

Te Kahu Kahui 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.

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.

Community Wellbeing

Behaviour Management

Kohia Kids Zone (KKZ) manages behaviour in partnership with Kohia Terrace School (KTS), focusing on maintaining a happy, caring, and respectful environment while prioritizing the care and protection of children.

The policy centers on promoting positive behaviour and using de-escalation strategies for challenging behaviour. KKZ recognizes that challenging behaviour stems from distress and responds supportively. High standards of conduct are expected from attendees, staff, and the wider community, with parents/whānau expected to model positive behaviour. Finally, bullying and harassment are taken seriously and addressed through the established behaviour management and complaints procedures.

Attendee Feedback

Our proactive behavior management framework is dedicated to fostering child agency and self-regulation by consistently integrating the child's perspective into all program structures. Feedback is gathered via an anonymous suggestion box, group discussions, and dedicated one-on-one consultations to collaboratively address behavioral needs. This intentional process empowers young people to exercise choice and develop self-control in a safe, structured setting.

Behaviour Management Guidelines

Staff at Kohia Kids Zone (KKZ) are guided by a consistent set of principles centered on positive relationships, clear expectations, and dignified response to challenging behaviour.

1. Clear Expectations and "The Pledge"

- **Communicate Standards:** KKZ ensures that clear definitions of acceptable and unacceptable behaviour are known to all staff, parents/caregivers, and attendees.
- **The Pledge:** Attendees commit to the programme's core rules through "The Pledge" (I pledge to: treat others the way I wish to be treated, treat the equipment with respect, and follow the rules). This pledge is highly visible on site and is discussed frequently, especially with new attendees.

2. Positive Practice and Incident Response

- **Positive Environment:** Staff are expected to maintain positive environments and relationships within the wider programme community.
- **Bullying and Harassment:** Staff and attendees are trained to recognize bullying and inappropriate behaviour and know how to take appropriate action.
- **Consistent Application:** Behaviour management strategies are applied consistently.
- **Prohibited Practices:** Seclusion and corporal punishment are strictly prohibited.

3. Managing Challenging Behaviour and Restraint

- **De-escalation First:** Staff must manage challenging behaviour appropriately, prioritizing de-escalation techniques when a student's behaviour poses a danger to themselves or others.
- **Physical Restraint:** Physical restraint is an absolute last resort, permitted **only** to prevent imminent harm, and must be performed **only by authorized staff** according to the established physical restraint guidelines.
- **Individualised Support:** For students with particular needs, the programme will **work with parents/caregivers and outside agencies** to develop **Individual Support Plans** that may supersede general behaviour strategies.
- **Exclusion:** Students may face **temporary or permanent exclusion** in cases of extreme misconduct, continual disobedience, or behaviour that risks serious harm, with decisions guided by their individual support plan.

Parent/Caregiver concerns

If a parent/caregiver has concerns about incidents between students, staff, or other parents/caregivers, they should contact programme management or KTS directly to voice their concerns.

Behavior Management Plan

Kohia Kids Zone (KKZ), operating as an extension of Kohia Terrace School, embeds the core values of our wider school community into the programme's ethos and behaviour management. These standards are clearly displayed and apply to all KKZ attendees, ensuring consistent expectations regardless of their daily school enrollment. Our approach to managing behaviour, including the language used in our KKZ Pledge, directly reflects three core values:

Care and Respect

We teach attendees to demonstrate **care and respect** for themselves, each other, the community, and the programme environment. Crucially, attendees have a right to be treated with respect and care when their behaviour choices are being managed by staff.

Persevere to Achieve

We support children in building **resilience, persistence, and determination** by encouraging them to reach for and achieve their goals.

Lead with Integrity

We guide all attendees to **lead with integrity** by taking responsible actions and responding thoughtfully and appropriately to various situations. Our staff prioritize **positive reinforcement** to affirm good choices and develop a strong moral compass in all children.

Recognising Positive Behaviour

It is preferable to recognise those students who are making appropriate choices in relation to their behaviour in the first instance, both in and out of the classroom.

Rewards can vary from

- Receiving house points
- Individual rewards
- Group reward and recognition
- Certificates at our end of year prize giving

Managing Inappropriate Behaviour

The Kohia Kids Zone (KKZ) behaviour management system focuses on promoting positive behaviour and providing clear, supportive steps for managing inappropriate choices. This process ensures the safety and emotional well-being of all attendees, with comprehensive documentation maintained for accreditation review.

Incident Reporting and Documentation

Staff are required to document any significant inappropriate choices or incidents on a formal incident report immediately. This documentation is crucial for gathering longitudinal data and informing future support strategies. It will be documented on our incident/accident register and, where appropriate, reporting to the Board of Trustees.

- **Non-KTS Attendees:** For attendees not enrolled at Kohia Terrace School (KTS), parents/caregivers will be directly informed of the incident by programme management.

