



Birkenhead
Primary School
OSCAR



Out of School Care and Recreation

POLICY & PROCEDURES

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1. Programme Philosophy

BPS OSCAR aims to provide affordable, quality out of school care and recreation services for families within our local community, where children can learn and develop physically, emotionally, cognitively and socially. We believe that children have the right to be safe and enjoy their out of school time with activities that are fun and appropriate for their age and cultural background.

Child-Centred Services

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

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

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

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

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

We formally evaluate the entire programme and report the feedback and response to management. This feedback will also be available for parents to view in our feedback book.

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

All staff inductions include this policy, as well as relevant information on the particular needs of children attending the programme.

2. Programming Policy

Our programme planning aims to ensure that:

- Children feel safe and receive care, attention and support from staff
- Children are treated fairly, with dignity and respect
- The cultures and beliefs of all children and their families / whanau are respected
- Opportunities are provided for children to develop a positive sense of themselves
- Children develop self-reliance and independence
- All children of all ability levels can participate in a range of activities
- The focus of all activities is fun and enjoyment

Planned activities will be offered each session. Our planning aims to be responsive to the varying age, capabilities and interests of the children. There will be a sense of stability and regularity to what is offered, but not a rigid or regimented approach. Children will be encouraged to participate but may choose not to, as long as they are not disruptive.

Whenever possible, alternative activities will be provided. The programme will include a range of activities:

- Planned art and craft projects
- Child-directed use of art and craft materials
- Organised sport or active group games
- Organised group quiet game or activity
- Child-initiated use of certain games and equipment
- Periods of free play indoors and outdoors

For the morning care / after school programme, general information on activities is given to parents upon enrolment and the weekly schedule of activities is displayed at the entrance to the facility.

For the holiday programme, the schedule of activities will be provided on the programme enrolment information.

Adequate and safe facilities will be provided for the range of activities. Where necessary, staff will limit group sizes or the age of participants. Any specific supervision requirements will be determined prior to the activity. Parent consent will be required for off-site activities with a higher than usual level of risk.

Programme planning is the responsibility of the Manager, with support from other staff. All planning will be subject to budget guidelines.

Staff will be encouraged to contribute to the programme in areas where they have special interests or strengths e.g., sports, art, music, cooking etc.

In responding to the needs of children staff will:

- plan some activities that reflect the special interests, ethnicities, language and cultural backgrounds of children in the programme
- adapt activities to suit different/mixed ability levels, as well as particular circumstances when the activity is offered – time of day, weather, behaviour of participants etc.
- allow child flexibility in how and when they participate in any activity
- encourage children to try new and unfamiliar activities, and to persist with completing what they have started, but staff will not pressure or punish children who choose not to participate

All staff are involved, through regular staff meetings in reviews that will include programme content & delivery, selected policies/procedures, incidents and any other issues of concern. Staff will also regularly review how the programme is meeting children's needs.

3. Child Protection Policy

The well-being and safety of children and young people is a paramount concern of BPS OSCAR Programme.

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

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

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

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

Purpose:

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

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

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 (Oranga Tamariki Act 1989).

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

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

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

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

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

Training:

This organisation has a process for dealing with allegations of abuse and situations that raise concerns about the safety of a child or associated community member. It 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 programme supervisor about any concerns.

As part of their induction, new staff are explained:

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

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

Identifying child abuse and neglect:

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

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

Some signs of potential abuse / neglect:

- Physical signs of abuse: unexplained injuries, burns, fractures, unusual or excessive itching, genital injuries, sexually transmitted diseases.
- Neglect: looking rough and uncared for, dirty, without appropriate clothing, underweight
- Medical neglect (e.g. persistent nappy rash or skin disorders or other untreated medical issues).
- Developmental delays (e.g. small for their age, cognitive delays, falling behind in school, poor speech and social skills).
- Emotional abuse/neglect (e.g. sleep problems, low self-esteem, obsessive behaviour, inability to cope in social situations, sadness/loneliness and evidence of self-harm).
- Behavioural concerns (e.g. age- inappropriate sexual interest or play, fear of a certain person or place, eating disorders/substance abuse, disengagement/neediness, aggression).

- The child talking about things that indicate abuse (sometimes called an allegation or disclosure).
- Neglectful supervision (e.g. out and about unsupervised, left alone, no safe home to return to).

Responding to child abuse:

