



Policy and Procedure Document

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MISSION STATEMENT

Our mission is to foster holistic growth through meaningful connections with people and the environment, plan promoting friendships, learning and physical activity.

OUR VALUES

1. Compassion: Showing kindness and empathy towards children to help them feel loved and supported.
2. Empathy: Understanding children's perspectives and emotions to create experiences that are meaningful and beneficial for their development.
3. Nurturing: Providing a safe and nurturing environment for children to grow and thrive.
4. Respect: Valuing children as individuals and treating them with respect, dignity, and understanding.
5. Growth mindset: Encouraging children to explore, learn, and develop new skills through positive experiences.
6. Positivity: Fostering a positive and uplifting atmosphere that promotes children's well-being and happiness.
7. Education: Recognizing the importance of learning and education in children's development and providing opportunities for growth and exploration.

Ownership of the Policy & Procedures Document

This Policy & Procedures Document contains company Policies & Procedures (P&P). A serialised hardcopy of this document is provided to your programme which must remain on site for parent access. Staff will have electronic access to this document via google drive. Copyright and ownership of this Policy & Procedures Document is maintained by the company. Copying or replication in any way is not permitted by any party unless authorised in writing by the company.

Purpose of this Policy & Procedures Document

The purpose of this Policy & Procedures Document is to provide staff and parents/caregivers with the P&P's and useful information pertaining to the operation of the companies Programmes. It is expected that all staff are familiar with all the content of this document and operate in accordance with these policies and procedures to ensure the Programmes are aligned and complying with the company and MSD standards.

Glossary of Abbreviations and Definition of Terms

CPO

Child Protection Officer (Programme Experience Operations Manager South)

EnrolMy

The online platform that supports the programmes' organisation.

Management

Administrative and Management office – 50 Cawthron Crescent, Annesbrook, Nelson 7011

MSD

MSD (Ministry of Social Development) represents the governing body for OSCAR programmes.

Management

This is the person or body legally responsible for the Sites and all Programmes delivered at the Sites. The Company management consists of private owners and staff members nominated with authority to act on behalf of management.

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Shine Kids Nelson. *Shine stands for Shaping Hearts and Imagination with New Experiences.*

OSCAR

OSCAR (Out of School Care and Recreation) represents the After School & Holiday Programme sector and the Government Subsidy available to families to assist with childcare fees.

P&P

Ref to this Policy & Procedure Document.

Parents

In this document, 'parents' may refer to parents, guardians or caregivers. There may be cases where guardians and caregivers take on the role of parents when enrolling children and using an OSCAR service.

Programme

A Programme is a classification for the type of session in operation, i.e. Before School Programme, After School Programme, Holiday Programme.

Programme Leader

A Programme Leader is any staff member onsite at a programme whether paid or volunteer that is NOT the Site Manager. The Programme Leader will undertake these responsibilities in accordance with their Job Description, IEA, this document and any other documents as provided by the Company.

RAMS

Risk Assessment & Management System used for acknowledging risks and managing risks that have been identified.

Site

Location from which programmes are operated.

Site Manager

A Site Manager is the staff member responsible for the overall on-site management of the Company programme to which they are legally contracted to. The Site Manager will undertake these responsibilities in accordance with their Job Description, IEA, this document and any other documents as provided by the Company.

Staff

The definition of Staff is considered to include anyone the Company relies on to deliver its services. This includes all volunteers and paid staff with a formal and legal agreement with the Company.

The Company

Refers to the following legal entities -

- SHINE Kids Nelson Ltd

The Tool Kit

An internet platform that connects the sites to documents, procedures, in house forms for operation of the sites.

Venue

Location of an off site excursion.

WINZ

Work and Income New Zealand, the organisation that OSCAR documents are submitted to and who pays the OSCAR providers for approved subsidies.

Glossary of Health and Safety Definition.

Hazard

A hazard is any situation or thing with the potential to cause death, injury or illness. This also includes a person's behaviour if that behaviour is an actual or potential cause or source of harm.

Notifiable Event

A **notifiable event** means any of the following events that arise from work:

- (a) the death of a person; or

- (b) a notifiable injury or illness; or
- © a notifiable incident

Notifiable Injury or Illness

A **notifiable injury or illness**, in relation to a person, means—

- (a) any of the following injuries or illnesses that require the person to have immediate treatment (other than first aid):
 - (i) the amputation of any part of his or her body;
 - (ii) a serious head injury;
 - (iii) a serious eye injury;
 - (iv) a serious burn;
 - (v) the separation of his or her skin from an underlying tissue (such as degloving or scalping);
 - (vi) a spinal injury;
 - (vii) the loss of a bodily function;
 - (viii) serious lacerations;

- (b) an injury or illness that requires, or would usually require, the person to be admitted to a hospital for immediate treatment:
- © an injury or illness that requires, or would usually require, the person to have medical treatment within 48 hours of exposure to a substance;
- (d) any serious infection (including occupational zoonoses) to which the carrying out of work is a significant contributing factor, including any infection that is attributable to carrying out work:
 - (i) with micro-organisms; or
 - (ii) that involves providing treatment or care to a person; or
 - (iii) that involves contact with human blood or bodily substances; or
 - (iv) that involves handling or contact with animals, animal hides, animal skins, animal wool or hair, animal carcasses, or animal waste products; or
 - (v) that involves handling or contact with fish or marine mammals;
- (e) any other injury or illness declared by regulations to be a notifiable injury or illness for the purposes of this section.

Officer

An officer is a person who occupies a specified position or who occupies a position that allows them to exercise significant influence over the management of the business or undertaking. This includes, for example, companies Managing directors and chief executives.

Officers must exercise due diligence to ensure the PCBU meets its health and safety obligations. See Section 5 of the Act for more information about officers.

PCBU

PCBU is a 'person conducting a business or undertaking'. A PCBU may be an individual person or an organisation.

This does not include workers or officers of PCBUs, volunteer associations, or home occupiers that employ or engage a tradesperson to carry out residential work.

A PCBU must ensure, so far as is reasonably practicable, the health and safety of workers, and

that other persons are not put at risk by its work. This is called the 'primary duty of care'. See Sections 2-3 of the act for more information about PCBUs

Risk

Risk can be described as the likelihood certain consequences (death, injury, or illness) may occur when a person is exposed to a hazard. Risks arise from people being exposed to a hazard (a source of harm).

Worker

A worker is an individual who carries out work in any capacity for a PCBU. A worker may be a staff member, a contractor or sub-contractor, a staff member of a labour hire company, an outworker (including a homeworker), an apprentice or a trainee, a person gaining work experience or on a work trial, or a volunteer worker. Workers can be at any level (eg managers are workers too).

Workers have their own health and safety duty to take reasonable care to keep themselves and others healthy and safe when carrying out work.

See Section 6 of the Act for more information about workers

A PCBU is also a worker if the PCBU is an individual who carries out work in that business or undertaking.

Importance of Confidentiality

The success of the Company to build its brand depends on systems and consistent delivery of policies and procedures as outlined in this document. These policies and procedures are the intellectual property that govern how we operate and as such we should protect this where possible from being directly copied. Therefore, it is considered important that confidentiality is maintained always. This document along with other information shared during this due diligence process must be viewed in the context of being confidential to the Company.

Keeping the Policy & Procedures Document Current

It is expected that over time the information contained in this Policy & Procedures Document may become superseded. Every attempt will be made by the Company to ensure that this document is maintained and current. While the Policies & Procedures contained within this document are accurate, amendments will occur from time to time to ensure you and the staff are continuously up to date with the Company P&P's. Site Managers are expected to ensure that they are always aware of, and comply with, all aspects of this Policy & Procedures Document. Site Managers are also required to share the relevant updates with their staff. This document is maintained by the Company.

Content Updates

The Company policies are constantly being reviewed and updated due to the ever-changing world of Health & Safety and to ensure that the children are always exposed to new experiences. Whenever a change is made to one of the Company policies or documents, you will be notified via email. Individual Site Google Drive's will always contain the most up to date documents. From time to time, the Company will issue new versions of this Policy & Procedures Document, and changes

will be highlighted for reference.

Contacts

For internal enquiries or communication and exchange of Programme material, Site Managers are required to contact their Manager. All staff are encouraged to submit suggestions, reviews and feedback relating to the content of this document, or indicate a topic considered to be relevant that has not been included. The Company appreciates staff input to improve the children's and parents' perception of the Programmes.

For programme specific support, advice or guidance, the relevant Manager should be contacted by the Site Manager.

Damage of Property

Damage to any property either wilful or accidental may be charged to the parent. This includes but is not limited to -

- Site Property
- The Company Property
- Other child/staff's property
- Other site users' property

PROGRAMME ENVIRONMENT

2.1 Positive and Child Focused Environment

The Company's aim is to provide quality, affordable, fun, stimulating and safe environments where children are not only actively supervised, but also feel empowered to connect, play and thrive. This is achieved through providing well-structured, well-managed and appropriately planned Out of School Programmes staffed by individuals with a natural empathy for and understanding of children.

Out of School Programmes are for children aged 5 – 14 years and all children and staff are treated with dignity and respect.

The families and children are welcome, included and important.

Programmes

- Shall consider the ethnic, social, religious and cultural diversity of the families and children attending.
- Include a varied programme of structured and planned activities. All activities are child focussed and appropriate to children's ages and stages of development and designed to enhance self-esteem which also allows for choice.
- Allow for actively supervised free play opportunities and a quiet space as well as structured crafts, games, art, sport and recreation, outdoor play, homework and a healthy afternoon tea in its programme planning.
- Acknowledge the uniqueness of each child.

- The programmes shall encompass the needs of the children by ensuring their social, emotional and physical well-being is paramount.
- Parents and children are able to contribute to the programmes.
- Feedback and suggestions from parents are sought via Survey Monkey emailed surveys.
- Feedback from staff is sought via regular meetings and surveys.
- Feedback and suggestions are sought from the children via term 'Feedback Sessions'
- Daily activities will be displayed on the programme display board and on the programme Facebook page.

Creating a welcoming environment

For each Programme (Before/After School or School Holidays) the staff, where possible, will ensure that an appropriate physical environment is established prior to the children arriving at the Programme. This will include but is not limited to -

- ensuring that all signage is in place
- afternoon tea is prepared and waiting
- there are at least 3 activity stations set up for the children
- Programme Display board display correct and up to date information
- Daily Safety Check completed
- Electronic devices fully charged and ready (tablet, phone, walkie talkies)
- Staff in correct uniform,

Routines and Structure

Establishing clear routines and structure is vital in creating a positive environment for children and reducing behaviour management issues.

Each site will have site specific routines and structure based on the physical space in which the Programme is operated.

Examples of routines include but are not limited to -

- Shoes off prior to entering the room
- Where childrens school bags go
- Where childrens scooters go
- Where children sit at Gathering time
- How afternoon tea is conducted

Routines are reinforced regularly during Gathering time.

To get children's attention, the Site Manager uses a "Call" that is specific to the venues children, such as "Ma Me Mi Mo Mu" (Maori Vowel practising) and the children call back in like. Or a clapping pattern that is then responded to in like.

Staff should then wait until they have the attention of all the children before issuing the next instruction.

When issuing instructions, staff should use the phrase "When I say go....." to ensure that children are paying attention to the entire instruction.

Cultural Sensitivity

The Company is committed to Te Tiriti o Waitangi and is an inclusive multicultural programme. The aim of this policy is to provide a safe and caring multi-cultural environment for all children in the programme. The Company will achieve this by being willing and open to explore ways in which we can integrate a multicultural perspective into the programme.

- The Company will identify the ethnic background of each child during the enrolment process.
- Programming includes Te Reo Maori, Maori games, activities and relevant staff training
- The programme shall encompass other cultures through appropriate ethnic activities which are recreation focused and may be in consultation with the families.
- The Site Manager may research opportunities where children can experience other cultural backgrounds, either through the internet or local library. These findings may be included in the daily planned activities and will be subject to the normal approval process of all term time plans. These activities may be included in either the After School Programme or during a Holiday Programme.
- Providing children with opportunities to experience tikanga Maori, Maori protocols in both the term and holiday programmes.
- Encouraging staff to speak Te Reo Maori and English openly in the programme. ★ The programme has a commitment to the Treaty of Waitangi.

New Entrants

Every new child attending a programme will be inducted into the Site and, if necessary, have a staff member spend extra time with them until s/he feels comfortable in their new environment. The child/ren will be introduced to the group at the Gathering and where possible buddied with a child of the same/similar age or that s/he may know.

Over the child's first 5 days of attendance regular checks are to be made of the child during the programme to ensure that s/he is comfortable, feeling included and accepted by the group.

The child MUST NOT be simply left on his/her own as this may negatively impact the emotional well-being of the child.

Programme Content

Shine Kids Nelson will provide a safe, varied and stimulating programme that meets the developmental, emotional, intellectual and physical needs of the children.

Shine Kids Nelson will communicate the daily activities to parents via the Site's display board. Planning for the daily activities is completed on Google Docs, the Tool Kit site. The children will be encouraged to participate in planned activities. Due to staffing requirements and to ensure that programmes are delivering the service as advertised, children that choose not to participate in the planned activity may be required to remain

in the activity area but may choose a quiet, alternative activity so as to remain supervised.

- Activities delivered at the programme will be planned with children's ideas and interests taken into consideration.
- Planned activities should be for approx. 30 to 45 minutes.
- Written feedback is provided daily by the Site Manager for all planned activities.
- The planned activities will be based on the following aspects:
 1. The financial, physical and social impacts of the activity.
 2. The space and equipment required to provide a safe activity
 3. The number of staff required to assist in the activity.
 4. Time frame to conduct activity
 5. Feedback from "brainstorm" sessions with children from the programme
 6. Incorporating NZ themed weeks, eg Maori Language week, Anzac day, Matariki or Kings Birthday.
 7. Feedback from schools on term planning and activities
 8. Integrating multicultural perspectives through fun activities or games
 9. Financial viability

NOTE: Planned activities are expected to be reflective of the children's interests and the Shine Kids values. Media is not to be used during the programme hours with the exception of Friday afternoon "relax" time or as part of a planned Holiday Programme activity.

Programme Activity Delivery

Site Managers are required to plan and deliver structured activities for each day of the After School Programme.

Activity planning is completed via Google Docs/spreadsheets and the activities are delivered between 4 - 5pm Monday - Thursday. Each activity should be for approx. 30 - 45 minutes.. Friday is optional and may be planned as a 'Friday Chill Day'

Planned activities are introduced at the Gathering and activities are not compulsory but neither are they optional. The introduction of the activity by staff is very specific and staff are required to follow the below script -

"Today we are going to"

If a child indicated that they would prefer not to participate in the activity, staff are required to say the following -

"no problem at all, but as we are all doing you will need to find something quiet to do over in this area where we will all be."

Programme Space

Each Site will ensure that an adequate space for the children to play freely, including an area for active recreation and a chill out area for all children is provided.

The number of children able to attend the programme will be limited by the size of the site to

allow the children to engage in a range of activities, including those that are noisy, messy, or quiet and calm. This is determined by Te Kahui Kahu under the OSCAR Standards.

All Sites that have an outdoor area will ensure that all outdoor equipment and resources are checked daily prior to sessions.

Children must stay within allocated boundaries, which are documented on the Site Specific Information that can be accessed on the Tool Kit Site. . They will be within sight and sound of a staff.

Safe Environment:

- The Site Landlord/Management is responsible for ensuring the property is maintained to ensure a safe physical environment.
- The Site Manager is responsible for ensuring a daily check of the Site via the Tool Kit Site is undertaken before each session, to ensure the facilities and any outside play areas are safe.
- The Daily Safety Checklist is completed and if anything is found Management is notified and the Risk Identification Register is completed. This is completed at the start of each session on the Company Tool Kit site
- The Management will be automatically informed via the Tool Kit site of any hazards or unsafe conditions of the physical environment, identified in any daily check prior to sessions.
- The Site Manager will ensure children do not use any space or equipment which is deemed unsafe.
- The Venue Manager/Caretaker will inform the Site Manager of any hazards in spaces or equipment, which is not to be used until repaired.
- A RAM's specific to each site is completed for each site and it is available to view the Tool Kit site for the Site Manager to update. This will identify potential risks associated with the physical facilities of the building, equipment and grounds used by the Programme.

