearly displayed on the noticeboard. All NHT staff members receive training in warden responsibilities.

In the event of a fire or earthquake, evacuation of the building will be led by the designated Warden-Supervisor who collects the first aid kit and sets off the fire alarm. Where there is no alarm, a whistle or siren will do.

The Warden checks all of the facility for occupants if it is safe to do so and calls 111. The programme assistant staff member takes the OSCAR roll and ushers children to the Assembly Point.

The programme assistant assembles with the other staff and conducts a roll call.

Children will be taught what to do when instructed to evacuate the building and will be taught where their safe assembly location is on site. All evacuation procedures will be planned so that people spend as little time as possible in potential danger spots (these may vary according to the risk – fire, earthquake etc). Staff and children should evacuate the building in an orderly manner using the shortest and safest escape route, the Supervisor will check the toilets, corridors etc. to ensure no-one remains in the building, the programme assistant will take the attendance sheet and cell-phone. Once outside the Supervisor will check all children and staff are accounted for. Children will be kept together and supervised. The programme assistant will reassure and comfort children as required. Parents/caregivers will be called as soon as practicable. No one is to re-enter the building until the all-clear is given by emergency services

Emergency Lockdown

In the event of an unsafe person or persons in the area of the programme the following procedure will be followed:

- All children and staff will immediately get to the NHT facility if safe
- Once inside the facility, senior staff will lock all doors and windows and children will be ushered together.
- Staff will ensure that doors are accessible in case of fire, lights are switched off and stay low and out of sight.
- If it is safe and practical to do, all parents will be notified via text message through the Aimy Plus system that we are in lockdown.
- In certain situations it may not be safe to return to the building. In this case follow the instructions of the most senior staff member.
- No one is to leave their post until staff or emergency services advise it is safe to do so.

CHILD PROTECTION

Child Protection Policy

The key legislation guiding this section:

- Children, Young Persons and Their Families Act 1989
- Vulnerable Children Act 2014
- Health and Safety at Work Act 2015

This policy is to ensure that children and young people are to be protected from harm, their rights upheld and their welfare promoted.

This policy applies to all children and young people who are clients of the Neighbourhood Trust (NHT), and to those with whom employees come into contact in the course of their work with the NHT.

It applies to employees, volunteers, management and Board Members of Neighbourhood Trust

It also applies to any contracted personnel providing support services to whanau and to staff.

Policy

1. NHT is committed to the prevention of child abuse and to the protection of children and young people.
2. Abuse of a child or young person either by an adult or another child or young person is unacceptable. Perceived 'low level' concerns should also be noted in writing and discussed with Designated Child Protection person.
3. The interest and welfare of the child and young person will be the primary consideration when any decision is made about a child or young person's safety or well-being.
4. Where concerns around the safety of associated community members are a factor. This will be clearly identified when reporting to an Oranga Tamariki Social Worker or a member of the Police.

Definitions

Child/Young person: a child is defined as anyone under the age of 18

Child Abuse: non-accidental abuse towards a child (under 18) that results in physical and/or emotional harm. This is inclusive of physical, emotional, sexual abuse and neglect.

Child Protection: is activities carried out to ensure that children are safe in cases where there is suspected abuse or neglect, or at risk of abuse or neglect.

Child Protection Team: the section of the New Zealand Police that is responsible for investigating cases of abuse and neglect with children/youth.

Child, Youth and Family: the agency responsible for investigating and responding to suspected abuse and neglect, and to provide care and protection to children/youth found to be in need.

Designated Person for Child Protection: at Neighbourhood Trust the Programme Co-ordinator, social worker or GM are responsible for providing advice and support to staff where they have a concern about an individual child/youth, or who want advice about the child protection policy.

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/youth's basic physical or psychological needs, leading to adverse or impaired physical or emotional functioning or development.

New Zealand Police: the agency responsible for working with Child, Youth and Family in child protection work and investigating cases of abuse or neglect where an offence may have occurred.

Physical Abuse: any acts that may result in physical harm of a child/youth.

Sexual Abuse: any acts that involve forcing or enticing a child to take part in sexual activities, including child sexual exploitation, whether or not they are aware of what is happening.

Staff/workers: means all persons employed or engaged (including volunteers) by the Neighbourhood Trust.

Core Worker – All staff working with children are to be considered core staff sole charge with children for the purposes of the Vulnerable Childrens Act 2014 requirements.

Non-Core Worker - a worker with children who does not have primary responsibility

Vetting: a robust formal process of obtaining checks from another agency (Police vetting service, criminal records checks).