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

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

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

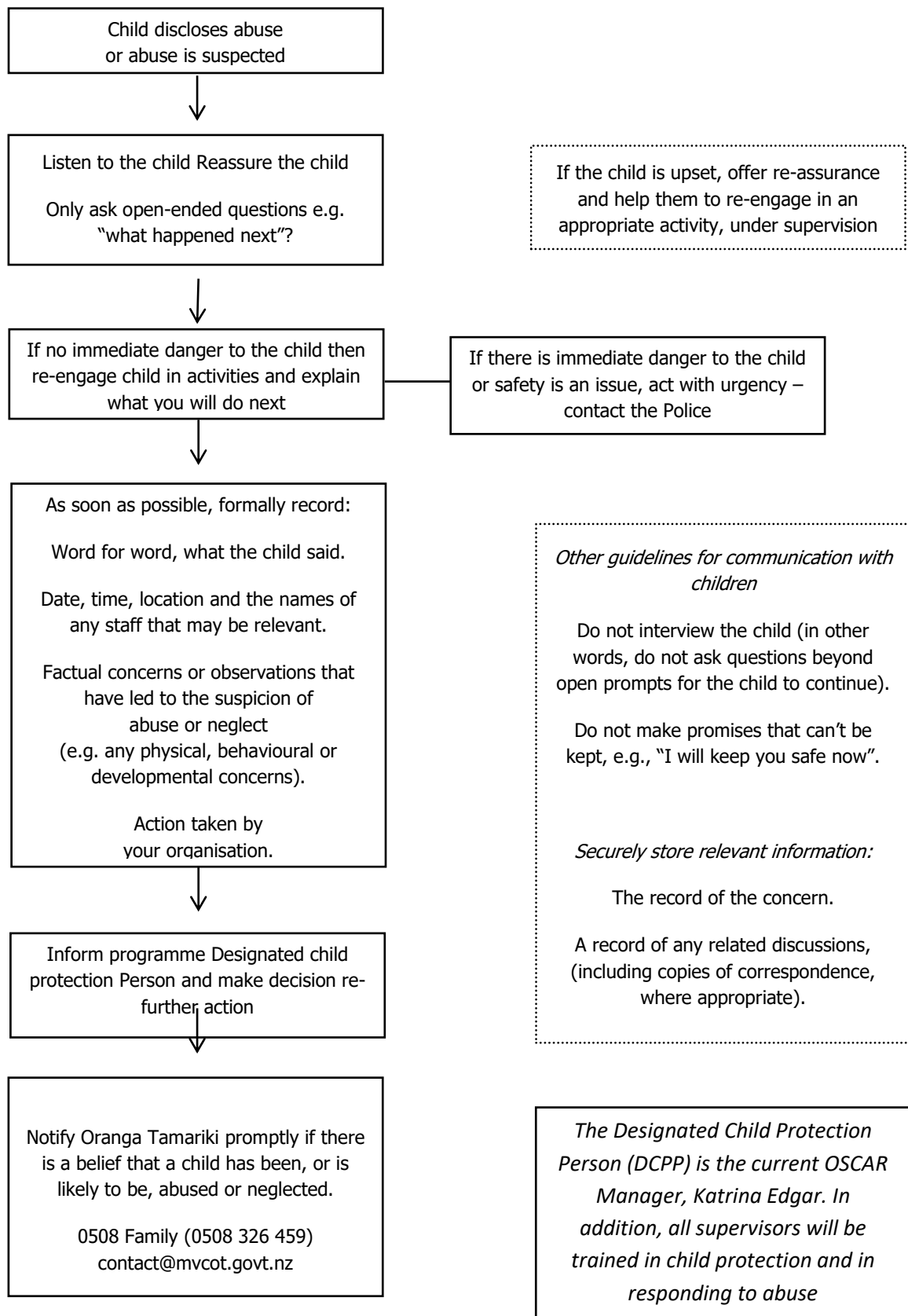
Staff will respond to suspected child abuse or any concerning behaviour by informing the programme Manager. The recording of this information including observations, impressions and communications will be recorded. This will be kept separate from other programme records and enrolment information etc.

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

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

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

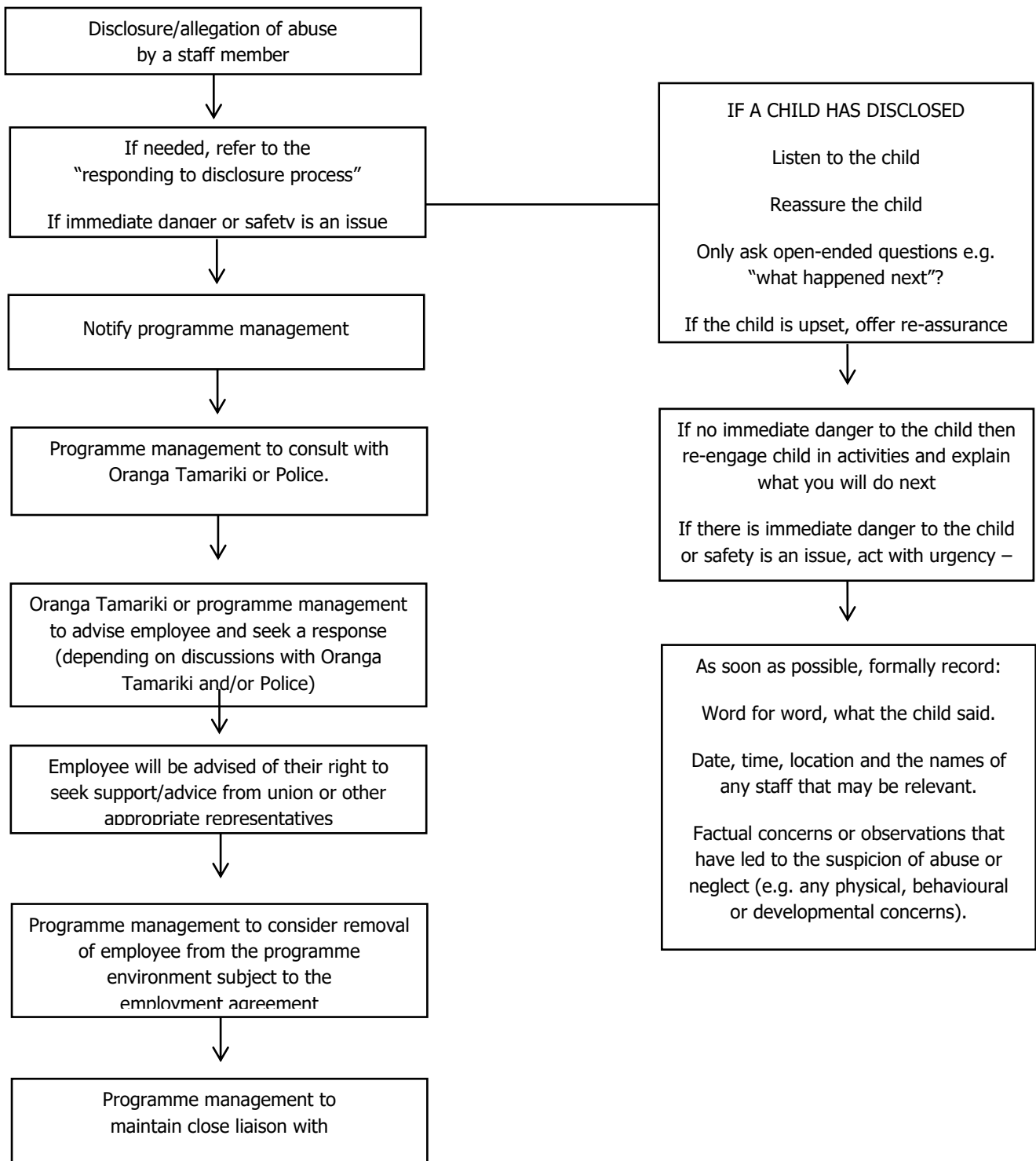
Responding to a disclosure/concern about abuse:



When an allegation of abuse is made against a staff member:

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

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



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

Peer Abuse:

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

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

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

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

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

Child and staff safety – supervision and conduct guidelines:

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

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

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

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

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

All visitors, volunteers, and outside instructors will be monitored by paid programme staff at all times

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

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

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

In some situations a child or young person may require more regular physical and or personal care assistance. Advice and assistance will be requested from parents/caregivers and specialist personnel. Programme management will negotiate with all involved regarding appropriate procedures for giving this assistance.