Quiet Space

Each Programme will identify a quiet area which is communicated to all children at the programme. This quiet area will contain a range of quiet activities and comfortable seating.

- The quiet area will be utilised if a child is sick, tired or needs some quiet time.
- This area will contain comfortable seating such as bean bags and cushions.
- The quiet area will be located in such a way that supervision can be ensured by Programme staff.

Homework

When requested by parents, staff will assist children with their homework between the hours of 3pm and 4pm by providing a space within supervision to complete the homework. Homework

must not be on a digital device due to the risk internet exposure has. We cannot provide one on one supervision, and so the risk of accidental or purposeful exposure to harmful material cannot be eliminated.

BEHAVIOUR MANAGEMENT

Purpose

The purpose of this policy is to ensure that children develop a strong sense of belonging in a happy, secure and safe environment. Such an environment is free from verbal, emotional and physical harassment, where respect of self, others and property is consistently expected and reinforced.

- Children will be encouraged to be responsible for and reflect upon their own behaviour.
- Children will be expected to abide by the below code of conduct/expectations.
- Staff are encouraged to use positive behaviour reinforcement as a proactive behaviour management technique.
- Behaviour management will be approached in a consistent manner, using a combination of positive behaviour management and behaviour relevant consequential reinforcement. This approach includes creating and maintaining a positive and child focused environment, early intervention and accurate and consistent adherence to policies and procedures.
- All staff are required to complete Behaviour Management training.

Code of conduct/ Expectations

For Parents/Caregivers

Shine Kids is dedicated to providing a safe and respectful environment for all children, staff, and parents. In order to maintain this atmosphere, we expect all parents to conduct themselves in a courteous and respectful manner. If Shine Kids determines that there is a breakdown in positive communication or a pattern of behaviour that is inconsistent with our values, we will address the issue promptly and fairly. We prioritise the well-being and safety of all individuals involved and will take necessary steps to address any incidents that may arise.

If, after addressing the issue, we are unable to reach a resolution that respects the well-being and safety of all parties, we reserve the right to request that the parent leave the premises. In extreme cases, we may also cancel any enrollment or participation in our programs if necessary. Our primary concern is the protection of our children, staff, and other parents, and we will not compromise this by engaging with behaviour that jeopardises the safety and well-being of others.

By enrolling your child in Shine Kids, you acknowledge your understanding and agreement to respect our policies and procedures, including our code of conduct for parents. We expect all parents to conduct themselves in a manner that promotes a positive and supportive environment for everyone. We are committed to providing a high-quality program for all children, and we will take all necessary steps to ensure this.

Additionally, please note that parents are required to follow the complaints process

outlined in each venue. This process is designed to ensure that all concerns are addressed in a fair and timely manner. Parents should not approach junior staff members directly about complaints or concerns; instead, they should follow the established process. Any parent who approaches a junior staff member in an aggressive or threatening tone will have their enrollment immediately cancelled. We prioritize maintaining a safe and respectful environment for all individuals involved, and we will not tolerate behavior that compromises this.

By adhering to these guidelines, we can work together to create a positive and supportive environment for everyone at Shine Kids.

For Children of Shine Kids

- [Show Manners and Courtesy](#)

At all times, children are expected to use appropriate manners. This includes sharing with other children, clearing up after themselves and helping staff/other children when appropriate.

- [Have a Positive Attitude \(reflective of the environment\)](#)

Children are expected to come to the Programme with a positive attitude; this would include praising fellow Company attendees for doing things well.

- [Respect the Site](#)

At all times the Site must be respected. Rubbish should be cleared away and in no circumstances, should the site be deliberately damaged. The expectations of the host school/site must be adhered to.

- [Keep our hands to ourselves](#)

Children must not touch other children intentionally without permission. If a child accidentally touches another child, they should apologise. In no circumstances will physical violence be tolerated.

- [Be kind to ourselves, others and equipment](#)

At all times treat yourself, others and equipment with respect. This means no put-downs of yourself and others. No exclusion of others from group activities and no intentional damage of equipment, resources and / or environment regardless of ownership. This includes but is not limited to property owned by the Company, the venue and any staff or children

- [Follow instructions given by the staff](#)

At all times children must follow instructions given by all staff.

- [Use kind language](#)

Children will be expected to speak to one-another and staff in a kind and polite manner. Swearing or verbal violence will not be tolerated.

- [Stay within the boundaries](#)

Children are expected to remain within eyesight of a staff member at all times unless otherwise authorised by a staff member. Children are expected to remain within the Site boundaries that will be communicated and reinforced by programme staff. The Site boundaries are documented on the Site Specific Information document on the Tool Kit Site

Rewards & Consequences

Overview

At no time will punitive discipline be used. This includes but is not limited to the following -

- punishing children physically,
 - withholding food or drink,
 - abusive,
 - using demeaning or condescending comments.
 - using Time Out
-
- All communication with a parent about a child's behaviour must be undertaken with approval from the Site Manager. An Accident and Incident Form is to be completed, the Site Manager will discuss this with the parent and Management will have been informed if any going or serious behaviour issues.
 - Staff should maintain a positive approach with children, supporting and guiding them into interactions and play with others which show consideration and cooperation.
 - All staff will be trained in positive behaviour techniques during staff meetings or training workshops (Internal or external).
 - All staff will be trained in the specific Behaviour Management Policy contained within this document and complete the necessary procedures, communicating with Management and parents where necessary.
 - Children will only be physically restrained if their and/or others' (including children and staff) safety is at risk and verbal orders have failed.
 - A copy of the behaviour expectations will be displayed in each programme

Behaviour levels and correcting negative behaviour

Shine Kids understands that children can make negative behaviour choices. It is the aim of the Shine Kids, in all instances of negative or unwanted behaviour, to find a positive pathway to correct or restore this behaviour.

Low level disruptive behaviour

This may include, but is not limited to:

- Disrespectful body language (including eye rolling)
- Talking when others are talking.
- Not following instructions
- One off incidents of disruptive/disrespectful behaviour
- Continuous lack of manners
- Disrespecting equipment
- Obstructing others play
- Taking without asking
- Swearing in conversation (not at someone)
- Mimicking staff or other children
- One off incident of going out of bounds.
- Excluding other children
- Sexual or leud conversations

Correcting and monitoring low level disruptive behaviour

At Shine Kids,, our aim is to correct low level disruptive behaviour through early intervention. Low level disruptive behaviour is managed and corrected using a series of low-key verbal and visual warnings. If a child receives 3 warnings, within an enrolled session, the behaviour is then considered to have escalated to high level disruption and will be dealt with accordingly. Warnings are not carried over the next enrolled session.

Warning system

Warning 1	Verbal warning. This will be given by any Programme staff member and it will be a reminder to a child that they are not following expectations
Warning 2	The child will be informed why they have had another warning and a discussion with the child is had. See below for examples of discussion questions.
Warning 3	Final warning for a child and will result in Management & parents being informed immediately via phone call from the Site Manager. It will result in the completion of an Accident/Incident form

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Discussion between Site Manager and child regarding behaviour

Shine Kids advocates a restorative approach to managing negative behaviour. Therefore, a conversation is seen as a central tool in supporting children in making positive choices, and making reparations for negative ones.

To ensure effective,restorative conversations are had between staff and children, Site Managers are trained to have discussions with children about incidents. To understand the situation and the child

The purpose of the conversation is to allow the child to reflect on their actions and to think about ways to correct their behaviour.

Example questions: - Not all of these questions need to be asked, but is a helpful tool to use if required to help in having meaningful and engaging conversations.

What Happened?

1. Can you tell me what happened during the incident when there were issues in the afterschool/beforeschool/holiday program?
2. How were you feeling at the time when the issue occurred?
3. Do you understand why what happened is not acceptable in the program?
4. What do you think could have been done differently to prevent the issue from happening?
5. How do you think we can work together to make sure this does not happen again in the future?
6. Do you have any concerns or worries that you would like to discuss?

7. Is there anything you need from us to support you with how you are feeling in the program?
8. How are you feeling about being a part of the program right now?
9. Is there anything else you would like to share with us about the incident or your feelings?

How the action affected others

1. Who was affected by what happened?
2. How do you think the others feel about what happened?
3. How do you feel about your actions?
4. What can we do to help with the situation?

How can we repair what was done?

1. What can we do to help the situation
2. How will this help put things right?
3. When can this happen?

Moving On

1. How can we make sure this doesn't happen again?
2. If this happens again, what do you think the consequences should be?
3. How can we help you to make sure this doesn't happen again?

Guide to having a successful conversation with a child

- The conversation will be between the Staff member and the child. If a Leader has the conversation they are to inform the Site Manager of the conversation.
- The conversation will occur when a child has had a warning for low level negative behaviour. It understands the child and any underlying factors before it escalates.
- An Incident/Accident Form will be completed if the child does not cooperate after a conversation or if the child continues to make negative behaviour choices after the conversation.

High level disruptive behaviour

This may include, but is not limited to:

- Swearing at someone and/or using extremely offensive language
- Using homophobic/sexist/racist language
- Intentional physical violence
- Repeated exclusion of other children from the group
- Intentionally going out of bounds
- Repeated disrespectful behaviour
- Defiance
- Intentional damage of equipment/environment
- Bullying*
- Repeated low-level disruption

Definition of Bullying

Whether bullying is physical, verbal, or social (relational), four widely-accepted factors can be used to identify it:

- Bullying is deliberate - harming another person intentionally
- Bullying involves a misuse of power in a relationship
- Bullying is usually not a one-off - it is repeated, or has the potential to be repeated over time
- Bullying involves behaviour that can cause harm - it is not a normal part of growing up. *As defined by www.bullyingfree.nz October 2017

Consequence of high-level disruptive behaviour.

In the event of high level disruptive behaviour, an incident form will be completed and an investigation may be undertaken

In all cases of high level disruption:

- An Accident/Incident Form will be completed, this may include a report of a discussion between the child and Site Manager or a reason why a discussion has not been had.
- The Accident/ incident form will document as much information as possible at the time of the situation and leading up to the situation.
- Parents will be informed by the Site Manager or Acting Manager.

A discussion may be initiated by the Site Manager, and; this may involve the immediate collection or expulsion of a child from the Programme.

Incident/Accident report

An Incident/Accident Form will be completed, in relation to behaviour, for one of the below reasons:

- If a child has not responded positively to having a one-on-one conversation with a Staff Member.
- If a child has shown high level disruptive behaviour

Completing an Accident/Incident report to record negative behaviour

- Children's safety should be secured before completing an Accident/Incident Form.
- All elements MUST be completed accurately, and the report MUST be signed by a parent or a caregiver.
- Once the incident form is completed it is to be forwarded to the Managing Director. The Regional manager will data enter the information into the Accident/Incident Report register and attach it to the parent profile of all children mentioned in the form.

Behaviour plans

One of two behaviour plans will be put in place depending on the level of the incident/s. These will be communicated with parents/guardians and are as follows:

1. **My Goals:** This will generally be used for a one-off incident for example physical violence towards another child. The child will be given the opportunity to restore their negative actions through an apology letter or and some positive goal setting .This will be completed at the Programme and orchestrated by the Site Manager. The parent/caregiver must be informed,
2. **Behaviour Contract:** This will generally be used if a child has repeatedly caused low level disruption (if Management have received an Incident Reports in regards to it) and/or if a child has been suspended. The purpose of the contract is for parents, staff and Management to be involved in supporting a child to fulfil the expected behaviours outlined in the contract. If the contract is not adhered to then suspension or expulsion may follow.

All behaviour plans require the signature of the child, parent/caregiver and Site Manager.

All contracts must have a review date and these are to be no longer than the end of term date or end of holiday programme date.

Suspension and Permanent Exclusion

Our aim in all cases is to work with the children, parents and the Site Manager to keep a child attending a Programme. We understand that in some cases our programmes are not best fit to meet the needs of all children and to ensure minimal disruption to and maximum safety for the children, staff and the environment, there may be unfortunate situations in which we may have to suspend or permanently exclude.

Reasons for suspension/permanent exclusion (not exclusive):

Suspension

- Non-compliance with behaviour contract
- High level behaviour disruptive
- Repeat low level behaviour
- Verbal abuse

Permanent Exclusion

- 2 x suspension in a single term or holiday period
- In possession of weapons/drugs/alcohol/cigarettes at the programme o Intentional act of physical violence or causing harm to person, property or possessions
- Threat of physical violence

Disclaimer: .A discussion may be initiated by Shine Kids, this may involve the immediate collection or expulsion of a child from the Programme.

Policy and Procedure: Sexualized Behaviour in Shine Kids Nelson

The safety and well-being of all children in our afterschool care program are our top priorities. We have established clear policies and procedures to address incidents of sexualized

behaviour between children promptly and effectively.

2. Definition of Sexualized Behavior:

Sexualized behaviour among children may include inappropriate touching, making sexual comments, or engaging in sexual play. It is crucial to recognize that such behaviour is not a normal part of child development and must be addressed immediately.

3. Reporting Procedures:

Any staff member who witnesses or receives a report of sexualized behaviour between children must report it to the program director or designated supervisor immediately. The report should include details of the incident, the children involved, and any other relevant information.

4. Investigation Process:

Upon receiving a report of sexualized behaviour, the program director will conduct a thorough investigation into the incident. This may involve speaking with the children involved, interviewing witnesses, and reviewing any available evidence.

5. Removal from the Program:

If it is determined that sexualized behaviour has occurred between children, the child responsible for the behaviour will be immediately removed from the afterschool care program. This decision is made to ensure the safety and well-being of all children in our care.

6. Communication with Parents:

The parents or guardians of both children involved in the incident will be notified promptly. The program director will explain the situation, the actions taken, and any further steps that may be necessary.

7. Referral to Authorities:

In cases where the sexualized behaviour is severe or persistent, or if there are concerns

about potential abuse, appropriate authorities such as child protective services or law enforcement will be contacted as required by law.

8. No Behavioral Management Plan:

It is important to note that we reserve the right not to provide a behavioural management plan for children exhibiting sexualized behaviour towards others. Our priority is to ensure a safe environment for all children, which may require immediate removal from the program.

9. Training and Education:

All staff members will receive training on recognizing and responding to sexualized behaviour among children. This training will emphasise the importance of maintaining appropriate boundaries and ensuring child safety at all times.

By implementing these policies and procedures, we aim to create a safe and supportive environment for all children in our afterschool care program.

Rewards

The Company understands that it is pivotal to the success of a child, to ensure that their positive actions and attitudes are rewarded. We therefore operate a reward system.

Individual rewards

Individual rewards will be given to children who exceed expectations. They will do repeated positive acts or make a genuine positive change.

Examples of individual rewards

- Verbal praise
- Positive text/discussion with parents
- Positive postcard home to parents
- Programme Junior Leader for the day
- Certificate of achievement.
- Stickers Charts
- Leader of an activity
- Gets to choose the film on a Friday
- Choose a prize from a prize box, preferably a non-food prize.
- Positive phone call home from the Site Manager.
- Shine Money

Junior Leader:

At the start of the gathering a child is presented with a T-shirt to wear for the afternoon that says "Junior Leader". They get to sit up front with the staff member. For the rest of the gathering. Example of things the Junior leader may be able to do:

- Help serve Afternoon Tea
 - Get a Biscuit or Ice block and hot Chocolate to have during afternoon tea time ●
- Lead a game or activity
- Do roll call
 - Remind children of boundaries
 - Hand out reward stickers
 - Be first in line.

