

# Glendowie OSCARS

## Policies and Procedures Manual



These policies will be reviewed annually, which is the responsibility of the management.  
Copies of these policies will be made available to all families at all times

**Updated: 10<sup>th</sup> May 2026**

## **Programme Philosophy**

Glendowie OSCARS provides a safe, fun and caring programme that focuses on providing a kind and nurturing environment. We will cater to all cultural backgrounds, while striving to encompass individual needs and interests.

The safety of the children is the paramount consideration during programme provision.

Glendowie OSCARS staff are valued and, therefore, we will endeavour to provide a thriving work environment, which meets all staffing requirements.

Our policies will be reviewed annually. Management will take full responsibility to ensure this is completed.

Copies of these policies and procedures will be made available to staff, parents, and caregivers at all times.

## **Child-centred services**

Glendowie OSCARS is dedicated to delivering a child-centred service where the needs and best interests of tamariki are paramount. We strive to be responsive to the evolving needs of children and their families within our community.

We aim to:

- Provide a safe and welcoming environment where children feel secure in their identity and confident in their culture
- Create a space that is free from harassment, bullying, and discrimination
- Promote understanding, respect, and appreciation of diverse cultures through daily interactions and activities

We actively engage with parents and whānau to support the wellbeing of each child. This includes:

- Gathering relevant information about children's needs, strengths, and any additional support requirements during enrolment and through ongoing communication
- Consulting with parents/whānau on strategies, resources, and approaches that best support their child

We encourage open communication and value feedback from both children and their whānau.

All staff are introduced to this policy during induction and are informed about the specific needs of children attending the programme.

## **Communication of Programme Activities**

**Before and After School Programme:** General programme information is shared on our website, and at the time of enrolment

**Holiday Programme:** Activity schedules are provided at enrolment, with daily updates displayed onsite and via email. Programme highlights, including photos, videos, and children's work, may be shared with whānau in line with permissions.

## **Programme Hours**

Glendowie OSCARS will operate a before and after school care programme each weekday, during the school term and a holiday programme during the school breaks. We are not open on Public Holidays.

- Before School Care will operate from 7.30am-8.30am
- After School Care will operate from 3.00pm-6.00pm (earlier if school closes early)
- School Holiday Programme will operate from 7.30am-5.30pm
- We can also open for Teacher Only Days / School Strike days by arrangement

## **Programming Planning**

Our programme planning ensures that:

- Tamariki feel safe and supported, receiving appropriate care and attention
- All children are treated with fairness and respect
- The cultures, beliefs, and identities of children and their whānau are acknowledged and respected
- Opportunities are provided for children to build confidence and a positive sense of self
- Children are supported to develop independence and self-reliance
- Activities are inclusive and accessible to children of all abilities
- The overall focus remains on enjoyment, creativity, and fun

Planned activities are offered each session and are responsive to the ages, interests, and abilities of the children. While the programme provides structure and consistency, it maintains flexibility to allow for child choice and spontaneity.

Children are encouraged, but not required, to participate in activities, provided their behaviour does not disrupt others. Where possible, alternative options are available.

The programme includes a balance of:

- Planned art and craft activities
- Child-directed creative play
- Organised sports and active group games
- Quiet group activities
- Child-initiated play with games and equipment
- Free play opportunities both indoors and outdoors

## **Fees**

The fee structure is set out on website. Holiday Programme fees are listed on the holiday programme. This is kept up to date on our website: [www.OSCARS.co.nz](http://www.OSCARS.co.nz)

Term Fees are due a week in advance. Fees are payable for all days booked, not on attendance, therefore, fees are still payable for days that a child is absent from the programme. Holiday Fees are due in advance, prior to the holiday programme starting.

Payments can be made online using direct credit / internet banking as well as online credit card payments. A receipt will be emailed for all payments.

### **Enrolment Procedures:**

Glendowie OSCARS is open to all children aged 5-13 years of age.

All families must complete an online registration before the child can join the programme.

Parents must agree to the terms and conditions.

Details will include:

- Child's name, address, and home phone number
- Parent's name/s, address, and all daytime phone numbers
- Names and contact details of two emergency contacts (who are not parents)
- Names of adults authorised to collect child
- Any health or medical conditions
- Allergies and food information
- Access or custody instructions
- Cultural awareness
- Other information necessary to provide proper care

Any changes to the above details must be updated as soon as possible in the Enrolmy portal to ensure safety of all children. These details can include custody or pick up arrangements. If parents are unable to change these themselves, these need to be notified by email to the OSCARS immediately to allow for safe practices.

### **Children with Special Needs:**

Please discuss with the Manager prior to enrolment if your child has a disability or a special need. The more information you supply to us concerning your child's needs, the better informed and prepared we are enabled to be in providing effective and adequate care. Children with special needs will not be excluded from the programme, providing that the manager is confident that the child's needs can be catered for without negatively affecting other children and ensuring that the child will benefit from being at Glendowie OSCARS.

If the child will require further special aids, for example, modified facilities, extra staff or staff training, the Manager will make the final decision. Each case will be considered individually and every effort will be made to include the child within the limits of the resources of the programme.

Acceptance of children with special needs will be reviewed on a term by term basis.

### **Bookings | Enrolments**

All enrolments will be confirmed by email once the booking has been approved.

#### **Regular**

A regular booking is classified as a booking that repeats the same hours and days each week. A regular booking must be booked at least six weeks in a row or until the end of the school term to qualify for regular fees. Bookings made less than four weeks in a row, will be classified as a casual booking, and will be charged accordingly.

#### **Casual**

A casual booking is as a one-off booking when required OR a booking that holds no pattern e.g., hours or day between weeks.

## **Attendance**

- Children that are enrolled will come directly to the school hall
- Children will be signed in using the iPad on arrival at **Before School Care** or the **Holiday Programme**
- Children arriving at **After School Care** will have their attendance marked at Roll Call.
- Parents / Caregivers are expected to contact the Manager before the beginning of the programme if their child is not attending.

Staff will not release a child to a person that is not identified on the enrolment form. Parents must inform staff if a person who is not listed on the child's enrolment form will be collecting the child. If a person arrives to collect a child that is not listed on the forms, then Glendowie OSCARS staff will contact parents to get authority prior to releasing the child.

## **Children that have not arrived**

The following steps will be taken if a child does not arrive at the **Holiday Programme or Before School Care**:

- If a child does not arrive at Holiday Programme or Before School Care, and we have not been advised, we will contact the Parents / Caregivers for verification.

The following steps will be taken if a child does not arrive to **After School Care**:

1. If a child does not arrive to After School Care, and we have not been advised, we will contact the Parents / Caregivers for verification.
2. If we are unable to reach parents, we will leave a message on the parents /caregivers' phone and we will check with the school office to see if they were absent from school or if they were signed out early.
3. If they are not on the absent list and have not been signed out from school early, our staff will carry out a search of the school play area.

Once the child is located our manager 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 and to ensure that our programme is advised of all absences from OSCARS.