4. Behaviour Guidance

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

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

A positive environment:

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

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

Children must be able to see an OSCAR Staff Member at all times – or they are in the wrong place.

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

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

Low-key response:

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

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

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

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

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

Inappropriate discipline practices:

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

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

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

Consequences for persistent misbehaviour:

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

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

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

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

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

Serious behaviour problems & exclusion of children:

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

- if there are any triggers for the behaviour at the programme and how to manage these
- if the response the child gets for the behaviour (from staff or other children) is meeting the goal of the behaviour and therefore reinforcing the behaviour, making it likely to re-occur
- staff will take a problem-solving approach, with the aim of forming a consistent set of responses, used by all staff, to help the child behave appropriately. Parents will be

kept informed of this process and given the opportunity to offer suggestions towards a suitable strategy.

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

In the case of more serious behaviour incidents, the programme may exclude children from the programme effective immediately. This could apply where behaviour has been, or could be, harmful to other children or staff, or where the behaviour seriously or repeatedly compromises supervision e.g. repeated situations that require staff attention and leave other parts of the programme inadequately supervised.

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

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

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

Staff professional development and support:

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

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

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

Behaviour guidance at BPS OSCAR Programme:

We aim to provide a positive environment for children, where they can enjoy their out of school time while learning to get along with others, become more independent and take responsibility for themselves. Our behaviour guidance policy helps our staff to work consistently towards this goal, while keeping all children safe, physically and emotionally

In summary, our behaviour guidance policy covers:

- Creating a positive environment that encourages appropriate behaviour
- Low-key, early response to minor misbehaviour and consequences for more persistent misbehaviour
- Planning and problem-solving for more disruptive behaviour
- Exclusion of children from the programme, where there are safety concerns

Our programme uses incident reporting to help get a clearer picture of what might be causing, and what might help with, more challenging behaviour. It is our policy that we do not report every behaviour incident to parents, but we will do so if we consider the matter sufficiently serious, or persistent. We keep any information recorded about children confidential. We will share with parents any information we have recorded about their child, if requested.

We are confident that most behaviour problems can be addressed through the fair and consistent application of our policy. It is very helpful that we have your support in positively reinforcing our programme behaviour expectations with your children.

5. Staffing

All processes for staffing at BPS OSCAR programme will comply with relevant legislation including the Vulnerable Children Act 2014, Health and Safety At Work Act 2015, Privacy Act 2020, Human Rights Act 1993, Employment Relations Act 2000, Holidays Act 2003 and other applicable employment laws.

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

To ensure quality care and a safe environment at BPS OSCAR programme, staffing procedures include:

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

Staff Recruitment – Application / Interviewing:

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

Staff Safety & background checking and appointment:

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

All staff working in the BPS OSCAR programme are considered a “Core Children’s Worker” for the purposes of screening and vetting under the Vulnerable Children Act

- All applicants will be required to provide the names of at least two referees. A member of the interviewing group will contact the referees for verification of the applicant’s work history and suitability to work with children.
- Before appointment, all staff must agree to being vetted with the New Zealand Police. All staff vetting is conducted in accordance with the provisions of the Criminal Records (Clean Slate) Act 2004 and Vulnerable Children Act 2014.
- The programme will confirm identity of any applicant prior to vetting, in accordance with Police Vetting requirements, specified on the vetting consent form.
- All information and checks on applicants will be recorded. This will include careful consideration of any convictions disclosed, gaps in employment history and verification of any qualifications presented.
- Applicants will be informed of the appointment decision.
- All staff will sign a declaration that they have no impending charges and agree to notify the programme if this changes.
- All new appointments will additionally be subject to a trial period, as permitted under current law.
- Any person with an offence specified in the “workforce restriction” in the Vulnerable Children Act 2014 will not be allowed to work in the programme, nor serve in a management or governance role.
- The police vetting result will be retained in staff files and may be viewed by MSD Te Kahui Kahu Social Services Accreditation staff.

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

All volunteers/school service candidates (non-paid assistants) will sign a service agreement, including any conditions regarding reimbursement of expenses.

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

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

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

Staff induction and support:

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

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

Staff are required to sign off on key stages in the induction: health & safety, child protection (including "section 15"), paramountcy principle, behaviour guidance, duty of care, staff code of conduct (refer to staff induction checklist)

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

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

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

Staff training:

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

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

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

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

The co-ordinator will outline staff training in an annual training plan. All training undertaken will be logged and copies of training certificates will be kept in staff files.

Performance appraisal:

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

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

A record will be kept of the outcome and all appraisals will be confidential.

Resolving problems and complaints:

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

If a staff member is not performing adequately the manager will initially meet with the person to clarify the problem and steps to resolve it. The staff member will be offered training/coaching to improve performance.

If the problem persists the staff member will be given a written warning clearly stating the problem, improvement needed and a time frame for this to occur. At any meetings, the staff member is entitled to have a support person present.

If there is not sufficient improvement the staff member will receive a second written warning. If the problem continues the staff member may be dismissed.

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

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

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

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

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

If no resolution can be reached, or the complaint concerns the manager, the complaint may be referred on.

Employment documents/forms:

- Application form
- Job description- manager / supervisor/ assistant
- Staff code of conduct
- Interview questions
- Interview notes
- Referee checks*
- Police vetting result*
- Risk assessment (prior to appointment)
- Employment offer letter*
- Employment agreement*
- Volunteer service agreement*
- Staff personal information/declaration (re- convictions)*

- Induction checklist*
- Performance appraisals*
(* filed in individual staff files of employees)

Staff files to also include:

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

6. Health and Safety

Contents:

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- Sun safety

Health and Safety:

At BPS OSCAR Programme, the safety and wellbeing of children is a paramount concern. The programme's procedures will comply with all relevant legislation and professional standards, including the Health and Safety at Work Act 2015 (HSWA). Any criminal event will be reported to the New Zealand Police.

