

MSD Level 3 Social Sector Accreditation Standards (SASS)

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Client-Centred Services

Programme philosophy

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

Child-centred services

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

Programming policy

Our programme planning aims to ensure that:

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

Our planning aims to be responsive to the varying age, capabilities, and interests of the children. Their viewpoints will be taken into account when planning. There will be a sense of stability and regularity to what is offered, but with a flexible approach in that children will be encouraged to participate but may choose an appropriate alternative.

Our programme will include a range of activities such as, but not limited to:

- Planned art and craft projects
- Opportunities for homework and development of school work as desired
- Child-directed use of art and craft materials
- Organised sport or active group games
- Organised group quiet games or activities
- Child initiated use of certain games and equipment
- Periods of free play indoors or outdoors

Regarding after school activities, general information will be provided to the parents via our online booking portal, as well as on a dedicated portion of our booking site and school website. Hard Copy brochures/advertising materials will be made available to parents at the school office, featuring a varying degree of information based on the feature of the programme being advertised.

Regarding the holiday programme, parents will be provided detailed daily schedules via our online booking system. There will also be brochures & schedules, both of which will be downloadable, on a dedicated portion of our school website and booking site. Hard Copy brochures/advertising materials will be made available to parents at the school office, featuring a varying degree of information based on the feature of the programme being advertised.

Adequate and safe facilities will be provided for each activity. Where necessary, staff will limit group sizes or the age of participants. Any specific supervision requirements will be determined prior to the commencement of any activities. Parent consent is required for any off-site activities and will be communicated at the time of booking on our online booking portal.

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

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

In responding to the needs of children, staff will:

- Plan some activities that reflect the special interests, ethnicities, languages, 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, behavior 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 in regular staff meetings that cover 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.

Child Protection Policy

The wellbeing and safety of children and young people is a paramount concern of Kohia Kids Zone.

Staff and management at Kohia Kids Zone 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 children or young people will be the primary consideration when any action is taken about suspected abuse.

Kohia Kids Zone 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.

Kohia Kids Zone supports the roles of statutory agencies (the police, Oranga Tamariki) and will consult with them when necessary.

The Vulnerable Children's Act 2014 requires a rigorous process for screening staff who work with children. Kohia Kids Zone complies with this Act, in order to safeguard the programme from inappropriate persons. This is further outlined in the staffing policy.

Purpose

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

This policy applies to all staff, including part-time, temporary & casual 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 Child, Young Persons, and Their Families Act 1989).

- *Physical abuse* - any acts that may result in physical harm to 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 of 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 supervisor about any concerns.

As a part of staff induction, new staff are instructed in:

- 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 conclusion 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: Skin disorders or other untreated medical issues.
- Developmental delays: small for their age, cognitive delays, falling behind in school, poor speech and social skills.
- Emotional abuse/neglect: sleep problems, low self esteem, obsessive behaviour, inability to cope in social situations, sadness/loneliness and evidence of self-harm.
- The child talking about things that indicate abuse (sometimes called an allegation or disclosure).
- Neglectful supervision: 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 believe that a child has been or is likely to be, harmed physically, emotionally, 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 consult with or inform families about any suspected or actual abuse, after consulting with the appropriate statutory agencies.