Shine Reward Box:

It is used to reward and encourage exceptional behaviour and may be different for each child. For example, a child that is often disruptive at the gathering may be super respectful and compliment which may deserve a reward. [Examples of group rewards](#)

- End of term party with their favourite food/activities/theme
- Activities of their choice
- Extra activity for a Friday

The group reward will be agreed on by the Site Manager and the group. The aim is for them to work towards something they would all like.

PROGRAMME OPERATIONS

Enrolment

All parents are required to be registered on Enrolmy and parents are required to make their own bookings through Enrolmy which can be accessed via the company website. Staff are not permitted to complete registrations as this denies the parent/caregiver the opportunity to read and agree to the Terms and Conditions.

When making a new booking, if a parent has an overdue account, they will be prompted to pay the account in full before being permitted to complete their booking.

If a parent is booking a child into a Sole Charge site, this will be clearly communicated on the Enrolmy booking page.

Bookings are to be either recurring (regular) or casual and can be made for the following time periods:

- Per term (recurring)

- Per Holiday Programme
- One off (casual only)

A recurring booking is defined as a booking with a repetitive pattern for a period of 3 weeks or more.

For irregular bookings parents are required to make a full recurring booking then email shinekidsnelson@gmail.com with their precise requirements. This may include but is not limited to families with shared care arrangements or families with rostered shift work.

The EnrolMy system can be accessed through the google search, or via the links in Facebook Page.

All bookings, whether for existing families (i.e adding a day) or new enrolments MUST be made via the Enrolmy system. This is to ensure that staff requirements and vehicle collection numbers are not exceeded and that parents have agreed to the Company and Enrolmy Terms & Conditions prior to confirming their booking.

Staff are not permitted to make bookings on behalf of parents except for the following circumstances -

- A booking made after the booking period has closed
- A Quick Book made at the programme
- Exceptional circumstances
- English Second language families requiring assistance
- Reading/writing difficulties

New Registrations

The enrolment must include the following information:

- Child's name, address and home phone number
- Parent names and work phone numbers,
- Child allergies or medical conditions
- Any information relating to the child that pertains to the care and safety of that child.
- At least 2 emergency contacts

After making the online booking, the account holder will receive an email confirming the booking and dates booked. If any required information is missing, a Safety Form notification will be emailed. If this is not completed, the booking may be transferred to a waitlist until completed. If there is a delay in this happening, space cannot be guaranteed in the Programme.

It is the Parents responsibility:

To ensure the booking is accurate, up to date and for the correct date range.

- To disclose any family, medical, special circumstances or complex needs or illnesses and ensure all staff are aware of the above.
- To ensure that all contact details for all contacts are kept up to date and relevant,
- To update a child's school, room changes and authorised pickups.
- To supply any information necessary to provide adequate care and protection of the enrolled child, including but not limited to -
- Medical information
- Behaviour plans

- Protection orders

Booking Types

Recurring (Regular)

This is a term time, Before or After School booking. For a booking to be considered regular, there must be

- a repetitive pattern for THREE weeks or more. If a booking is not recurring, then it is considered to be casual booking and will be charged accordingly.
- There is a two-week notice period for the cancellation of all recurring bookings which will take effect from the date of written notification to Management. Cancellations cannot be made verbally as a written record must be obtained and kept.
- Failure to provide this notice period will result in full charges being applied for two weeks from either the child's last day of attendance or the date of formal notification being received by Management
- All absences are charged for at the full rate. Any individual sessions 'cancelled' will be treated as an absence and fees will apply accordingly, i.e. family holidays, school camps
- Public Holidays are charged for at the full rate should they fall within the regular pattern of the specific booking.
- Teacher Only Days are charged for at the full rate should they fall within the regular pattern of the specific booking unless a booking has been made for the Teacher Only day.
- Term time bookings do not automatically roll over to the following term. A new booking must be made by the parent/ caregiver via Enrolmy.

Casual Booking

This is a term time, Before or After School booking. Any booking of less than 3 weeks is considered casual.

- A casual booking can be cancelled at no charge, if 24 hours notice is given prior to the time of the booking This has to be done in writing to the Management
- Casual bookings cancelled within the 24 hours or in which a child does not arrive are charged at the full rate.

Holiday

Cancellations and changes cannot be made after 5pm on the Friday, 1 business week prior to the commencement of the Holiday Programme.

- All absences are charged for at the full rate.
- Session Swaps/ changing of days are not available.
- No refunds or credits will be provided for any reason
- Any new bookings or changes to existing bookings made after the cut off date will incur full fees and are not eligible for swaps, changes or refunds/credits.

Special

A special booking can be made for unique sessions that fall outside the normal session times. This may include but is not limited to –

- Teacher Only Days,

- School early finishes
- School late starts
- A Special booking can be cancelled at no charge, 24 hours prior to the time of the booking upon Management receiving written notification
- Casual bookings cancelled within the 24 hours or in which a child does not arrive are charged at the full rate
- Parents wanting to enrol their child/ren are encouraged to visit the programme prior to starting.

Absence Notification

Notification Methods

Child absences may be communicated using the following methods –

- Emailing shinekidsnelson@gmail.com or
- Texting the Site phone,
- Absences for bookings must be communicated at least 1 hour prior to the commencement of the programme session.

Please note-

- Site mobile phones are only switched on during programme hours.
- Absence notifications will not be accepted by the following:
- Siblings under the age of 18 years old
- Parents or caregivers not on the authorised pick-up list.
- Text message unless the mobile number can be easily verified as an authorised parent/ caregiver

The full fee is charged for all the following bookings

- Recurring
- Holiday Programme
- Casual and Special Bookings that 24 hours' notice has not been given.

The Site Manager is required to enter accurate information into Enrolmy when marking a child as “absent”

- time and date of notification
- method of communication stating whether communication was inbound or outbound
- EXAMPLE - “called parent at 3:26pm” or “parent text at 10am”

4 Arrival of Children

Onsite (After School Onsite Programme)

- All children from the Site school are expected to make their own way to the venue no later than 10 minutes after the end of school bell, unless prior arrangements have been made with the Site Manager or Management.
- All children will be accounted for no later than 3:20pm.

- The Site Manager checks the programme phone for absentees prior to 2:45pm and will mark them as absent on EnrolMy.
- The parent and when necessary, the emergency contacts, must be contacted IMMEDIATELY for any child not present by 3.20pm to confirm the safety and whereabouts of the child, including in the situation in which the school has informed staff of a child's absence from school.
- The Site Manager may delegate the collection of new children from their classroom until they are confident in coming to the venue independently or if parents or the school request this.

Walking School Bus

All children participating in a Walking School Bus must be met by the staff at the predetermined meeting point, within the school grounds directly after being released from class. The meeting points are identified on the Enrolmy booking page and the Site specific document. Staff are required to wear a high viz vest until the programme is reached. The staff member will do a roll check and will not leave the school grounds until each child is accounted for.

Please see the specific RAMS form for more information.

Staff must carry functioning walkie talkies that are turned up with the volume up,

Vehicle Collections

All children being collected by vehicle must be met by the staff at the predetermined meeting point within the school grounds directly after being released from class. The meeting points are documented on the Enrolmy booking page and the site specific document.

All staff are required to wear a high viz vest until the programme is reached. The staff member will do a roll check and will not leave the school grounds until each child is accounted for. Please see the specific RAMS form for more information.

The children will be seated in the vehicle with appropriate seating and restraints.

Arrival of Children NOT on the Roll

If a child arrives at the Programme or at the meeting point and is IN ANY WAY confused or unsure about whether or not they are booked in the following process MUST be followed –

- Request that the child remains with the staff for his/her own safety, until the enrolment status is confirmed

- Call the Parent to confirm the enrolment status of the child for that day.
- Upon confirmation, either process a casual booking on EnrolMy for the child or
- Follow the instructions for care/supervision from the Parent until s/he is collected.

If the child refuses to come into the programme then the following process MUST be followed

- Immediately phone the child's Parent or emergency contacts (if the child is known).
- Complete an Acc/Inc Form including the child's response to the request to stay.
- In either case the Parent must be contacted and the child should NEVER be turned away or sent to the school office.

A \$10 administration fee may be charged in the situation a child arrives at the Programme without an enrolment and phone calls to a parent have to be made to clarify enrolment status.

Collection of 5 & 6 Year Olds

When required by the school or parents all Year 0 - 2 children will be collected from their classroom.

If a child/ren is required to be collected directly from the classroom, the Site Manager must check EnrolMy to ascertain which children are to be collected and the child's classroom

If a child is absent from class normal absence procedures are to be followed.

- Staff are to ask the teacher if the child was at school/if they are aware if anyone has collected them.
- Contact the Site Manager to see if the child has arrived on their own as they are not in the classroom.
- Staff are to then go to the office to enquire if the child was collected from school early.
- The Site Manager will be informed if the child has been absent from School or collected early, and follow up with emergency contacts until confirmation is given.
- If there is no record of the child being collected, the staff member will then search the playground, the school grounds and boundaries while keeping in contact with the Site Manager via Walkie Talkie.
- If the search is unsuccessful the staff member shall return to the venue and check with the Site Manager.
- If there is no confirmation by 3.45pm, authorities will be called and a missing person report lodged.

Programme Hours, Fees & Charges

Fees are charged by the session. The Company reserves the right to review these charges at any time.

Full fees are charged for all absences, including sickness, change of circumstances, shy child etc. A Follow up fee of \$10 is charged for any unnotified absences or in situations in which phone calls are made to determine the whereabouts of an unnotified absence.

- *Late collection fee - \$1 per minute (or the fee for the extended session, whichever is less)*
- *Early drop off fee - \$1 per minute (or the fee for the extended session, whichever is less)*
- *Casual fees - \$3 per session extra*
- *A \$25 'soiling fee' will be charged to the account for any child soiling when a staff member is required to change and clean the child*

All public holidays are charged at the applicable rate for bookings normally required on that day.

The WINZ OSCAR SUBSIDY is available for all Programmes. It is the parents responsibility to fill out WINZ forms correctly and to provide correct information. It is the caregiver's responsibility to ensure forms are returned to WINZ on time each term.

Full fees may be charged for any school closure due to unforeseen circumstances, eg Teachers Only Day, Teachers Strike, an Act of God, pandemic, etc.

For help and advice with regards to the subsidy parents can phone WINZ on 0800 559 009.

Any subsidies paid on behalf of a child are directly credited to the Company bank account and parents will be required to pay the difference between the subsidy and the programmes rate.

[For specific programme fees and session times please refer to the Enrolmy Booking page.](#)



[Link to Subsidy Rates as of March 2024](#)

Collection of and Access to Children

Staff will be responsible for the care and safety of all enrolled children from the time they are signed in by a parent until 8:30am for the Before School Programme or until collection from the Holiday Programme, and from the time they are signed in on arrival or collection at the After School Programme, until a parent arrives to sign out and collect the child/ren from the After School Programme.

At the Before School Programme, children are to be signed in by a Parent and will then be released no earlier than 8:30am to attend class or dropped to their school.

- At the After School Programme, on-site children are checked off the roll upon arrival at the

programme and children picked up from contributing schools are checked off the roll prior to leaving their school grounds. When each child is collected from the After School Programme, the Programme staff must ensure that a parent signs their child out on the Enrolmy Parent Kiosk app.

- The Site Manager shall ensure children are signed out if leaving without their parent but having completed the appropriate documentation.
- A child will not be released to a person who is not identified as an authorised person to collect on Enrolmy. Unauthorised persons or outside personnel from outside organisations not listed on the child's Personal Profile will have no right to remove the child/ren from the Programme unless verified authorisation by phone, email or text has been given from parents/ guardians. If no authorisation is gained, the following procedures will be followed:
 1. Non authorised person will be asked to remain on the premises while an attempt is made to contact the parent.
 2. Parents will be rung to be notified of the unauthorized person. Verbal notification from a known parent by phone will be accepted.
- When a parent authorises their child to walk or cycle home alone from the programme at a designated time, verified authority is required from the parent in the form of a completed Independent Arrival/ departure form or a validated text. If the request from a parent is via text the Site Manager has the right to not release the child, if the request cannot be validated.
 1. A text message must be received from the parent as this provides evidence of the request made.
 2. When validated permission is provided via text an Independent Arrival_ departure Form must be completed on behalf of the parent.
- Staff will sign the child out at the designated time and ensure that the child leaves the premises safely. A follow up call may be made to the parent to ensure that the child has arrived at their destination safely.
- When signing a child out due to validated authority being provided (either Independent Arrival/departure Form or text message), the staff member must type their name in the appropriate field on the sign out page of Enrolmy then clearly write FORM in the signature box.. The child is NOT permitted to sign themselves out.
- In the attempted collection of a child by an unauthorised person the Site Manager must secure the safety of the child and contact the custodial parent for advice.
- In extreme cases the Police (first) or OT must be phoned for advice and assistance.

Care and Protection

Where custodial issues have arisen the Site Manager will clarify with the parent, and ensure staff have any necessary information to ensure proper care and safety of the child is maintained.

- The parent is responsible for ensuring information is given to Management.
- Legal documentation – a copy is to be attached to the parents Enrolmy profile e.g. a copy of the court order or lawyer's letter stating required action for the programme.
- All staff to be informed of the situation and an action plan prepared in consultation with the parent and the child.

Children Not Arriving & Absence Recording

- Parents are expected to contact the Site Manager by text or email shinekidsnelson@gmail.com prior to the commencement of the programme session if their child will not be attending
- Notification of arrangements for children arriving late due to sport/meeting/music etc, commitments are to be received in writing from the parent/caregiver.
- If a child does not arrive at the programme when expected (unnotified absence), Staff must identify the location of the child to the best of their ability by following the procedure below:

Unnotified Absence Procedure

- **TERM TIME ONLY** - The staff may initially speak to the child's school office and or teacher to ensure that the child attended school. *However, parents are expected to have advised the Programme that the child will not be attending prior to the commencement of the programme session if their child will not be attending*

IN ALL INSTANCES - The staff member will attempt to contact the parent no later than the times identified below, to clarify enrolment arrangements and confirm the child's whereabouts. *This is to be done even if the child's teacher has confirmed the child as absent.*

1. Before School – 8:00am
 2. After School – 3:20pm
 3. School Holidays – 9:30am (or earlier if a trip/excursion requires it) In extreme cases, when a child cannot be accounted for, the police will be telephoned on the non-emergency phone number, (105) as soon as all other contacts have been exhausted. Police will be contacted at 3.45pm if a child has not arrived, for advice and support. You will need times of who you spoke to and who you have spoken to.
- If a child is absent from the Programme and the Site Manager has not been notified by the parents then a \$10 fee will be charged to the parents account to cover time and costs involved to verify the whereabouts of the child.

Absences must be entered into EnrolMy.

The Site Manager is required to enter accurate information into Enrolmy when marking a child as "absent"

- time and date of notification
- method of communication stating whether communication was inbound or outbound
- EXAMPLE - "called parent at 3:26pm" or "parent text at 10am"

Missing Child Prevention and Response

Prevention Measures:

- Daily roll checks at arrival and departure.
- Headcounts conducted:
 - At regular intervals throughout the day.
 - Before and after transitions.
 - Before leaving and returning from excursions.
- Defined staff supervision zones.
- Clear boundary rules explained to children.
- Children signed in and out by authorised adults only.

If a Child is Unaccounted For:

- Immediate headcount and roll verification.
- Immediate search of designated areas by available staff.
- Manager notified immediately.
- If not located promptly, emergency services contacted.
- Parent/guardian contacted as soon as practical.
- Incident documented and reviewed.

When Children Are Not Collected

In the event of a parent failing to collect their child/ren from the After School or Holiday Programme the following procedure will be used:

- Staff should remain with the child at the programme until collected by the authorised person.
- The Site Manager is to phone the parent or emergency contacts to collect the child at 6.00pm or contact made just prior to 6.00pm.
- A late collection fee of \$1.00 per minute will be charged.
- In the event that parents or emergency contacts cannot be located by 6:30pm, the police will be contacted for advice and support on the non-emergency phone number 105. (This is also to ensure that the parents have not met with an accident and therefore will be unable to collect their child.)