BPS OSCAR Programme will as far as reasonably practicable, provide a safe environment for all staff, children, parents and others involved in the programme. The main safety procedures implemented by the programme concern:

- Actively managing the risk of harm through effective supervision, regular safety checks and risk assessment
- Providing staff with appropriate information and training, as well as regular opportunities to participate in safety planning and to discuss incidents or concerns
- Informing everyone in the programme about safety precautions – children, parents etc.
- Regular recording and reporting of safety checks, incidents and concerns, including consultation or co-ordination as required with key stakeholders (MSD, OSCN etc.)
- Regular monitoring and review of safety practices in all areas of the programme
- Reporting to governance body/owner on health and safety matters

- Appropriate planning and preparation for emergencies, including natural disasters

➤ **Programme Safety Procedures:**

All facilities used by the programme will be subject to a risk assessment to identify potential hazards and safety issues. Facilities will comply with relevant building codes and regulations. The programme will maintain a hazard register, to record hazards identified and steps taken to reduce the risk of harm.

The programme supervisor will ensure that a staff member checks the programme environment at the beginning of each Session (BSC/ASC), (using the Venue and Hazard Check form). Programme management will regularly review these records at least twice per year.

In addition to these regular safety checks the programme will complete a risk assessment form for excursions and other activities that pose particular safety risks, including any activity in water. The programme supervisor will complete the risk assessments with input from programme staff. Risk assessments will be filed and available for programme staff whenever these activities are going to occur.

All planned activities will meet relevant industry standards and be supervised by suitably qualified specialist staff where this applies, e.g. rock climbing, gymnastics.

Parents will be given information on safety as part of the enrolment process and whenever there are activities that have a significantly higher safety risk. Written parental consent will be required for activities in the water or any off-site activities. There will be on going reporting on health and safety matters including any changes or improvements made to health and safety in the programme and outcomes from health and safety reviews.

The programme provides a smoke free environment. Staff who smoke are not permitted to do so anywhere in the programme facility or grounds.

➤ **Programme Supervision:**

The staff/child ratio will be as follows:

- At the centre 1:10
- On excursions 1:8
- At Pool 1:6

There will always be a minimum of two staff on duty at the programme.

All staff counted in the ratios are 16 years or older. The programme supervisor will be 20 years or older and will be required to remain on site during the programme hours. All staff will have the appropriate level of maturity and experience to effectively supervise (refer to: staffing policy)

A minimum of one qualified first aider will be on-site at all times.

Staff will usually be allocated specified areas and/or activities to supervise (based on rosters) and staff will be within sight and/or sound of the children they are

supervising. The programme requires active supervision. When staff are supervising, they will be constantly observing *all* children in the area/activity they are responsible for.

Staff will position themselves so they can best see all the children. Staff will not join in on an activity if they will be unable to maintain good supervision.

Staff will not leave the area they are supervising without ensuring it is safe to do so by asking another staff member to supervise the area or moving the children to another place where they will be properly supervised

Staff will do a head count – where possible - and watch boundaries constantly (children are to be made aware of these beforehand).

If a staff member sees any possibility that an activity could cause an accident or injury, they should stop the activity immediately and not allow it to re-start until it can continue safely.

In an emergency, staff will ensure that they respond in a way that does not create a risk of further injury or leave children without adequate supervision. Stay calm and seek help immediately.

Staff will inform the co-ordinator as soon as possible if there are any injuries, incidents, dangerous behaviour, unsafe equipment etc.

➤ **Toilets:**

- Children will inform a staff member when they are going to go to the toilet.
- If using public toilets, a staff member will be monitoring outside the toilet.
- Staff will not use any toilets in use by children.
- At the programme facility there is a designated staff toilet.

➤ **Attendance / Sign In-Out:**

A programme roll is maintained daily that records children booked and those who actually attended. Programme management will spot check that the roll is accurate and up-to-date.

The programme supervisor is responsible for the roll during the programme, which will be kept on the bench / table.

In any emergency evacuation the roll will be retrieved and taken to the assembly point.

Roll call and head count are done at the start of each session and other formal attendance checks will be made regularly during the session, as well as prior to excursions and at lunch time during holidays. These checks include the sign in/out records, to ensure the head count is accurate. There is also a check for children who aren't recorded on the roll.

Names and emergency contacts for all children, will be available to staff at all times.

Parents are expected to sign children in and out of the programme and provide a list of adults authorised to collect their children (on the enrolment form). Children will not be allowed to leave with an unauthorised adult.

➤ **Missing Children:**

After school care policy:

If a child who is expected at the programme has not arrived:

- Staff will consult immediately with school personnel to ascertain if the child was at school and their whereabouts.
- If the child is missing an immediate search will be conducted of school grounds and immediate locality.
- The programme supervisor will be notified and consulted about next steps.
- If the child is not found, parents and/or emergency contacts for the child will be contacted.
- Programme management will be notified of the situation.
- The supervisor may also follow up on information and conduct a wider search e.g. along the route to the child's home.
- If the child can still not be located, the Police will be notified.

Once the child is located the supervisor will follow up with the parents to investigate why the incident occurred and take steps to prevent it occurring again. If necessary, parents will be reminded to notify the programme of any change in bookings/attendance.

Parents are expected to inform the supervisor if they will be dropping children off late or picking them up early. If the group is not in the Centre (e.g. outdoors in playground) parents must make sure that the staff know their child has been dropped off. When the group leaves the Centre a note will be left describing their whereabouts.

If a child is found to be missing during the programme:

- Staff will check their head count and buddy check to be certain the child is missing.
- Check programme sign in/out records.
- Notify programme supervisor and consult about next steps.
- Check with children and staff about when the child was last seen.
- Check all toilets thoroughly – enter and check cubicles.
- Check other possible hiding places such as cupboards and rooms.
- Search programme grounds and immediate locality.
- If the child is not found, parents and/or emergency contacts for the child will be contacted.
- Programme management will be notified of the situation.
- The supervisor may also follow up on information and conduct a wider search.
- If the child can still not be located, the Police will be notified.

➤ **Children Arriving/leaving Unaccompanied:**

Parents may request that their child/ren travel to or from the programme unaccompanied. Unless the programme agrees to this, all children must be safely accompanied to and from the programme.