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

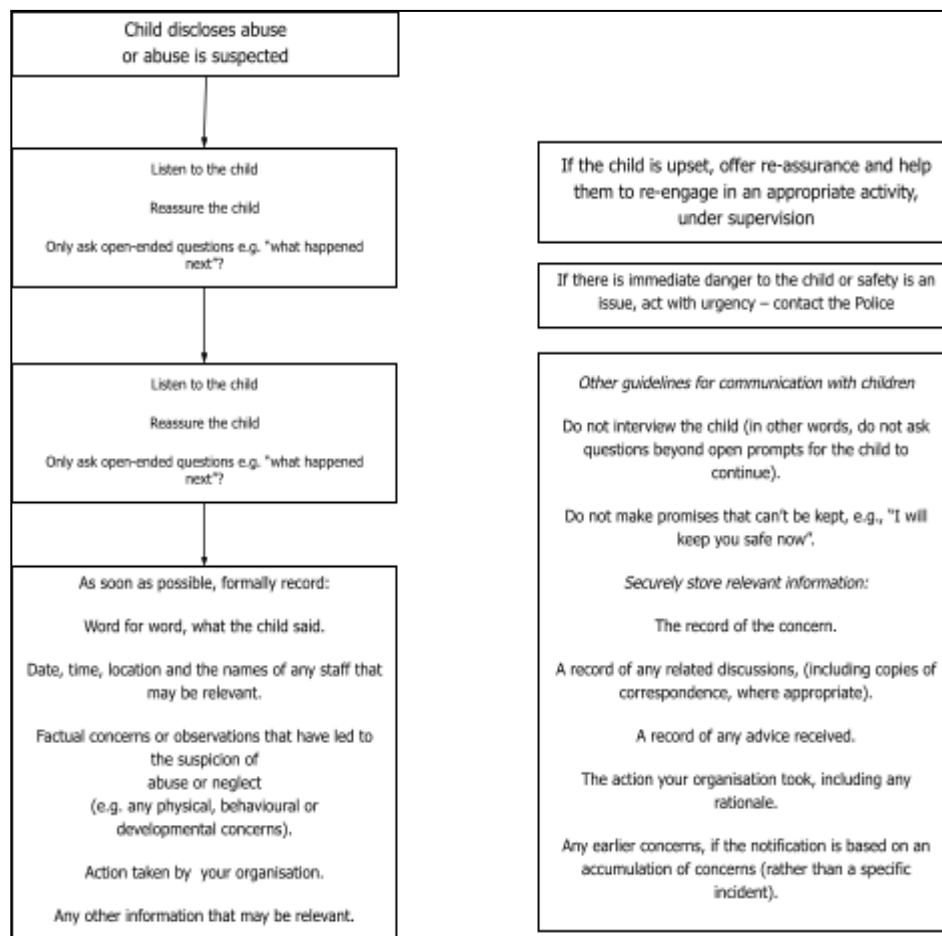
Staff will respond to suspected child abuse or any concerning behaviour by informing the Programme Manager. The recording of this information including observations, impressions, and communications will be recorded. This will be kept separate from other programme records and enrolment information etc.

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

No staff member will act alone about suspected child abuse but will consult with 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.

5. Responding to a disclosure/concern about abuse



6. 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.

7. 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 a 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.

8. Child and staff safety – supervision and conduct guidelines

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

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

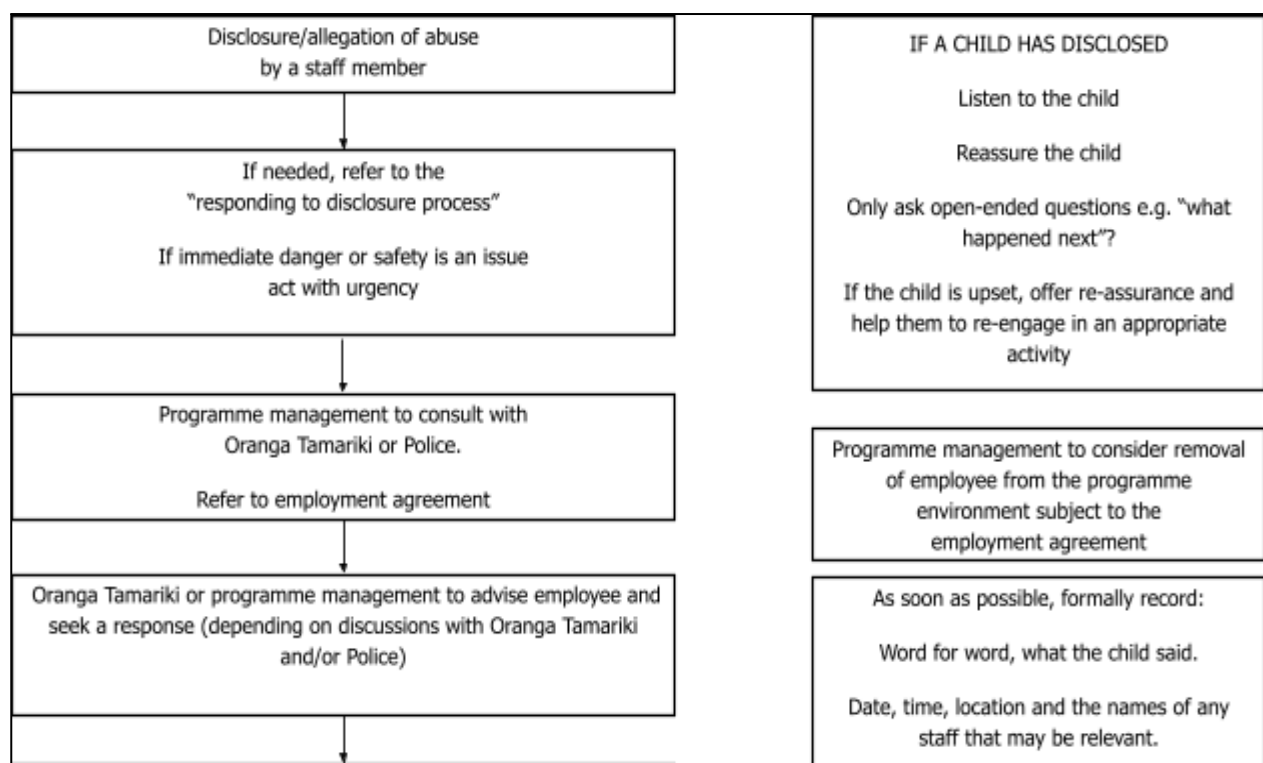
Visitors to the centre will be monitored at all times by programme staff. All volunteers and outside instructors will be monitored by the paid programme staff.