If the child still has not been located and every step above has been taken, the following steps will be taken:

1. The Manager will drive to the home address to see if they have walked home
2. Police must be contacted if child is not found. This should take place if all other avenues have been tried within the first hour.

## **Late Pickup**

Children that are collected after the closing time will incur a late fee penalty of \$10 for the first 5 minutes and \$2 per minute after the first 5 minutes

### **Children not collected**

If a child is not collected at the end of the programme, the following steps will be followed:

- Parents / Caregivers and emergency contacts will be contacted
- A senior staff member will stay with the child at all times and exercise duty of care and continue this obligation until the parent/caregiver collects the child.
- If there has been no contact with the parents within one hour of the programme closing, the child will be taken to the nearest police station by the Manager.
- A note will be left at OSCARS indicating where the child has been taken.

### **Unaccompanied Departure**

If you approve of your child walking from OSCARS unattended, please complete this on your enrolment form. You can update and amend this when required. No child can leave OSCARS unattended without the written consent of the child's parent or caregiver. This can be in the form of an email or text.

### **Te Tiriti o Waitangi**

Our programme acknowledges Te Tiriti o Waitangi as the founding document of Aotearoa New Zealand. We are committed to creating an inclusive, culturally safe environment that respects and values Māori tamariki, whānau, tikanga, and te reo Māori. We aim to uphold the principles of partnership, participation, and protection in the way we engage with children, families, staff, and the wider community

### **Multi Culturalism**

Glendowie OSCARS will encompass and celebrate the diverse cultures and traditions into the planning of the programme activities. Glendowie OSCARS will acknowledge special traditions and have activities that incorporate these. Glendowie OSCARS will greet the children in different languages at roll call, as well as incorporating a cultural activity in the term and in the holiday programme.

### **Bathroom Facilities**

Children enrolled at Glendowie OSCARS will be provided with an introductory tour on arrival. This tour includes being shown where the bathroom facilities are. These facilities are safe, clean and maintained on a daily basis.

### **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.

## **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.

Glendowie OSCARS has overlapping duties under the HSWA with Glendowie School BOT 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 Manager will ensure that a staff member checks the programme environment at the beginning of each week (ASC) or each day (HP), (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 Manager 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 applicable.

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.

## **Food**

Glendowie OSCARS will provide children with snacks that follow nutritional guidelines. Afternoon tea will be provided for children at After School Care and the Holiday Programmes. There will be a selection of snacks available, consisting of (but not limited to) sandwiches, fruit, biscuits and crackers.

There are water fountains available for children to drink from and re-fill their drink bottles. Children must bring morning tea & lunch when attending the holiday programme and a refillable drink bottle.

Parents must advise on the registration form and state any allergies, food requirements (health needs, cultural reasons and religious reasons) so that their children can be accommodated for. It is vital that Glendowie OSCARS staff are also notified verbally about food allergies or nutritional requirements that their child may have so that it is clear what foods their child can have.

Due to the high number of peanut allergies, Glendowie OSCARS will not serve peanuts, hazelnut spread or peanut butter.

## **Food Preparation and Storage**

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 before handling food and wear gloves
- Cover cuts and abrasions with a water-proof dressings
- Staff who may be unwell will not be involved in food handling

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 is stored in clean sealed containers and refrigerated as required. Food will be regularly checked for spoilage and expiration date.

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

Rubbish containers for waste will be emptied daily.

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

## **Rewards**

Children attending Glendowie OSCARS may be rewarded with a treat or small prize. Rewards will be provided to children for various reasons, such as: player of the day, great sportsmanship, a prize, respect for others and great teamwork.

## **Sickness**

Any child/children showing signs of illness or being upset during their time at Glendowie OSCARS will be sent to rest on the beanbags until their parents arrive to collect them. Parents are notified immediately to enable collection. Glendowie OSCARS does not have or provide resources to care for sick children. Dependent on the illness, we may also request that the child does not attend until medical clearance has been provided. If your child has been collected from school early (possibly due to an illness), please make sure you contact the Glendowie OSCARS staff to ensure there is no anxiety caused to staff, trying to locate a child, who is not even present. Sessions booked but not attended due to an illness still incur the standard daily fee.

## **Medication Administered**

Any parent that requests medication be administered will need to complete the required medication form and advise staff on completion. Staff will then store the medication in the kitchen, out of reach of children.

## **Pets**

Children are not permitted to bring animals to the programme unless prior approval has been given by the Manager.

Any animals present as part of programme activities or experiences must be appropriately contained, supervised, and managed to ensure the safety and wellbeing of all children. Staff are responsible for ensuring children interact with animals in a safe, respectful, and appropriate manner at all times

## **Sun Smart**

Glendowie OSCARS aligns with Glendowie School sun safety expectations by requiring all children to wear hats during Terms 1 and 4. Children who do not have appropriate sun protection clothing or hats will be asked to play in shaded areas while outdoors.

Children will be encouraged to wear sunscreen, sun-protective clothing, and hats, and to reapply sunscreen regularly throughout the day. Sunscreen with SPF 30+ protection will be available for both children and adults. Sunscreen will be applied approximately 20 minutes before outdoor exposure and reapplied every three hours as needed.

Staff will support and encourage children to apply their own sunscreen where appropriate, while supervising to ensure it is applied correctly and assisting when required.

Programme activities will be planned to reduce sun exposure during the hottest parts of the day wherever possible. Shaded and sun-safe play spaces will be used, and children will have access to shaded outdoor areas at all times.

Staff are also expected to model sun-safe practices by wearing appropriate hats, clothing, and sunscreen, and by utilising shaded areas where practical.

For swimming or beach excursions, parents and caregivers will be encouraged to provide suitable sun-protective clothing such as rash shirts, sun suits, or lightweight cover clothing. This policy will be shared with parents and caregivers prior to each sun-safe season and reinforced positively through notices, newsletters, and other programme communications.

## **Homework**

All children attending Glendowie OSCARS have the opportunity to complete homework tasks during before and after school care sessions. Staff will be available to supervise, support, and assist children with their homework where needed.

Children are encouraged to read their reading books independently or with staff support and to complete any homework tasks they may have. Participation in homework or reading activities is optional, and children will not be required to complete homework while attending the programme.

## **Emergency Procedures**

All Emergency Exit signage is present as part of the Building Warrant of Fitness and is maintained on a regular basis. This includes all evacuation procedures which are displayed by emergency exits as required.

### **REMAIN CALM, WALK & DO NOT RUN. LEAVE ALL BAGS AND PERSONAL AFFECTS.**

#### **Disasters:**

The disasters which are most likely to affect Glendowie OSCARS are Fire, Earthquakes, Cyclones, Tornados, Tsunamis, Volcanic Eruptions and Intruder Alert

#### **Assumptions:**

This plan has been prepared with the following assumptions in mind.