- **KTS Attendees:** Programme management will communicate data to KTS leadership to ensure alignment with any existing school-based support plans.
- **Recurring Concerns:** If inappropriate behaviour occurs two or more times a week, a formal incident report is mandatory and will prompt a review by programme management.
- **Physical Aggression:** Physical aggression (e.g., hitting, kicking, punching, spitting) or credible verbal threats of aggression is considered an **immediate Level 3 incident** requiring escalation.

Determining Support Level

The required level of support is determined by programme management based on the specific context of the behaviour, taking into consideration:

- The **Seriousness** of the behaviour.
- The **Frequency** of the behaviour.
- The **Impact on the health and safety** of the child themselves or others.

Steps for Effective Behaviour Management

All staff are trained in a clear three-step escalation process. Where an Individual Support Plan (ISP) exists for a child, staff must follow that plan unless there is an imminent health and safety concern.

Step 1: Prevention and Consequence Chart (Immediate Staff Intervention)

In the first instance, staff initiate an intervention strategy to support the child in making a positive choice.

- **Intervention:** Staff will use the child's name, explicitly state the behaviour that needs to stop ("Stop X behavior"), and remind the child of the broken Programme Pledge/Values.
- **Self-Regulation:** The child is given an opportunity to self-assess and self-regulate. Staff will gently work to ascertain the barrier (the root cause of the distress) to inform the intervention.
- **Reminders:** The child is reminded of the Consequence Chart (which is clearly displayed and explained regularly), reinforcing that continued non-compliance will lead to a consequence.

Step 2: Time Out / Break (Controlled Consequence)

If the behaviour continues, staff enforce a Time Out or a Break tailored to the issue, used to interrupt the cycle of distress and non-compliance.

- **Examples of Breaks:** Separating challenging social dynamics, enforcing a break from a specific activity, or providing a quiet, monitored space for a child to self-regulate and regain control with dignity.
- **Supervision:** A break may involve one-on-one time with a staff member away from the main activity.

Step 3: Escalation and Program Management Review

If the behaviour continues after Steps 1 and 2, or if the behaviour is immediately aggressive or risks serious harm, the child is immediately referred to the Programme Manager/Leadership.

- **Manager Review:** The Programme Manager may enforce a time out in a designated, supervised area, i.e. with the KTS school principal.
- **Parent Contact:** Depending on the severity and risk to others, parents/caregivers **may be called immediately** to collect their child.
- **Debriefing and Review:** A full debrief will be conducted with all involved children, and detailed notes will be taken to complete the formal incident report.

Individualised Support Plans (ISP) and Exclusion

The programme prioritises prevention and support through individual planning when necessary.

- **ISP Requirement:** A formal Individual Support Plan (ISP) may be required by programme management for continued attendance if a child's behaviour is recurring or presents a risk of harm to themselves or others.
- **Parent Involvement:** Parents/caregivers will be kept fully informed (via phone/email) regarding the ISP, and children will be informed of the plan in a manner that considers their wellbeing and empowers them to work towards graduating from it.
- **Severe Misconduct:** In cases of severe and recurring misconduct, continual disobedience, or behaviour posing a serious risk, programme management may arrange a formal meeting with the parents. This may ultimately lead to temporary or permanent exclusion from the programme, as determined by the ISP and risk assessment.

Individual Support Plans (ISPs)

Kohia Kids Zone (KKZ) uses Individual Support Plans (ISPs) when needed to maintain a safe and inclusive environment that respects the *mana* (dignity and integrity) of every attendee. These plans are designed to help staff understand and respond to behaviors resulting from a child experiencing distress.

Developing an ISP

The programme collaborates closely with the attendee and their parents/caregivers/whānau to develop a plan that is appropriate and well-understood. This process involves:

- **Identifying Need:** Clearly outlining the specific behaviour challenges or medical/health needs that justify the support plan.
- **Understanding Triggers:** Identifying a child's potential triggers and the observable distress behaviours they exhibit.
- **Strategy Agreement:** Agreeing upon positive interventions, which include:
 - Positive reward systems.
 - De-escalation strategies and appropriate consequences.
- **Privacy:** Strictly adhering to all privacy requirements throughout the process.

Physical Restraint as a Last Resort

Physical restraint is treated as an absolute last resort.

- **Exclusion from Plan:** Physical restraint is not included in an ISP unless all other possible strategies have been thoroughly explored and deemed insufficient.
- **Informed Consent:** If physical restraint is included, the programme requires informed written consent from the parents/caregivers/whānau.
- **Monitoring and Minimization:** The programme continually monitors the frequency of physical restraint with the clear goal of minimizing and, where possible, eliminating its use entirely.

Managing Concerns and Incidents

Kohia Kids Zone (KKZ) is committed to promptly addressing all concerns, complaints, and incidents of bullying or harassment to ensure a safe environment for all.

Incident Response and Escalation

- **Prompt Action:** We respond to all concerns and incidents immediately, taking appropriate steps based on the parties involved. Where appropriate, the person raising the concern will receive feedback in accordance with our formal Complaints Procedure.