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.



Health and safety

At Kohia Kids Zone, 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).

Kohia Kids Zone 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 (School BOT, MSD, OSCN etc.)
- Regular monitoring and review of safety practices in all areas of the programme
- Reporting to governance body/owner on health and safety matters
- Appropriate planning and preparation for emergencies, including natural disasters

Programme safety procedures

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

The programme supervisor will ensure that a staff member checks the programme environment at the beginning of each week (ASC/BSC) 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 programme supervisor will complete the risk assessments with input from programme staff. All risk assessments will be approved by the school principal with a review being undertaken after each excursion. Risk assessments will be filed and available for programme staff whenever these activities are going to occur.

All excursions will be subject to the Kohia Terrace School EOTC (education outside the classroom) procedures. This includes transport to and from “Trip Day” activities.

The Kohia Terrace School EOTC procedures can be found on school docs (<https://kts.schooldocs.co.nz/>)

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. Parental consent will be required for activities in the water or any off-site activities, and will be gained via our online booking system unless it is deemed necessary to acquire written consent. This will be reviewed on a case by case basis in regards to the individual students present and the activity itself, in discussion with Kohia Terrace School and the governing bodies therein.

There will be ongoing reporting on health and safety matters including any changes or improvements made to health and safety in the programme and outcomes from health and safety reviews. Reporting will be provided via Kohia Terrace School’s Hero school management system, as well as at weekly management meetings and monthly Board meetings, where relevant.

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

Kohia Kids Zone best practice is for the programme to operate with a minimum ratio of 1: 10 when on site. This can vary depending on the type of activities planned and the level of supervision required.

On excursions there is a 1:8 ratio but this can change depending on the level of risk. This is considered on a case by case basis.

There will be a minimum of two staff on duty at the programme unless there is an emergency in which case this will be documented on our hazard/incident/accident form.

All staff counted in the ratios are 16 years or older. Volunteers do not count towards our ratio. The shift supervisor will be 20 years or older and will be required to remain on site during the programme hours. All staff will have the appropriate level of maturity and experience to effectively supervise (refer to: staffing policy)

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

Students part of the programme will be required to wear a Kohia Kids Zone cap when outside to ensure ease of identification.

Staff/Volunteers part of the programme will be required to wear a Kohia Kids Zone Vest in either Light Blue (staff) or Purple (volunteer) to ensure ease of identification by children, adults, and vendors.

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. Kohia Kids Zone Programme Walkie Talkie will be provided for ease of communication across the different areas of the programme.

