



CHILD-CENTRED SERVICES

Programme Philosophy

Eastern Coromandel Community Kids Club aims to provide an affordable, quality holiday programme for tamariki and families within our local community, where children can connect, grow and be supported. Children will have a safe, supervised environment to express themselves, learn new skills and make new friends.

Utilising the skills of local community groups, individuals, volunteers and senior students to facilitate activities and build connections will give the children a sense of belonging and inclusion within their community.

Eastern Coromandel Community Kids Club will not discriminate against low-income families, offering sponsorship for those experiencing financial hardship.

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

Eastern Coromandel Community Kids Club is committed to offering a child-centred service where the needs and best interests of children are the first and foremost considerations. It is our goal to maintain an environment where children can feel respected, valued and nurtured.

We aim to be responsive to the diverse and changing needs of the children and families in our community. We believe that all children should be treated fairly, with compassion, respect and patience.

Cultural Awareness

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.

Parent/Caregiver Relationships

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 the enrolment form.

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

We formally evaluate the entire programme once per year and report the feedback and response to parents and programme management.

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.

Programme Planning

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, enjoyment and inclusion

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

A schedule of planned activities will be available prior to the beginning of each school holiday period. The programme manager will also prepare a daily schedule.

An up-to-date daily timetable will be displayed at the premises.

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 and activities with a higher than usual level of risk e.g. swimming, scooters, roller blades.

Programme planning is the responsibility of the coordinator and supervisor, with support from other staff. All planning will be subject to budget guidelines set by programme management.

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. Staff comments and views will be recorded in the meeting notes, as well as any agreed outcomes.

Review

Policy reviewed	December 2024
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CHILD WELL-BEING

CHILD PROTECTION

The well-being and safety of children and young people is a paramount concern of the Eastern Coromandel Community Kids Club.

Staff and management of our 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.

Eastern Coromandel Community Kids Club will not tolerate abusive behaviour of any kind and will promote a culture of child protection by making these policies visible to parents and the community - including in enrolment information and by being held on-site.

Eastern Coromandel Community Kids Club 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. Eastern Coromandel Community Kids Club complies with this Act, in order 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.

1. Definitions

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

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

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

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

Neglect - the persistent failure to meet a child's basic physical or psychological needs, leading to adverse or impaired physical or emotional functioning or development. Family violence may be witnessed/experienced by children and involve physical, sexual and emotional abuse.

2. Training

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

As part of their induction, new staff are explained:

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

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

3. Identifying child abuse and neglect

All staff will be made aware of the signs of potential abuse or neglect (see below) and will always consider all available information before taking any action e.g. behavioural concerns may be the result of life events, such as divorce, accidental injury, the arrival of a new sibling etc. Staff members are not expected to reach any conclusions about whether abuse or neglect is occurring, or what form it may be taking. They are expected to recognise and consult when something is wrong, if a pattern is noticed or several signs together cause concern.

Some signs of potential abuse / neglect

- Physical signs of abuse: unexplained injuries, burns, fractures, unusual or excessive itching, genital injuries, sexually transmitted diseases.

Neglect: looking rough and uncared for, dirty, without appropriate clothing, underweight - Medical neglect (e.g. persistent nappy rash or skin disorders or other untreated medical issues).

- Developmental delays (e.g. small for their age, cognitive delays, falling behind in school, poor speech and social skills).

- Emotional abuse/neglect (e.g. sleep problems, low self-esteem, obsessive behaviour, inability to cope in social situations, sadness/loneliness and evidence of self-harm).
- Behavioural concerns (e.g. age- inappropriate sexual interest or play, fear of a certain person or place, eating disorders/substance abuse, disengagement/neediness, aggression).
- The child talking about things that indicate abuse (sometimes called an allegation or disclosure).
- Neglectful supervision (e.g. out and about unsupervised, left alone, no safe home to return to).