- **Safety and External Agencies:** If an incident results in injury, we follow the Accident and First Aid policy. Incidents involving serious physical or sexual violence require immediate escalation to external agencies, including New Zealand Police and Oranga Tamariki, as legally appropriate.
- **Record Keeping:** All incidents are handled in strict adherence to the Privacy Policy and Record Keeping Policy. This includes limiting access to incident details to those who need to know and maintaining confidentiality to prevent victimisation.

Specific Responsibilities

- **Children:** Attendees are informed on what to do if they are bullied or witness bullying. They are encouraged to speak immediately to any staff member. Adequate staff supervision is maintained at all times to prevent incidents.
- **Staff:** Staff are encouraged to speak up if they require support regarding bullying or harassment. Concerns or incidents involving staff are handled with the same due process and fairness as any other formal complaint, ensuring clear accountability. Staff concerns about student-related incidents are escalated to Programme Management.

Physical Restraint

As required for MSD Social Sector Accreditation (SSAS) Level 3 and to align with the Education and Training Act 2020, Kohia Kids Zone (KKZ) promotes a culture of wellbeing and is committed to minimizing the use of physical restraint. Our policy is grounded in understanding and safely responding to student distress and aligns with best practice to ensure a physically and emotionally safe environment for all attendees, staff, and volunteers.

Framework and Purpose

- **Legal Compliance:** The physical restraint rules outlined in this policy comply with the framework set out by the Education and Training Act 2020 (s 101) and associated rules, which KKZ operates under as an extension of Kohia Terrace School (KTS).
- **Equitable Outcomes:** We adhere to guidelines developed in response to the disproportionate use of restraint on Māori, disabled, and younger students, giving effect to Te Tiriti o Waitangi in support of equitable outcomes.
- **Authorisation and Training:** Only Board-authorised staff who have completed the relevant training (mandatory online modules and physical holds training) are permitted to use physical restraint.

Prohibited Practices

Unsafe Techniques: We do not use unsafe physical restraint techniques under any circumstances. These include restraints that restrict breathing or communication, face-down restraint, pain holds, tackling, or pressure on the chest, neck, or joints.

Conditions for Use

Physical restraint is an absolute last resort and may only be used if **all three** of these conditions are met:

1. It is necessary to prevent imminent harm (including significant emotional distress) to a student or another person.
2. The authorised staff member reasonably believes there is no other option available to prevent the harm.
3. The physical restraint is reasonable and proportionate in the circumstances (minimum force, minimum time).

MSD/OSCAR Accreditation Requirements: Accountability and Reporting

KKZ adheres to the following procedures, which support the **MSD SSAS Level 3** requirements for robust incident management and quality service delivery:

- **Policy Availability:** Our policies on behaviour management and physical restraint are readily available to the community, fulfilling the SSAS requirement for transparent governance and processes.
- **Complaints Management:** All complaints regarding physical restraint are managed through the KKZ and KTS concerns and complaints procedures. Where necessary, serious complaints are followed up with the appropriate professional bodies.
- **Board Authorisation:** The KTS Board formally and explicitly authorises KKZ staff in writing to use physical restraint after they have met the required training standards.

Individual Support Plans (ISPs)

- The programme develops ISPs for students likely to be involved in restraint situations or those who have been restrained more than once in a term.
- Physical restraint is not included in an ISP unless all other strategies have been explored, and it requires informed written consent from parents/caregivers and whānau.
- The programme monitors the frequency of physical restraint with the intention to minimise and eliminate its use, which satisfies the SSAS requirement for continuous quality improvement.

Notification and Monitoring

- **Parent Notification:** After an incident, staff inform the Principal (or delegate), and the programme notifies parents/caregivers as soon as possible (at minimum before the attendee leaves the programme). Parents/Caregivers are offered an opportunity to debrief within three working days.
- **Reporting:** The school notifies the Ministry of Education through the online incident reporting system, and the Principal reports the use and analysis of restraint trends to the Board. This ensures the data is captured for legislative purposes.
- **Wellbeing Check:** The programme ensures the physical and psychological wellbeing of both the restrained attendee and the staff member involved is monitored, and support is provided to address any adverse effects, aligning with the SSAS focus on holistic wellbeing.

Programme Exclusion Policy

Kohia Kids Zone (KKZ) operates under the MSD Social Sector Accreditation Standards (SSAS) Level 3. As an out-of-school care and recreation service, KKZ Programme Management reserves the right to formally exclude a child from attending the programme to maintain a safe and effective environment for all attendees, staff, and volunteers.

This process is separate from any disciplinary action taken by Kohia Terrace School (KTS) regarding the child's school enrolment.

Grounds for Exclusion

Exclusion from the KKZ programme will be considered by Programme Management if:

- The child's behaviour constitutes gross misconduct or continued disobedience (as defined in the Behaviour Management Policy).
- The behaviour poses an imminent and significant risk of harm to themselves or others.
- The child or parent/caregiver fails to comply with the conditions of a required Individual Support Plan (ISP).