Excursions and Transport

A RAM's form (Risk Assessment Management) which includes a Safety Action Plan is completed for identifying risks before any excursions when they take place. The following process will take place:

- Excursions will be planned and approved by Management.

- Transport will be arranged for the excursion by an appropriate bus company or using company vehicles.
- At all venues individual venue policies will be shared with staff and observed at all times.
- On higher risk activities away from the programme the Site Manager will ensure the venues qualified staff are also on hand to supervise the running of these activities. Site visits may be required; hazards identified and minimised or removed.
- Staff will be designated a group of children (up to 8) to be responsible for the duration of the outing, to ensure all children are adequately supervised.

- A copy of the RAMS form will be available for parents and staff to view.

- **The Process for an outing shall be:**
 - All staff and children will wear hi viz vests.
 - A first aid kit, programme tablet, appropriate clothing, spare water, programme walkie talkies, and the Site cellphone is to be taken on each outing.
 - Public toilets will be checked before use making sure they are safe, clean and free from hazards and a staff member will remain in the vicinity
 - The programme eftpos/debit card should always be carried for emergencies.
 - If an enrolled child has not arrived 30 minutes prior to the bus leaving a phone call will be made to the Site checking on the child's whereabouts.
 - The Site Manager will brief the group on the outing plan including boundaries and time limits for play before leaving the venue
 - The Site Manager will carry any medicines and keep them with him/her at all times. S/he will ensure that any medication is administered, and recorded safely, accurately and in line with the child's needs.
 - When on walks the children will be organised into a buddy system and will walk double file with at least one staff member in the rear and one leading.
 - Where there is a road to cross, pedestrian crossings will be used if available. One staff member will stand in the middle of the road to ensure traffic is stopped before children begin to cross and will remain there until all children are safely across the road.
 - Children will remain with staff at all times and not to play in car parks or alongside any unfenced boundary or near any road.
 - If a child is missing from the final roll check, programme staff will be notified and if any child remains unfound within 20 minutes the parents, Management, the police will be contacted.
 - ★ All staff are required to have a walkie talkie for communication.

Transport

- In using public transport or a hired bus company it is the companies' responsibility to ensure the vehicle meets safety standards, is warranted and the driver holds an appropriate licence. The Site Manager will also do a quick visual check of WOF and registration and displayed information on driver if available.
- All children will be seated for the journey and according with the vehicle seating limits as

appropriate for the size of the vehicle.

- Staff shall be spread throughout the bus to supervise behaviour & offer support as needed.
- Passenger Transport Licensing for buses allows 1.5 children per seat, i.e. 2 or 3 children per bus seat. No children are to be standing during a journey.
- The Site Manager will ensure that all staff and children are aware of the bus emergency exits, collapsing seats in case of an emergency and identify any other hazards on the vehicle.

Vehicle Breakdown

- The Site Manager is to contact Management to organise any necessary alternative transport that may be needed.
- The programme bank card must be carried & used for emergency purposes.
- Staff are to ensure the children are safe at all times.
- The Site Manager may need to contact parents to collect their children if there are unexpected delays.

Vehicle Accident – The Staff and driver will

Check all children for injury and administer first aid where required.

- Organise an ambulance and call the police if required.
- Comfort and calm the children as appropriate.
- Take details, name, contact phone number, address, drivers licence, and insurance details of any other vehicle involved. Check damages to all vehicles and record. Take photos if applicable.
- Gather contact information of any witnesses to the incident.
- Phone Management and advise of the incident. Seek help and advice to organise alternative transport for the children.
- Provide a verbal report on return to the programme and a written Accident/Incident report within 24 hours.
- Inform parents of the incident

Complaints

Information on the Complaints procedure can be found on the display board in the programme. Complaints may be made by parent/caregiver/staff/children/management.

Minor complaints will be received and resolved by the Site Manager in the first instance and escalated as required.

Complaints about the programme, actions of a staff member or the staff members working environment should be dealt with using the following process –

Step One – Minor Complaint

Any customer, child or Programme Staff member with a minor issue or complaint can, in the first instance, raise this with the Site Manager. The Site Manager or any Management staff member can raise a complaint with the Managing Director in the first instance if necessary. This may be either written or verbal.

If the complaint is resolved at the Programme/Site level, a Complaints Form will be completed by the Site Manager, including details of the complaint and subsequent resolution.

Step Two – Serious or Unresolved Minor Complaint

If a minor complaint cannot be resolved at Programme/Site level or the complaint is of serious nature, the complainant may submit a formal written complaint which the Managing Director will follow up on.

- The written complaint must provide specific details of the complaint and desired outcomes. A formal, written acknowledgment will be issued by the relevant Regional Manager within 2 working days.
- All details of the complaint, including any resolution and follow up will be entered into the Complaints Register within 10 working days.

Step Three

If all above steps fail to resolve the complaint, the complainant may take the matter further by contacting the Work Safe NZ, Health and Disabilities Commission or another relevant agency.

- Where possible a mutually agreeable resolution will be sought for all complaints.
- Confidentiality and anonymity will be retained throughout the process in accordance with current privacy legislation.
- The complainant is entitled to a support person or independent advocate throughout this process.

If there are any meetings, all parties are entitled to have an independent support person present. While the matter is being resolved, all affected parties will be treated fairly, with proper consideration for their privacy and any special needs.

If a parent wishes to take the matter further, or seeks an independent investigation, they can raise it with Te Kāhui Kāhu - the Social Sector Accreditation Team, who are responsible for granting the programme accreditation as an OSCAR provider.

The Manager will keep the Management informed of any verbal complaints received via the Complaints Register.

Staff are informed about the outcomes of any relevant complaints.

Children with Special Needs

Children with special needs will not be excluded from enrolling in the programme, provided that Management is confident that the child's needs can be catered for, without negatively affecting the other children and that the child will benefit from being in the programme.

- Parents are required to note any special needs or requirements and plans/strategies for dealing with the child/ren on EnrolMy.
- Management is responsible for discussing any issues with the parent before accepting enrolment to ensure the child's needs can be met by the programme.
- The Management will pass on any relevant information to the specific Site Manager.
- The Site Manager must feel confident that the programme is able to care for the child's needs.
- If additional suitably qualified staff are required, any additional costs will be required to be met by the parent E.g. If the child normally has a caregiver or Teacher Aid at school, then the Management may request similar support for the child in the care and recreation environment. Management will ensure that staff training is available to enable the programme to cater for children with specific needs where possible.
- Children accepted into the programme with special needs will be reviewed on a term by term basis to allow for the possibility of the needs of the child and/or resources of the programme changing.
- A \$20 'soiling fee' will be charged to the account for any child soiling when a staff member is required to change and clean the child.

Electronic Devices & Social Media

Electronic Devices

CHILDREN - Personal electronic devices are not permitted to be used by children during the programme unless -

- It is for the express purpose of contacting a parent and approval has been provided by the Site Manager.
- Part of a planned activity.
- Part of a reward system.
- Part of homework completion

While Programme staff will endeavour to provide a safe place to store children's electronic devices, The Company takes no responsibility at all for the damage or loss of any electronic device during an enrolled session.

The Behaviour Management process for children using electronic devices without Site Manager permission is as follows

- If a child is found using an electronic device in the programme without specific permission from the Site Manager, s/he will be asked politely to put the device away. The child may then opt to return the device to their school bag or pass it to the Site Manager until collection time.
- Should the child again be found to be using the device it will be collected by the Site Manager until the parent/caregiver arrives to collect the child. This will be considered 'defiance' on behalf of the child which is considered High Level Disruption and dealt with accordingly
- The device will be returned to the parent/caregiver at collection time and an Incident & Accident Form will be viewed and signed by the parent.

STAFF – All staff are required to leave their mobile phones in the 'Staff Only' area of the programme and are not permitted to use their mobile phones during Programme hours unless on a scheduled break. Staff may use the Site mobile phone to make urgent phone calls if required and permission has been given by the Site Manager..

- Staff are not permitted to change passwords, download or delete apps on Company owned devices, without the written permission from Management, or view or download material, or visit websites that could be thought offensive, inappropriate or illegal.
- Staff are not permitted to download apps or material other than the App's required from Management. Eg no games. Children are not to use the company phone or tablet.
- Staff have permission to use Company phones, IT and devices for work-related purposes, as well as reasonable personal use i.e. brief personal communications. Accessing retail/trading websites for personal use is not permitted during work hours. Staff may only use software and hardware that has been approved by the Management. Staff are expected to keep all work-related information (e.g. personal information, files and emails usernames), access codes and passwords secure and secret and are not permitted to make any changes to these without written permission from Management.
- The email accounts for the Company are only to be used for work-related purposes. Staff must get Management permission before sending unsolicited electronic messages e.g. marketing or promotional material.

Policy on the Use of Social Media During Work Hours

Purpose:

The purpose of this policy is to establish guidelines for the appropriate use of social media during work hours for employees of Shine Kids.. This policy aims to ensure that employees maintain professionalism, productivity, and privacy while using social media platforms.

Guidelines:

1. During work hours, employees are prohibited from using social media platforms such as videoing, calling, TikTok, or any other form of social media that may distract them from their work responsibilities.
2. Employees are not allowed to use social media while in work uniform or when representing the company in any capacity. This includes posting pictures or videos in uniform on social media platforms.
3. Personal social media usage is only permitted during designated break times or lunch hours. However, employees are encouraged to refrain from excessive use of social media even during these times.

Consequences:

Violation of this policy may result in disciplinary action, up to and including termination of employment. The consequences for breaching this policy will be dependent on the severity of

the offense and will be determined by management on a case-by-case basis.

Social Media

Staff are made aware that any participation in social media and other on-line communications, in relation to any work-related topic, even outside of the workplace and work hours, may have an impact on the Company and that they may be held liable for any damage or loss caused by this.

Staff are not permitted, under any circumstances, to post any material whatsoever on personal Social Media sites that pertains to any children attending any the Company programme or the programme itself.

Staff members must not publish any personal information about another staff member of the organization, the Company, a client, or a customer in any public medium (print, broadcast, digital, or online) that has the potential or effect of creating any dispute, conflict potential reputational problems with other staff members or third parties.

Social Media activities in or outside of work that adversely affect job performance, the performance of others, confidentiality, privacy, conduct that is detrimental to the staff member

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or the Company or that crosses barriers of professional relationships between any parties that are connected to the company will be investigated thoroughly.

Social media accounts for the Company are only to be used for work-related purposes such as marketing for the programme. Site Managers may post images of children and/or their work on the Company Social Media sites in accordance with the Company Terms and Conditions.

Staff Engagement with Children via Social Media, Gaming, and Other Platforms

The purpose of this policy is to ensure the safety and well-being of all children participating in Shine Kids by preventing staff from engaging with children via social media, gaming, and any other platforms.

This policy applies to all staff members, volunteers, and contractors involved in ther Programme.

Policy:

1. Staff members are prohibited from engaging with children participating in the Programme via social media, gaming, or any other online platforms outside of official programme activities.
2. Staff members are not allowed to share personal contact information, such as phone numbers, email addresses, or home addresses, with children in the programme.
3. Staff members should not accept friend or follow requests from children on their personal social media accounts.
4. Staff members are prohibited from communicating with children through private messages on social media, gaming platforms, or any other online channels.

5. Any communication with children must be conducted through official programme channels, such as email or the programme's online platform.

6. Staff members are required to report any inappropriate or concerning behaviour by children on social media, gaming platforms, or any other online channels to the programme coordinator immediately.

7. Any staff member found to be violating this policy will be subject to disciplinary action, up to and including termination of employment.

Review:

This policy will be reviewed annually to ensure it remains in compliance with TKK standards and best practices for child protection.

This policy has been reviewed and approved by the programme coordinator and is effective immediately.

General Media.

Staff are not permitted under any circumstances to discuss matters relating to the Company, Company staff or schools/organisations linked to the Company with any media representatives without permission from the Company Managing Director.

Site Electronic Devices

All company owned electronic devices including but not limited to the following, are important management resources and as such are not to be used by children unless undertaking a specific task with staff supervision.:

- Tablets or iPad's
- Mobile phones
- Laptops
- TV's
- Walkie talkies

Accountability & Appraisal

Site Managers are required to meet with a random selection of children at least once per month to gather formal feedback on the programme that has been delivered and the activities the children would like to see planned in the future.

At the completion of each weekly programme, Site Managers are required to complete the

templated review, providing such information as to the number of children engaged in the day's activity, reasons for the level of engagement and suggestions for improvement. Photos of the activity are also required. This information is to be used to help determine all future planned activities.

All programmes undergo an extensive appraisal at least once per term and every second holiday period. The appraisal is used to identify areas of strength in the programme delivery, areas in which further support may be required and to ensure that the programme operations and environment meets the requirements outlined in the throughout the Company Policy and Procedures, staff handbook and Site specific Document.

Policy Review

The Company will review the Policies and Operation guidelines at least every 2 years.

Policy Accessibility

The Company Policy and Procedures are available via the Company Tool Kit site and a copy can be emailed out on request

Sole charge

We ensure that child safety has not been compromised in any way. A RAMS form will be created to suit the venue and specific children that attend the programme. Sole Charge will only be used in emergency situations.

Operations:

The Manager and a fully trained, on-call Site Manager will be available on call in case of an emergency.

The decision for Sole Charge will be made based on will be made on, but not limited to, the following factors -

- The competency, experience and confidence of the staff member
- The number of children
- The needs of specific children in each programme

Staffing:

- Site Manager or Acting Manager experienced and mature.
- Holds a current first aid certificate
- Completed Sole charge training, site induction and full induction.
- Staff with pre-existing medical or health conditions that increase the risk of fainting/ seizures will not be placed in a sole charge role.
- Site specific information on boundaries and operations will be in the Site Specific

information. Risks and actions to minimise/ reduce or eliminate risks will be documents in the site RAM's

Supervision and Staff-to-Child Ratios

Policy Statement

Shine Kids Nelson ensures that children receive competent and appropriate supervision at all times. Staffing arrangements are designed to promote the safety, wellbeing, and positive engagement of all tamariki.

Staff-to-child ratios meet or exceed regulatory requirements and are adjusted based on:

- The level of activity risk
- The location of the activity (on-site or off-site)
- The individual needs of children attending
- The experience, skills, and competence of staff present

A designated Person Responsible or Manager is present during programme hours.

Staff-to-Child Ratios

Shine Kids Nelson operates at the following minimum ratios:

On-Site Programme

- **1:12** staff-to-child ratio

Off-Site Activities / Excursions

- **1:10** staff-to-child ratio

Water-Based Activities

Supervised enclosed pool environment:

- **1:6** staff-to-child ratio

Beach or river environments:

- **1:5** staff-to-child ratio

Water ratios may be further reduced depending on environmental conditions, swimming ability, and identified risks within the RAMS plan.

Ratio Adjustments

Ratios are reduced where required to ensure safe and effective supervision, including when:

- Activities involve increased physical risk
- Children have identified behavioural, medical, or developmental support needs
- Environmental factors increase risk (e.g., weather, terrain, public access areas)
- A staff member is in training and requires oversight

Where necessary, additional staffing is provided, including 1:1 supervision to support individual children.

Staff Competence and Allocation

Staffing allocations consider:

- Experience and length of service
- Training (including first aid and water safety)
- Knowledge of individual children's needs
- Leadership capability during higher-risk activities

A senior or experienced staff member is included in all staffing arrangements, and staff positioning is planned to ensure active and intentional supervision.

Supervision Practice

Supervision includes:

Staff Supervision – Sight and Hearing Requirements

- Active scanning and engagement
- Clear visibility of children at all times
- Regular headcounts and roll checks
- Defined staff zones and responsibilities
- Ongoing risk assessment throughout the session
- Staff must remain within sight and/or hearing of children in their assigned area at all times.
- Children must not be left unsupervised in any indoor or outdoor area.
- Staff are strategically positioned to ensure clear visibility of all children.
- During toileting or transitional moments, staff ensure appropriate proximity while maintaining children's dignity and privacy.
- Where environmental factors limit visibility (e.g., playground structures, corners, public spaces), staff reposition to maintain effective supervision.
- Supervision includes active scanning, listening, and engagement – not passive presence.