Staff will make a headcount 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 programme manager as soon as possible if there are any injuries, incidents, dangerous behaviour, unsafe equipment etc.

Toilets

- Children will inform a staff member when they are going to go to the toilet except when in the school hall.
- If using public toilets, students will go in pairs and a staff member will be monitoring outside the toilet.
- Staff will not use any toilets while 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 shift supervisor is responsible for the roll during the programme, which is run through our programme iPad, and the Enrolmy app, or on their personal device with their own staff login which is provided during training. This links directly to the online booking system where all medical and enrolment details, amongst others, are stored. In any emergency evacuation the roll/iPad will be retrieved and taken to the assembly point.

The roll call and head count is made at the start/end of each session and other formal attendance checks will be made regularly during the session – prior to excursions and at lunch time during holidays. At 5pm during the after school session. 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 through the programme iPad, as well as Enrolmy which is accessible on any laptop, tablet, or smartphone.

Parents/Caregivers/Authorised Adults are expected to sign children in/out on the parent kiosk. Staff are expected to sign children in and out of the programme upon citing a parent, caregiver or approved pick up in the case that the Parent Kiosk is unavailable. Parents are expected to provide and maintain a list of adults authorised to collect their children. Children will not be allowed to leave with an unauthorised adult. Authorised adults will be documented on Enrolmy, or, in some cases, written permission via text or email may be given from the parent.

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. Due to the cost of mobile phone calls 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. If a phone call is made and not successful, a follow up text will be sent.

After school care policy:

IF A CHILD WHO IS EXPECTED AT THE PROGRAMME HAS NOT ARRIVED:

Staff will consult immediately with school personnel to ascertain if the child was at school and their whereabouts.

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

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

Parents are expected to inform the supervisor if they will be dropping children off late or picking them up early. If the group is not in the standard programme drop off/pick up location (Kohia Terrace School hall) and are elsewhere at the programme site (Senior and/or Junior playground), parents must make sure that the staff member immediately supervising their child is made aware that their child has been dropped off or picked up. On the rare occasion at After School Care when the entire group leaves the school hall, a note will be left describing their whereabouts.

If a child is found to be missing *during* the programme, having already signed in:

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

Children arriving/leaving unaccompanied

Parents may request that their child/ren travel to or from the programme unaccompanied. Unless Kohia Kids Zone management agrees to this with the parents directly, 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. For after school care arrivals, all children under 7 are required to be accompanied by a Kohia Kids Zone staff member from their classroom. Ages 7 and older may join the programme on their own directly from their classroom. During the Holiday Programme, it is expected that each child, regardless of age, is signed in by a caregiver/parent, or that a parent/caregiver is sighted by a staff member upon drop off unless discussed and agreed otherwise. It is our standard policy to not allow any children to leave on their own, regardless of whether it is ASC, Holiday Programme, or a Special Day.

Any agreement made with the parent regarding a child's independent arrival or departure will be gathered in writing and 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 within fifteen minutes of the end of a programme the following procedure will be followed:

- The shift supervisor will remain with the child – it may be necessary to call programme management for assistance.
- Parents and emergency contacts will be contacted and programme management informed.
- If there has been no contact with the parents within 45 minutes total of the programme closing, including the fifteen courtesy minutes, the child will be taken to the nearest police station. A note will be left at the venue indicating where the child has been taken and the programme management will be informed.

Parents who are late picking up their children will be charged an additional fee of \$1.00 per minute following the 10 minutes courtesy time, inclusive of the 10 minute courtesy time. For example, in the case that the programme ends at 6pm, and a child is picked up at 6.10pm, there will be no additional charge. If they are picked up at 6.16pm, there will be a \$16 charge, and so on, to a maximum \$45. This charge is per family, not per child.

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 (digital and paper process if internet is down)
- medical and special needs, including food allergies
- food hygiene

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

There will be regular staff 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 and First Aid

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

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

A first aid kit will be kept at all centres and taken on excursions along with emergency contact numbers. All first aid kits are checked at the end of each term. Checks are recorded in the school Student Management System with a tag to After School care.