Exclusion Procedure (Due Process)

We ensure a fair and flexible approach, considering all circumstances and options, including any existing learning support needs, before making a final decision.

1. **Final Warning/Intervention:** Programme Management provides a final intervention and clear written warning to parents/caregivers that continuation of the concerning behaviour will result in exclusion.
2. **Notification:** If exclusion is necessary, Programme Management will notify the student and their parents/caregivers in writing of the decision, including:

- The **reason** for the exclusion.
- The **duration** of the exclusion (temporary or permanent).
- The **date** the exclusion takes effect.
- The **procedures** for appeal or review (referencing the KKZ Complaints Procedure).

3. **Consultation:** Programme Management will consider all information, including documentation from the Incident Reporting System, and where appropriate, consult with the child and parents/caregivers before the final decision is made.

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 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.

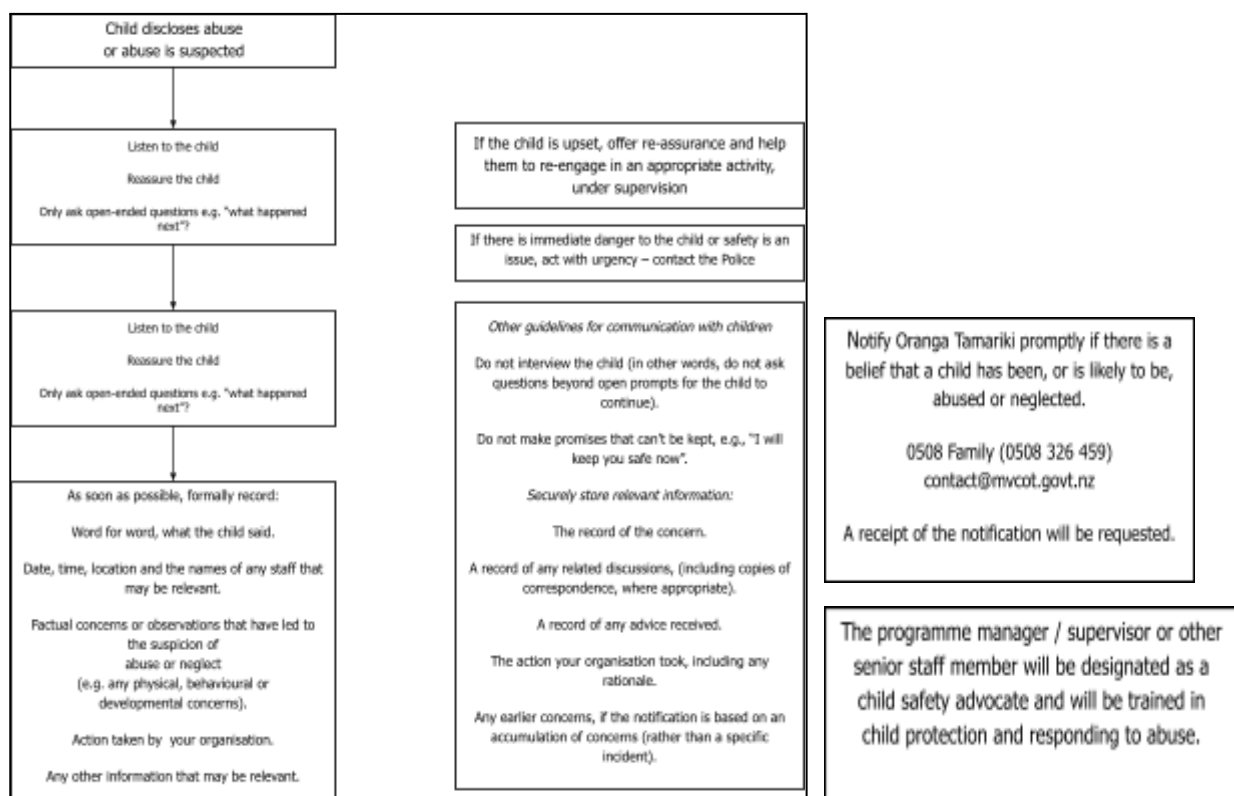
Staff will respond to suspected child abuse or any concerning behaviour by informing the Programme Manager. The recording of this information including observations, impressions, and communications will be recorded. This will be kept separate from other programme records and enrolment information etc.

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.