Supervision plans are reviewed regularly and adjusted where required.

Responding to and Managing Adverse Events

Purpose:

This plan will guide the Company in the case of a crisis. That Crisis could be:

- Regional, such as a natural disaster.
- More widespread, such as a financial crisis or pandemic

HEALTH AND SAFETY

All Programmes shall comply with all relevant health and safety legislation to ensure that children, staff, volunteers and visitors are protected from risk. The safety and well-being of all children is foremost. There will be an ongoing evaluation, review and updating of our compliance with our health and safety programme and this policy.

The Company understands that all staff (both paid and volunteer) are responsible for Health & Safety.

- The Company understands and will fulfil its statutory and/or regulatory obligations in relation to essential notification reporting.
- This may include, but is not limited to, notifying:
- WorkSafe New Zealand, as well as government agencies, of any notifiable injury, illness or incident (as defined in the Health and Safety at Work Act 2015). Notification to WorkSafe New Zealand must be made in accordance with the provisions of the Health and Safety at Work Act 2015.
- Any purchasing agency of an incident, hazard or risk concerning health and safety. Written notification must be made to the purchasing agency/ies within reasonable time of this incident, hazard or risk occurring or being recognised.
- New Zealand Police of any criminal event.
- Parents and/or caregivers.

Health and Safety Training

Staff shall receive relevant training and information in health and safety procedures relevant to the programme's operations..

There will always be a member of staff on duty who will hold a current First Aid Certificate.

Health & Safety issues and concerns will be discussed at monthly Managers meetings.

All staff are required to undergo the following training –

- Induction (Internal)
- Health & Safety (Internal and External)
- Child Protection (Internal and External)
- Behaviour Policy (Internal)
- Policy & Procedure (Internal)
- Onsite Induction (Internal)

An 'Adverse Event' is described as any event in which a formal notification to WorkSafe New Zealand is carried out. This may include but is not limited to –

- The death of a person
- The amputation of any body part,
- A serious head injury
- A serious eye injury,
- A serious burn,

- The separation of skin from underlying tissue (such as degloving or scalping)
- A spinal injury
- The loss of a bodily function,
- Serious lacerations

In the event of a formal WorkSafe notification Management must be notified and submit a full written report to the Company. A subsequent formal investigation will be undertaken by the Management to identify the cause of the event and to identify opportunities to improve service delivery and to identify and manage risk.

This investigation must be communicated in its entirety to the Management within 24 hours of the completion of the investigation and 7 days of the event occurring.

Administering First Aid

Prior to administering first aid the staff member must assess the situation and ensure their personal safety.

In cases of serious injury or suspected broken bone an Ambulance is to be called at the sole discretion of the Site Manager. In the case of a concussion resulting in unconsciousness an Ambulance is to be called at the expense of the parent.

For possible spinal or neck injuries (e.g. due to a fall), or for any other injury as determined by the fully First Aid qualified Staff Member the injured person **MUST NOT BE MOVED**. If an ambulance is called or a child is taken to the doctor the Company will pay the first \$100 towards the cost if the accident/incident is through poor supervision. If the accident/incident is through child carelessness or an accident within the expectations of 'child's play' then the full cost is to be covered by the parent.

- Parent or emergency contact is to be advised of action taken
- A staff member will go with the child to hospital if needed, or the parent authorises alternative action. The staff member is not to leave the child until their parent has arrived. A cell phone is required to maintain contact with the parent and programme. Management is to be advised of the situation as soon as possible and action taken.
- A full report is to be made to Management within 24 hours, and to Work Safe New Zealand within 7 days of a serious accident or injury.

Head, Neck or Back Injuries

For ANY head, neck or back injury the parent **MUST** be informed immediately and an Accident/Incident Form completely.

Risk Identification

All risks are to be identified and managed to ensure a safe environment for all present at the Programme.

- The Site Manager or designated staff member will complete the Daily Safety Checklist to identify potential hazards both inside and out. If a hazard is identified, appropriate action will be taken immediately to eliminate or reduce the risk of harm to children, staff, visitors and

volunteers.

- All hazards identified shall be recorded in the Daily Safety Checklist and a Risk Identification Form completed.
- These will be reduced or eliminated as required
- Any repairs should be attended to by the Landlord as appropriate.
- Staff will be made aware of any risks or hazards when arising

Hazards identified may include but are not limited to

Outside – Fences, surfaces, road access, playground risks, drop off/pick up area.

- Inside – heaters, kitchen (e.g. knives, oven, hot water etc)
- All staff are expected to display common sense in the use of all equipment and supervise the use of items (such as, glue, glitter, kitchen or electrical appliances), and appropriate storage of equipment.
- All kitchen containers are to be appropriately labelled and stored.
- Any staff using equipment either oven, microwave etc will be shown the correct way to use safely, before any usage.
- The kitchen and programme shall be kept clean, tidy and clear of rubbish.
- Toilet, kitchen and floor areas are to be kept clean by staff, floors kept clear of tripping hazards.
- Rubbish is to be cleared daily.

Risk Management

A RAMS Form is completed for excursions and any onsite activity that presents a risk to the safety of children and staff and especially when any activity involves water of any kind. All staff are made aware of all risks involved and how to manage them. This is always discussed at Staff meetings before any event or activity.

Water Safety

In closed water areas (i.e. swimming pool)

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- Children under 8 years olds must be actively supervised by a staff member at all times. This means a staff member will be in the water at all times to be able to provide immediate assistance if required.
- Appropriate clothing is to be worn in the pool. Always check for hazards in and around the water. Eg deeper water, strangers, glass, water toys.
- No running, jumping or diving into the pool.
- Any children with special needs/ medical conditions will be accompanied in the water by a staff member at all times.
- A staff member will be informed of children going to the toilet or changing. Children will have a buddy to accompany them. A staff member will remain near changing rooms until children have finished.

- Staff will position themselves to actively supervise the children in and around the swimming areas, changing regularly in and around areas.
- All children will be wearing a bright coloured wrist band, so staff can easily identify the children.
- At least one staff member will hold a first aid certificate and a first aid kit will be available if needed.
- SunScreen will be available, to be managed by the Programme staff.
- Children will be removed to have adequate food, drink and also rest before entering the water again.
- At public swimming facilities, programme safety guidelines will be adhered to.
- At the beach, river or for water activities involving water craft etc
- On beach we only go to the beach foreshore
- On River trips we can access the water if knee depth Max, not fast flowing.
- Staff will be positioned in the water setting physical boundaries, and also controlling the depth of water children have access to.
- Any outings where using canoes, boats etc life jackets will be used.
- The RAMS and Licences of operators will be checked by the Site Manager, who must be satisfied that safety provisions are adequate before an activity is allowed.

Staff and all children on any outings or water activities during warmer months must remember to SLIP (on a shirt), SLOP (on sunscreen), SLAP (on a hat) and WRAP (on some sunglasses)

Accident Register/ Incident Register

All accidents, injuries and incidents which require parent or Management being notified are to be recorded on an Accident/Incident Form and scanned/emailed to the relevant RM. The RM will then attach the Acc/Inc Form to the parent profile on Enrolmy for all children referred to in the Form. The RM will also complete the Acc/Inc Register on the Company The Tool Kit site.

- The Acc/Incident Form is to be completed with as much information and details as possible and signed by staff and parents.
- All sections of the Acc/Inc Register must be completed.
- The Site Manager is to be advised of all accidents and incidents immediately.
- The Parent or caregiver is to be informed of the accident/incident on collection. Or if more serious the parent will be notified immediately
- The Site Manager may be required to follow up on the child's well-being if an accident requires medical attention.
- If an ambulance is called or a child is taken to the doctor the Company will pay the first \$100 towards the cost if the accident/incident is through poor supervision. If the accident/incident is through child carelessness or an accident within the expectations of 'child's play' then the full cost is to be covered by the parent.

First Aid Kits

A maintained First Aid Kit is to be kept on site at all times and is to be taken on all off site visits. The First Aid Kit is to be stored out of reach of children at all times in a secure place that is clearly identified as being the location of a First Aid Kit.

- Site Manager is responsible for ensuring that a check of the First Aid Kit is completed at the beginning of each term using the first aid kit checklist.
- First Aid Kits need to be identified when a daily safety checklist is completed at the start of each session.
- The check will also identify old or expired products and missing or used products needing to be replaced.
- The Site Manager will purchase any new first aid resources that are required.
- Disposable gloves will be supplied and used by staff when administering first aid.
- Expired personal medications are the sole responsibility of, and are to be replaced only by, parents/caregivers.

Safety Checks of Equipment

While it is the responsibility of the School BoT (or other appropriate management/ownership group) to ensure the property is maintained to ensure a safe physical environment, the Company Site Manager is responsible for ensuring that a Company Daily Safety Checks is completed accurately and for each programme delivered at the Site.

The Site Manager will immediately inform the School BoT (or other appropriate management/ownership group) of any hazards or unsafe conditions of the physical environment, identified in any Daily Safety Check. The Site Manager will ensure children do not use any space or equipment which is deemed unsafe.

The School BoT (or other appropriate management/ownership group) will inform the Management or the Site Manager of any hazards in spaces or equipment, which is not to be used until repaired.

The Daily Safety Checklist will identify potential risks associated with the physical facilities of the building, equipment (including playground) used by the Company.

Toilet Procedures

All children will have access to suitable toilet facilities whilst at the programme both onsite and offsite.

The toilet facilities will be checked daily to ensure they are clean operating and have enough toilet paper. Soap and hand sanitizer is always provided for children to use.

While on site the children are to request a toilet lanyard from a staff member and they may only go to the toilet if they have a lanyard. This is to ensure the number of children in the toilet at any one time is limited to the toilet block capacity and the time that a child is in the toilet block for. During off site visits staff will carry hand sanitizer and tissues in the instance that offsite toilet facilities are lacking these.

- A staff member is to inform another staff member that he or she is going to the toilet. A sign

is attached to the entrance of the toilet so children know not to enter the toilet area, and that a staff member is using the facility. All children are told of this when starting the programme and at the beginning of each holiday period.

- Staff are not to enter the toilet area for personal use unless it is free from children.
- In changing a child, should this be necessary, the staff member is to also advise another staff member of action to be taken. The child's right to privacy must also be respected. The parent is to be informed as soon as possible of the circumstances and care and action taken by programme staff.
- Where the bathroom is not in the immediate programme then all 5 – 7 year old children must be buddies with a child when visiting the bathroom. Ideally this is a child over the age of 10 years old or a child that the staff member assessed as being responsible.
- If a member of the public enters the facility the staff member is to enter the facility and wait for the child/ren to ensure their safety.
- If it is necessary to assist a child with dressing this will be done in the public dressing area.
- Children are to attend to their own needs as much as possible.

Food Handling & Preparation

The Company shall comply with the Food and Hygiene Act in ensuring that all Site food preparation areas and utensils are clean and suitable for use.

- Afternoon tea shall be provided at the After School Programme and Holiday Programme. This will be in the form of sandwiches or toast - with a range of spreads and fresh fruit.
- Specific dietary requirements and food allergies must be included on the child's profile in EnrolMy.
- Fresh water shall be available at all times, children can help themselves.
- Children are encouraged to finish any edible food left over from their lunch in a bid to encourage less wastage.
- Children are encouraged to bring their own drink bottles although cups and water are available.
- Sometimes lollipops, lollies, ice blocks and other small treats are given as prizes or rewards for helping.
- Sometimes children will have the opportunity to do baking, during the programme which can be eaten on site or taken home.
- The Site Manager will ensure the required resources as per the activity plan are available onsite to ensure the accurate delivery of the activity.
- All food is stored in a cupboard in the kitchen, bread and fresh fruit is purchased regularly and extra items stored in a fridge and/or freezer.
- Children and staff shall wash, dry and sanitise their hands thoroughly before handling and/or consuming foods.
- Food preparation surfaces shall be cleaned before and after use. Anyone handling food in preparation for others is to wear protective gloves or take similar action to avoid risks associated with food handling.
- Ensure no cross contamination of breads, spreads or other items eg gluten free, dairy free or fruit allergies for example

- Site Manager washes and provides clean linen for use in the kitchen.
- Dishes shall be washed and dried daily.
- Staff are responsible to ensure the fridge/freezer/microwave and food storage areas are always clean.

Dispensing Medicine

- Under no circumstances will any medication be either kept on site or administered to a child unless a Medical Consent Form has been filled in and signed by parents/caregivers. This includes but is not limited to; Paracetamol, Panadol, Aspirin, Nurofen.
- Medicine will be collected from parents and administered as per the stipulated instructions on the Medical Consent Form, recorded and signed by staff.
- All Staff are made aware of any medical condition that any child has and the action required.
- Prescription medicine needs to be in a box, bottle or container with the child's name on it and who much to be prescribed.
- Site Managers are permitted, with parental/caregiver permission, to administer Panadol if required. The parent must be contacted prior to any Panadol being administered.
- It is the responsibility of the parent to ensure that all relevant medical information is uploaded into their Enrolmy profile

Storage of Medicine

The Company is not permitted to store or administer prescribed medicines, unless a medication form has been completed by the parent.

- All medicine must be clearly labelled showing the child's name and dosage.
- The Site Manager is the only person that is to administer the medication that is needed, and this must be recorded on the Medication Form.
- In exceptional circumstances e.g. severe allergies such as bee stings, peanut allergies etc, medical information is to be supplied by the parent on the Enrolmy profile at time of enrolment. Actions taken are to be recorded in an Accident/Incident Form and parents notified of actions taken.
- Children or staff with asthma: these persons may provide self-medication and take care of their own medication if age allows it. A Medication Form must still be completed for a child enrolled in the programme.
- In the case of a serious medical condition, the programme may not be able to guarantee the safety of the child. Enrolment will be at the discretion of the Management. If the child is accepted into the programme, medical emergency plans may be in consultation with the parent and child to ensure the child's safety and well-being on an individual basis. It is the parents responsibility to ensure that all relevant information is uploaded onto Enrolmy.
- All medicines will be kept in a clearly identified, enclosed container in a staff only area or in the kitchen fridge if required. The container will be kept out of the reach of children in a clearly identified location
- During an excursion, the Site Manager will carry any medicines and keep them with him/her at all times. S/he will ensure that any medication is administered, and recorded safely, accurately and in line with the child's needs.

- Staff only areas are out of bounds for all children unless supervised.
- Expired personal medications, such as inhalers, are not to be replaced by staff and are the responsibility of parents/caregivers to provide as applicable.
- At no times are children to have any medication in their personal effects during programme operation.

Visitor Supervision on Site

Visitor and Contractor Supervision

- All visitors must report to the Manager upon arrival.
- Visitors must sign in and out of the visitor register.
- Visitors are required to wear identification where applicable.
- Visitors and contractors must remain under staff supervision at all times while children are present.
- Visitors are not permitted unsupervised access to children.
- Contractors working in operational areas are monitored to ensure child safety.
- Any concerns regarding visitor behaviour are escalated immediately to the Manager.

Animals at the Centre

Staff and children are not to bring pets or care for pets on the premises unless parents are notified prior (e.g. 'pet parade') and the Site Management have agreed.

Encountering & Dealing With Animals

Encounters with animals must be managed with the child's safety as paramount.

- Children are to refrain from touching stray animals.
- If an animal comes onto the premises for a specific activity, all animals must be restrained before they come into contact with the children.
- If animals are to be at the programme for whatever reason, parents/caregivers will be notified.
- If a stray animal comes onto the premises, staff will assess the danger of the animal and either remove the animal from the premises, restrain the animal until Management can be contacted or contact local authorities to remove the animal. Where appropriate, move the children to another area away from where the animal is.
- If an encounter with an animal occurs whilst on an outing the Site Manager will assess the danger the animal poses and staff will either remove or restrain the animal if appropriate or remove the children to a safe spot to ensure the children's safety.