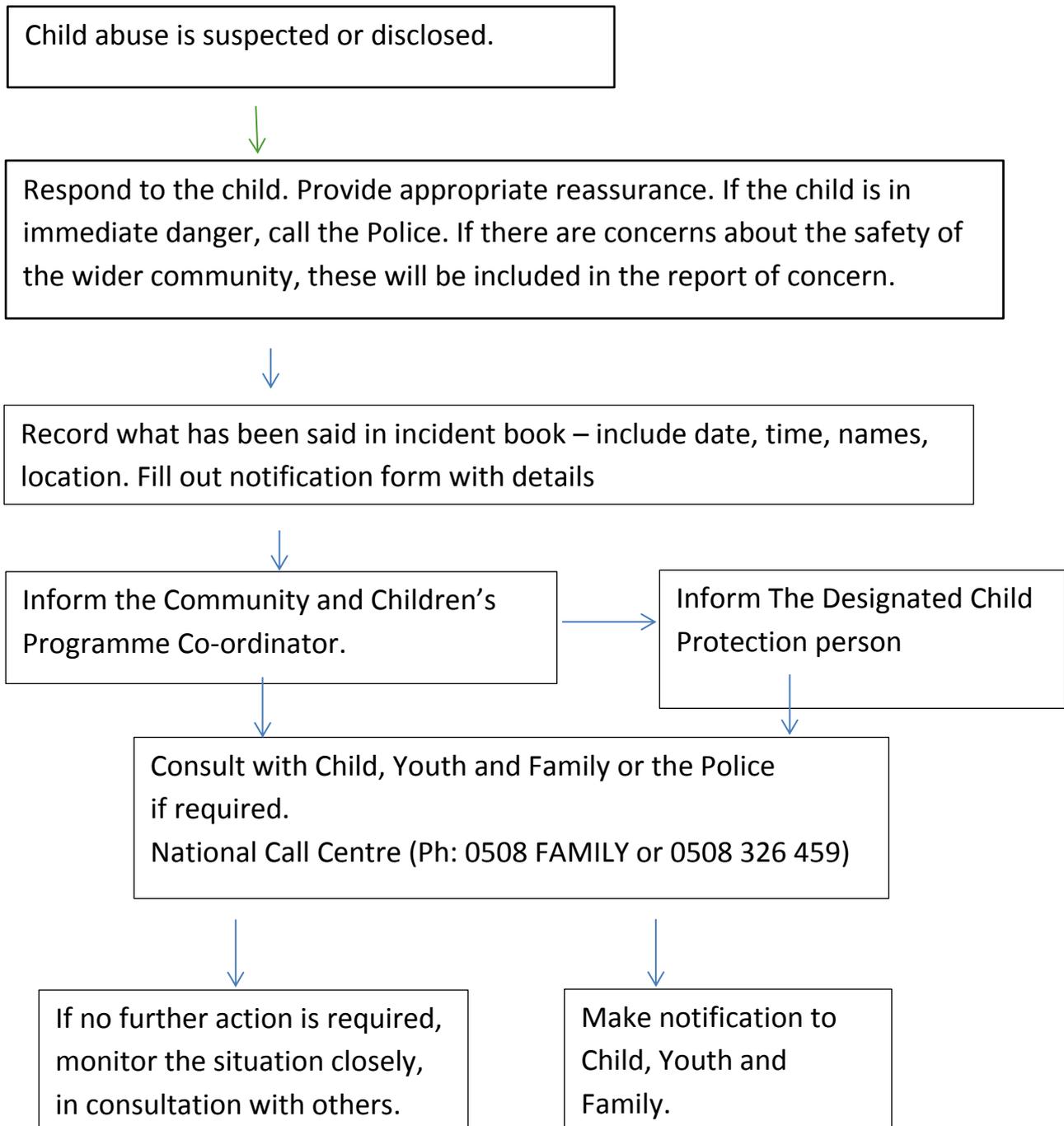
Whanau: the familial unit (kin or non) that is charged with the day to day care of a child/young person

Standard Operating Procedures

1. The NHT will ensure all staff are trained in and adhere to the safety standards for children's workers as outlined in the Vulnerable Children Act 2014. Opportunities to participate in other appropriate child protection training will be provided.
2. All workers (core and non-core) will be properly vetted and screened through the NHT safety check process.
3. All workers will undergo a structured induction process. They will receive a copy of the *NHT Staff Induction Pack* which includes sections on Code of Practice, Code of Ethics, Code of Conduct, Child/Youth Protection Policy, Preventing Child Abuse and Procedures for dealing with concerns of child safety, wellbeing and abuse.
4. All cases that relate to suspected child abuse or harm of children or young people must be responded to in a manner which best ensures the child's immediate and future safety and procedures have been developed accordingly to guide workers through the process.
5. Clear and accurate notes are to be recorded on the Oranga Tamariki notification forms kept in the back of the incident book, and then passed on to the Programme Co-ordinator. Name, date and basic outline of incident will be kept in incident book. If there is immediate or serious concern to the safety or well-being of the child/young person, this is to be reported to the Designation Person for Child Protection (General Manager (GM), Programme Co-ordinator or NHT Social Worker) in the first instance and Child, Youth and Family or the Police as a matter of urgency. The GM is to be consulted. The Designated Person for Child Protection will provide counsel and advise the GM and the worker throughout the process.
6. Where a formal notification of abuse is to be made to Child, Youth and Family and the Police, it must be done so in writing and emailed to the appropriate organisation. In some instances, due to the serious nature of the concerns and time restraints, verbal information may be quicker using the 0508 Family number, however this is to be followed up in writing. A follow up phone call is to be made to ensure the information is received. Copies of any notification or referral are to be filed on the person's physical file or on the server. If concerns continue and no response has been noted, Notifications will continue to be made in writing and by phonecall.
7. The worker is to be aware of their limitations as a NHT worker and the dangers of practicing beyond it. NHT workers are not to investigate the allegations themselves. Take the child's/young person's concerns/information seriously, and approach the child's/young person's information with an attitude of positive support.
8. A decision will need to be made regarding advising the parent or caregivers of the decision to make a notification. A parent has a right to know what is happening but this needs to be balanced against the safety of the child. The parent/caregiver will be notified by the Designated Person for Child Protection.
9. In situations where a child or young person is the offender against another child, the reporting of concerns needs to be given the same consideration as if they were an adult.
10. The Manager is responsible for undertaking disciplinary action and for ensuring that it is in accordance with all relevant legislation and policies. If a staff member is not performing adequately, every reasonable effort will be made to help them understand the situation and to improve their performance.
11. To ensure the paramourcy of the child, staff will be suspended immediately, and a notification will be made to Oranga Tamariki if they are accused of: Striking or abusing a child sexually. They will remain suspended until such time as Oranga Tamariki or the police advise it is appropriate for them to return to work. The Trust will not abandon the investigation should the applicant resign or be dismissed.