1. Glendowie OSCARS will need to be self-sufficient in the initial stages of the disaster
2. Emergency Services may not be able to respond for some hours after the disaster
3. Utilities, such as water, electricity, communications, transport and food supplies may be unavailable or inoperative
4. Buildings may suffer moderate to severe damage

#### **Fire**

1. In the event that a fire is identified and or the Fire Alarm is sounding, all staff and students are to assemble at the Assembly Area (On the courts) as directed by staff.
2. On exit the staff will activate the fire alarm (if this has not already been activated) and check the room to ensure no children or staff is remaining.
3. Children will remain at the Assembly Area (On the courts) until directed otherwise by Glendowie OSCARS staff.
4. While children are at the designated area, Glendowie OSCARS staff will complete a roll call with the attendance which was collected prior to departure to the assembly area. The whereabouts of missing children will be identified by Glendowie OSCARS staff conducting a thorough search.

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

#### **Earthquake**

**Inside:** All children will be directed to crouch in a safe place (under desks, doorways etc).

Keeping clear of dangerous objects, that could harm staff or children (windows or items that could fall from up high. etc).

**Outside:** All children will be directed to shelter using building doorways (and the like). Keeping clear of dangerous objects, that could harm staff or children (power lines, trees, windows. etc).

#### **Emergency Drills**

Emergency Drills will coincide with Glendowie Schools drills. We will ensure that Glendowie OSCARS discusses the drill process with the children to ensure that each child understands the process.

## **Cyclone / 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. If outside, seek shelter to avoid flying debris.

## **Emergency Lockdown**

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

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

## **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 be 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
- Any special medication

## **Full Emergency kits are located in the school sickbay which include:**

- Radio
- Drinking water
- Toilet paper
- Plastic rubbish bags

## **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 in 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.

## **Emergency Numbers**

<b>Civil Defense</b>	<b>0800 222 200</b>
<b>Fire, Police, Ambulance</b>	<b>111 emergency 105 non emergency</b>
<b>Vector</b>	<b>0508 832 867</b>

## **Alarm**

- In the event that alarm is sounding, all staff and students are to assemble on the Assembly Area (On the court) as directed by staff.
- On exit the staff will check the rooms to ensure no children or staff are remaining.
- Children will remain at the Assembly Area (On the Field) until directed otherwise by Glendowie OSCARS staff.
- While children are at the designated area, Glendowie OSCARS staff will complete a roll call with the attendance which was collected prior to departure to the assembly area. The whereabouts of missing children will be identified by Glendowie OSCARS staff conducting a thorough search.

## **Accidents and First Aid**

A First Aid Kit will be held on site at all times and replenished on a term basis. At least one staff member on site will hold a current and relevant first aid certification to administer first aid as and when required. The First Aid Kit will be stored in the kitchen area, which is easily accessible to all Glendowie OSCARS staff.

At all times there will be a fully stocked first aid kit on site and additional first aid kits that are to be taken on excursions. It is the responsibility of the manager to ensure that the first aid kits are maintained and stocked.

In the event of an accident to either children or staff, the following procedure will be followed:

- Appropriate first aid will be administered.
- If a child needs medical attention, the child's family will be contacted to ascertain if they would prefer to take the child themselves or would they prefer staff to take them to the closest medical centre.
- If a serious injury occurs, the child's family will be notified and an ambulance called.

Accidents and incidents are recorded in the Accident and Incident Report Book, with the child's name, date, accident /injury and treatment.

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.

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 Minsitry of Social Development 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

If a child is emotionally traumatized the following procedure will be followed:

1. Staff will calm the child
2. The child's family will be contacted
3. The Child Adolescent and Families Mental Health Service will be contacted if required.

For trauma of staff, the manager will ensure that professional supervision is made available.

## **Risk Management Assessment System**

For all activities and excursions a RAM form will be completed

### **Excursions**

A risk assessment form will determine the appropriate staff: child ratio which will be completed prior to any off-site excursion.

When Glendowie OSCARS has a planned excursion for children to attend, the following will apply:

1. Roll taken prior to leaving. First Aid Kit packed and to be taken on excursion.
2. Children buddied up and allocated a supervisor for the excursion. (1:8 unless the excursion is a high risk activity, then the ratio will be evaluated)
3. Children will be counted on to the bus. Glendowie OSCARS wristbands allocated to put on each child.
4. Prior to departure of the bus, the roll will be taken again.
5. On arrival to the activity, all children will have an assembly point allocated and children will be notified that in the case of an emergency and or if they become lost, they are to return to this location until their supervisor collects them.
6. Students will commence excursion with their buddies and supervisor.
7. Supervisors will continuously ensure that all children are accounted for throughout the day.
8. Prior to departure all supervisors will count and check that all their students are in attendance. (If not a full search of the facilities will be conducted).
9. Children will be head counted as they board the bus.
10. Roll taken prior to leaving.
11. Return to Glendowie OSCARS
12. Roll Call taken on arrival to OSCARS.

When children participate in off-site activities or excursions, staff recognise the increased level of risk and always ensure a high standard of supervision. Staff will be informed of any specific hazards and provided with clear safety guidelines relating to areas such as road crossings, transport, water safety, and behaviour expectations.

Children will be placed into supervised groups, with a designated staff member responsible for each group. During walks, children will use a buddy system and walk in pairs, supervised by staff at the front and rear of the group. Safe road crossing procedures will be followed at all times, including the use of pedestrian crossings where available.

All excursions will include appropriate planning and preparation, including:

- contingency plans for weather or unexpected events
- regular roll checks
- a fully stocked first aid kit
- mobile phone
- staff familiarity with the destination
- clear safety briefings for children before departure and during activities.

**Travel by Vehicle:**

All excursions must have at least one adult per vehicle that has a current first aid certificate. The staff member in charge will carry the name and address of the programme, a contact telephone number, and booking form for all the children on the excursion

All vehicles used by the Glendowie OSCARS will comply with the appropriate road and transport regulations.

Before travelling in the vehicle, the staff member will ensure that all children wear a seat belt, exemption to this rule is when the children are travelling on a bus or train where seat belts are not available.

Children will be required to remain seated and not behave in a dangerous or distracting manner.

There will be an operating mobile phone available in the vehicle at all times.

When picking up and dropping off children, the vehicle should park in a location, which does not require children to cross a road. If after leaving the vehicle the children have to cross a road this will be done under strict supervision of an adult.

On-going monitoring of children while on excursion will take place. The staff responsible will take a list of all children attending the excursion for roll call at regular intervals. Each adult will continuously monitor the children in their care / supervision.

A detail of where the staff will be taking the children is written on the day sheet, with departure and return times.

**Vehicle Accident:**

The staff person in charge or the driver will:

- Check to see if any children or staff are hurt, conduct first aid. Organise a phone call for an ambulance/police.
- Comfort and calm the children.
- Ensure that the children are safe at all times.
- Take the required details of the other driver/people involved; Name, contact, registration number, driver's license, insurance details, and any damage made to either vehicle.
- Take down details of any witnesses to the incident.
- Phone to inform management, and organise alternative transport if necessary.
- Make an accident report on return to the centre.
- Inform the Parents of the accident.