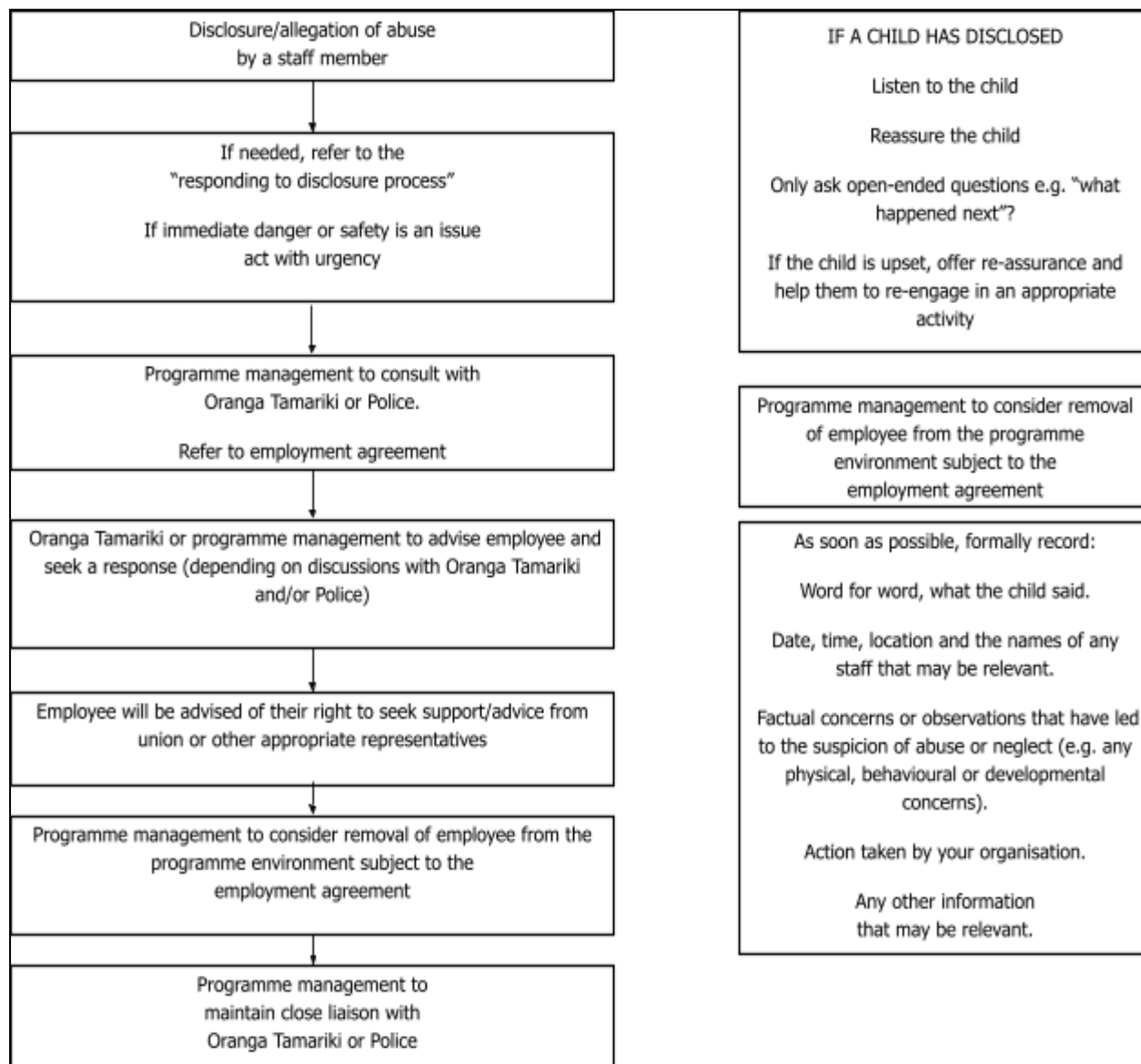
Visitors to the centre will be monitored at all times by programme staff. All volunteers and outside instructors will be monitored by the paid programme staff.

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.



Staffing

All staff recruitment falls under Kohia Terrace School. Every staff member has a written individual employment agreement (IEA) and we ensure that all decisions concerning employment (e.g. hours of work, leave) are made in accordance with the applicable employment agreement and relevant legislation.

We consider a staff member to be any person hired to perform a job for our organisation, typically receiving a regular wage or salary and having specific duties and responsibilities. This includes programme volunteers and paid programme workers.

KKZ staff are considered “Children’s workers” as defined by the Children’s Act 2014.

As a part of the employment process staff will have an IEA or Volunteer agreement, a job description, a code of conduct, and support documents such as induction and training. All processes surrounding recruitment and selection comply with legislation, including fair employment practices, the identification of positions defined as “Children’s Worker”.

All staff are subject to a police vetting, or where relevant, a Ministry of Justice criminal history check. All staff have verified identification, references, and relevant credentials. Where the vetting raises a serious concern, decisions will be made and documented by the Board of Trustees in consideration of the following:

- Background checks and risk assessments.
- The welfare and best interest of the children.
- Suitability to the role.
- Management plans for employment.

Police checks are completed every three years for all staff, including members of governance.

In the case that police vetting returns an “other” result it will be taken to the Board of Trustees for consideration. The Board will make a decision to proceed with the employment, or not, depending on the result.

Kohia Kids Zone is committed to having qualified and competent staff to deliver a high quality OSCAR programme. Staff skill and expertise align with the requirements of this service delivery. Staff ratios and rosters meet the regulations and administrative requirements to deliver a safe programme.