Premises Cleaning and Maintenance

The Site, including but not limited to, backrooms, kitchen and toilets are cleaned regularly as per the Site specific requirements.. Any problems will be reported to the Management if cleaning standards are inadequate. Management will then pass on any inadequacies or issues to the School BoT (or another managing committee)

- Programme staff are responsible to ensure food preparation areas, microwave and food storage areas are always clean.
- A major clean-up may be carried out during each school holiday programme.. ★ Immediate cleaning needed during programme times will be carried out by the staff of the programmes.
- Cleaning supplies are provided for staff to use, a vacuum cleaner, mop and bucket, as well as cloths and sprays unless otherwise agreed upon with the Site provider. ★ All dangerous cleaning materials are to be stored out of reach of children at all times and away from any Food products.
- The Site specific daily cleaning procedure is to be strictly followed (Site Specific Info document in Google Drive)

When a Child is Unwell

Unwell children should not be at the programme.

- If a child is considered unwell or possibly contagious, the Site Manager shall call the parents or emergency contacts to collect the child.
- While the child is waiting for their parents/ caregiver to collect them, they will be made comfortable in a quiet area of the room. A bean bag or comfortable chair will be made available and a blanket if required.
- A staff member with first aid training will be assigned to keep an eye on the child to ensure they do not deteriorate.
- If a child has a contagious illness they will be required to stay away from the programme until they are no longer contagious.
- Contagious situations may include but are not limited to:
 1. Head lice
 2. Flu like symptoms
 3. Conjunctivitis
 4. Vomiting or Diarrhoea – 24 hours clear of symptoms or if he/she has returned to school.

Smoke Vape-free Policy

All Sites are smoke/vape free. At no time during the operation of any Programme is any staff member permitted to smoke/vape on the premises, on off site visits or in uniform..

The Site provider is responsible for placement of NO SMOKING signs in the buildings, as it is required to meet its Building Safety and WOF.

- Staff, caregivers and visitors are not permitted to smoke/vape in any area.
- Any staff who do need to smoke/vape during the programme's operation can only do so outside of the programme facility boundaries and not within sight of the children. This includes off site visits.
- Any staff member wishing to smoke/vape during a schedule break must ensure that they are not displaying any Company logos or uniform items.
- Staff are only permitted to leave the programme to smoke/vape if the staffing levels are maintained however the staff must be out of sight of the children and the staff member is on a scheduled break.

Sun Protection

All Programmes promote sun safety, for children and staff. Sunscreen will be supplied at the Programme for staff and children for use during the summer terms.

- Parents are required to supply their child with sunscreen, if an allergy is identified, for their child's personal use.
- Staff will supervise, and assist where necessary, the application of sunscreen prior to exposure to sun.
- Children are required to have sun hats, which also must be worn during summer months.
- Staff are to wear sun hats and may apply sun block for their own protection.
- During the Holiday Programme, children are required to arrive with a sun-screen having been applied at home. Sun screen is available for the children to re-apply through-out the day.

Head Lice

Parents are primarily responsible for identifying, treating, and preventing head lice in their family.

- When head lice are detected at the Programme, the Site Manager will notify parents and treatment information will be sent home to all parents enrolled in the programme.
- It is expected that children will not return to the Programme until they are clear of head lice.
- If a child is not able to attend due to head lice, full fees will still apply.
- Information about head lice will be distributed to all families during epidemics

CHILD PROTECTION

Reports of Concern made are the direct responsibility of the Child Protection Officer (CPO). The CPO is required to make all representations to Oranga Tamariki and complete all follow up as required. The CPO is identified in the Glossary of this document and the Staff Handbook.

The well-being and safety of children, young people and any associated community members is of paramount concern of the Company.

All staff are committed to responding to concerns about the safety, vulnerability and wellbeing of children, young people and any associated community member and recognise that this may have consequences for the status and reputation of the Company, management and staff. However, the interest and welfare of the child, young people and any associated community member will be the primary consideration when any action is taken about suspected abuse.

The Company 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.

The Company supports the roles of statutory agencies (the Police, Oranga Tamariki) and will consult with them when necessary.

The Children's Act 2014 requires a rigorous process for screening staff who work with children. The Company 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.

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 (Children's Act 2014 Act 2014).

- *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.

Training

The Company 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 Site 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
- Given a copy of the "How I can tell" booklet by Child matters

Staff are required to undergo Child Protection training every 2 years.

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 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, young person or any associated community member 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).

Responding to child abuse

The Company 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.

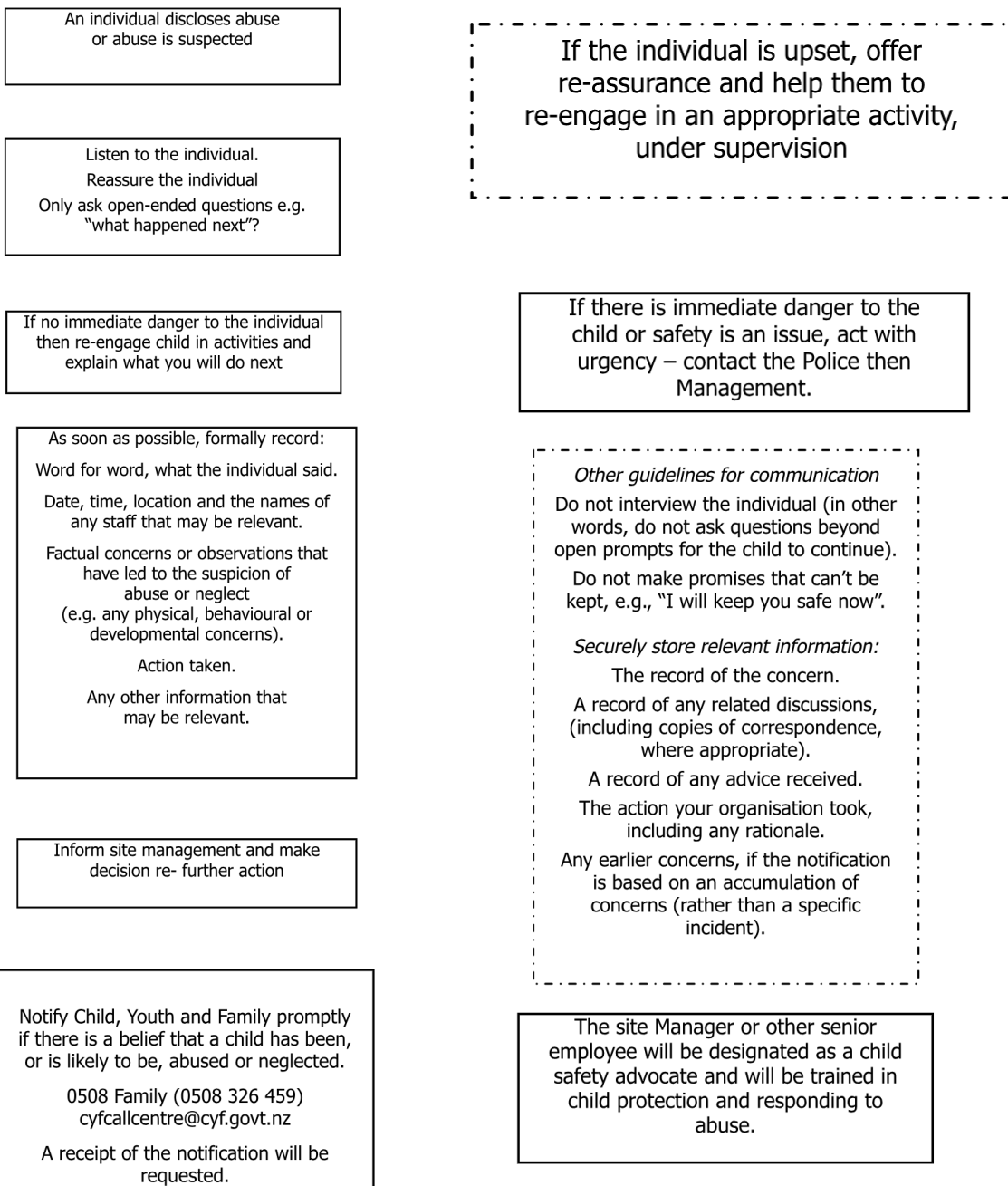
Staff will respond to suspected abuse or any concerning behaviour by submitting observations, impressions and communications via the Report of Concern Form. The responses to this form will be kept separate from other programme records and enrolment information etc.

Information volunteered by a child should be fully and accurately recorded. Staff will not interview children about the suspected abuse, 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 Site Manager or Child Protection Officer. Where any staff suspects abuse has occurred and a child, young person or any associated community member is unsafe, immediate contact will be made with the Police or Oranga Tamariki.

Staff who are responding to cases of suspected 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.

Responding to a disclosure/concern about abuse



6.5 If an allegation 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 Management.

- Any children involved will be protected from possible risk or trauma. The 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.

Disclosure/allegation of abuse
by a employee

If needed, refer to the
"responding to disclosure process"
If immediate danger or safety is an issue
act with urgency

Notify site management

Employee will be advised of their right to
seek support/advice from union or other
appropriate representatives

Site management to consider removal of
employee from the site environment subject
to the
employment agreement

Site management to
maintain close liaison with
Child Youth and Family or Police

IF A CHILD HAS DISCLOSED
Listen to the child
Reassure the child
Only ask open-ended questions e.g.
"what happened next?"
If the child is upset, offer re-assurance
and help them to re-engage in an
appropriate activity

If no immediate danger to the child
then re-engage child in activities and
explain what you will do next
If there is immediate danger to the child
or safety is an issue, act with urgency –
contact the Police then site
management.

The Company 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.

Confidentiality and information sharing

The Company will seek advice from Oranga Tamariki and/or the Police before information about an allegation is shared with anyone, other than the Site Manager or designated child protection advocate in the organisation.

In general, when collecting personal information about individuals, privacy and confidentiality will be maintained.

Staff may disclose information under the Privacy Act of 2020/Health Information Privacy Code or

section 66c of the Children's Act, where there is good reason to do so – such as where there is a serious risk to individual health and safety (see privacy principle 11/Code rule 11). Disclosure about ill-treatment or neglect of a child/young person may also be made to the Police or Oranga Tamariki.

Parents will be informed about this limitation to confidentiality in the programme enrolment information.

Peer abuse

The Company 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.

Child & 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, 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: "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 adults' needs, physical or otherwise.

- 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. An Accident/Incident Form will be completed.
- 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. The Management and the Site Manager will negotiate with all involved regarding appropriate procedures for giving this assistance.

PROGRAMME SUPERVISION

Active Supervision

All children will be within sight and sound of staff, where possible, during programme time.

Active Supervision refers to the specific action of engaging and being interactive with the children, as opposed to Passive Supervision which is sitting and watching.

- A risk assessment is done prior to all excursions activities, sometimes the staffing levels will be adjusted to suit the activity the children are involved in.
- The Site Manager will be in attendance at all times. During any absence, a suitable Acting Manager/Assistant Manager will be appointed.
- Any staff under the age of 16 years or volunteers will not be counted as part of the staffing requirements.
- Children must be in sight and sound of a staff member and in verbal communication through clear use of boundaries, rules and appropriate staffing.
- All staff must adhere to the Company policy of Active Supervision by which staff should be engaging with the children rather than passive or static supervision (i.e. sitting watching).
- Staff are rostered to ensure staffing levels are maintained as attendance drops.
- If a child needs to go to the toilet they must let staff know and return to the hall to use toilets and must request a toilet lanyard from a staff member.
- No child is to leave the premises without an authorised caregiver or permission of the parent in writing.

Staffing levels

- Staff to participant ratio for the programme shall be no greater than
- 1 staff member for every 12 Children when on site.
- 1 Staff member for every 8 children on an outing.
- 1 Staff member for every 6 children when engaging in water activities.
- For Sole Staffer with Under 10 Children:
- The sole staffer must have a valid first aid certification and relevant experience working with

children.

- Ratio: The maximum ratio of children to staff for this programme is 1:10. The sole staffer must not exceed this ratio at any time during the programme.
- Emergency Procedures: The sole staffer must have a clear understanding of emergency procedures, including evacuation plans, first aid protocols, and how to contact emergency services if needed. Additionally, the staff member must have a working phone with them at all times in case of emergencies.
- Supervision: The sole staffer must maintain visual and auditory supervision of all children in their care at all times. They must also ensure that the children are accounted for during transitions between activities and when moving to different locations within the programme.
- Safe Environment: The sole staffer must conduct regular safety checks of the programme area to identify and rectify any potential hazards. This includes checking for trip hazards, ensuring that all equipment is in good working order, and maintaining a clean and organised environment.
- Communication: The sole staffer must have a clear communication plan in place to keep parents/guardians informed about the programme, including schedules, activities, and any important updates.

Site Manager Attendance

The programme will always have one identified person as Site Manager or Acting Site Manager.

- The Site Manager (or Acting Manager/Assistant Manager) will always be in attendance of the programme during operational hours. This means until the last child has gone home.

Staff/Volunteer Age

The minimum age to be counted as staff shall be 16yrs.

- All staff shall be over the age of 16 years if they are to have responsibility for the children.
- Any person under the age of 16 years can still work in the programme, however shall not be included in any staffing requirements.
- Any person under the age of 16 years must be actively supervised at all times by a person over the age of 16 years.

Site Manager

The Site Manager position will be carried out by a staff member that has been assessed by the Management.. The assessment will include, but is not limited the following factors

- Age/ maturity levels,
- Experience in child care
- Feedback from other staff.
- Relationship with staff/ school/ parents/ guardians and tamariki (if internal promotion).
- Qualification.

- Onsite observations/ Performance Appraisals
 - References
 - Previous employment / experience.
 - Ability to follow Company guidelines/protocols and processes ●
- Personal disposition / interpersonal skills

If the Site Manager is unable to work, an Acting Manager will be assigned to the Programme and the above criteria will be used by the Management to appoint a staff member to this role.

Attendance Records

The programme has an electronic daily attendance record of all children in attendance and staff are aware of children's presence at all times.

- The Site Manager is responsible for ensuring that the roll is checked and to make sure all children have arrived at the programme.
- Staff shall keep each other informed as to the whereabouts of children during programme operation.
- All attendance and absence information is recorded on Enrolmy and is updated in real time.

Procedures for safe playing

Boundaries are put in place to ensure children play in safe areas.

- Children shall not play in areas that may cause harm such as in car parks, near roads or along unfenced boundaries.
- All boundaries are to be explained to the children on enrolment and can be found in the appendix of this document.
- On an off site visit all boundaries are to be explained to the children on arrival at the venue and reinforced during the programme.

Written risk assessment

Risk Assessments shall be completed prior to all off site activities or risk-based activities (i.e. water based activities) to determine suitable staffing requirements.

Hi Viz Vest

All children are to wear branded Hi Vis Vests at all times when on a walking school bus or

external trip to ensure that children attending the Programme can be easily identified. Children who refuse or who remove their vests are subject to the Behaviour Management Policy.

Staff are required to wear either Hi Viz vests OR Hi Vis Jackets when on a child collection (walking school bus or vehicle), offsite excursion or when on Active Supervision outside at the programme. This is to ensure that staff can be easily and quickly identified.

Walkie Talkies

All staff are to collect a walkie talkie at the start of their shift and ensure that the batteries are charged, the volume is turned up and the device is on the correct frequency.

All walkie talkies are to be returned to the programme at the end of the staff members shift and it is the Site Managers responsibility to ensure that all walkie talkies are placed on charge overnight to allow for full and correct function the following day. All communication via the walkie talkies is to be professional at all times. Walkie talkies are not a toy and as such should not be operated by children unless in conjunction with the Youth Leadership Programme.

EMERGENCIES

Fire, Earthquake and other Emergencies Procedures

The Site shall comply with the Fire safety and Evacuation of Buildings regulations 1992 and the emergency procedures of the programme as posted to comply with the programme WOF.