4. **Responding to child abuse**

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

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

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

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

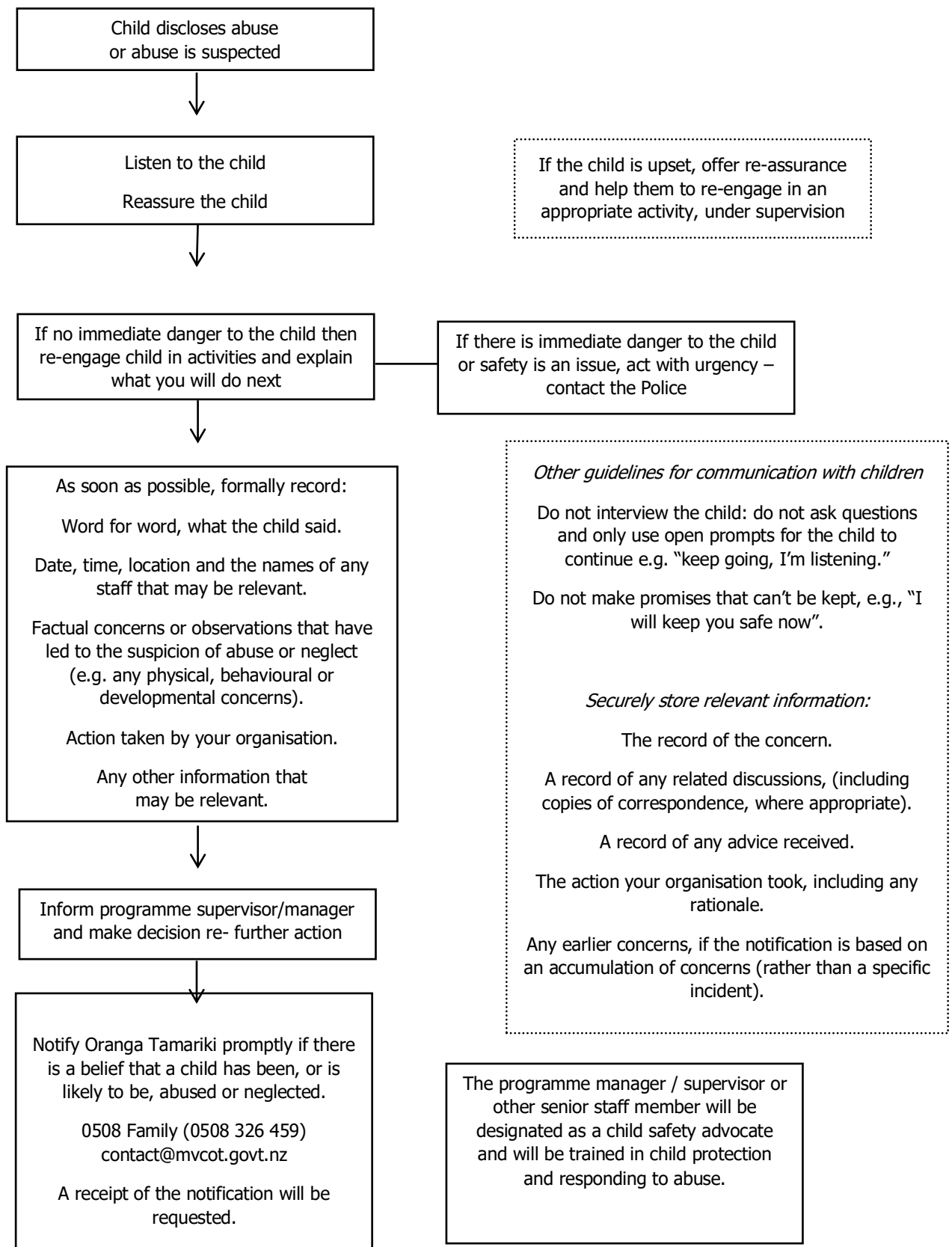
Information volunteered by a child should be fully and accurately recorded. Staff will not interview children about the suspected.

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.

If a staff member has concerns for the safety of other people they come into contact with at the programme e.g. parents, siblings of children etc they can raise these concerns with the programme coordinator and ECCST Manager and confer over an appropriate response, which may include contact with Oranga Tamariki or Police. A confidential written record will be kept.