**Vehicle Breakdown:**

The staff person in charge will:

- Comfort and calm the children.
- Ensure that the children are safe at all times.
- Phone the manager to arrange alternative transport

## **Behaviour Management**

In order to provide a safe and enjoyable environment for children, staff will use a clear and consistent approach to guide children's behaviour.

Staff will encourage children by outlining the Glendowie 'I Care' way. We show caring for others and explain the consequences if we are not being caring.

Every child will be:

- Treated with respect and dignity
- Given positive guidance to encourage appropriate behaviour
- Given positive guidance using praise and encouragement and avoiding blame, or harsh language
- Encouraged to take responsibility for their behaviour by being offered choices and the use of consequences, including, if necessary, the involvement of parents

Focus will be given to the behaviour, not the child.

## **Behaviour**

Inappropriate behaviour is defined as but not limited to:

- Biting, hitting, kicking, spitting, throwing sand/bark/toys, yelling inside, pushing, shoving, pulling hair, bad language, intimidating others or damaging their creations.

Appropriate behaviour is defined as:

- Respecting other people, their creations and equipment.

## **Children rights**

Children have the right:

- to be safe and feel safe
- to receive care, attention, and support from programme staff
- to be treated fairly by the staff and the other children
- to play and be included in activities
- to enjoy recreation and relaxation

## **Behaviour Praise and Encouragement**

Praise relates to something that has been done, or has already happened, i.e. a finished work or a completed action. Encouragement, on the other hand is related to something that could or should happen in the future. It may be given where a child is reluctant to begin an activity or carry out an action, or to help a child persist in an endeavor. Glendowie OSCARS will link these concepts with 'positive guidance to promote appropriate behaviour'. Both praise and encouragement is used for the purpose of promoting behaviors in the child which are recognised as appropriate for the child's stage of development.

## **Rules and Responsibilities**

Glendowie OSCARS has clearly defined rules that use children's language to ensure that the children understand what the rules are.

The staff and children may choose to formulate a set of rules for the programme and discuss the consequences of breaking these rules.

Positive reinforcement will be used as much as possible. Rewarding good behaviour will promote good behaviour.

The rules will cover the following:

- Moving around and everyone's safety
- Boundaries – behaviour and physical
- Tidiness
- Consequences
- Rewards
- Positive language

Children are also responsible for:

- Keeping the programme clean and tidy
- Packing up toys and equipment when they have finished using them
- Helping with the daily tidying at the end of the day
- Looking after the programmes' property and resources

A staff member will supervise children at all times. When a child misbehaves or ignores rules, staff will:

- Remind the child in an assertive but not aggressive manner what is expected and the consequences of disobeying.
- If the behaviour continues, the child will be reminded again and warned of the consequence that will result
- If the child continues to misbehave after two warnings the consequence will be enforced.

Consequences must be appropriate and may include:

- Being removed from the activity and put in 'time out' – that is, the child will be made to sit away from the group in a clearly visible spot for a period determined by the supervisor and specified and explained to the child (age related time eg 5 year olds have a 5 minute timeout) Before the child is returned to the group, the staff member will review with them what behaviour is expected (for example, for disruptive or aggressive behaviour)
- Having physical play boundaries reduced (for example, when a child continually leaves the defined boundaries) they may be only able to play inside the hall, rather than outside at the playground.
- Not being allowed to play with a certain piece of equipment (for example, when a child continually misuses that piece of equipment)
- If a child continually misbehaves, parents will be notified when they pick up the child and will be asked to support staff in their attempts to encourage the child to behave. If disruptive behaviour continues, parents will be asked to meet with the manager to plan a course of action.
- If a child continually behaves in a manner that endangers themselves or other children, despite the above measures, parents will be notified when they pick up the child and will be asked to support staff in their attempts to encourage the child to

behave. If disruptive behaviour continues, parents will be notified and the child will be removed from the programme.

At all times, staff will maintain a fair, consistent and positive approach to children's behaviour.

Conflict between children is normal. Staff will use appropriate methods and problem-solving skills to help children manage their conflict. If children cannot resolve the conflict they will be removed from the situation, for they example, they will play a different game or play with other children.

## **Programme supervision**

There will always be a minimum of two staff on duty at the programme. A minimum of one certified first aider will be on-site at all times.

The staff/child ratio will be as follows\*

Glendowie OSCARS on site	1:10
Glendowie OSCARS excursion	1:8
School Swimming Pool	1:8
Offsite Swimming Pools	1:6

\*Please note that the staff: child ratios will be based on the risk assessment of each activity. Swimming activities and other situations that pose a higher risk may have a lower number of children per staff member, which will be determined by a risk assessment process.

All staff counted in the ratios are 16 years or older. The Manager 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

## **Supervision Guidelines**

- Staff will inform the manager of any injuries, incidents and or dangerous behaviour.
- If a Glendowie OSCARS staff member can see that an activity, game or the like is going to possibly cause harm. This activity, game or the like will be stopped and not permitted to continue until the supervisor has advised.
- All staff at Glendowie OSCARS are trained to acknowledge emergency situations and react appropriately. Staff will remain calm and remove all children from activities, crafts, arts & games and direct them to the assembly area (as designated by the staff). Once all students are present and accounted for and only then, will one staff member from Glendowie OSCARS, make contact with emergency services or rectify the situation while children are out of harms way.
- Staff are not permitted to leave their designated area without notifying other staff to take over supervision until they return.
- All staff are to be positioned so that all designated children are within close and clear view at all times.
- Staff should complete regular head counts on the children that they have within their designated area.
- All staff are to be constantly watching the children within their designated areas at all times.
- All staff are responsible for the safety and wellbeing of children within Glendowie OSCARS.

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 Manager 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.

## **Child Protection**

Glendowie OSCARS adheres to the following acts in relation to the Child Protection Policy;  
Oranga Tamariki Act 1989  
Children's Act 2014  
Health and Safety at Work Act 2015

This policy is to ensure that children and young people are to be protected from harm, their rights upheld and their welfare promoted. This policy applies to all children and young people who attend Glendowie OSCARS and to those with whom staff come into contact with at Glendowie OSCARS. It applies to employees, volunteers and management of Glendowie OSCARS.

Glendowie OSCARS will also respond to matters of concern if a situation gave rise for concern for an associated person such as: recommending or referring to a relevant support agency or the police.

The policy includes all of the following but is not limited to; management, staff, children, contractors, visitors, personnel providing services to family and children while on Glendowie OSCARS premises. Glendowie OSCARS will ensure any disclosures about alleged abuse are acknowledged, investigated and appropriate action taken to ensure the safety of the children.

## **Definition of "Child Abuse"**

"Any act by which an individual, institution or society as a whole that interferes with the well-being of a child or young person and deprives that child or young person of his or her rights".