- The Company is responsible for ensuring that a relevant, site-specific emergency evacuation procedure is accessible to all staff members and must be used by the relevant programme staff.
- In the event of a fire the fire alarms will be activated by the Site Manager or closest staff member, then instruction given to immediately evacuate the building.
- In the event of an earthquake staff will call out to Drop, Cover, Hold or 'Turtle'. Then when the shaking stops the Site Manager will call to evacuate the building.
- If any staff are outside with children during an emergency, staff in the area are to make the same calls and are to remove children to the evacuation area also.
- In all cases whether it be a drill or emergency:
- A designated staff member will check toilets, kitchen, hall and back rooms are clear, before moving to the evacuation area.
- The Site Manager will evacuate the area as per the specific site instructions. o The role including all children and staff will be read out, to make sure all children and staff are accounted for.

- If any staff or children are missing the Site Manager is to send a Staff member to recheck the Site, and outside play area, if it is considered safe to do so; alternatively the Site Manager will alert a member of the Emergency Services to the missing person. and escorted to
- In the case of an emergency the Site Manager shall ensure the programme has been cleared and is safe to return to by the emergency service present or
- The Site Manager will contact all parents to collect their children from the programme, should this be deemed necessary.
- Management is to be notified as soon as possible with a verbal report provided. A full written report is required within 24 hours.
- The local fire service may also be involved in the process.
- It is the responsibility of every staff member to instruct any visitors who may be on site to evacuate the building.
- The emergency evacuation details must be recorded on the Evac Drill Report.

Adverse weather, emergency or Civil Defence Action Plan

- The Site Manager will liaise with Management in a situation of adverse weather, emergency or Civil Defence action which may cause closure of the programme.
- All parents who have booked their children in for that day shall be notified that the programme will be closed and to make arrangements to pick up their child.
- All staff shall be notified that the programme is closed.
- The Site Manager and one other person is to remain on site until all children have been collected, if it is safe to do so.

Lockdown Policy

A lockdown of the programme will be implemented anytime children and staff need to be contained and protected, e.g. chemical spill, person on site that could pose a risk, an intruder or as directed by the emergency services. In most situations the NZ Police would request the lockdown.

- A lockdown can be indicated by an outside source or by the Site Manager.
- When the lockdown signal is given, staff and children are to make their way indoors, lock all windows and doors, turn off all lights and pull any curtains. Staff and children are to stay in the middle of the room, low to the floor, away from doors and windows and remain calm. Staff and children not to draw attention to themselves, Control any movement. A roll call will be taken.
- If the Police have not been contacted the Site Manager will call 105 and provide as much information as possible. Be aware that further information can take time. If need be, communicate with parents. No one leaves the space until the all clear is given. The lockdown will be lifted by Police when it is ascertained that no further risk is posed.

Evac Drill Procedure and Recording

Evacuation drills will be conducted on a regular basis as instructed per the Operational

Manual. There will be one evac drill conducted for Before School and one for After School per term and two drills per School Holiday Period.

- At the programme gathering a designated staff member will explain that there will be an evacuation drill and what is expected of the children.
- At a time designated by the Site Manager, the Site Manager will blow three loud, sharp blows on the whistle signifying the beginning of an evacuation.
- Staff will immediately facilitate the evacuation of the site as per the specific site instructions.
- The Site Manager will designate a staff member to check toilets, kitchen, hall and back rooms are clear
- The Site Manager will then conduct a full roll call including staff.
- If any staff or children are noticed as missing the Site Manager will designate a staff member to search for them should it be safe to do so.
- The Earthquake and Fire drill Report is to be completed on the Company Tool Kit site after each drill.

Staff Training

- All Staff shall receive relevant training in emergency procedures. E.g. fire, earthquake, flood, Policy and Procedures etc as part of the Health & Safety Training,
- Staff shall be notified immediately if there are any changes to emergency procedures.

Display of Procedures

Emergency procedures are displayed clearly around the Site, visible for all staff, children, parents/caregivers and visitors.

Site evacuation procedures are in place to ensure:

- Everyone leaves the area of danger and moves to the assembly area quickly.
- Everyone is accounted for against accurately kept attendance information.
- Children are supervised in an assembly area.

First Aid Certificate

At least one staff member who holds a current first aid certificate will be supervising the children at all times.

STAFF AND MANAGEMENT

The programme has an adequate body of competent and skilled staff both to deliver and support the service.

The Company, as employer, is responsible for good employer practices, and adherence to all related legislation. All staff will be employed under Individual Employment Agreements. An individual job description will set out duties of all staff.

The Company recruitment and staff selection policy and procedures comply with legislation including but not limited to the Children's Act 2014 & the Employment Relations Act 2000.

In all aspects the term 'staff' refers to any person that the Company relies on to deliver its services, including both paid staff and volunteers. The term 'volunteer' refers to all unpaid staff including but not limited to parents or any individuals in positions of governance and/or management.

Recruitment

The recruitment and selection of staff is the responsibility of the Management.

- The Company uses a clear, transparent and open process for recruiting and vetting suitable staff, including members of the organisation's governance body.
- Vetting of staff is to include, but is not limited to, a New Zealand Police vet, thorough background check and identity confirmation.
- All staff, paid and volunteer, will be recruited according to the Recruitment Procedure.
- The employer will consider experience in working with children, the maturity and judgement capabilities important to caring for other people's children, quality of personal presentation and language, and qualifications relevant to child care or learning.
- Volunteers will assist under an Agreement of Service (signed) which will reflect the terms and conditions of duties set out in the job description of employed staff.
- Applicants will be informed of their successful appointment.
- A staff file will be created for successful applicants

Responding to Vetting and Safety Check Information

Purpose

Shine Kids is committed to ensuring the safety, wellbeing and best interests of children are paramount in all staffing decisions.

All information received through police vetting, safety checking, reference checks, disclosure or other screening processes will be assessed using a clear and documented decision-making process.

Decision-Making Process

When information is identified through vetting or safety checking that may indicate risk, the Programme Director (or delegated senior manager) will:

1. Review the Information Carefully

- Confirm accuracy of the information received.
- Consider the nature, seriousness and relevance of the information.
- Consider how recent the information is.
- Consider the role the person is applying for or currently holds.

2. Assess Risk to Children and Others

- Identify what risk, if any, the information presents.
- Consider whether the risk is direct, indirect, historical or ongoing.
- Consider whether safeguards could reasonably reduce the risk.

3. Seek Clarification

- Provide the staff member or applicant the opportunity to respond.
- Seek additional information where necessary.
- Document all discussions.

4. Make a Proportionate Decision

Decisions may include:

- Proceeding with employment with no further action.
- Proceeding with conditions or additional supervision.
- Developing a documented Staff Risk Management Plan.
- Declining employment or terminating employment where risk is unacceptable.

The safety and wellbeing of children will always take precedence in decision-making.

Staff Risk Management Plan (Where Required)

Where information identifies a manageable risk, a documented Staff Risk Management Plan will be developed.

The plan will include:

- A description of the identified risk.
- The management strategies to reduce or monitor the risk.
- Any supervision, restrictions or supports required.
- Clear responsibilities for monitoring.
- Agreed review timeframes.
- Written acknowledgement by the staff member.

Risk management plans will be confidential and stored securely on the staff file.

Ongoing Monitoring

Safety checking is not a one-off event.

Shine Kids will:

- Maintain three-yearly police vetting.
- Act promptly on new concerns or disclosures.
- Review risk management arrangements where circumstances change.

Documentation

All decision-making relating to vetting and safety checking will be documented and retained on the staff member's file.

Staff Uniform and Dress Code

At our organisation, we believe in maintaining a professional appearance and upholding high standards of personal hygiene. All staff members participating in the Programme are required to adhere to the following guidelines:

1. Dress Code:

- All staff members are required to dress in a clean and tidy manner that reflects the values and image of our organisation.
- Tidy casual attire is recommended, with neat and clean clothing that is appropriate for a professional work environment.
- Clothing should be modest and not reveal excessive skin, with no offensive language or graphics.
- Footwear should be appropriate for the work environment and in good condition.

2. Personal Hygiene:

- Staff members are expected to practise good personal hygiene, including daily showers, use of deodorant, and grooming of hair and nails.
- Perfume and cologne should be used in moderation, as strong scents can be distracting to others in the workplace.
- Staff members should also maintain good oral hygiene as best as they can.

Consequences of Not Following Policy:

Failure to comply with the dress code and personal hygiene policy may result in the following consequences:

- Verbal warning from a supervisor.
- Written warning detailing the violation and consequences for further non-compliance.
- Disciplinary action, up to and including termination of employment.

- Staff are also required to wear their name tags at all times.
- When participating in a walking school bus, a vehicle pick up, on an excursion or outdoors at the programme all staff must wear fluorescent vests OR fluorescent jackets.

Applicant's background

Applicants will have all relevant aspects of their background considered, during the interview process. Including their level of maturity, experience and training.

- An affinity for working with children of primary age, skills in various arts, crafts or sports.
- The ability to relate well to parents/ guardians and tamariki.
- Relevant professional bodies and/or associations may be contacted to verify credential, records and/or qualifications.
- Applicants will be selected on merit and not by means of discrimination.
The Company abides by the Human Rights Act 1993.
- The Programme will not employ any person who has a conviction for sexual crimes or any offences involving the harm or exploitation of children.

Referees

All applicants will be required to provide the names of at least two referees. It is the responsibility of the employer to contact at least two referees for verification of the applicant's experience and suitability to work with children, before employment commences.

Definition of staff

In all aspects the term 'staff' refers to any person that the Company relies on to deliver its services, including both paid staff and volunteers. The term 'volunteer' refers to all unpaid staff including but not limited to parents or any individuals in positions of governance and/or management.

Policies and procedures are required to be met by both paid and voluntary staff.

All Staff whether paid or voluntary must be Police vetted.

Staff under 16 years old

No person under the age of 16 is to be included in the staffing requirements as a staff member. Staff/volunteers under the age of 16 may be involved in the programme but must not be solely responsible for any activity or supervision of any child. All Staff under the age of 16 will be supervised by older staff and will be provided with support and supervision.

Site Supervision

The Site Manager position will be carried out by a staff member that has been assessed by the Management. . The assessment will include, but is not limited the following

factors -

- Age/ maturity levels,
- Experience in child care
- Feedback from other staff.
- Relationship with staff/ school/ parents/ guardians and tamariki (if internal promotion).
- Qualification.
- Onsite observations/ Performance Appraisals
- References
- Previous employment / experience.
- Ability to follow Company guidelines/protocols and processes
 - Personal disposition / interpersonal skills

If the Site Manager is unable to work, an Acting Manager will be assigned to the Programme and the above criteria will be used by the Management. to appoint a staff member to this role.

Employment Documentation

All staff shall have the following completed documents in their personnel file
Individual Employment Contract or Volunteer Service Agreement clearly setting out wages and conditions of work (signed).

- Interview questions and notes
- Formal application including the applicants work history in chronological order for the previous 5 years.
- Up to date CV
- Risk Assessment Form
- Copies of at least 2 forms of ID (one of which must be phot ID)
- 2 Reference checks
- Job Description (signed).
- Police Vetting form (signed).
- Police Vetting Result
- Staff Handbook Declaration/ Code of conduct (signed).
- Staff Information sheet.
- Relevant work / residency visa (if required)
- Official change of name document (if required)

Professional Development Training

The Company is committed to providing adequate training and support, for all staff.

- The Management. is responsible for ensuring induction programmes of new staff, and appropriate training opportunities are available.
- Management. will ensure staff are trained through attendance at appropriate courses in Behaviour Management, Child Protection, Emergency Procedures and

Health and Safety.

- An annual plan for staff training related to programme development will be budgeted for and managed to ensure a quality programme to meet the needs of children.
- Internal training shall be provided on selected Policy and Procedures during a staff meeting session, covering the areas of health and safety, emergency procedures and behaviour management.
- The programme will pay for relevant courses fees, and wages where staff are directed to attend training. This will be part of the annual training budget.
- Details of training undertaken (both internal and external) shall be kept by the Management. on Training Agreement..
- Attendance information for all staff meetings will be kept in the meeting minutes. Management. or the Site Manager shall carry out induction training of staff in the areas of employment.
- The Site Manager and Management. will provide support to all staff.

Staff Appraisal Process

A standard form guides the Staff Appraisal process.

- The Management is responsible for the implementation of the appraisal process for all staff.
- The formal process is conducted in a 12-18 month cycle with the end of the process resulting in feedback, in relation to performance and a possible remuneration review.
- The Management will conduct the appraisal of the Site Manager.
- The Site Manager will conduct the appraisal of their staff.
- The appraisal report and all associated documents for all staff, are confidential.
- The appraisal is based on the staff members Job Description and is intended to both recognise strengths and identify areas requiring improvement and/or support. This support may come in the form of professional development.
- The appraisal provides an opportunity for staff self-reflection and goal setting.

Workplace/Performance Issues

The Management. 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. Management. will initially meet with the person to discuss the problem and ways to resolve the poor performance. The staff member will be offered training/coaching and support to improve their performance in an informal approach.

Should the poor performance continue, this may then lead to a formal approach to address the concerns, which may have disciplinary warnings attached. The staff

member will meet with Management. to discuss the ongoing performance issues. There may be a formal Performance Improvement Plan (PIP) drafted in order to support the staff member's performance to achieve a satisfactory standard.

Any documentation throughout this process provided to the staff member will clearly state the problem or area of poor performance/concern, the actions or improvement required from the staff member, the training/coaching or support provided by the employer to the staff member to achieve satisfactory performance and a time frame for this to occur with further meeting dates and the outcome if the performance may not improve. To be fair and reasonable in these circumstances, the staff member can provide responses to the information provided to them for the employer to consider throughout this process.

Should the staff member's performance not reach a consistent acceptable standard, subsequent warnings may be issued progressing from a first, and final written warning as detailed in the staff members IEA. In the event that these warnings accumulate due to an ongoing unacceptable standard of performance the staff member then may be facing dismissal on notice.

At any meetings, the staff member is entitled to have a support person or representative present.

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 located in the Staff Handbook
- Where an incident of serious misconduct is investigated, if the allegations are upheld and the consequences have the effect of destroying trust and confidence in the employment relationship or brings the organisation into disrepute, the staff member may be facing their employment being summarily terminated.

Staff & Volunteers Responsibility

Staff and volunteers are issued with a Job Description, which they must read and sign, they are provided with training on their role and are expected to adhere to the Staff Code of Conduct.

- Programme staff accept responsibility for children booked into the programme; from the time the children arrive at the programme, until the Site or nominated person on the child's enrolment form signs the child out of the programme for the day.

Police Vetting

Vetting of staff is to include, but is not limited to, a New Zealand Police vet. All staff members including volunteers, regardless of age, that are involved in the Programme:

- Agree to a copy of their police record being obtained and must not work until their vetting result is received.
- No person with convictions for sexual crimes or crimes of violence against a person may be employed.
- Police vetting is undertaken by the Licensing and Vetting Service, Police National Headquarters, Wellington.
- The Police Vetting Form once returned, will be securely retained in an electronic file. MSD, the Company Management and the staff member are the only people allowed to have access to these forms.
- Police vetting is undertaken prior to confirmation of employment and at three-yearly intervals.
- If the Vetting process does return a 'result', the applicant will be given the opportunity to respond to any concerns raised about their suitability to work with children. There may then be further follow-up to verify other information given by the applicant. Other factors that may also be taken into consideration include the relevance of the conviction to the role being applied for, the time elapsed since the offending and the age of the applicant at the time of the offending.
- If the Applicant returns a 'result' via the Police Vetting Process but is still considered suitable for employment with children, then a risk assessment will be completed to ensure that the applicant will pose no risk to the programme, children, families, local community or other staff, The findings will be documented on the individuals Risk Assessment.
- Any person with an offence specified in the "workforce restriction" in the Children's Act 2014 will not be allowed to work in the programme, nor serve in a management or governance role.
- Staff are expected to notify the Management if they have impending criminal charges or are convicted of a crime. A representative from the Management will discuss the matter with the staff member and undertake a risk assessment, which will include consulting the current workforce restriction under the Children's Act 2014.
- Police vetting is completed every 3 years and at this time a new Risk Assessment is completed.