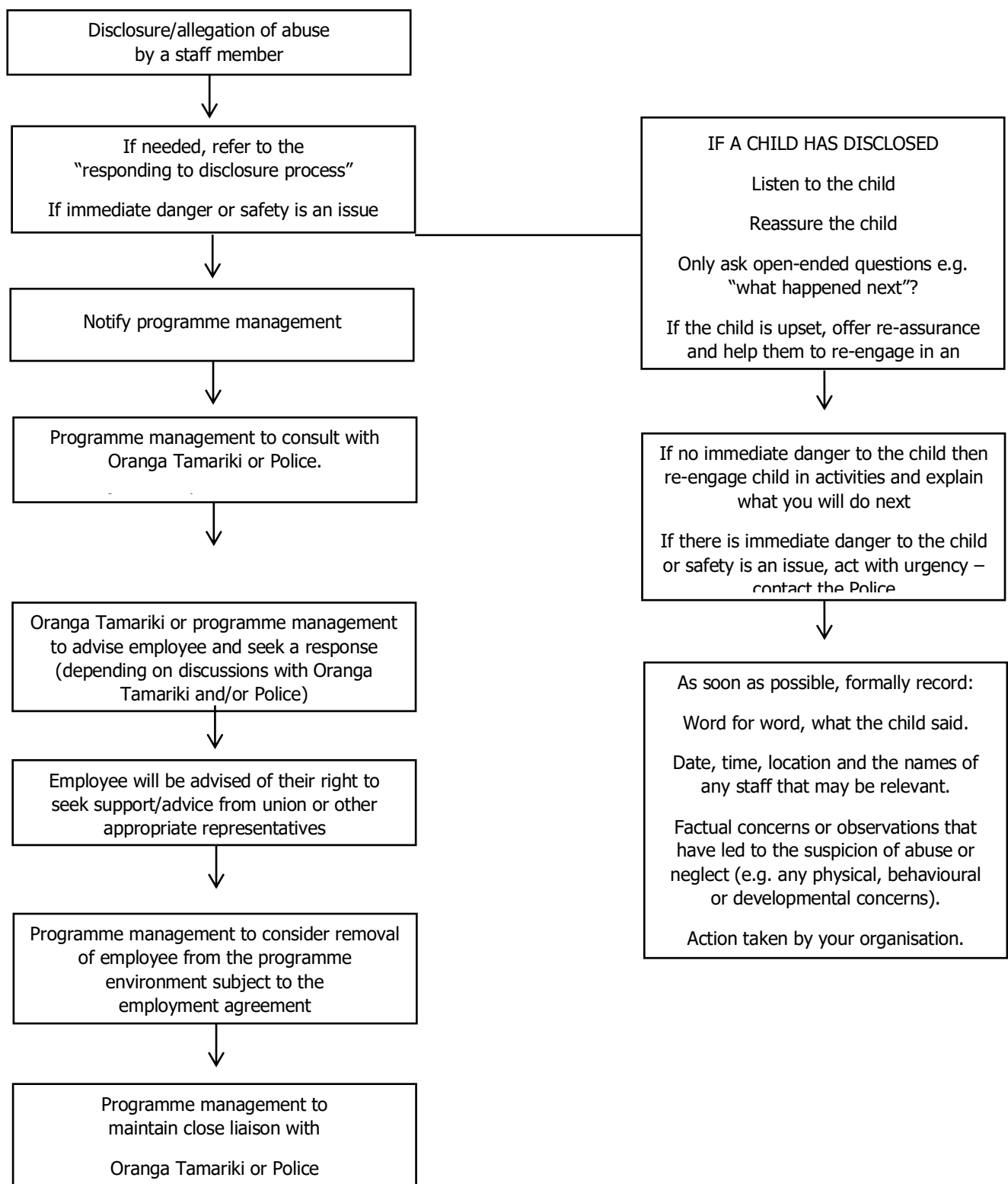
Responding to a disclosure/concern about abuse



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

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

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



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

6. 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.

7. Child and staff safety – supervision and conduct guidelines

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

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

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

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

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

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

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

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

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

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

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

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

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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 the Kids Club 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.

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. We use a holistic behaviour form for parent input, their 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 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 forbidden 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.
- Parents will be informed of our 'three strikes rule' whereby three serious repeated incidents will result in exclusion. A formal written warning will be given after each 'strike'.

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, or the child has had 'three strikes' 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.

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.

Parent information - Behaviour guidance at Kids Club 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. If you would like to read this policy in full it is available by request or on our website.

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.

Review

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HEALTH AND SAFETY

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Relevant legislation / Introduction

At Eastern Coromandel Community Kids Club, 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).