There are six types of child abuse:

- Sexual abuse occurs when someone uses his or her power over the child, or takes advantage of the child's trust and respect, to involve the child in sexual activity
- Physical abuse is non-accidental injury by somebody and includes abusive administration of drugs or alcohol to a child
- Emotional abuse is when a child's self-esteem is attacked by somebody to coerce the child into doing what the abuser wants them to do
- Neglect is a denial of the basic needs/ rights of nurturing, food, and shelter, so that the child fails to thrive. It must be seen as a form of child abuse
- Family violence may be witnessed or experienced by children and involve physical, sexual, and emotional abuse
- Cyber bullying is usually perpetrated using social media networks, online games, and mobile phones. This can include spreading rumours, posting nasty, embarrassing, or intimidating messages, images and/or video

## **Training**

Glendowie OSCARS is committed to maintaining and increasing staff awareness of how to prevent, recognise, respond, and report abuse through appropriate training. As part of our induction, all staff will complete a certified Child Protection training course at a minimum of every two years. Staff will be supported, supervised and not overloaded as to not identify a child's needs.

## **Peer Abuse**

Glendowie OSCARS does not and will not tolerate "Peer Abuse" in the form of physical, sexual or verbal harassment. If this is identified to staff at Glendowie OSCARS, children will be separated (to reduce trauma). Dependent on the level of Peer Abuse immediate suspension may take place. Parents will be notified immediately. Abusing children that are enrolled in any of Glendowie OSCARS Programmes, will be communicated with all staff about the risks involved. Family support and assistance will be required.

## **Responding to child abuse**

*Under sections 15 and 16 of the Children, Young Persons, and Their Families (Oranga Tamariki) Act 2017, 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.*

Glendowie OSCARS 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 abuse.

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.

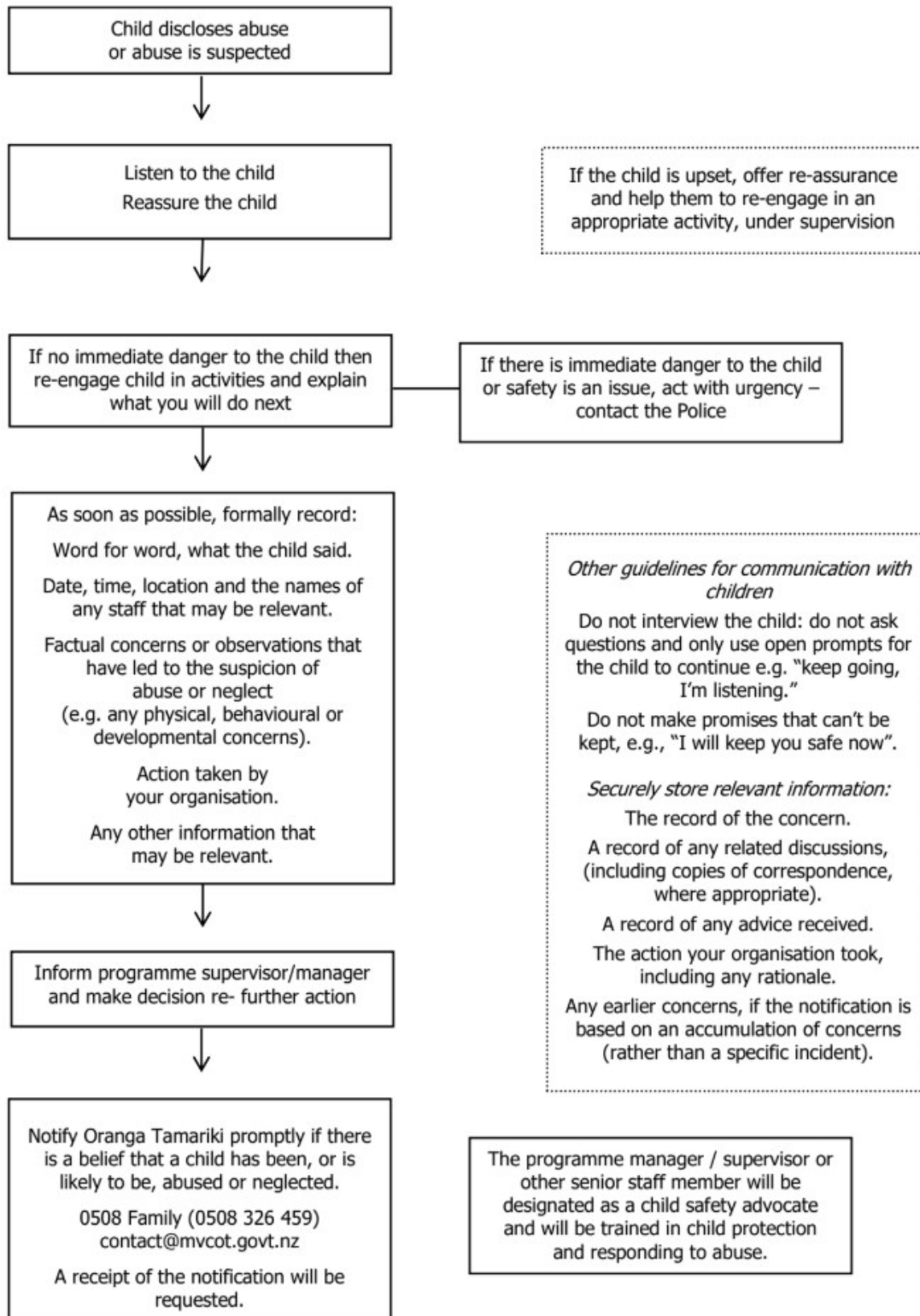
If a staff member has concerns for the safety of other people they come into contact with at the programme e.g. parents, siblings of children etc. they can raise these concerns with the programme supervisor and confer over an appropriate response, which may include contact with Oranga Tamariki. A confidential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

## **Contact Numbers for reporting any concerns:**

Emergency Calls – phone 111 and ask for the Police

- Non-Emergency Calls for the Police –105 or 363 7400 and ask to speak to Control or Child Abuse Unit
- Oranga Tamariki – phone 0508 FAMILY (0508 326 459)