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

All accidents and incidents are recorded on our Kohia Kids Zone H&S form. These are submitted in weekly meetings to the principal and where relevant to the Board of trustees once per month. In some cases where the injury was serious, the programme manager may report the injury on Hero. Parents will sign incident reports that involve their child.

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

The Health and Safety at Work Act 2015 defines a “notifiable event” as either a death, or notifiable illness, injury or illness. The programme will as soon as possible notify Worksafe, the Ministry of Social Development

(MSD Approvals) and any other relevant agency of the incident. The programme will also take reasonable steps to ensure that the site where the event occurred is not disturbed until authorised by an inspector.

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

Evacuation Drills

Staff will conduct a full evacuation drill once per term (ASC) and once per programme (HP).

The evacuation drill will include the following checks:

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

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

Emergency procedures

In all emergencies stay calm.

Walk, do not run.

Alarm/signals

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

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

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

Staff responsibilities in an emergency

The designated emergency warden is the daily programme lead supervisor. This is the programme Manager or the programme Assistant Manager on other occasions where the Manager is sick or otherwise absent. The emergency warden will oversee the evacuation by

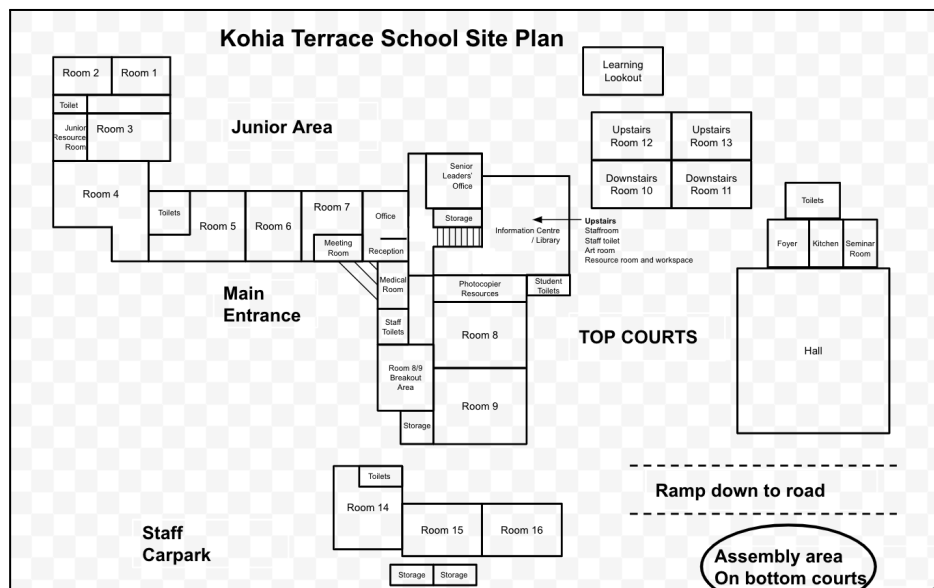
- Contacting emergency services, as required
- Allocating staff to check toilets, kitchen, office, junior playground, senior playground.
- Allocating staff to supervise children during evacuation.
- Ensure everyone immediately proceeds calmly to safe assembly points, walk, do not run.
- Collect attendance register (iPad), 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 the 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.



Evacuation assembly point - bottom court

Civil defence

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

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

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

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

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

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

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

Fire

- Raise alarm.
- Evacuate.
- If safe to do so extinguish the fire.
- Keep children at the assembly point until danger has passed.
- NB: THE VENUE FIRE ALARM IS MONITORED DIRECTLY BY THE FIRE SERVICE.

Earthquake

If indoors:

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

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

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

Be alert for aftershocks.

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

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

Tornado

- Stay indoors.
- Close windows and external doors.
- Close curtains to reduce risk from broken glass.
- Move to the centre of the room, away from windows, or to an internal room.

Business continuity & disaster recovery

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

If an alternative venue is required:

- MSD 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 facilities 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.

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 a section of the venue that is in site of staff but separate from the other children. 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 Enrolmy or on a physical [medication permission form](#) - if Enrolmy is unable to be updated in time. 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 as a general guide (this may change depending on the level of risk e.g. movies could be greater, boat trip less) . 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.