Eastern Coromandel Community Kids Club 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 (ECCST Board of Trustees, MSD, OSCN etc.)
- Regular monitoring and review of safety practices in all areas of the programme
- Reporting to ECCST Manager and/or Board of Trustees 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 has overlapping duties under the HSWA with Whangamata Baptist Church as the provider of the facility for the programme. Programme management will consult with representatives of the facility provider over health and safety matters as they arise and will annually review the health and safety of the facility, as it affects the programme.

The programme supervisor will ensure that a staff member checks the programme environment at the beginning of each day, (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. canoeing, 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, and may be required for other activities at the discretion of the programme supervisor.

There will be quarterly reporting to the board of trustees 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

It is recommended that the staff/child ratio is as follows:

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

However, as long as safety of all children at the programme can be managed and evidenced, ECCST Kids Club can determine their own ratio. To ensure safe ratios are maintained, all activities such as (but not limited to) swimming, baking, craft or outdoor recreation and games, will identify the ratio needed through risk assessment and management plans. It is recommended that having two staff present when children are on-site is good practice and minimises potential risk. It reduces the opportunity for potential or actual harm to a child or accusations being made about staff.

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, unless all attendees are on an excursion. 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. We will aim to have at least half of all staff current first aid qualified 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 make a head count every occasionally 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

- If using public toilets a staff member will be monitoring outside the toilet.
- Staff will not use any toilets in use by children

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

The roll call and head count is made at the start of each session and other formal attendance checks will be made regularly during the session – 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

Holiday programme policy:

IF A CHILD WHO IS EXPECTED AT THE PROGRAMME HAS NOT ARRIVED: the supervisor will attempt to contact the parents. It is not a priority to reach parents in this situation, unless the child was coming to the programme unaccompanied (see below). The supervisor will inform the programme management of any unexpected absences.

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.

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.

Children arriving/leaving unaccompanied

Parents may request that their child/ren travel to or from the programme unaccompanied. Unless the programme supervisor 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.

Late Collection of Children

If a child is not collected at the end of a programme the following procedure will apply:

- 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 parents and emergency contacts are unable to be reached, staff will defer to programme management who will contact the appropriate authorities (i.e.: Oranga Tamariki, NZ Police) to discuss the appropriate next steps.

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, medical and behavioural issues
- 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 meetings. 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, Incidents and First Aid

A first aid kit will be kept on site, and taken on excursions along with emergency contact numbers. All first aid kits are checked prior to the beginning of each school holiday period, and recorded;

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 Whangamata Medical Centre. 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 on the relevant forms held in the staff manual folder on site. Parents will sign incident reports that involve their child. (Names of other children involved will be kept confidential.)

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 injury or illness. The programme will as soon as possible notify Worksafe, the Ministry of Social Development (MSD Approvals) and any other relevant agency of the incident. Forms are kept on site in the Staff Manual. 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

Emergency and Evacuation Drills

Staff will conduct a full evacuation drill once per programme (HP) and one per week over longer holiday programmes i.e Summer 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 programme will use an air horn to signal an alarm.

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

NOTE: THE VENUE FIRE ALARM IS NOT MONITORED DIRECTLY BY THE FIRE SERVICE.

Staff responsibilities in an emergency

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

- Contacting emergency services, as required
- Allocating staff to check toilets
- 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

No one is to re-enter building until the 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.

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. The programme maintains a supply of bottled drinking water and emergency food.

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.

Evacuation assembly point



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 NOT 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.