Before agreeing to children being unaccompanied, the programme will consider the safety of any proposed arrangement, taking into account the age/s of the child/ren, time of day and distance/route being taken. It is our policy to usually not allow children under the age of 8 to leave or arrive on their own.

Any agreement made with the parent will specify the time children will leave/arrive and be signed by the parent. The programme still reserves the right to not release any child if circumstances are not judged safe, in which case parents will be contacted.

➤ **Preventing an Unauthorised Person from Collecting a Child:**

No child/ren will be allowed to leave/collected by an individual who is not recorded on the authorisation to collect section of the enrolment form.

If a non-authorized adult does come to collect a child, a phone call will be made to the care giver and permission given prior to releasing the child. In the event that the care giver is not able to be reached, the child will remain in the programme.

If the unauthorised person takes it upon themselves to still take the child from the programme without the Managers permission, then the police will be called.

➤ **Late Collection of Children:**

If a child is not uncollected at the end of a programme the following procedure will be followed:

- Two staff members will remain with the child – it may be necessary to call programme management for assistance.
- Parents and emergency contacts will be contacted, and programme management informed.
- If there has been no contact with the parents within 30 minutes of the programme closing, the child will be taken to the nearest police station. A note will be left at the venue indicating where the child has been taken and the programme management will be informed.

Parents who are late picking up their children will be charged an additional fee of \$1.00 per minute.

➤ **Staff induction, participation and training in health and safety:**

As part of staff induction, relevant health and safety procedures will be explained including:

- Duty of care and the staff code of conduct
- Programme hazards and safe use of equipment and facilities

- Programme rules and boundaries
- Programme supervision
- Emergency procedures
- Sign in/out requirements
- Medical and special needs, including food allergies
- Food hygiene

As part of their induction, new staff will be monitored and receive regular feedback on health and safety practices. New staff will not be placed in roles above their level of experience and competence – in particular supervising playgrounds and water activities. In these situations, new staff will be supervised by an experienced staff member.

There will be regular staff briefings. These will be minuted. Health and safety will be a regular agenda item for these meetings. Any concerns and safety issues can be raised and discussed. Staff will also be informed that they may raise concerns at any time with the programme supervisor or programme management.

All staff will participate as a group in an annual health and safety review, which will be recorded and filed. Staff will be encouraged to participate in external health and safety training.

➤ **Accidents and First Aid:**

A first aid kit will be kept at all centres and taken on excursions along with emergency contact numbers. All first aid kits are checked at the end of each term.

One currently qualified first-aid person will be on site at all times.

In the event of any accident the following procedure will be followed:

1. Staff will immediately inform the programme supervisor
2. Appropriate first aid will be administered
3. If a child needs medical attention, parents will be contacted to ascertain if they want to take the child themselves or would prefer staff to take them to the medical centre of their choice. If parents or alternative contacts are unavailable the child will be taken to the nearest available medical facility. Programme management will also be informed of the situation as soon as possible.
4. If serious injury occurs, parents will be notified, and an ambulance called. If it is not possible to call an ambulance and the need is urgent, then children may be transported in a private vehicle.
5. If the situation is urgent, the supervisor will take necessary actions and inform parents and the programme management as soon as possible.

All accidents and incidents are recorded in the accident register. Parents will sign incident reports that involve their child.

For injuries requiring medical attention, or when a more serious injury is suspected (e.g. a head injury) a complete accident report will be filled out and signed by a parent.

The Health and Safety at Work Act 2015 defines a “notifiable event” as either a death, or notifiable illness injury or illness. The programme will as soon as possible notify Worksafe, the Ministry of Social Development (MSD Te Kahui Kahu Social Services Accreditation) and any other relevant agency of the incident. The programme will also take reasonable steps to ensure that the site where the event occurred is not disturbed until authorised by an inspector.

- A notifiable injury or illness is one that requires the person to have immediate treatment (other than first aid) for: amputation of any part of his or her body; serious head or eye injury, or a serious burn; separation of his or her skin from an underlying tissue (such as degloving or scalping); a spinal injury; the loss of a bodily function; serious lacerations; OR to be admitted to a hospital for immediate treatment OR have medical treatment within 48 hours of exposure to a substance.
- A notifiable injury or illness also includes any serious infection to which the carrying out of work is a significant contributing factor
- A notifiable incident means that someone has been exposed to a serious or immediate risk to their health and safety because of an unplanned or uncontrolled work incident

➤ **Evacuation Drills:**

Staff will conduct a full evacuation drill once per term (ASC/BSC) and once per week for the holiday programme.

The evacuation drill will include the following checks:

- All emergency exits are clearly displayed.
- Emergency exits are regularly checked to be in working order and free of obstructions.
- Evacuation procedures are displayed, clearly indicating where people can assemble safely outside the building.

The evacuation procedure will be reviewed after the drill. Any recommendations are reported to programme management.

➤ **Emergency Procedures:**

In all emergencies stay calm. Walk, do not run

Alarm/Signals:

The signal to evacuate must be made as quickly as possible. The sounding of the fire alarm will sound.

Should any immediate danger arise, notify a senior staff person who is on hand and proceed with response.

venue alarm etc.

NOTE: THE VENUE FIRE ALARM IS MONITORED DIRECTLY BY THE FIRE SERVICE.

Staff Responsibilities in an Emergency:

The designated emergency warden is (programme Manager or acting supervisor) will oversee the evacuation by

- Contacting emergency services, as required
- Allocating staff to check toilets... (specify other building areas to check)
- Allocating staff to supervise children during evacuation.
- Ensure everyone immediately proceeds calmly to safe assembly points, walk, do not run.
- Collect attendance register, cell phone and emergency plan folder (including emergency contact information for all children).

The warden will remain at the safe assembly area. When all checks are complete call the roll. All children must be clearly accounted for (including children who have already left the programme), as well as visitors.

Health and Safety:

No one is to re-enter building until all clear is given by the warden.

When on an excursion, assemble where the signal is being given.

The warden will ensure the evacuation is recorded / reported, along with any recommendations.

Evacuation Assembly Point:

As per attached map.

Civil Defence:

If a civil defence emergency is occurring, all children will remain at the programme if possible and staff will await instructions from emergency agencies.