Staff roles and responsibilities.

All staff are issued with a Job Description and Staff Handbook (which includes the Code of Behaviour) which is signed and dated. A copy of each will be securely retained and filed in the programme office within a locked cabinet or on the staff member electronic file and a copy is also kept by the staff member.

Job Descriptions provide staff members information on their specific roles and expectations which they are expected to uphold and meet.

Conflict of Interest

Definition

A conflict of interest is a situation in which an individual has competing interests or loyalties. A conflict of interest can exist in several kinds of situations –

- With a staff member who works for one company but who may have personal interests that compete with the employer,
- With a person who has a position of authority in one organisation that conflicts with his/her interests in another organisation, and
- With a person who has conflicting responsibilities

Examples

- A member of staff is related to a child within the programme,
- The Manager of the programme has a close friendship with one of the parents/families that attends the programme,
- A member of staff has a close relationship with another staff member at Senior Management level,
- A member of staff holds a secondary employment,
- A member of staff has connection with families within their workplace through social networking,
- A member of staff provides baby-sitting services for family attending the programme

A close relationship is defined as such by virtue of association, which is a family relationship, personal partnership, civil union or marriage. This may also apply to close friendships, guardianships or business partners.

Principles for Effective Professional Practice within the Workplace

- No staff member should allow their outside activities to interfere with their work. They should not allow any conflicts between their duties or their private interest to affect their ability to carry out their duties effectively.
- No staff member should make use of or exploit the Company, their connection with the Company or information obtained in the course of their duties to further their own private interest.
- No staff member should act in a manner likely to bring the Company into disrepute or affect the reputation of the business.
- Adults should be aware that behaviour in their personal lives may impact upon their work with children. Adults should understand that the behaviour and actions of their family members may raise questions about their suitability to work with children.
- Staff members should at all times follow their employers Code of Conduct. The Company has a duty to take reasonable steps to prevent conflict of interests within the workplace. i.e. redeployment of staff if related to a child in their care

Management & Communication Structure

The Company observes the following Management and Communication structure with all staff adhering to Job Descriptions.

Managing Director (MD)

- Responsible for Business Development, overall governance
- Responsible for all marketing and financial aspects of the business.
- Responsible for complaints, policy & procedure development & implementation, MSD requirements.
- Responsible for all marketing activities, strategies and external communication.
- Responsible for recruitment and payroll of staff.
 - Responsible for all debtors & creditors, Xero.
 - Responsible for for customer service and basic administrative tasks.

Site Manager (SM)

Responsible for delivering Out of School Programmes in accordance with current systems, policies and processes (incl but not limited to Policy & Procedure Doc, Operations Manual). Primary contact for Programme Leaders. Reports to the RM.

Programme Leader (PL)

Responsible for supporting the Site Manager and filling in as Acting Manager as required. Reports to the SM.

BUILDINGS & FACILITIES

Premises are safe and comply with all relevant legislation as well as local city council requirements. Potential hazards to the safety of children are repaired, removed or made inaccessible.

Building warrant of fitness

The Landlord is responsible for ensuring the buildings used have a current WOF and meet health and safety requirements.

Evacuation Plan

Posters displaying evacuation procedures are mounted on walls in the building. These will be visible to all staff, children, parents and caregivers.

All staff are trained in the evacuation procedure and will be informed of any changes immediately.

Exit Signs

All exit signs are clearly marked.

Facilities and Property Management

The programme premises, equipment and furnishings used, are kept in a safe, clean and hygienic condition and complies with local council requirements.

- The programme provider is responsible for maintaining the property and keeping it in good condition to comply with relevant legislation.
- The programme provider has appropriate insurance, which covers the buildings. The company has adequate insurance, which covers all equipment.
- The onsite team will do a daily safety check of the facilities and equipment, including playground equipment. If there is any damage, report it to the School and be recorded on the daily safety check form along with a hazard register.
- Fire extinguishers, smoke alarms are supplied by the programme provider and it is the programme providers responsibility to ensure that these are checked annually.
- The programme and toilets are cleaned regularly by the cleaner however staff are expected to ensure the programme is left in a reasonable state and have access to a cleaning kit which is kept in a locked cupboard in the kitchen.
- Staff ensures all dishes are washed, dried and put away daily.
- Daily cleaning procedure to be strictly followed.
- If or any reason we are unable to use a facility, we will do our best to find a suitable alternative. If there has been a disaster or unforeseen situation overnight, the venue will remain closed until we have had the all clear to re-enter the building from the building owners

Phone services available

The programme always has access to a working phone.

- All Sites have mobile phones.
- See site specific document for contact details. .
- During off site visits the Site Manager will always have a charged cell phone on him/her.
- If cell phone coverage is unavailable, then the nearest landline must be identified for use in an emergency.
- Staff are not permitted to have personal cell phones out at any time without prior approval from the Site Manager.

Phone Access

The Site Manager has the programme switched on and on their person at all times during programme operating hours. During an offsite visit the Site Manager will always carry a cell phone that is charged and in credit.

Cell phone coverage

- Cell phone coverage will be discussed during the RAMS for the trip.
- The Site Manager will designate a staff member as the appointed runner, should an emergency arise where cell phone coverage is unavailable.
- The children will not be left unattended at any time.
- Walkie Talkies will be carried as the first form of communication.

Communication Procedures – On and Off-Site Activities

Staff Communication:

All staff carry and actively use walkie talkies during programme hours, both on-site and off-site.

Walkie talkies are used to maintain continuous communication between staff across all supervision zones.

Staff communicate immediately regarding:

- Behavioural concerns
- Injury or illness
- Changes in supervision needs
- Environmental risks
- Movement between areas

At least one staff member also carries a charged mobile phone for emergency contact with parents/guardians and emergency services.

Clear communication protocols are established before excursions, including meeting points and emergency signals.

Staff report immediately if separated from the group or if supervision coverage changes.

Parent/Guardian Communication:

- Parents are informed in advance of excursion details.
- In the event of delay, change of plan, or emergency, parents are notified as soon as practicable.
- Emergency contact procedures are followed if urgent assistance is required.

RECORD KEEPING

The Company maintains records in accordance with the Privacy Act 2020 and other relevant legislation.

The role of the Privacy Officer is carried out by the Managing Director.

Maintaining Accuracy of Records

The programme will respect the Privacy Act of 2020, any information obtained by the programme, can only be used for the reason it was given.

- All up-to-date records of current enrolments, attendance, health information and medication administered by staff, shall be provided by the legal caregiver/guardian and held securely at Management
- All information supplied by the legal parent/guardian will be available during the programme's operation – for staff use only and Te Kahui Kahu assessor on request.
- Parents/Caregivers are able to check and update their enrollment details for accuracy via the EnrolMy parent portal and agree to the sharing of information.
- Information is kept for the operation of the programme only.
- When a child no longer uses our service, the enrolment shall be deemed inactive and all enrolment information will be destroyed/deleted..
- The programme maintains daily rolls for children's attendance. These records provide information for parent accounts only and may be kept for 3 years providing storage is available. After this time all records will be deleted or destroyed.
- Health & Safety records will be retained for seven years after which time they will be deleted or destroyed.
- Staff personnel and training files shall be kept in a file cabinet in the employers office as well as electronically on a password protected computer.
- Individual staff members may access their personal files from their employer.
- Te Kahui Kahu, to comply with MSD OSCAR Standards may wish to sight this documentation.
- If permission is given at time of enrolment, the child's image may be used for marketing, advertising and/or promotional purposes.
- All family information is kept password protected on EnrolMy.
- The Privacy Officer will ensure that enrolment information is stored securely at the programme venue and also accessible on-line for the programme supervisor, manager and admin staff.
- The Privacy Officer will respond to requests from parents or staff for personal information held by the programme, or any concerns or complaints, within 20 days.
- All passwords that protect access to private information will be changed annually. This will be the responsibility of the Privacy Officer.

Enrolment

Information on each child is collected on EnrolMy directly from the parents/caregivers.

- The parents are responsible for ensuring correct information or details are supplied to the programme
- Enrolments are completed on the EnrolMy system which can be accessed via the company website.
- The enrollment information is password protected.

Changes to enrolment

All permanent enrolment cancellations require a two week notice period for Term time and a week prior to the commencement date of the holiday programme starting, which will take effect from the date of written notification. Cancellations cannot be made verbally as a written record must be obtained and kept.

Information Collection and storage

Information collected about children during the enrolment process is used only for its intended purpose and will not be given or sold to any other organisation. However, as part of the approvals process Te Kahui Kahu may look at enrolment information.

- All information is kept on secure servers administered by EnrolMy. Any paper information is kept securely filed at the Management.
- A copy of all reports and/or information regarding a child, including a child's account, may be requested by the owner of the EnrolMy account.
- Identification verification may be required before disclosure of any information.
- Old paper files are destroyed by a reputable document destruction company in accordance with the Privacy Act 2020

Staff Clocking In/Out

Staff are required to sign in and out for all shifts on the EnrolMy App loaded on the programme tablet.

Staff must sign in and out at the programme only using their personal ID code on the Kiosk onsite.

- If a staff member neglects to sign in/out at the correct time the Site Manager must be informed as soon as possible.
- For any anomalies in hours a Timesheet Variation Form must be completed. These will be reviewed before they are approved
- Staff are not permitted to modify their hours in any way.

Leave Requests

All leave other than sick leave MUST be applied on a leave application form via email to the

Directing Manager..

- Leave applications must be made 3 weeks prior to the first date of leave.
- All possible efforts will be made to grant leave as requested but leave cannot be guaranteed.
- Leave requests will be responded via email within 7 working days if approved or declined.
- Please refer to the Employment Contract for more information.

FINANCE

Finances are managed competently.

Competent Financial Management

The Management will oversee all financial accountability of all programmes.. The Management will compile a report at the end of each financial year detailing all financial aspects of the Company.

Accounting System

When each child is signed out by the Site, this will be taken as evidence that the child attended for that particular day. The parents/caregivers will be invoiced per session.

Invoices emailed weekly and are available for viewing on the EnrolMy Parent Kiosk. Monthly statements are emailed to parents/caregivers at the start of each calendar month.

Fees are advertised on the EnroMy site.

For failure to clear any account, the following procedure will apply.

- Account holder informed that if a payment is not made a collections agency will be contacted.
- Parents that fail to make any payment within a week of this contact will be forwarded to our contracted debt collection agency
- Parents are liable for collection fees, late payment fees and any administration fees if they do not pay for the service by the agreed date.

Budgets & Financial Statement

The Management is required to prepare an annual budget and maintain annual operations according to that budget.

The Management is responsible for applying for any grants or funding and will complete

any accountability reports.

Parent/Caregiver Accounts

When each child is signed out by the Site, this will be taken as evidence that the child attended for that particular day. The parents/caregivers will be invoiced per session.

Invoices are emailed weekly and are available for viewing on the EnrolMy Parent Kiosk. Monthly statements are emailed to parents/caregivers at the start of each calendar month.

Fees are charged for a 1 week period:

Term Time: Parents may book and pay in arrears, an invoice is then sent out at the beginning of the following week.

Holiday Programmes: Invoices are generated at the time of booking and are due one week after the booking is made of the Holiday Programme.

Interest on overdue invoices shall accrue daily from the date when payment becomes due, until the date of payment, at a rate of ten percent (10%) per calendar month (and at the Company's sole discretion such interest shall compound monthly at such a rate) after as well as before any judgement.

In the event that a parent payment is dishonoured for any reason then the account holder shall be liable for any dishonour fees incurred by the Company.

If any account remains overdue after thirty (30) days then an amount of the greater of twenty dollars (\$20.00) or ten percent (10%) of the amount overdue shall be levied for administration fees which sum shall become immediately due and payable. Your child may be removed from the programme until payment has been received and the debt may be referred to our Debt Collection Agency and all collection costs will be added to the amount outstanding.

Payments can be made by:

- A bank deposit directly into the programme bank account. The account details can be found on the invoice, the Company Terms and conditions, the Company website or the EnrolMy Parent Kiosk.
- Cash payments can not be accepted due to security challenges when handling cash.
- A bank account, under the name of the Company, will enable parents to direct credit any fee payments.

Evidence of audited accounts

All relevant receipts and invoices are to be kept and available to the external accounting professional whose services have been secured to perform all accounting and auditing matters.

Site Budgets

Each site is provided with an annual budget (1st April - 31st March) and bank card to access the funds.

Site Managers are required to upload GST receipts for all purchases made on the Site card to the Hubdoc App on the Site mobile phone.

Site budgets are specific to each Site and includes funds for but not limited to the following -

- Afternoon Tea
- Planned term time and HP activities
- Storage requirements
- Vehicle WoF (if applicable)
- Vehicle Registration (if applicable)
- Vehicle maintenance (if applicable)
- Mobile phone monthly plan
- Monthly bank fees

HP trip fees, vehicle fuel and major vehicle repairs are NOT included in the budget.

PROGRAMME SPECIFIC APPENDIX

Example is given of our Site Procedure Documents that are available for every site and are shared with Management and Acting Managers.

These are used in an emergency if a staff member is called to an unfamiliar site.

Shine Kids Nelson Central Site Procedure Document

Kia Ora, welcome to Shine Kids Nelson. This document outlines the security information and expectations specific to this venue. These are additional to Shine Kids overall policies and procedures so please make sure you are also familiar with that document prior to your shift.



Please note this is a working document to be updated by the Site Manager at the beginning of each term and more regularly if necessary. If any changes are made, please ensure that these are notified to the appropriate Regional Manager via email, so they can be saved to the system.



Key Contacts & Information

Shine Kids Nelson Central Cell phone		Located onsite to contact the program directly. To be used by staff and parents.
Shine Kids Managing Director Carla Soundy		To be used by Site Managers for programme assistance and guidance
Nelson Central School /Facility Manager/Caretaker)		For venue assistance, alternatively go to the office.
School/Site office		70 Nile Street, Central Nelson
Nelson Central Manager Rachel Randrup		To be used by staff in emergency only.
Site Approval Numbers BSP		DO NOT EXCEED

Site Approval Numbers ASP		DO NOT EXCEED
Site Approval Numbers HP		DO NOT EXCEED

Location and Security

Parking

Via either, Manuka Street, Nile Street or Alton Street (these have some time limits) For staff - Staff parking can be used via the Manuka Street entrance also.

Entrance

Key

Alarm

Equipment

There is a small heater located in the office room that can be used.

Lights

Tablet

Phone

Wi-fi

EnrolMy

EnrolMy staff hours

First Aid

Medication

Groceries and Afternoon Tea Supplies

BSP - Drop offs - N/A

ASP - Pickups

Planned Activities

Resources

Tables and Chairs

Staff belongings

Walkie Talkies

Quiet Space Location

Packing up / Cleaning

Boundaries and Expectations

Site boundaries

Outside





Children are allowed outside on the grass directly outside the building, and in the front courts that can be seen by staff outside the main building windows.

They are not allowed to go round behind the back of the building or round the corner round by the small garden next to the sandpit.

Inside

Children are not allowed to go inside the staff only square by the front desk as it causes distraction to the site manager, nor are they allowed in or near the kitchen area

Routine

Children's belongings

Children hang their bags in the overflow room on the hooks

Gathering

The children sit down for role call, we go over the rules, and what the activity will be that day

Afternoon tea

The children who are quiet are called up by the person doing roll call to come line up nicely for sandwiches and some fruit, once they have finished their first serving, they have to ask a staff member before having a second serving.

Planned Activity

The planned activity goes for around 45 minutes, but can continue longer if the children desire

Other

Evacuation point

Evacuation point is outside on the front court by the single standing basketball hoop

Venue Help

Contact would be made with the school principal and/or caretaker

Children with additional needs