Tsunami

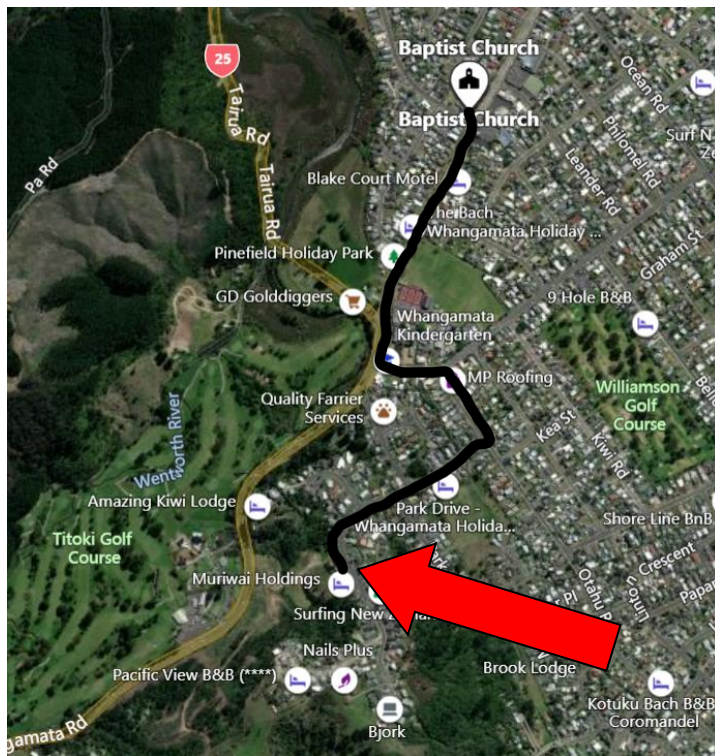
After a strong earthquake or hearing tsunami siren – (single tone sounds continuously for 10min)

-Staff will give clear instruction to "Evacuate".

-Staff will collect emergency bag and do a roll call.

-Using the buddy system for children and staff, they will immediately make their way up The Drive onto Chevron Crescent (20 metres above sea level) where they will wait for updates and follow instructions from emergency services (Route indicated with black line and evacuation area indicated with red arrow).

-Keep children calm and notify parents and management of the situation.



Tsunami Evacuation Route

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.

Dangerous local incident / armed or violent person in vicinity **Lock-down procedure**

Lock down will be signalled by verbal instruction or air horn – depending on the situation.

Depending on situation, staff will direct all children to the nearest safe area: Youth room or church hall

If it is safe to do so, staff will retrieve the roll and account for children as soon as possible by either roll call, head count or buddy check. Toilets, playgrounds etc. are to be checked by staff.

Dial 111 and stay on the line with emergency services.

As soon as possible, notify programme management of the situation.

Keep the children calm, on the floor and away from doors and windows.

Lock all the doors and close all windows. Turn off lights.

Close all curtains and/or stay out of sight

Do not open doors, curtains etc. until the lock down is declared over. Be prepared to be waiting a while.

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 Approvals 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 in the youth room. 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.

Staff will ensure that all medicines are stored safely including those that children are allowed to self-administer e.g. asthma inhalers. 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.

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 when cooking is a programme activity. The kitchen will be checked for cleanliness before each session. Cooking can be on the kitchen bench or table in the youth room.

These guidelines will apply when handling/preparing food

- Wash hands before handling food and wear gloves
- Cover cuts and abrasions with a water-proof dressing

- Staff who may be unwell will not be involved in food handling

Any food provided by the children can NOT be heated. As a general rule anything requiring heating or cooking before serving: soups, pasta, rice, sausage rolls/savouries either cooked or heated from frozen etc, cannot be served.

All children will be reminded to wash their hands before eating.

All fruit and vegetables are washed before use.

All utensils and surfaces will be washed thoroughly after use. Unused food will be given to the children to take home or thrown away.

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

Food that has been prepared (Shared Kai from the parents and children) will be covered until it is served for eating. Meats and dairy produce that has been served will not be left available for children after meals.

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

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

Children are not permitted in the kitchen area, unless authorised for a scheduled cooking activity.

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.

Sunscreen with protection SPF 30+ or higher will be available for the use of children and adults. Sunscreen will be applied 20 minutes before exposure to the sun and re-applied every two hours.

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 need 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 through newsletters and on enrolment of the policy regarding sun-safety and reminded to send children with appropriate clothing. When enrolling, parents will be asked if their children have any allergy to sunscreen. The programme will seek parent permission to use its own sunscreen. Parents may provide their own sunscreen if they wish to do so.

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 through notices and other communication.

Review

Policy reviewed	December 2024
Review Date:	December 2025

SERVICE OPERATION AND MANAGEMENT

Programme hours

Holiday programme:

Monday – Friday 8:30am – 3:30pm

Enrolment

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

The adult enrolling the child/ren will be given the programme information sheet and is required to sign the terms and conditions of the holiday programme.

At least two emergency contacts must be provided.

The names of all people authorised 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 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 at the Eastern Coromandel Kids Club. 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 Eastern Coromandel Kids Club maintains accurate records through aimyPlus of current enrolments, attendance, health information and all medication administered by staff.