12. Staff will also be stood down for failing to observe programme rules, resulting in a child being injured or placed serious danger, pending investigation.
13. Staff complaints against other staff members must be referred to the Supervisor. If no agreement can be reached the complaint will be taken to the Co-ordinator. The Co-ordinator will inform the GM who will report to the Board of any serious complaints involving staff. If it is clearly inappropriate to approach the Supervisor or the Co-ordinator, staff may contact the Chairperson of the Board. Staff grievances against the Board will be resolved in accordance with the provisions of the Employment Contracts Act 1991.
14. All notifications (with minimal details) will be kept in the Social Work Complaints Register. Details of the complaint are to be held on the client's confidential files.
15. All notifications/records/complaints are to be stored confidentially so only the relevant Social Worker or GM has access to them.
16. Where a third party approaches the NHT with concerns regarding the abuse of a child/youth, the social worker is to be first informed, and it is up to the social worker or GM to then direct that third party to Oranga Tamariki or the Police.
17. Publications (posters and brochures) promote the unacceptability of violence (in all its forms) along with information on how to seek help is available on-site.
18. Any person who believes that any child or young person has been, or is likely to be harmed (whether physically, emotionally or sexually), ill-treated, abused, neglected or deprived, must report the matter to an Oranga Tamariki Social Worker or a member of the Police
 - Emergency Calls – phone 111 and ask for the Police.
 - Non-Emergency Calls for the Police – phone 363 7400 and ask to speak to Control or Child Abuse Unit.
 - Oranga Tamariki – phone 0508 FAMILY (0508 326 459)

PROCEDURE FOR RESPONDING TO AND REPORTING CHILD ABUSE



Information volunteered by a child should be fully and accurately recorded.

No child should be questioned about suspected abuse. Only questions to clarify should be asked.

Documentation may be subsequently used in court as evidence for either side. Notes should be written down during the disclosure or as soon as possible afterwards.

PROGRAMME SUPERVISION

Staff to Child Ratios

To ensure children at the programme are adequately supervised, a minimum of two staff members are within sight and sound of the children at all times.

Staff to Child Ratios

The staff member to child ratio is a minimum of:

- On site 1:10
- Off-site/On excursions 1:8
- Swimming/Public Pools & Beach 1:5

Staff are to ensure the safety and well-being of children/youth is paramount at all times.

Staff will continually observe children/youth behaviours and intervene as soon as they see or hear tensions rising between children.

Staff will act immediately to defuse any such situation and ongoing monitoring of the situation. Relationships are important to build with children, however the safety and well-being of the children is paramount.

The Supervisor is in attendance at the programme during operational hours and is 20 years or older. All staff and volunteers counted for the staff/child ratio are 16 years or older. Staff and volunteers under 16 must be actively supervised by a person over 16 years at all times. The Manager maintains a sufficient pool of trained OSCAR staff members to maintain the established ratio during times of staff leave or sickness. The Supervisor is responsible for managing the staff during programme hours.

Children are to be in full view of staff at all times, except in the toilets. Enrolled children are informed of the boundaries they are expected to stay within and must inform an adult if they are going to leave the area (i.e. to go to the toilet, etc).

Staff members are to communicate their whereabouts and actions to each other, aware that they must not be alone with an individual child. If an individual child requires attention away from the group, a second child will be asked to act as a buddy, to maintain the required ratio.

Visitors or Contractors will be supervised at all times by the staff and will not be left alone with the children.

All staff wear uniform T- shirt and name badge when on outings with children to ensure that children and members of the public are aware of who is responsible for the group.

Roll Call and Head Count

- Each morning during Holiday Programme sessions, once all of the children have been signed in, the Supervisor conducts a roll call and a head count.
- The Supervisor conducts the roll call and delegates another staff member to do a head count to double check.

- These checks must be done before, after and during all off-site activities.
- The roll call and head count must be done before leaving on any excursion.
- The Supervisor hands each staff member a list of names in the group of children for which they are responsible during the outing.
- Upon arriving at the destination, a subsequent head count is done by the Supervisor, either as the children disembark from the bus or enter the activity venue.
- At the end of the outing, a final head count and a roll call are conducted on the bus before departing the venue.
- When the whole group re-assembles, each staff member must report to the Supervisor when their own group is all present.