## Responding to a disclosure/concern about abuse

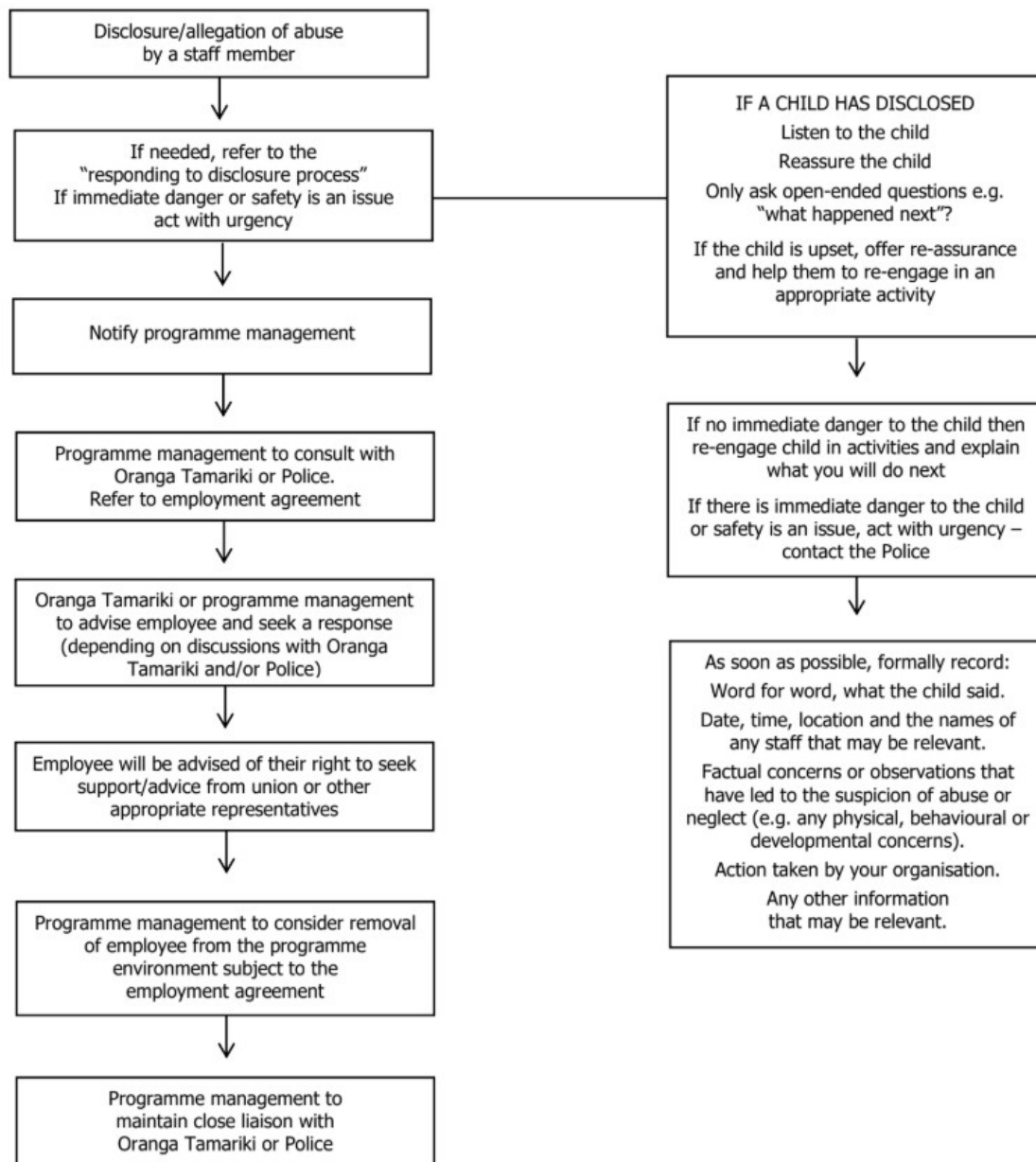


## Allegation Against a Staff Member

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.

Programme management will ensure the following process is undertaken:



## **Staff and Management**

Glendowie OSCARS will ensure quality care is provided through fair and consistent recruitment procedures, and the supervision and training of all staff, including relievers and volunteers. "Staff" is defined as anyone involved in Glendowie OSCARS, who is relied on to deliver the programme to children. This includes volunteers, management and paid staff.

## **Recruitment**

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

All paid staff will be recruited according to the following procedure:

- Positions may be advertised and a shortlist or applicants will be drawn up for interviewing. The Manager will conduct interviews.
- All applicants must provide the names of at least two referees. It is the Managers responsibility to contact two referees for verification of the applicant's experience and suitability to work with children, prior to appointment.
- All staff must undergo a Police Vetting screen which will be renewed every three years.
- All staff must pass the Risk Assessment (this includes if there are charges or convictions that appear on the Police Vetting results)
- All appointments are at the discretion of the Manager
- Applicants who have been interviewed will be informed of the decision verbally or by email.

If the Vetting process does highlight convictions, the applicant will be given the opportunity to respond to any concerns raised about their suitability to work with children. There may then be further follow-up to verify other information given by the applicant. Other factors that may also be taken into consideration include the relevance of the conviction to the role being applied for, the time elapsed since the offending and the age of the applicant at the time of the offending.

- A note will be made on the staff file about the management decision re- convictions, as well as any specific restrictions or increased supervision to be put in place. This will be attached to the induction checklist and signed off by the staff member. This information will also be included in subsequent performance reviews. If management considers it necessary, an early performance review may be scheduled after a period of between 3 and 6 months.
- Any person with an offence specified in the "workforce restriction" in the Children's Act 2014 will not be allowed to work in the programme, nor serve in a management or governance role.
- The police vetting result will be retained in staff files and may be viewed by Te Kāhui Kāhu staff.
- All information and checks on applicants will be recorded in a written risk assessment. This will include careful consideration of any convictions disclosed, gaps in employment history and verification of any qualifications presented.

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 Childrens Act.

## **Criminal Charges and Convictions – Current Staff**

All staff are required to notify the manager as soon as practicable if they are charged with, or convicted of, any criminal offence during their employment.

Where charges are filed or a conviction is upheld against a current staff member, the manager will:

- assess the nature and seriousness of the offence
- consider any actual or potential risk to children, young people, staff, or our programme
- determine whether the staff member can safely continue in their role while matters are being investigated or resolved
- seek further information where appropriate, including relevant documentation or advice
- maintain confidentiality and natural justice throughout the process
- take appropriate employment action in line with our policies, employment agreements, and relevant legislation.

Possible actions may include:

- increased supervision or temporary changes to duties
- suspension while investigations or court proceedings are underway
- disciplinary action up to and including termination of employment.

Any decision will be made on a case-by-case basis, considering the safety and wellbeing of those accessing the service, the nature of the role, and the relevance of the offence to the employee's position.

## **Employment Agreements**

A written employment contract, setting out wages and conditions of work, must be signed by both parties.

## **Job Description**

Paid staff will be provided with a full job description that states responsibilities, and skills, certification and standards required.

Volunteers will be provided with role descriptions.

## **Duty of Care**

Duty of Care is the legal obligation each person has to take reasonable care to avoid causing foreseeable harm to another person or their property. Duty of care starts when a staff member arrives for work and ends when the last child is collected. All staff will be made aware of this responsibility in the Code of Conduct and during induction training. Glendowie OSCARS aims to create an environment for children that is stimulating, fun, caring and safe. In order to achieve this, staff should be aware of these professional guidelines.

## **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.

## **Staff Training**

All staff, prior to commencing work at Glendowie OSCARS, will preferably have experience and/or training in school-age childcare and /or recreation. Staff training needs will be reviewed as required and opportunities for further training will be provided as needed. All staff must complete an induction training covering the programmes policies and procedures, information on hazard management, reporting of accidents and incidents, and emergency procedures. All staff training, when undertaken, will be documented.

## **Performance Management**

All staff may be given feedback on their performance at work to ensure staff maintain a high level of professionalism and to maintain the integrity of the programme. A performance appraisal for each staff member will be carried out annually and will be documented. The Manager will follow up any issues identified.

## **Staff Code of Conduct**

Glendowie OSCARS aims to create an environment for children that is stimulating, fun, caring and safe. In order to achieve this, staff should be aware of these professional guidelines.