This information is collected on enrolment directly from parents/caregivers or another 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 through aimyPlus.

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

To keep information safe, we have suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. We are committed to ensuring that information is secure. The enrolment information is only accessible to the manager, programme supervisor and admin staff. All Information is kept in accordance with the Privacy Act 2020.

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.

Any information shared with Eastern Coromandel Community Services Kids Club Staff is kept confidential within the Eastern Coromandel Community Services agency is used only for providing care during in the OSCAR programme.

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.

Occasionally there is a need to share certain information outside of Eastern Coromandel Community Services to the Ministry of Social Development (MSD) or other government agencies for funding, reporting or auditing purposes. This is statistical information and is presented without identifying details, so it is not possible to connect information to a specific person.

Parents are provided with a Privacy Statement as part of the enrolment process:

We collect your personal information in order to provide care for your child/ren in our OSCAR programme. Besides our staff, we may share this information with Te Kahui Kahu, who regularly audits our organisation to meet the requirements of OSCAR Accreditation.

We keep your information safe by storing it in a secure server and only allowing our programme managers to access it. We keep your information for as long as you are using our programme at which point we securely destroy it by erasing all digital records.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at kidsclub@communityservices.org.nz

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. (Refer to IT and Digital Devices Policy.)

If there is a privacy breach, we will notify everyone affected as soon as practically possible.

If there is a privacy breach that causes or may cause anyone serious harm (such as physical harm, intimidation, emotional harm, or financial harm) we will notify those affected. We will also notify the Office of the Privacy Commissioner within 72 hours.

For all breaches of privacy there will be an investigation by the Manager and a written report highlighting steps taken to prevent this happening again.

Information technology, digital media and devices Safety and usage policy

This policy outlines what is reasonable and appropriate use of phones, computers, digital media and devices at the ECCST Kids Club OSCAR programme. The aim is to protect and safeguard children, staff and others from the misuse of digital technology - both intentional and unintentional.

This policy applies to anyone using phones, IT or digital devices that belong to ECCST Kids Club OSCAR, as well the use of any other phone, IT or digital device at ECCST Kids Club OSCAR by any person, either during programme hours or for any work-related purpose outside of programme hours.

When using phones, IT or digital devices, inappropriate conduct may include actions that

- harm the programme or its reputation

- break the law or open the programme to potential legal action
- harass, bully or offend anyone
- disclose confidential information
- risk the security, safety or operation of our phones, IT or digital devices
- incur any charges not approved by programme management

Where there is a problem or concern, programme management will investigate and may request an incident report. This may reasonably require access to personal digital devices, subject to the co-operation and permission of those involved. If inappropriate conduct has occurred, this may result in suspension of usage of digital media and IT at the programme for those involved. More serious incidents may be handled under “serious misconduct” provisions in the Staff Code of Conduct.

Staff responsibilities

Staff members are expected to keep all work-related information secure e.g. personal information, files and emails, and also keep any work devices safe and secure when they are outside the workplace. All passwords that protect access to private information will be changed annually. This will be the responsibility of the Privacy Officer.

Staff are not allowed to view or download material, or visit websites that could be thought offensive, inappropriate or illegal.

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 ECCST Kids Club OSCAR programme and that they may be held liable for any damage or loss caused by this.

IT, devices and media belonging to ECCST Kids Club OSCAR Programme

Staff have permission to use our phones, IT and devices for work-related purposes, as well as reasonable personal use i.e. brief personal communications. Accessing social media, Youtube and retail/trading sites for personal use is not permitted during work hours. Staff may only use software and hardware that has been approved by the programme manager. Staff are expected to keep all user names, access codes and passwords secret.

The email accounts for ECCST Kids Club OSCAR 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.

Social media accounts for ECCST Kids Club are only to be used for work-related purposes such as marketing for the programme. Photos and videos can only be posted with appropriate permissions, as outlined below.

Any games or media in use on the programme will be age appropriate. General use media will only be ‘G’ rated. Parents are notified of any ‘PG’ rated media on the programme and that this is only used by our older group.

Personal Cell Phones

The use of personal cell phones is not permitted while working in the programme, unless prior permission is obtained. Personal cell phones are to be kept locked away in the office and can be checked from time to time.