Expectations of Staff Member Behaviour toward Children

Staff members are expected to be supportive, non-abusive and to present themselves as a positive role model. Many children have affectionate natures and express themselves freely. Regardless of the situation and child's culture and nature, staff must avoid inappropriate physical contact.

In making physical contact with children, adults should be guided by the principle that they will do so solely in order to meet the child's physical or emotional needs. Children should not be asked to take care of adult needs, physical or otherwise.

If a child initiates physical contact in the seeking of affection, reassurance or comfort, it is appropriate to respond in a manner suitable for that child's developmental stage and needs. It is not appropriate to force any form of unwanted affection or touching on a child. The physical contact with children during changing or cleansing must be for the purpose of that task only and not be more than is necessary for that job. Children should be encouraged to take care of themselves to the limits of ability.

Staff should, at all times, avoid being alone with a child.

Staff must be aware of where all children are, at all times.

Supervisors ensure volunteers and visitors are never alone with a child or group of children.

No smoking is allowed in front of the children, in the centre building or programme areas.

Clothing should facilitate job performance (i.e. be appropriate for participating in activities, be safe and appropriate for role modelling to children). Staff are provided with NHT Uniforms (T- shirt and name badge) which must be worn on programmes.

Personal visits and phone calls shall not interfere with responsibilities of supervision.

Staff medication must be labelled and stored out of reach of the children.

Staff must realise their individual emotional and physical limitations and when such limits are strained, know when to request support and/or relief.

At no time may staff use punitive discipline including punishing children by physically hitting. At all times staff will maintain a fair, consistent and positive approach to children's behaviour.

- If a staff member suspects a child is being abused, they must not act alone and will consult with the Programme Co-ordinator and record notes on the Organa Tamariki notification forms.

- Staff should maintain a professional relationship with families with respect to confidentiality, objectivity and conflict of interest.

MANAGEMENT AND STAFF

Recruitment

The NHT OSCAR Programme provides quality care through consistent and thorough recruitment practices. Supervision and training are provided to all staff, including volunteers.

Recruitment

Vacancies are advertised on “Trade Me” and or “Student job search” or through local social media networks with a request for applicants to submit a CV or contact the General Manager (GM) for a job description.

The GM and Board are responsible for recruiting staff. Short listed applicants are invited to attend an interview.

At least two referees per applicant are contacted via phone by the General Manager. Notes are taken to document referees’ comments.

Successful applicants are notified by phone followed by a written offer of employment. Unsuccessful applicants are notified once the position has been filled.

Employment of any individual will not be refused on grounds of sex, marital status, religious beliefs, ethnicity, age, disability, employment status, sexual orientation, family status or political opinion.

Police Vetting

All NHT staff 17 years and older are police vetted as part of the selection process, including staff working elsewhere within the organisation. No offer of employment will be finalised until police vetting confirms the candidate’s suitability. Police vetting is renewed every three years. Once successfully completed, a copy of the vetting result is stored in the employee’s file and an electronic copy saved on the GM’s computer. Any fraud, assault or child related offence will be considered unsuitable for working with children. Any other notifications will be considered on a case by case basis by the Manager and Executive Committee and noted on the employee’s file.

Employment Agreements

All staff must have a current written employment agreement containing:

- Names of the employer and employee
- A description of the position
- An indication of when and where the employee is to work
- Wages and reimbursements of expenses, when and how payments will be made
- Hours of work
- A disputes procedure and a description of the services available for settling employment relationship problems.

Job Descriptions

A relevant job description is provided to each staff member, clearly stating the expectations, responsibilities and limits to the staff member's authority.

Job descriptions are compiled by the General Manager who will work with the Programme Supervisor to ensure that employees receive and understand them.

Code of Conduct

The Code of Conduct outlines expectations in terms of conduct. All staff members (paid or voluntary) must sign the Code of Conduct (Appendix I) prior to their first day at work.

Volunteers

Supervision of volunteers is the responsibility of the Supervisor. Volunteers must undergo the same security checks and induction as paid staff. Hours of work and expectations are written and signed by both parties prior to a volunteer role commencing. An effort is made to include volunteers in planning and training as appropriate to their role. Any agreement regarding reimbursement of expenses must be in writing.

Training

Staff training is delivered by the Programme Co-ordinator, the OSCAR Network or other suitable providers. A record of all training attended by staff members is kept in their staff files.

All staff members receive training in the programme's Policies and Procedures and are asked to sign that they have read and understand them. Induction training is carried out by the Programme Co-ordinator and includes reading through all material relevant to the programme.

In-house and external training are made available to all staff as appropriate.

Staff members are encouraged to maintain First Aid certificates. NHT agrees to pay for a First Aid course once for each employee and for refresher courses. NHT may not pay for full courses where the employee has allowed their certificate to lapse following a NHT-paid course.

Child Protection Training is held every two years and attendance is compulsory for all staff working with children. Training is provided by OT or another recognised agency.

Performance Management Systems

Appraisal of staff is the responsibility of the Programme Co-ordinator. Performance appraisals are carried out annually for each staff member, with the sole intention of increasing awareness of their performance.

Appraisals are based on job descriptions and aim to establish individual and group strengths while identifying areas for personal development. They consist of a self-appraisal and interview with the Programme Co-ordinator. Objectives will be set for the next term of employment. All appraisals will be kept confidential and filed securely in a locked cabinet.