Treat all Children with Dignity and Respect, this means:

- you recognize that all children have the right to feel safe and to be safe
- you will not physically punish children or in any way intentionally harm children either physically or emotionally e.g. by ridiculing, threatening, or abusive behaviour
- you take care to ensure any activity suits the age and ability of the children participating
- you can encourage and assist children but do not force children into any activity
- you communicate programme rules and boundaries clearly and are fair and consistent with children who misbehave
- you consistently monitor children's changing needs during the programme and respond appropriately.

## **Always be Aware of Safety**

This means:

- when supervising children, you give this task your complete attention
- if a situation is unsafe you act immediately and/or get help
- if you see any possibility that an activity could cause an accident or injury you must stop the activity immediately
- you talk with the Manager about incidents where safety was a concern
- Keep staff informed of your whereabouts and immediate duties
- Act promptly to report any observations or concerns regarding child abuse or mistreatment, following process in the programme policy

## **Act Professionally**

This means:

- you read and make sure you understand your job description
- you remember that you are a role model for children's behavior
- you are punctual and ready for work at the required time
- you are dressed appropriately and are "fit for work"
- you do not smoke or vape at the programme
- you do not use your mobile phone, or any electronic device for personal use during shift
- you do not discuss adult topics around children
- you do not allow yourself or other staff / visitors to be alone with a child
- you are friendly and courteous to parents
- you respect the confidentiality of any discussions with parents about children's behaviour, check with the Manager – they should be present when the issues are more serious
- Any observations/ concerns regarding child abuse must be conveyed to the Manager.
- Complaints about the programme must be referred to the Manager.
- If you have any concern or grievance you may also discuss this with the Manager
- There is policy for behaviour management, child protection, health and safety. If you have questions or concerns about any situation then talk to another staff member and refer to these other policies.
- You are expected to follow these policies and procedures at all times.

## **Work as a Team**

This means:

- Staff help each other to do their job whenever possible
- You ask for help and advice whenever it is needed. For instance, when there is a task that's not understood or situation where you don't know what to do
- when anyone asks, they get help as soon as possible and are not criticized for seeking help
- practice polite and calm communication at all times
- demonstrate a commitment to professional development
- when conflict arise within the team, you seek to resolve matters constructively and if formal procedures are implemented, all parties co-operate throughout the process.

## **Fit for Work**

You should turn up for work, ready and fit to perform your role in a safe and proper manner

This includes:

- being dressed appropriately and wearing an OSCARS uniform top and or OSCARS jacket
- Not bringing children or siblings with you unless expressly agreed to by the Manager
- Not being under the influence of non-prescriptive drugs, alcohol or other substances that reduce ability to perform duties. If prescription drugs you are using have the potential to impair performance, you must advise your Manager

## **Serious Misconduct**

Acts of serious misconduct may result in the staff member having their employment with the programme terminated without further notice or formal warning.

The following are examples of the type of actions and behaviour that we consider to be serious misconduct:

- Failure to disclose any conditions that may affect your ability to perform your role as set out in your job description
- Failure to disclose criminal convictions to the Manager
- Abusive or offensive behaviour to any other person in the course of employment
- Theft, vandalism, or unauthorised use of property belonging to the programme, another staff member, or any other person
- The disclosure to unauthorised persons of any confidential information belonging to their programme or concerning any children, families or staff members
- Failure to record and report any work place accident
- Serious harassment of programme staff or families
- A breach of Glendowie OSCARS policies and procedures that place a child or staff member at risk

## **Privacy/Confidentiality:**

To ensure that we keep the personal information of our families and employees safe we follow the guidelines in the Privacy Act 2020. Including:

- Electronic Information is disposed of securely when it is no longer required. Eg archiving inactive accounts
- Dispose of paperwork containing private details in a secure document destruction bin.
- Measures are in place to protect electronic information and systems from unauthorised access or loss (for example: system updates; antivirus software; password protection) e.g. accounts are reviewed regularly, and passwords changed frequently
- Devices are secure and password protected and follow an appropriate e-waste disposal process e.g. devices taken to recycling facilities when not in use.
- The Privacy officer is the Manager.

## **Visitors**

All visitors to Glendowie OSCARS are to sign in as a visitor on the Hall / Foyer Book, located at the sign in area. This does not include the drop off and collection of children from the facility. Glendowie OSCARS will ensure that volunteers and other adults visiting or working at the programme are well supervised and visible to staff when interacting with the children.

## **Building and Facilities**

The building warrant of fitness is maintained by The Glendowie School BoT. A copy of the warrant of fitness is on display at the school office.

Any facility hazards, breakages and maintenance issues that are identified through the Hazard Identification process, are to notify the Property Manager and the Glendowie School Principal immediately.

Glendowie OSCARS will have facilities that are clean and that are replenished on a daily basis.

Children will be permitted to:

1. Play in the safe, designated areas that are supervised within sight and sound of the staff at Glendowie OSCARS
2. Utilise the bathroom facilities as directed by staff at Glendowie OSCARS.
3. Drink from the designated facilities as directed by staff at Glendowie OSCARS.
4. Eat in the designated area as directed by Glendowie OSCARS staff.
5. Leave their belongings in the designated area as directed by Glendowie OSCARS staff.

## **Cleaning**

The premises are cleaned daily by a cleaning contractor as part of the agreement with Glendowie School. Cleaning equipment is accessible for staff for general clean ups at the programme. The Hall, Foyer, kitchen and Toilets will be checked daily by staff and recorded on the Daily Risk Check Form.

## **Lost Property**

This will be checked each day, any named items will be returned to the child, if there are unnamed items, they will remain in the lost property box for two weeks, then donated to charity. School uniforms will be taken to the school office each week.

## **Smoke and Vape Free**

Glendowie OSCAR is a Smoke-Free and Vape Free Area. Smoking or vaping in or around the vicinity of the programme or activity by any staff, children, Parent / Whanau, visitors or other persons is prohibited.

## **Photography / Social Media**

Photos for our roll will be taken of children for identification purposes to assist our staff. Photographs of children are taken for marketing purposes as well as to display on our walls or on The Glendowie OSCARS Facebook and / or Instagram pages. All parents have a choice to approve or decline this when completing the enrolment form.

## **Electronic Devices**

We are a 'device free' zone, which means that we ask that children leave their electronic devices at home. If they have a BYOD for school use, we ask that these stay in their school bag.

## **Finance**

Glendowie OSCARS will manage its financial resources effectively and will have all financial accounts independently verified on an annual basis by a chartered accountant.

## **Resolving problems and complaints**

The 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.

## **Compliments or Complaints**

Parents and Caregivers will be informed on enrolment that there is a complaints procedure.

If parents / caregivers have compliments or complaints about the programme or staff members, they should:

1. Approach the Supervisor, who will attempt to rectify the situation
2. If the Parent / caregiver is still not happy, they should then contact the Manager
3. Further complaints must be made in writing and must contain details of the grievance and desired outcomes. The management will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.