It may be possible to contact parents, but in any case, staff will remain with children until they are discharged to their parents/emergency contacts or until other appropriate provisions for their on-going care are made.

If it is necessary to remain for a longer period at the programme, staff will make provision for children's comfort and warmth.

If evacuation is necessary, parents will be notified if possible. Otherwise, information will be posted at the programme venue and local emergency services notified. The evacuation point will depend on the circumstances but may be the local civil defence post.

It may be necessary, before leaving the building, to take steps to turn off power or water supply.

If the evacuation is non-urgent, staff will take essential supplies:

- All contact information for children
- First aid kit
- Radio
- Drinking water
- Toilet paper
- Plastic rubbish bags
- Any special medication, inhalers etc.

Pandemic Plan:

Health Officials are concerned that a circulating animal influenza virus subtype could pose a substantial risk of human disease. If this is to occur the OSCAR programme will follow with the school's emergency management plan. With emphasis on the following:

- Cleaning policies, practices, and supplies
- Protocols for sick staff / students
- Teaching and encouraging of good hand washing and general hygiene practices
- Encouraging children to use a disposable tissue when coughing or sneezing
- Ensuring that we have up to date details for all students and caregivers

Fire:

Raise alarm.

Evacuate.

If safe to do so extinguish the fire.

Keep children at the assembly point until danger has passed.

NOTE: THE VENUE FIRE ALARM IS MONITORED DIRECTLY BY THE FIRE SERVICE.

Earthquake:

If indoors:

- Staff to give clear instruction: "Earthquake, take cover."
- **Drop**, take **cover** under a desk or table and **hold** onto the legs until the shaking stops.
- Keep away from shelves containing heavy objects and other large items of furniture.
- Keep away from windows.

Stay indoors until the shaking stops and it's safe to go outside.

If outside, assemble away from power lines, trees, buildings.

Be alert for aftershocks.

It may be necessary to take steps to turn off power or water supply.

If you are at, or near a beach, move to higher ground (or inland) in case of a tsunami.

Tornado:

Stay indoors.

Close windows and external doors.

Close curtains to reduce risk from broken glass.

Move to centre of the room, away from windows, or to an internal room.

➤ **Business Continuity & Disaster Recovery:**

The programme is committed to providing a continuity of service, as feasible and appropriate.

If an alternative venue is required:

- MSD Te Kahui Kahu Social Services Accreditation will be notified as soon as a potential venue has been identified and the programme will follow the advice of MSD staff to secure MSD Approval at the new facility. This will include a risk assessment process for the new facility. Relevant Work and Income staff will also be advised.
- Parents will be advised of new facility and any new arrangements re- arrival or releasing children from the venue.
- Children will be gradually orientated to the new facility as part of the programme activities.

The programme will liaise with other local/community groups to order to act in a coordinated manner when re-establishing.

Staff will be assisted to access appropriate support when the programme is re-establishing after a significant event such as natural disaster. The programme will offer the option to negotiate a period of leave to help staff through this transition.

As finances permit, the programme will retain a reserve of funds to assist with re-establishing the programme after a significant disruption.

➤ **Illness and Medication**

No sick children will be admitted to the programme

If a child becomes ill during the day, they will be made comfortable. Parents will be notified and at the discretion of the supervisor may be asked to collect the child as soon as possible. Parents are advised of this policy upon enrolment.

If a child is to be administered medication at the programme, parents must confirm details of the medication in writing on the medication form - in the case of any medication the child will administer themselves, parents must specify this. Any medicine administered by a child will be done with adult supervision.

Staff will ensure that all medicines are stored safely. There will be no risk of medicines being mixed up or tampered with by other children.

Staff will keep a record of all medication given and parents are required to check and sign this daily

All medical records kept by the programme are strictly confidential

All medicines must be clearly labelled, showing the child's name and dosage

Staff will only administer medicines in accordance with the written dosage

➤ **Excursions and Transportation:**

When children are taken off site, staff are aware of the higher risk this entails and the requirement for a high standard of supervision. Staff will be made aware of particular hazards and given clear guidelines for these situations e.g. road crossing, behaviour while in vehicles, supervision around water etc.

The staff/child ratio on excursions will be 1 adult to 8 children. Children will be put into groups with an adult whose primary responsibility will be to supervise that group.

On walks the children will be organised into a buddy system and will walk double file with at least one adult at the rear and one adult leading. Where there is a road to cross, pedestrian crossings will be used if available. One adult 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.

Written consent is gained from parents before children are taken on excursions. Parents should receive all relevant details about excursions preferably 24 hours before they occur: mode of transportation, itinerary, clothing appropriate to trip e.g. jumpers, sunhat.

The programme will have a timetable for the excursion and there will be no significant departure from the planned itinerary, unless an emergency requires it.

The planned itinerary will include contingency arrangements for weather etc.

A list of children participating in the excursion is to be left at the Centre prior to departure and a copy carried by the authorised supervisor, including emergency contacts for each child.

A First Aid kit is taken on all excursions.

Excursions involving boating require a higher staff to child ratio and will be under expert professional supervision. Participating children will wear life jackets at all times (public ferries are an exception).

Risk assessment documents will be consulted before each excursion.

Appropriate planning & preparation includes:

- ensuring access to phone/radio communication while away from centre
- implementing a buddy system - children put into pairs and made responsible for their buddy
- scheduling of regular roll checks
- ensure staff have adequate knowledge of destination
- instructing children about safe road crossing
- revising clear safety guidelines for walking in groups on footpaths etc.

- briefing for children on behaviour and safety before they leave centre and before they enter a venue

Children will only be transported in vehicles where seatbelts/restraints are available for each child (with the exception of buses). All vehicles need current WOF and a licensed driver/operator.

Where programme staff are drivers, there will be a specific induction process and record kept of this – including a period of supervised driving with an experienced senior staff member.

➤ **Food Hygiene:**

Food will be prepared in the kitchen area on the bench, except when cooking is a programme activity. The kitchen will be checked for cleanliness before each session.

These guidelines will apply when handling/preparing food

- Wash hands thoroughly using soap and warm water.
- Cover cuts and abrasions with a water-proof dressing
- Staff who may be unwell will not be involved in food handling

All children will be provided with hand sanitiser prior to eating.