All staff receive adequate induction, training, professional development, and support.

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.

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. **These will be supplied via a printed copy of our RAM’s, a discussion about which will be had pre-trip with all relevant staff.**

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 are made aware of the nature of our trip days upon booking; this is seen when choosing the session ("Trip Day; Auckland Zoo" for example) as well as when reading the event description. This includes important details such as departure and return times. Additionally, parents will receive an email including relevant trip details the day before the excursion, preferably 24 hours before they occur. This may include 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. Parents will be informed of the general schedule of the day, such as departure and return times, afternoon tea time, but will not be informed of greater scheduling details as these are subject to minor changes based on the evolving needs of the day.

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 (RAMS) 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 (formal and informal)
- ensure staff have adequate knowledge of destination
- ensuring adequate transport is arranged
- 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.

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

All transport will be undertaken by private bus charter. We consider consent to be granted upon the completed bookings. Confirmation of bookings is subject to the agreement of consent to transportation to the advertised location

If students are travelling in buses for an EOTC event, a staff member is present on each bus..

When contracting a bus company, the school asks for written confirmation that all assigned drivers:

- are licensed to carry passengers (i.e. they have a passenger endorsement)
- have passed a "fit and proper person check" by Waka Kotahi
- have been safety checked and vetted as required by the Children's Act 2014.

When we engage an external transport provider, both the programme and the provider share responsibility as joint Persons Conducting a Business or Undertaking while travelling.

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.

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
- cyber safety, information technology training, and staff responsibilities as they relate to client privacy

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.

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 they are in use by children.

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.
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 Health and Safety report forms. These are submitted in weekly meetings to the principal and where relevant to the Board of trustees once per month. **These are all documented on our programme's incident and accident register.** 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), **of any criminal event, the New Zealand Police**, 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

Staff are supported during any event that has emotional impact, including referrals to appropriate support services like Employee Assistance Programmes (EAP).

Illness and Medication

No sick children will be admitted to the programme.

If a child becomes ill **or injured** during the day they will be made comfortable in a section of the venue that is in sight of staff but away 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 and on a **physical medication permission form**.

All medicines must include

- **The child's name**

- Clear instructions regarding how to administer
- The dosage required
- The frequency
- Any other information programme management deems necessary for the safety of the staff and child/ren.

In the case of any medication the child will administer themselves, parents must specify this.

Any medications supplied by parents will be stored in the Kohia Terrace School kitchen locked away from student access behind a keycode access door that all Kohia Kids Zone staff have access to. All medicines should be provided to KKZ safely and clearly labelled, i.e. in a tupperware or similar container, labelled. 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.

All medical records kept by the programme are strictly confidential.

Staff will only administer medicines in accordance with the written dosage.

Evacuation Drills

Staff will conduct a full evacuation drill once per term (ASC and BSC) and once per week 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

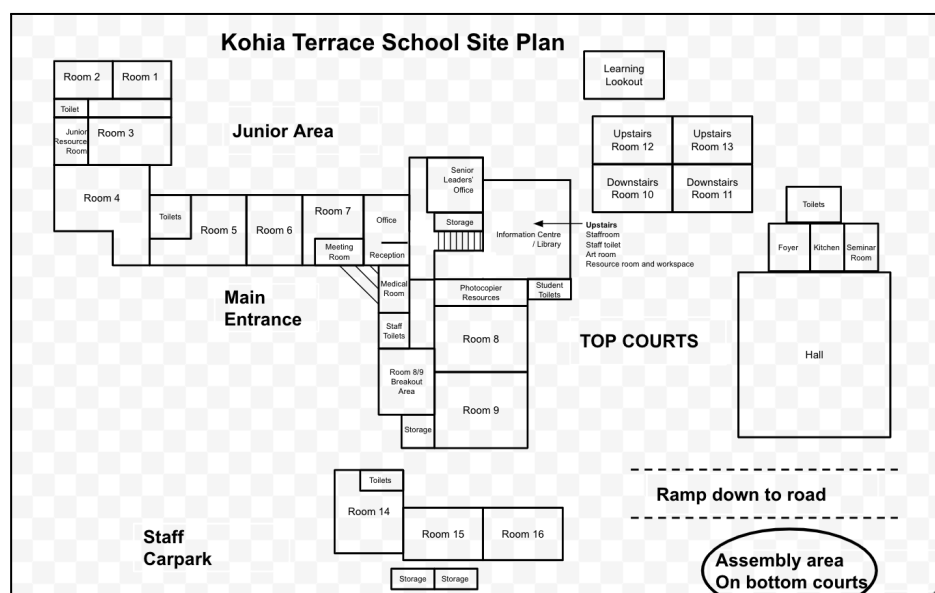
- Contacting emergency services, as required
- Allocating staff to check toilets, kitchen, office, junior playground, senior playground.
- Allocating staff to supervise children during evacuation.
- Ensure everyone immediately proceeds calmly to safe assembly points, walk, do not run.
- Collect attendance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

Drill for fire are considered evacuation drills and are completed at the frequency outlined above (once per term for BSC and ASC, once per week per HP)

Earthquake

If indoors:

- Staff to give clear instructions: "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.