The supervisor will keep the manager informed of any verbal complaints received.

Wherever possible, the requests of the families will be incorporated in programme planning and design.

Individuals are kept safe during the complaints process, including those with specific needs and we ensure that everyone has the right to have the support of an independent advocate.

If you continue to have concerns or feel the complaint has not been satisfactorily addressed by us, you can refer the complaint to various government services depending on the nature of the matter

- Te Kahui Kahu Social Services Accreditation: [www.tekahuikahu.govt.nz/contact-us/complaints.html](http://www.tekahuikahu.govt.nz/contact-us/complaints.html)
- Workplace Health and Safety: [www.worksafe.govt.nz/notifications/health-or-safety-concern](http://www.worksafe.govt.nz/notifications/health-or-safety-concern)
- Privacy Commissioner: [www.privacy.org.nz/your-rights/making-a-complaint](http://www.privacy.org.nz/your-rights/making-a-complaint)

## **TERMS AND CONDITIONS**

**All new enrolments and bookings subject to confirmation by the Glendowie OSCARS management. You will receive an email to confirm that we have received your booking.**

### **Policies and Procedures:**

Our Policy and Procedure booklet is attached as a pdf on the activity booking section when you enrol. A paper copy is also available at OSCARS.

### **Parent's contract:**

1. I will ensure that my child's enrolment information is correct and I will keep this up to date if anything changes.
2. I will ensure that I sign my child in / out each day. My children are not to sign themselves in or out.
3. I will advise the programme if someone other than those who have been listed, come to collect my child.
4. I will advise the programme if my child will not be attending prior to the start of the session.
5. I understand that fees are payable for all days that my child is enrolled in, including sick days / absences
6. To advise the management of any medical or relevant condition, this includes behavioural issues that my child has.
7. I am aware, that behaviour which is consistently harmful to others may result in dismissal from the programme after possibilities have been explored.
8. Glendowie OSCARS has my permission to arrange any necessary urgent medical treatment at my/our cost.
9. That any concerns or complaints should be reported in the first instance to the management
10. To ensure that my fees are paid in advance, or that I have a regular payment plan in place. If my fees are in arrears at the end of the term, a late payment fee of 10% of the arrears may be added to my statement and my booking for the next term will be subject to paying my arrears.
11. To collect my children from OSCARS no later than 6.00pm. A late fee may be charged, the late fee is \$10 for the first 5mins and the \$2 per minute. If I am consistently late to collect my child, I understand that my child's booking at OSCARS may be terminated.
12. I will give a minimum of two weeks' notice, if I no longer require OSCAR before or after school care.
13. Neither the staff nor management of OSCARS is liable for any loss or damage (by way of accident, injury, theft or otherwise) arising out of attendance of the programme.
14. Lost property: school uniforms will be taken to the school office lost property, non-school uniforms will be held for two weeks and then placed in the clothing bin for charity.

### **Enrolments:**

Before and after school care: regular bookings are a minimum of 1 set day per week for the term. Casual care is subject to availability and is for any ad hoc, non- regular booking.

Holiday Programmes: you can book any session that you like.

### **Absences:**

Please advise our programme if your child will not be attending OSCARS. You can email che@oscars.co.nz or if it is on the day of the absence, please text 021 367 243 or phone 575 7374 ext 222

### **Children that have not arrived**

The following steps will be taken if a child does not arrive at the **Holiday Programme or Before School Care:**

- If a child does not arrive at Holiday Programme or Before School Care, and we have not been advised, we will contact the Parents / Caregivers for verification.

The following steps will be taken if a child does not arrive to **After School Care:**

1. If a child does not arrive to After School Care, and we have not been advised, we will contact the Parents / Caregivers for verification.
2. If we are unable to reach parents, we will leave a message on the parents /caregivers' phone and we will check with the school office to see if they were absent from school or if they were signed out early.
3. In the event that no explanation is available for the absence the supervisor must inform the school office and carry out a search of the school area.

### **Collecting your child**

Your child must be signed out each afternoon when they are collected from After School Care each day. This is a safety requirement and necessary under our OSCAR childcare approval. If your child walks to the programme or home then this must be included on your child's enrolment form and our staff will sign them in / out on arrival and or departure.

Please ensure that you include all people who have permission to collect your child, if a person is collecting your child that is not on your approval list, then please ensure that you have contacted OSCARS to advise staff. This can be by text on the day, 021 367243 otherwise, we will need to contact you for your consent.

### **Fees and payments:**

Fees are due in advance. You will be invoiced on the day that you make your booking. The payment due date will be on your invoice, please ensure all fees are paid prior to the start of the activity / or by the due date. If you would like to pay in instalments, please advise management by email with your payment frequency plan.

Failure to pay your fees by an agreeable timeframe may mean that your child's place cannot be confirmed for future bookings and a late payment fee of 10% may be added. Fees are due for all days booked, including absences. We do not offer refunds or day swaps for absences.

### **Behaviour Management**

We use behaviour management techniques that encourage positive self-esteem development. This is done through the use of positive reinforcement and a stimulating and varied programme to ensure against boredom. Every effort will be made to help your child settle into the programme. If a child's behaviour is consistently harmful to themselves or other children, parents will be asked to remove them from OSCARS. We do not tolerate bullying.

## **Wheels**

**School Term:** During the school term, children can ride their scooters on the court from 3.30pm.

**Holiday Programme:** Children are allowed to ride their wheels of choice on the court outside the hall. For safety reasons, footwear must be worn. Helmets are compulsory when riding bikes and advised for all other forms of wheels.

## **Electronic Devices:**

Glendowie OSCARS is a 'Device Free' programme. This includes the use of cellphones. You can phone the hall phone on 575 7374 ext 222 if there is a change of pickup arrangements

## **Finishing at OSCAR:**

If you no longer require permanent care for your child at Glendowie OSCARS, you must give two weeks' notice, fees are payable for the two weeks. If you have paid for the term, your fees will be credited to your account in the form of a credit note.

## **Emergencies:**

Our staff are trained to deal with emergencies. In the case of a serious accident involving your child, the staff will contact you and take your child to the nearest medical facility. If a child becomes ill during the programme, parents will be contacted and asked to collect the child.

## **Excursions / Extra Activities**

The programme may take children to the reserve across the road or to the park at the bottom of Riddell Road, there will be a note informing parents of our whereabouts and a contact mobile number. In term 1, we offer swimming in the school pool. A list of swimmer's names and the time that we will leave the pool will be listed on the whiteboard at the sign out area.

For the holiday programme, a list the activities and times that we will be off site are on the activity sheet posted on the door.

## **Child Protection:**

We are committed to the prevention of child abuse. The safety and welfare of the children are to be always the prime consideration. Staff will respond to suspicions of child abuse by maintaining a good relationship with the child, and recording all observations, impressions, and communications. We require that no one staff member will act alone and that any action taken will be in consultation with the manager. Any advice sought will be from the appropriate authorities (Police, Oranga Tamariki) and any advice or instruction given by the appropriate authority will be followed and acted upon.