A staff member with a good reason to need their phone available is expected to consult with the Manager and may then keep a phone on their person, set to silent.

Children are not allowed to have access to staff phones.

Photos and videos

Staff, children and any other people in the programme are not allowed to take photos or videos of the children in our care on their personal devices, except where this is a parent or family member of the child and this person is not expressly prohibited from doing so.

ECCST Kids Club OSCAR programme asks all parents on enrolment for permission to take photos of children and use them in programme marketing and communications. Similar permission is sought from programme staff. Staff are not allowed to post, publish or distribute photos or videos taken in the workplace, of staff or children, without the images first being approved by the programme management.

Children's use of phones, IT and digital media

Children are only permitted to bring personal devices, phones or tablets, to the holiday programme at the discretion of the programme supervisor and only for the purpose of staying in contact with their parents or caregiver. Children may use these devices before 9am and after 3pm. For the remainder of the programme these must be stored in their bags or in the programme office.

The programme does not accept responsibility if devices stored in bags are damaged or interfered with.

The same guidelines regarding appropriate use outlined in the rest of this policy, apply for children's use of phones, IT and digital media. For any child enrolled at the programme, use of any digital device, either belonging to the programme or the child, is entirely at the discretion of the programme management. Any suspected or actual misuse may result in the child not being allowed to use of devices at the programme.

Staff will monitor children's use of digital devices and act promptly if there is inappropriate usage. Children are expected to only use devices in designated areas and are expected to allow staff to view any content on their device when requested. This may be followed up with a brief report to parents. Staff will explain to the child why these steps were taken, in order to promote safety on-line.

Use of personal phones and devices by children while on excursions is not permitted.

Management / Organisational Structure

The Eastern Coromandel Community Kids Club is operated by Eastern Coromandel Community Services Trust. The programme coordinator will maintain regular communication with programme staff, by being on-site at the programme and phone contact with the supervisor, and with the ECCST Manager and Board of Trustees, through a report after each holiday programme.

The ECCST Manager and Board of Trustees will review insurances annually to ensure there is appropriate coverage for significant risks.

The programme policies will be reviewed annually by the programme coordinator in consultation with programme staff and report to the ECCST Manager and Board of Trustees.

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

A full set of policy documents will be available for parents to view on the ECCST website and by the sign in/out desk at the front of the church venue.

Financial management

Eastern Coromandel Community Services Trust will maintain systems to keep control of day to day finances and provide accountability for expenditure of funds.

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

The programme coordinator will be responsible for purchasing consumables and resources approved by the ECCST Manager.

It is the coordinator's responsibility to:

- Set an annual budget in consultation with the ECCST Manager and Board of Trustees
- 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

Holiday programme fees are payable upon booking and prior to programme commencement. There will be no fee refunds, but amounts may be credited towards the next programme fees at the discretion of the Manager only when 24 hours' notice has been given for the absence.

A full schedule of current fees can be viewed by every parent upon enrolment and booking, as well as information on applying for OSCAR Fee Subsidy.

Any parent expecting Work and Income Fee payments must show evidence of application and pay 1% of the fee until payments are received by the programme. Any credit balance at this point will be notified to the parent.

Fee payments are through aimyPlus via EzyPay payment gateway. Cash payments or EPTPOS at the Eastern Coromandel Community Services Trust office are not encouraged however are accepted. These will be receipted and forwarded to the programme manager as soon as possible to record confirmation of booking.

Any booking requests for a fully booked day will be place on a waitlist. Parents will be notified as soon as possible if a space becomes available.

It is encouraged that bookings are made two days prior to commencement. Walk-ins are not accepted.

Non-payment of fees will lead to exclusion of children concerned and debt collection services will be notified. The ECCST Manager and Board of Trustees must approve any changes to fee levels.

Complaints

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

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

1. Approach the programme supervisor who will attempt to resolve the matter.
2. If the parent is still unsatisfied, they should contact the ECCST Manager.
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 there are any meetings, all parties are entitled to have an independent support person present. While the matter is being resolved, all effected parties will be treated fairly, with proper consideration for their privacy and any special needs.

If a parent wishes to take the matter further they can raise it with MSD Approvals, who are responsible for granting the programme accreditation 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.

Review

Policy reviewed	December 2024
Review Date:	December 2025