Drills for Earthquakes are completed at Kohia Kids Zone once per year.

Lockdown

- Raise the alarm verbally to all staff. (The overhead alarm may sound or may not be triggered by the event).
- All staff and children to assemble on the hall stage quietly, lying down, awaiting instructions
- Supervisor and one designated staff member will get the lockdown folder, lock the doors, and begin lockdown procedures.
- Stay in lockdown positions until relevant authorities (NZ Police, Animal Control, Center Management etc) have confirmed it is safe to carry on.

Drills for Lockdowns are completed at Kohia Kids Zone once per year.

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.

Attendance / sign in-out

A programme attendance list is maintained daily that records children booked and those who actually attended. There is also a check for children who aren't recorded on the roll.

Programme management will run roll calls;

During Before School Care - Parents will sign in their enrolled children. Staff will sign them out at 8.30am. There will be no additional roll call to the signing in and signing out list.

After School Care - Staff will sign in children at 3pm, during which a roll will be called. Staff will complete a roll call at 5pm. At 6pm staff will ensure all children have been signed out.

Holiday Programme on Site - Parents will sign in their enrolled children. Staff will conduct a formal roll call at approximately 9.30am, after lunch at 1.30pm, and at 3pm after the half day kids have been collected. At 5.30pm staff will ensure all children have been signed out.

Holiday Programmes Trip Days - Parents will sign in their enrolled children. Staff will ensure all kids have been signed in by 9.30am, a formal roll call will be logged before our bus departs for our venue, a mid day head count will be done after lunch at 1.30pm, and at 2.30pm a formal roll call will be logged before our bus departs from our venue. A head count will be done once we return back to the Kohia Terrace School hall. At 5.30pm staff will ensure all children have been signed out. Head counts will be done every time we are on a bus, before the bus departs. Individual groups will conduct head counts every 30 minutes.

The programme shift supervisor is responsible for the role 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/or personal phone will be retrieved and taken to the assembly point.

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 prior to 10am. 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. If parents are also not aware of the child's location we will liaise with the principal and other pertinent school staff. Programme management will be notified of the situation.
- The supervisor may also follow up on information provided by the parents and conduct a wider search e.g. along the route to the child's home, or at a usual waiting point which may be a short walk from the school.
- If the child can still not be located, the Police will be notified by 3.45pm.

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.

Staff will conduct headcounts every 30 minutes. 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 ten 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 ten 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.

Early Drop Off

Children can be signed in up to ten minutes before the listed programme start time. If a child is signed in prior to this, an early fee of \$1 per minute is applied. This charge is per family, not per child.

Business continuity & disaster recovery

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

If an alternative venue is required:

- Te Kahu Kahui will be notified as soon as a potential venue has been identified and the programme will follow the advice of Te Kahu Kahui staff to secure Te Kahu Kahui 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.

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
- Cover cuts and abrasions with a water-proof dressing. Gloves are supplied in case required.
- Staff who may be unwell will not be involved in food handling for 48 hours.
- 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 utensil in a locked cupboard under the kitchen sinks
- 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 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.

Governance/Management and Service Operation

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.

The privacy officer for Kohia Kid Zone is the principal of Kohia Terrace School. Their responsibilities include:

- Responding to general questions about the privacy of the programme
- Managing requests for personal information
- Managing complaints about privacy
- Liaising with the Privacy Commissioner in investigations if required
- Informing the clients of KKZ of serious privacy breaches or risks to the security of personal information Kohia Kid Zone holds.

Photographs of children may be used for advertising the programme, unless parents state otherwise. This is collected upon enrolment.

Kohia Kid Zone will only collect personal information that we require directly from you. We use it for the following purposes:

- To contact you directly regarding your enrolment, such as bookings, fees, outings etc.
- To contact you directly regarding your child whilst he/she is at KKZ;
- To follow up or pursue any queries you have made;
- To inform the Ministry of Health regarding outbreaks of infectious diseases;
- To assist with applications for childcare subsidies.

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.

All enrolment and attendance information collected about children and their families is retained by the centre for seven years. This includes health information about the child. Our centre stores this information so that it is retrievable but is otherwise stored securely and safely with controlled access. When information is no longer required, it will be disposed of in the confidential bin or deleted where it cannot be retrieved.

In the event of a privacy breach that is likely to cause serious harm, the Programme Manager must immediately notify the principal, who will in turn notify the affected individuals/guardians and the Office of the Privacy Commissioner.

All KKZ staff are trained regarding their requirements pertaining to Privacy Act 2020, during their induction.