Staff Misconduct and Disciplinary Process

The Programme Co-ordinator is responsible for undertaking disciplinary action and for ensuring that it is in accordance with all relevant legislation and policies. If a staff member is not performing adequately, every reasonable effort will be made to help them understand the situation and to improve their performance. Staff may be suspended on full pay, pending further investigation if they are accused of:

- Striking or abusing a child, sexually or otherwise;
- Failing to observe programme rules, resulting in a child being injured or placed in serious danger.

Staff complaints against other staff members must be referred to the Supervisor. If no agreement can be reached the complaint will be taken to the Programme Co-ordinator. The Programme Co-ordinator will inform the GM who will report to the Board of any serious complaints involving staff. If it is clearly inappropriate to approach the Programme Co-ordinator or the General Manager, staff may contact the Chairperson of the Board. Staff grievances against the Board will be resolved in accordance with the provisions of the New Zealand Employment Relations Act 2000.

Set out below are the steps that the NHT must follow when undertaking a disciplinary process regarding an employee. In addition, the specific requirements of any employment agreement also need to be followed by the employer.

- If an issue has arisen regarding an employee's behaviour, the employer will speak with the employee about that behaviour. If minor in nature, the discussion may be informal. The employer will point out to the employee what aspects of their behaviour are considered to be unacceptable. The employer will advise the employee what behaviour is expected. The employee shall be advised that such behaviour will not be tolerated and if there is any allegation of continuing inappropriate behaviour, formal disciplinary proceedings may be initiated.
- If the employee has had a previous verbal reprimand, or if the matter is serious, written notice will be given, informing the employee that they are required to attend a formal disciplinary meeting at a set time and place.
- The notice will clearly describe the allegation; if possible, referencing the clause of their agreement, policy or organisational rule that it is alleged the employee has breached. The employee will be advised in the written notice that they are entitled to have a support person present at the meeting. The notice must clearly indicate whether the allegation is of a minor nature or serious enough to lead (if proven) to dismissal. The notice must state that the matter is only an allegation and that no conclusion has been reached at this stage.
- At the formal meeting, it will be explained that the purpose of the meeting is to investigate the alleged breach of conduct. The employee will be asked whether they wish to give any explanation and whether they accept or deny the allegations. Ample opportunity will be given for the employee to respond fully.

- Once the explanation, denial or acceptance has been received, the employee will be advised that the employer will take the employee's response into consideration before arriving at a conclusion as to the accuracy of the allegation and an appropriate response. The employee will be informed of when such decisions will be made and how they will be communicated to the employee. The employee's involvement in the meeting will conclude at this point.
- The employer will consider whether they are satisfied with any explanation that has been given. Further investigations may be required if other matters have been raised. Following any further investigation, the employer will arrive at a conclusion on the allegation.
- Should the employer conclude that the allegation is correct and be satisfied with the employee's explanation, the employee will be so notified. If the employer is not satisfied with the employee's explanation, the employer will decide what remedial action is appropriate. The resulting course of action will take into account the seriousness of the allegation, any particular steps set out in the employment agreement, and whether the allegation is the first against the employee.
- The employee will be notified in writing that a conclusion on the accuracy of the allegation has been reached, including a detailed description of such conclusion; e.g. that the employee has failed to follow instructions on cash handling by not locking cash away in the safe.
- If the matter is serious, the employee will be given an opportunity to give input into the remedial action. The employee will be advised of a further meeting at which they can offer input. A date, time and place will be set and the employee will be invited to bring a support person with them.
- At the subsequent meeting, the employee will be invited to provide their input toward remedial action and advised that their comments will be taken into consideration in the employer's final decision. All of the facts and the employee's input will be considered when determining the level of seriousness of the inappropriate behaviour. A decision will be made to respond with a verbal warning, a written warning, a final warning, or dismissal. If dismissal is deemed necessary, a decision will be made on whether it is to be immediate or on notice.
- Notice of a further meeting to discuss the outcome with the employee will be provided in writing. The employee will be entitled to have a support person present at the meeting.
- If a warning is issued, the employee will be advised that if there is another lapse, further disciplinary action may be taken, which could put their employment at risk. The first warning will be verbal, and confirmed in writing to the employee, with a copy held in their staff file.
- Should there be a need for a subsequent warning at a later date, it will be a written warning. A copy will be held in the employee's file.

- If the employee has previously received a warning and appears to have breached it, the above steps will be repeated. The employee will be advised of the potential outcomes, which will be at a more serious level as a result of the repeat breaches of conduct.

BUILDING AND FACILITIES

Safe Premises

Premises are safe and comply with all relevant legislation as well as local city or district council requirements. Potential risks to the safety of children are repaired, removed or made inaccessible. Programmes will operate in buildings which have a current annual Warrant of Fitness. Staff will be made aware of the building's safety features (eg. Fire Extinguishers, Fire Exits) and evacuation plan.

Phone Access

A mobile phone will be at each programme at all times, including off-site excursions. The Supervisor of each programme is responsible for ensuring the programme cellphone is on site daily. All parents/caregivers will be advised of the number. Cellphone will be taken on all off-site excursions. If it is necessary to use a phone in an area with no cellphone coverage, one staff will remain with the children, while another staff member goes to the nearest phone. If cellphone network goes down, a landline is available at the School Office.