Consent is gained from parents via their online booking details 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 can be accessed at any time on Enrolmy. Senior leadership at Kohia Terrace School, as well as Kohia Kids Zone staff members not in attendance of the excursion, may access this as necessary. The authorised supervisor of any excursion day will have on their person access to Enrolmy at any given time. This includes roll call details, emergency contacts, and medical details for each child.

A First Aid kit is taken on all excursions.

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

Risk assessment documents will be consulted before each excursion and discussed amongst all attending staff members, as well as senior management at Kohia Terrace School.

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 over the shoulder seat belts/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.

All excursions are subject to Kohia Terrace School EOTC risk assessment.

Food hygiene

Kohia Kids Zone follows strict food handling and preparation guidelines in accordance with the Auckland City Council Simply Safe and Suitable Food Safety Plan (SSS FSP). [This can be found here](#)

Here are some examples from our FSP. Food will be prepared in the kitchen area on the bench, except when cooking is a programme activity. Programme activities are not subject to the SSS FSP. 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 dressing
- 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.

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

All utensils and surfaces will be washed thoroughly after use. Open ingredients will be labeled and stored in clean sealed containers and refrigerated as required. Uneaten served food will be thrown out after one hour of serving. Food will be regularly checked for spoilage and expiration date with all new groceries undergoing a rotation.

Dish cloths and aprons are replaced daily and regularly washed. Tea towels will be used for mopping up spills or other programme activities, not for sanitising the kitchen or cleaning hands. Food that has been prepared will be covered until it is served for eating.

Rubbish containers for waste food-stuffs will be emptied daily. No permanent rubbish container will be stored in the kitchen.

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

Children are only permitted to enter the kitchen area under adult supervision.

Laundry

Every second week a third party service will collect our dirty laundry. This will include all programme laundry including aprons, dish cloths, hats, and vests, as applicable. Programme staff are responsible for ensuring this schedule is maintained by the adherence to the schedule set out. Any missed laundry rotation, regardless of party at fault, will be reported in our hazard/incident/accident roster.

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. In term 1 and term 4, all staff and volunteers must wear hats when outside.

Children will be encouraged to wear sunscreen and appropriate clothing for sun protection and renew sunscreen regularly. Children must wear our programme orange sun hats when outside all year round. This is recognised as a sun protection practice as well as for the safety of having a visible uniform.

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 reapplied 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 must 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. Sun safe clothing expectations will be communicated with parents upon booking.

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.

Service operation / Management

Programme hours

Before school care: 7.30AM - 8.30AM

After school care: 3.00PM - 6.00PM

Holiday programme: 8.00AM - 5.30PM

Enrolment

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

The adult enrolling the child/ren will then have access to all programme schedules and services. Parents are made aware that by confirming their child/s enrolment, they agree to our terms of service.

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 Enrolmy, along with a copy of any custody or access order in place.

Information regarding health conditions, special needs, and cultural background requirements is recorded on Enrolmy.

Parents must also give consent for any off-site activities and other specific activities (e.g. swimming) when requested by the programme, which is ascertained via their online booking.

Children with special needs

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

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

The programme supervisor will assess how the child's needs may be catered for and discuss this approach with parents and staff. The programme supervisor may work in collaboration with Kohia Terrace School to gain 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 Kohia Kids Zone Programme maintains accurate records of current enrolments, attendance, health information and all medication administered by staff. All Information is kept in accordance with the Privacy Act 2020.

Information on each child is collected upon enrolment directly from parents/caregivers or other authorised persons. As part of the enrollment procedure parents/caregivers are advised that they are responsible for notifying the programme of any changes of details and that they can view and correct their child's information by logging in and updating theirs and their child/s profile on Enrolmy, which will notify the manager.

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

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

Enrolment information is stored securely at the programme venue and also accessible on-line for the programme supervisor, manager and admin staff. Enrolment information will only be kept while the child attends the programme and then will be archived securely. Health and safety records (such as incident reports) may be kept for a longer period and will be securely archived within both the Kohia Terrace Schools database as well as the Kohia Kids Zone Enrolmy platform.

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.

Management / governance

Kohia Kids Zone Programme is operated by Kohia Terrace School and the Board of Trustees.