Digital Technology and Online Safety

We take all reasonably practicable steps to ensure it is safe and responsible to include internet use within our programme. Our strategies aim to prevent digital incidents and maintain student wellbeing and safety.

Our digital technology policies and procedures apply to every member of the Kohia Kids Zone community using digital technology, including staff, attendees, parents/caregivers, volunteers, contractors, visitors, and the board. They apply to digital technology owned by the school or owned privately and used at the programme or

any other location for a programme-based activity. They also include off-site access to the KTS network if applicable.

Safe and responsible use of digital technology

In keeping with our child centered programme policies, Kohia Kids Zone promotes safe and responsible use of digital technology as a shared responsibility. We do this by:

1. Setting Clear Expectations and Commitment:

- The programme **sets and shares clear requirements** for acceptable and unacceptable digital use.
- **All community members** (staff, attendees, etc.) must formally commit to these rules by **signing an appropriate use agreement**.

2. Developing Digital Competence:

- KKZ encourages attendees to be **confident, capable, and competent** users of digital technology.
- Attendees are guided to demonstrate **honesty, integrity, and ethical behaviour** online.

Information Technology and Cyber Security

This policy outlines the procedures for Information Technology and Cyber Security at Kohia Kids Zone (KKZ), ensuring a safe digital environment for all participants. Kohia Kids Zone (KKZ) adheres to the policies of Kohia Terrace School, including user agreements that define appropriate digital technology use for all attendees. Our commitment to technology management and cyber security supports a safe and responsible environment, meeting the core requirements for the MSD OSCAR standards.

Breaches

We respond to breaches of our digital technology and online safety policy using our guidelines in Behaviour Management, Responding to Digital Incidents, and our Concerns and Complaints Policy, as appropriate.

Staff Social Media

The policy outlines strict guidelines for staff social media use to ensure a **safe online environment** and maintain **professional boundaries** with the community.

Key Requirements for Staff:

- **Assume Public Visibility:** Staff must operate under the assumption that all information published online may become **public**, regardless of privacy settings.

- **Maintain Professional Boundaries:** Staff must be vigilant about safe and appropriate out-of-school contact with attendees via all digital channels (social media, text, email).
 - They must carefully consider accepting or extending friend/connection requests with students, parents, or whānau.
 - Personal social media should not be used during work hours/time.
 - A non-school email address must be used for all personal social media interactions.
- **Reporting:** Staff must report any inappropriate communication from a student to the Principal as soon as possible.

Staff with concerns about social media use can seek guidance from programme management, and any related complaints are handled through the standard Concerns and Complaints Policy.

Computer Security and Cyber Security

Kohia Kids Zone (KKZ), overseen by Kohia Terrace School, is committed to the financially responsible and privacy-protected management of all programme assets, following the guidelines of the Privacy Act 2020.

The primary goal is to create a secure and safe online environment by employing appropriate cybersecurity measures to protect IT infrastructure, data, and digital resources from unauthorized access.

The Principal and Board are ultimately responsible for computer security and cybersecurity. All staff using programme devices are required to take appropriate care of them, including secure storage and maintaining digital security measures.

Access security & Data Protection

We restrict access to personal information or sensitive data (e.g. limiting access to staff who require it as part of their duties, ensuring discussions of sensitive information are confidential).

All school/programme devices and accounts are password protected and we expect school community members to create, use, and manage passwords securely and keep them confidential.

At Kohia Kids Zone, we aim to maintain the integrity and confidentiality of programme information.

We store data for an appropriate length of time based upon their varied and unique governing agencies and requirements.

Software security

We take a number of measures to ensure software settings are managed effectively, including:

- setting up software permissions and email security settings appropriately
- updating our permissions and settings as needed
- monitoring alerts and taking any necessary actions

Managing computer and cybersecurity incidents

To meet the standard for managing critical incidents and protecting client information, Kohia Kids Zone (KKZ) requires all staff and attendees to remain alert for potential cybersecurity issues (such as suspicious emails or unauthorised network activity). In the event a breach or incident is suspected, staff must immediately take steps to minimise distress and harm, safeguard affected individuals, and contain the issue by isolating affected devices or accounts. All incidents must be reported promptly to programme management using the digital incident response procedure. If the incident involves a data breach that compromises personal privacy, the programme will follow the requirements of the Privacy Act 2020 to respond and notify affected parties as necessary. This approach ensures the quick restoration of services and protects the confidentiality and integrity of our programme data.

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 and Systems

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 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

- Scheduled post-holiday programme surveys

- Anonymous suggestion box

Feedback is analysed and stored for longitudinal data. Where applicable, parents and whanau are updated directly as to the status of their feedback and any relevant changes.

Children are regularly asked for their feedback. We are dedicated to considering the child's perspective into all program structures. Feedback is gathered via an anonymous suggestion box, group discussions, and dedicated one-on-one consultations to collaboratively address behavioral needs. Child lead feedback is relayed to all staff via documentation and any relevant updates are told to the children directly.

Client Services & Programmes

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 **and unauthorised** 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.