Cleaning

Premises, grounds and all equipment and furnishings used by the programme will be maintained in a safe, clean and hygienic condition. Facilities will be cleaned daily. Buildings and grounds will be checked daily by staff and recorded on the Daily Risk Check Form.

FINANCE

OSCAR finances form part of the overall finances of the Neighbourhood Trust and as such are to be recorded and managed competently and correctly in accordance with standard accounting principles for Tier 3 non-profit organisations.

The General Manager is engaged to undertake financial duties under the supervision of the Treasurer and NHT Accountant. Neighbourhood Trust accounts are independently audited annually.

The General Manager and Accounts Assistant are authorised to converse with relevant agencies regarding bank accounts and processes, WINZ subsidies, accounts held with suppliers, payroll administration and the payment of taxes. Xero is the current application being used for financial recording

Annual Budget

The financial year is 1 January through 31 December. An annual budget for the programme is formulated by the GM in conjunction with the Chair and Treasurer to be presented to the Board for approval.

Income & Banking

The fee structure is determined by the GM, approved by the Board and is clearly shown and described on programme information sheets.

Invoicing of programme fees is done in advance based on bookings and are non-refundable regardless of any cancellations. Weekly Attendance Registers, signed by the adults on the Aimy Plus Programme who drop off or collect children from the programme are used as a means of identifying any last minute casual bookings which are invoiced in arrears. Clear and consistent invoicing procedures are followed, with any specific or unusual situations documented to ensure customer service integrity.

Families are encouraged to set up internet banking where possible, using their child's name as a reference to ensure correct identification. Online payments from families and WINZ are recorded weekly. Any cash or cheque payments must be receipted immediately and sealed in a coin bag with a copy of the receipt. Each receipt should record:

- Date payment is received
- Payer's full name and the child the payment is for
- Amount paid (checked in front of the payer)
- Note whether the form of payment is cash or cheque
- Signature of the staff member issuing the receipt

The top copy of the receipt is given to the payer; the second copy is to be inserted into a coin bag with the cash or cheque and immediately placed in the safe located in the Programme Co-ordinators office. Cash or cheque payments are to be deposited in the transaction bank account within two weeks. A receipt is to be obtained from the bank for each deposit. Cheques are only accepted by the bank when written out to Neighbourhood Trust which is the name on the account. Bank accounts are reconciled with the bank statement each month.

Enrolled families are welcome to query their account at any time and are entitled to a full and accurate explanation of any charges and the opportunity to request further detail in the form of printed or emailed reports.

Expenses

Retail accounts are set up for regular purchases of food (Bidvest).

Credit accounts-Biz Rewards are held at The Warehouse, Warehouse Stationery and Noel Leeming.

The Programme Co-ordinator is authorised to make purchases on her NHT debit card.

Atypical purchases require pre-approval of the GM.

All cheques are signed by two authorised Neighbourhood Trust signatories.

Invoices for supply are paid either by direct debit or online bill payment once approved by the GM.

Online bill payments are processed fortnightly and authorised online by the GM or one Board member and the Accounts Assistant. The GM sights all invoices prior to payment when bill payments have been loaded on the bank website.

To prevent misuse of credit cards / store cards, the following conditions of use must be met:

- Only staff members authorised by the Board may use the card
- The card limit is set by the Board
- The card must only be used for reasonable expenditure for Neighbourhood Trust related purposes and fall within the budget for the type of expenditure
- The card must never be used for personal purchases
- The user must present a tax invoice or receipt to the Administrator within 48 hours
- The statement of card purchases must be reconciled to the receipts
- The credit limit cannot be exceeded
- The cardholder must never allow another person to use the card
- Any suspicion of the PIN being made available to a third party must be reported immediately to the GM
- Loss of the card must be immediately reported to the GM
- The card is to be returned to the GM upon request, and upon ceasing employment with the organisation.

Debt Recovery

Fees are due upon receipt of the monthly statement of account. Outstanding accounts are monitored and any slipping into substantial arrears are brought to the attention of the Programme Supervisor. What constitutes an unacceptable level of debt varies widely among families because of variables such as the number of children in the family and the frequency of attendance at the programme. Upon reaching what is deemed to be an unacceptable level of debt, a letter is sent to the family by email or post, referencing the amount owing and the most recent payment received directly from the family. Families with fee subsidies from Work & Income NZ are expected to make regular payments toward charges above their subsidy level.

Should the account remain unpaid, a reminder letter is sent asking them to advise how they plan to address the debt. A late fee and collection costs may be added to any invoice not paid by the specified due date. Enrolled families are advised via their account statements and the Fee Schedule that any expenses incurred in recovering debts will be passed on to the defaulting account holder. To-date, collection agencies have not been engaged to follow up outstanding debts.