All fruit and vegetables are washed before use.

Any food requiring heating will only be by members of staff and there will be care to ensure proper temperature and timing.

All utensils and surfaces will be washed thoroughly after use. Unused food is stored in clean sealed containers and refrigerated as required. Food will be regularly checked for spoilage and expiration date.

Tea towels and hand towels are replaced daily and regularly washed. Kitchen towels are separated from hand towels.

Food that has been prepared will be covered until it is served for eating.

Rubbish containers for waste food-stuffs will be emptied daily.

Cleaning equipment and chemicals are stored separately from food and utensils.

Children are not permitted in the kitchen area.

➤ **Sun Safety:**

The programme will identify and manage potential harm caused by excessive exposure to the ultraviolet radiation (UVR) from the sun. In particular it is recognised that children engaged in outdoor activities may have increased exposure to UVR.

Sun safe practices will apply from September until the end of April the following year, to ensure that children are protected from extended exposure to the UVR.

Children will be encouraged to wear sunscreen, appropriate clothing and hats for sun protection and renew sunscreen regularly.

They need to have applied sunscreen prior to coming to the holiday programme.

Staff will encourage children to apply their own sunscreen and will supervise all children to ensure it is applied correctly and assist as required.

Children will be encouraged to play in the shade if dressed inappropriately for sun exposure.

Children will wear water resistant sunscreen whilst swimming and allow time for application.

Appropriate clothing for sun safety includes shirts with sleeves and/or shoulder cover, collars and sun hats with wide brims and/or flaps.

Programme activities will be scheduled as much as possible to minimise exposure during the hottest part of the day.

Sun-safe and shaded areas at the programme venue will be utilised and children will have access to shaded play areas.

Risk assessment for excursions will include exposure to UVR as a risk factor and will minimise that risk through use of natural shade, provision of shade, access to drinking water and scheduling of activities to avoid peak UV times.

Staff will "model" wearing appropriate hats, clothing, and sunscreen during the sun safe period, as well as opting for shaded areas where possible.

Parents will be informed on enrolment of the policy regarding sun-safety and reminded to send children with appropriate clothing.

Parents will be advised to provide appropriate sun-coverage clothing for swimming and beach trips such as suitable t-shirts, sun suits etc.

This policy will be communicated to parents prior to each sun safe period and will be positively reinforced.

7. Service Operation:

Programme Hours:

Morning Care 7.30 – 8.30am

After school care: 3.00pm – 6.00pm

Holiday Programme 7.30am-3.00pm / 6.00pm

Enrolment

All children attending the programme must be enrolled using the enrolment form by the parent, caregiver or other authorised adult.

The adult enrolling the child/ren will be given the programme information sheet and must sign the parent agreement.

At least two emergency contacts must be provided.

The names of all people authorised/unauthorised to collect the child/ren from the centre will be listed on the form, along with a copy of any custody or access order in place.

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

Parents must also give written consent for any off-site activities and other specific activities (e.g. swimming) when requested by the programme.

Children with special needs:

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

The programme supervisor will discuss fully with parents, the child's requirements: medication, diet and supervision requirements, which will be recorded with the child's enrolment form.

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

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

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

Record-Keeping and Privacy:

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

Information on each child is collected on an enrolment form directly from parents/caregivers or other authorised person. As part of the enrolment procedure parents/caregivers are advised that they are responsible for notifying the programme of any changes of details and that they can view and correct their child's information by notifying the programme supervisor.

Information collected about children is used only for providing care during in the OSCAR programme.

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

Enrolment information is stored securely at the programme venue and also accessible on-line for the programme supervisor, manager and admin staff. Enrolment information will only be kept while the child attends the programme and then will be disposed of securely. Health and safety records (such as incident reports) may be kept for a longer period and will be securely archived.

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

BPS OSCAR will appointment the Oscar Manager as the privacy officer who will be responsible for all legal compliance, including privacy.

A privacy officer will:

- Be familiar with the privacy principles in the Privacy Act
- Work to make sure the organisation complies with the Privacy Act
- Deal with any complaints from the organisation's clients about possible Privacy breaches
- Deal with requests for access to personal information, or correction of personal information
- Act as the organisation's liaison with the Office of the Privacy Commissioner.

They may also:

- Train other staff at the organisation to deal with privacy matters
- Train other staff on the appropriate use of electric devices/phones
- Advise their organisation on compliance with privacy requirements
- Advise their organisation on the potential privacy impacts of changes to the organisation's business practices
- Advise their organisation if improving privacy practices might improve the business
- Be familiar with any other legislation governing what the organisation can and cannot do with personal information.

Managing computer and cybersecurity incidents:

BPS OSCAR takes all privacy and cybersecurity incidents seriously. Staff are expected to remain vigilant and act promptly if any concerns arise to minimise harm, safeguard the safety and wellbeing of those affected and ensure appropriate action is taken.

If there is reason to believe our systems may be at risk we will:

- Any suspected or actual incident must be reported to the Privacy Officer immediately
- Immediate steps will be taken to contain and manage the situation
 - e.g. reset account logins, scan for viruses/malware, alert our IT provider, contacting Aimy Plus.

If there is data breach that impacts personal privacy, we follow the Privacy Commissioner's steps for responding to privacy breaches

Privacy Breaches

We follow the Privacy Commissioner's steps for responding to privacy breaches:

1. Contain

We inform our Privacy Officer as soon as possible if we (or an individual at BPS OSCAR) intentionally or accidentally provide unauthorised access to personal information, or disclose, alter, lose, or destroy someone's personal information.

2. Assess

We consider each incident on a case-by-case basis to assess the impact and seriousness of the breach.

3. Notify

- We decide whether to notify any affected individuals and whether the breach needs to be reported to the Board. If there is no risk of harm, it may not be necessary to notify affected individuals.
- If the privacy breach has caused, or is likely to cause, serious harm (e.g. physical, psychological, emotional, or financial), the Privacy Officer will notify the Office of the Privacy Commissioner within 72 hours of becoming aware of the breach. We will also notify the person or people involved and the Board.
- We notify NCSC if the breach is due to a cyberattack or a flaw in a product or online service used by BPS OSCAR.
- We may notify other third parties (e.g. Police or insurers) if necessary.