The programme manager is employed by Kohia Terrace School and the Board of Trustees to develop, run, and maintain the programme. The manager will maintain regular communication with programme staff, by being on-site at the programme regularly. Weekly meetings with Kohia Terrace School senior management will be scheduled. Furthermore, reports to the Board of Trustees and relevant committees therein are scheduled.

Kohia Terrace School will review insurances annually to ensure there is appropriate coverage for significant risks.

The programme policies will be reviewed annually by the manager in consultation programme staff and reported to Kohia Terrace School senior management.

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

A full set of policy documents will be available for parents to view at the programme venue.

Click the links for the following.

Kohia Terrace School - [Charter and annual plan](#)

Kohia Terrace School - [Board of Trustees](#)

Financial management

The Kohia Kids Zone Programme will maintain systems to keep control of day to day finances and provide accountability for expenditure of funds.

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

The programme manager is the only staff member with access to programme spending. Any spending required beyond this may only be done with express permission from the programme manager. Petty cash will not be provided as the programme manager is expected to be onsite to cover needs. If any spending occurs by other

staff members in the case of an emergency, reimbursement will be provided upon consideration by the manager. We endeavour to provide a cashless service.

It is the manager's responsibility to:

- Set an annual budget in consultation with Kohia Terrace School
- 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.
- Kohia Terrace School Annual accounts can be found on the [school website](#)
- Kohia Terrace School GST number is 65-255-758

Fees

All programme fees are payable by invoice. Invoices are generated each Monday in arrears based on attendance records. These are synced with Kohia Terrace School accounting software and sent once approved by the programme manager. Invoice payments are monitored by the manager and Kohia Terrace School, however it is an expectation that parents maintain their invoice responsibilities themselves. A maximum of 2 weeks arrears is permitted before further action is taken.

A full schedule of current fees can be accessed by parents at any time via Enrolmy and will be given to every parent upon enrolment, as well as information on applying for OSCAR Fee Subsidy. Any changes to programme fees will be notified via Enrolmy.

Any parent expecting Work and Income Fee payments must show evidence of application and pay 100% (or as negotiated) of the fee until payments are received by the programme. Any credit balance at this point will be notified to the parent.

For regular bookings, fees are payable for public holidays and any day the child is booked but absent from the programme. 24 hours notice is required to cancel a regular booking. If required, we will implement a waitlist system. Any request for a booking that cannot be accommodated will be added to a waiting list. First preference on the waiting list will be for bookings of 3 days or more.

Fee payments are by internet banking upon invoice, or at the school office upon invoice. These will be receipted via Enrolmy and accessible to the manager at any stage.

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

Kohia Terrace School must approve any changes to fee levels.

Complaints

Parents will be informed upon enrolment that the complaints procedure is the same as the Kohia Terrace School procedure. This will be included in information given to parents at enrolment and clearly displayed at the centre. This information will include the contact details of Te Kahui Kahu Social Services Accreditation, 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 manager who will attempt to resolve the matter.
2. If the parent is still unsatisfied they should contact Kohia Terrace School.
3. Further concerns/complaints must be made in writing and must contain details of the grievance and desired outcomes. The manager will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.

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

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

The time frame expectations for the handling of any raised complaints is in accordance with Kohia Terrace School's Concerns and Complaints Policy on [School Docs via the school website](#)

Quality Improvement

We strive for ongoing improvement for our programme. A key measure we have is to gather feedback from our community of parents/whanau, staff, and children. This feedback is both formal and informal.

Informal feedback is recognised by Kohia Kids Zone as the casual and frequent feedback provided to the manager and other supervisors upon the drop off and pick up of children. This informal feedback is not documented and is intentionally received with an informal evaluation mindset. This is to encourage the continued discourse of the programme's growth and development. If any informal feedback is deemed to be of particular relevance to the quality of the programme, both for better or worse, the community member, either staff, whanau, or potentially child in consultation with their caregiver, will be encouraged to submit their feedback formally.

Staff are offered the opportunity to submit formal and informal feedback regularly. This is done via start or end of day debriefs, as well as monthly team meetings.

Parents/whanau are offered the opportunity to submit formal feedback via an annual formal review and survey of the programme.