Overdue Accounts

Before School and After School Fees

- All holiday programme accounts are to be paid in full before attendance at before and after school programmes.
- Any overdue accounts over \$100 are monitored, depending on number of children attending.
- Payment history is taken into consideration as to the approach of overdue accounts. Some families are paid fortnightly, occasionally monthly.
- WINZ subsidies are received weekly by NHT, however, these payments need to be monitored closely and credited accordingly to those families who receive this. Often there are discrepancies are dealt with by contacting/liasing with WINZ and sometimes the effected families. Delays can be caused by families not having submitted paperwork or submitting paperwork on time to WINZ. This means that some accounts will therefore fall over the \$100 threshold until arrears payments are received. This can sometimes take four/five weeks into the school term.
- Suspending a child from the programme due to overdue accounts.
 - Overdue email with statement
 - Letter 1 emailed and posted – please pay immediately
 - Letter 2 emailed and posted – payment by (date)
 - Letter 3 emailed and posted – suspended immediately
 - The Programme Co-ordinator to contact family
 - When a child is suspended for an unpaid account we charge a “no charge”.

Holiday Programme Fees

- All term time accounts are to be paid in full before attending holiday programmes.
- When a family want holiday care and their account remains unpaid, we usually pencil in the booking until the account is paid.
- WINZ subsidies are received weekly by NHT, however, these payments need to be monitored closely and credited accordingly to those families who receive this. Often there are discrepancies are dealt with by contacting/liasing with WINZ and sometimes the effected families. Delays can be caused by families not having submitted paperwork or submitting paperwork on time to WINZ. This means that some accounts will therefore fall over the \$100 threshold until arrears payments are received. This can sometimes take four/five weeks into the school term.
- Families who attend only our holiday programmes are required to pay in full before attendance
- New families to our programme who have applied for a WINZ subsidy are required to pay a deposit, usually \$50.00 per child per programme as it is unknown whether their application will be approved. Some families who attend our programmes are not required to pay a deposit as their payment history is excellent.

Payment of Tax and ACC

As a registered charity, Neighbourhood Trust is exempt from income tax. GST returns are filed with Inland Revenue on an invoice bases every second month. Copies of all returns are filed with other financial records in readiness for the auditor. ACC levies are paid as per the annual invoice.

Payroll

Wages are prepared on a fortnightly basis by the Administrator using a payroll provider (currently Smooth Payroll). Timesheets are completed by all paid employees and made available to the Administrator by the Friday at the end of the pay period. The Supervisor signs all Assistants' timesheets as a true record of hours worked. The GM sights and signs a summary of all employees' pay prior to the bulk payment being made to the payroll provider.

In accordance with employment agreements and employment legislation, OSCAR staff members are paid 8% of their gross pay as holiday pay; this is paid as leave is taken throughout the year. A record of all leave taken is maintained by the Administrator. Casual staff members receive their 8% holiday pay each period that they work. Employer deductions are processed by the payroll provider, including Employer Monthly Schedules. Copies of all payroll reports are filed with other financial records in readiness for audit.

Record Keeping & Reporting

Full, accurate records of all financial transactions are kept up-to-date on a weekly basis. The current accounting package is Xero.

Although OSCAR finances form part of the overall accounts of the organisation, reports specific to OSCAR income and expenditure are available as required. Some overhead expenses need to be split among programmes; the split is based on the main cost driver which is the average number of children currently attending each programme. Reports on financial performance, position and comparison with budget figures are presented at monthly meetings of the Board. The GM is provided with financial reports as required for management decisions and funding accountability purposes.

The Treasurer sights and signs the bank reconciliation summary each month and reviews the monthly financial report prior to the GM meeting.

The annual financial statements of the Neighbourhood Trust are prepared by the Accounts Administrator, with advice as required from an Accountant. OSCAR funding is detailed either in the Statement of Financial Performance or in the accompanying Notes. The annual financial statements are submitted for audit by a suitably qualified independent Auditor at the end of each financial year. The audited financial statements are presented at the Annual General Meeting of the Neighbourhood Trust. Any comments from the Auditor are reviewed by the Treasurer and GM before being presented to the Board as a whole.

Financial records and supporting documentation are retained in secure storage for a period of seven years in accordance with Inland Revenue regulations, after which time documents will be either shredded or removed by a reputable secure document destruction company.

APPENDIX I

After School and Holiday Programme Staff – Code of Behaviour for Worker

The Neighbourhood Trust expects all After School and Holiday programme staff to be supportive, non-abusive and to present themselves as a positive role model. Many children have affectionate natures and express themselves freely. Regardless of the situation and the child's culture and nature staff must avoid inappropriate physical contact. Failure to comply with this Code of Behaviour will result in disciplinary action as outlined in the Staff Contracts.