4. Prevent

We investigate the incident and take appropriate steps to prevent it from happening again.

8. Management / Governance / Financial:

BPS OSCAR Programme is operated by BPS Primary School.

Trustee's Code of Ethics:

The Board is committed to ethical conduct in all areas of its responsibilities and authority.

Trustees shall:

- Maintain and understand the values and goals of the school
- Ensure the needs of all students and their achievement is paramount
- Be loyal to the organisation and its mission
- Publicly represent the school in positive manner
- Respect the integrity of the Principal and Staff
- Observe the confidentiality of non-public information acquired in their roles as trustees and not disclose to any other persons such information that might be harmful to the school
- Be diligent and attend Board meetings prepared for full and appropriate participation and decision making
- Ensure that individual trustees do not act independently of the Board's decisions
- Speak with one voice through its adopted policies and ensure that any disagreements with the Board's stance are resolved within the Board
- Avoid any conflicts of interest with respect to their trusteeship responsibility
- Recognise that only the chairperson can speak for the Board
- Continually self-monitor their individual performance as trustees against policies and against any other current Board evaluation tools
- Be available to undertake appropriate training
- Attend all Board meetings

The programme manager will maintain regular communication with programme staff, by being on-site at the programme.

BPS Primary School will review insurances annually to ensure there is appropriate coverage for significant risks.

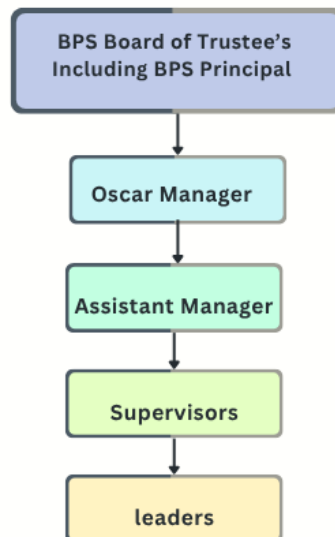
The programme policies will be reviewed annually by the manager in consultation with programme staff.

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

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

Management Structure:

BPS OSCAR ORGANISATIONL STRUCTURE



In the unforeseen event that the OSCAR Manager is no longer available, the Principal and Assistant Manager will assume responsibility for managing the intern

Financial Management:

The BPS OSCAR Programme will maintain systems to keep control of day-to-day finances and provide accountability for expenditure of funds.

The programme manager will monitor programme expenditure. All spending is restricted to amounts determined in the programme budget.

It is the manager's responsibility to:

- Set an annual budget.
- Maintain clear, up-to-date financial records and monitor cash flow spending limits / controls
- Ensure government funding is accounted for separately from other income
- Maintain whenever possible a reserve of funds, set aside for adverse financial circumstances.

Fees:

After school care fees are payable via the OSCAR booking system.

Holiday programme fees are payable prior to the programme commencement. There will be no fee refunds unless a medical certificate is presented.

A full schedule of current fees will be given to every parent upon enrolment, as well as information on applying for OSCAR Fee Subsidy.

Any parent expecting Work and Income Fee payments must show evidence of application.

For permanent bookings, fees are payable for any day the child is booked but absent from the programme. Two weeks' notice is required to cancel a permanent booking. Any request for a permanent booking that cannot be accommodated will be added to a waiting list.

Non-payment of fees will lead to exclusion of children concerned and debt collection services will be notified.

The School Principal must approve any changes to fee levels.

9. Complaints:

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

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

1. Approach the programme supervisor who will attempt to resolve the matter. (The manager may be approached initially if preferred.) You have the right to have the support of an Independent advocate and the process to undertake an independent investigation if required.
2. If the parent is still unsatisfied, they should contact the School Principal.
3. Further concerns/complaints must be made in writing and must contain details of the grievance and desired outcomes. The manager will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.

If a parent wishes to take the matter further, they can raise it with MSD Te Kahui Kahu Social Services Accrediation, who are responsible for granting the programme approval as an OSCAR provider.

The supervisor will keep the manager informed of any verbal complaints received. The manager will maintain a register of complaints – both verbal and written.

10. Privacy Statement: Vaccination Register:

Purpose:

The purpose of this privacy statement is to inform you about how we will collect, store, use and share your personal information for the purposes of our Workforce Vaccination Register.

Why are we collecting your personal information?

Under the Covid-19 Public Health Response (Vaccinations) Order 2021 (the Order) employees of education services and workers who may have contact with children and students when delivering an education service will be required to be vaccinated against Covid-19.

Education Services are required to maintain an up-to-date register with the vaccine status of all staff.

How we will use your personal information?

Your vaccination and testing status information will enable us to know the vaccination and testing status of all staff to ensure we are complying with the Order, and in the case of an outbreak, respond accordingly.

What personal information will be collected?

We will be collecting the following personal information:

Vaccinations

- Full Name
- Vaccination status

Testing

- Full Name
- Test Result
- Date of Test Result
- Date of Evidence of Test Sighted

How will we collect your personal information?

We will collect your personal information directly from you.

How will we keep your personal information safe?

It is important that we keep your vaccination and testing information safe and secure. We maintain a secure environment for the protection of all personal information we hold and use appropriate security safeguards to protect information from loss, unauthorised access, use, or disclosure.

Only the Principal will have access to the Vaccination Register, and access to the information in the Vaccination Register will only be for authorised purposes.

Sharing of your personal information:

We will not share your personal information unless we are required or authorised to do so by law.

In the situation of an outbreak, we may share your personal information with a Public Health Authority for the purposes of planning and implementing appropriate public health responses. Where possible we will only disclose aggregate level information.

We may disclose aggregate level information to the Ministry of Health and the Ministry of Education to assist those agencies monitor and plan covid 19 responses. You will not be identified in any disclosure of information to these agencies.

How long will we keep your personal information?

We will not keep your information for longer than is required for the purposes stated above.

Your rights under the Privacy Act 2020

Under the Privacy Act, you have the right to request a copy of, and correction to, any personal information held by us. You can do this by emailing directly to the Principal.

11. Review Record:

- 4.4.2024 = No changes to Policy's
- 9/3/2026 = Policy and Procedures Update as per Additional schedule