1. In making physical contact with children, adults should be guided by the principle that they will do so solely in order to meet the child's physical or emotional needs. Touching should not be initiated to gratify adult needs. Children should not be asked to take care of adult needs, physical or otherwise.
2. If a child initiates physical contact in the seeking of affection, reassurance or comfort it is appropriate to respond in a manner suitable for that child's developmental stage and needs. It is not appropriate to force any form of unwanted affection or touching on a child.
3. Staff will report any suspicions of abuse to the Supervisor of the programme or the Programme Co-ordinator who will follow procedure for suspected child abuse.
4. Staff will act on all allegations of abuse and all situations that raise concern about the safety of a child by doing the following:
 - ◆ If abuse is suspected or a child discloses abuse staff will record incidents or observations and take photographic evidence if appropriate and note down what the child says.
 - ◆ No staff member should act alone but will advise the Supervisor, Programme Co-ordinator and/or Neighbourhood Trust Manager of suspicions. However, staff have the right to report suspected abuse directly to Oranga Tamariki or the Police if they feel the child's immediate safety is threatened. (Section 15 CYPandF Act)
 - ◆ The Programme Co-ordinator in conjunction with the Neighbourhood Trust Manager will take responsibility to seek advice from Oranga Tamariki or the Police and ascertain what steps should be taken. Refer to Flow Chart for clear guideline of steps to follow. The Trust and staff will not assume responsibility beyond their level of expertise.
 - ◆ The wellbeing and safety of the child will be the primary concern when any decision or action is taken regarding suspected abuse. Staff and the Neighbourhood Trust do not need parents/caregivers permission to report suspected abuse to the Police or Oranga Tamariki.
5. The physical contact of children during changing and cleansing must be for the purpose of that task only and not be more than is necessary for that job. Children should be encouraged to take care of themselves to the limits of their ability.
6. Staff must avoid being alone with a child.
7. Staff must be aware of where all children are at all times.
8. Supervisors should ensure volunteers and visitors are never alone with a child or group of children.
9. The school is a no smoking area.
10. Clothing should facilitate job performance (ie. Be appropriate for participating in activities, be safe, and be appropriate for role modelling to children, including wearing sunhats).
11. Personal visits, phone calls and texting should only occur in emergencies.

12. Staff must realise their individual emotional and physical limitations. When such limits are strained know when to request support and/or relief.
13. Confidentiality must be maintained at all times.
14. Staff medication must be labelled and stored out of the reach of the children.
15. Children should not be present when staff members are using the toilet and bathroom facilities for personal needs.
16. "Adult" topics of conversation should not be held in front of the children.
17. Staff must not contact or allow contact through any Social Media (Facebook, Instagram, Snapchat etc) text or phone with children at any time. All out of programme contact should be through parents and Supervisor only.
18. Staff must maintain a professional relationship with families with respect to confidentiality, objectivity and conflict of interest.

Failure to comply with this Code of Behaviour will result in disciplinary action as outlined in the Staff Agreement.

Staff Members Name: _____

Signature: _____

Date: _____

POLICY AND PROCEDURE REVIEW SCHEDULE

POLICY NAME	Form	Most Recent Review	Changes Documented	Next Review
Programme Environment				April 2019
Activities and Content	Weekly Activity	Jan 2019		
Space and Boundaries	Daily Risk Checklist	Jan 2019		
Cultural Issues	-	Jan 2018		
Programme Operation				March 2019
Programme Hours		Jan 2019		
Enrolment	Enrolment Booking	Jan 2019		
Confidentiality		Jan 2019		
Drop off and Pick up	Daily Attendance	Jan 2019		
Behaviour Management	-	Jan 2019		
Complaints	Complaint Form Procedure Notice	Jan 2019		
Health and Safety				September 2019
Health and Safety Training	First Aid Checklist Safety Act Plan2008?	Jan 2019		
Safety Management System	Risk ID	Jan 2019	Y	
Risk Assessment	RAMS	Jan 2019		
Accident and Incidents	Accident Form Incident Form	Jan 2019		
Food Preparation/Storage	-	Jan 2019		
Allergies		Jan 2019		
Medication/Unwell Children	Med Consent	Jan 2019		
Toilet Facilities	Cleaning Checklist	Jan 2019		
Smoke Free	-	Jan 2019		
Pets and Stray Animals	-	Jan 2019		
Sun Safety	-	Jan 2019		
Child Protection Policy				February 2019
Child protection policy		Jan 2019	Y	
Suspicious of Child Abuse	Suspicious Record	Jan 2019	Y	

Programme Supervision				June 2019
Staff/Child Ratios	-	Jan 2019	Y	
Volunteers as Helpers	-	Jan 2019		
Roll Call and Head Count	-	Jan 2019		
Expectations of Staff	-	Jan 2019	Y	
Emergencies				July 2019
Earthquake Procedure	Earthquake Drill	Oct 2018		
Emergencies	-	Oct 2018		
Fire and Evacuation	Fire Drill	Oct 2018		
Lock Down		Oct 2018		
Staff and Management				August 2019
Recruitment	Application/Interview	Jan 2019		
Police Vetting	Vetting Consent	Jan 2019		
Employment Agreements	Agreement Template Leave Request	Jan 2019		
Job Descriptions	Supervisor Assistant	Jan 2019		
Code of Conduct	Appendix I	Jan 2019		
Volunteers	-	Jan 2019		
Training	Training Record	Jan 2019		
Performance Management	Appraisal Feedback	Jan 2019		
Misconduct	-	Jan 2019		
Buildings and Facilities				November 2019
Safe Premises		Oct 2018		
Phone Access	-	Oct 2018		
Cleaning	Checklist	Oct 2018		
Record keeping				October 2019
Finance				December 2019
Annual Budget	-	Oct 2018		
Income and Banking		Oct 2018		
Expenses	-	Oct 2018		
Debt Recovery	-	Oct 2018		
Payment of Tax and ACC	-	Oct 2018		

Payroll	Timesheets Proc for Timesheets	Oct 2018		
Transporting Children	-			May 2019
Policy Review				
Full Document Review			y	Nov 2020
Policy Review	P and P Review Schedule	Jan 2019		Nov 2020