



Wanaka After School Programme Ltd - Policies and Procedures Manual 2018

Wanaka After School Programme Ltd
Trading as
Wanaka Kids Club

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1. INTRODUCTION / PURPOSE

- 1.1. The purpose of the Wanaka After School Care Programme (WASP) is to provide quality care and recreation for children and youth aged between 5 and 13 years. This care takes place during after school hours, school holiday periods and at various one-off events throughout the year. It is designed to meet the needs of both parents, caregivers and whānau who work and wish for their child to be cared for in their absence and, the same parties who simply wish for their children to be in the learning environment WASP provides.

2. POLICY AND PROCEDURE DEVELOPMENT

- 2.1. This policy and procedure document will be reviewed periodically and updated at least every two (2) years, or as deemed necessary to ensure that the children's and staff's safety and needs are being met. It will also be changed to incorporate necessary changes to relevant legislation Acts; e.g. Health and Safety, Child, Youth and Family requirements and professional guidelines.
- 2.2. It will be the responsibility of the Coordinator (designated the person in-charge of the operation), to ensure that this is carried out. Staff and parents will be advised of impending changes and asked for their input.
- 2.3. Any review and amendments to this document must be signed and dated by the Coordinator.
- 2.4. It will be the responsibility of the Coordinator to ensure that changes are clearly explained to staff and changed processes are acted on. It will also be the Coordinators responsibility to ensure all Staff are aware of what is in this document and understand its' meanings. Staff will receive an updated copy of this document for their reference. The Coordinator will also be responsible for ensuring parents, caregivers and whānau are aware of changes in policies. An updated copy will be made available to parents, caregivers and whānau at WASP and on the website.

3. SERVICE ENVIRONMENT

- 3.1. WASP will provide a safe, varied and stimulating programmes that aims to meet the welfare needs of the children it works with.

4. CULTURALLY RESPONSIVE, POSITIVE AND CHILD-FOCUSED OBJECTIVES

- 4.1. WASP's objectives are:
 - A. To help young people learn to enjoy and make good choices about how to spend their leisure time.
 - B. To recognise the variety of needs that children have after a day at school and providing a safe, friendly, relaxed and non-institutionalised environment.



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- C. To be aware of individual potential and promote non-racist, non-sexist and non-stereotypical attitudes.
- D. To provide safe and quality supervised childcare.
- E. To provide affordable After School and School Holiday Care.

5. PROGRAMME ACTIVITIES

- 5.1. Activities at a WASP site are to be designed to give children the freedom to learn and play in their own time and give enough freedom of choice that a child never feels forced in to an activity.
- 5.2. Staff will be briefed on the terms planned activities and what they will be participating in each week, prior to the term beginning. The term plan will be located on the notice board for viewing. All Staff will participate in programme development sessions to ensure a wide variety of activities are available for the children.
- 5.3. Children will be encouraged to participate in planned activities, but may choose not to do so, on condition that they are able to engage in a purposeful activity of their choice and are not disruptive. Whenever possible, alternative activities will be provided. Staff will be expected to be involved with all activities to help encourage children to do the same.

6. BUILDING AND FACILITIES

- 6.1. WASP uses designated spaces for its after-school programmes but, when accompanied by a supervisor, the children can make use of the school playgrounds. The cleaning of the classroom facilities is the responsibility of WASP but general maintenance lies with the school caretaker or relevant school representative. Any such maintenance or health and safety improvements can be arranged by calling or emailing the relevant contact from the WASP contact list.
- 6.2. Boundaries mentioned in any hire agreement will be clearly outlined to staff, parents and children.
- 6.3. When away from a school site, boundaries will still be clearly outlined to children by staff.

7. TOILET FACILITIES

- 7.1. Children needing to use the toilets may use the nearest available which, depending on the site, will be outlined upon arrival. When off site, children must notify staff of their intentions to use the toilet and, when necessary, be escorted to the toilet by a Supervisor.
- 7.2. Children will be encouraged to wash their hands after toileting and Supervisors should inspect the toilet facilities to ensure a child has everything they will need to use the toilet itself and to wash their hands after.



8. FOOD AND FOOD PREPARATION

- 8.1. All Staff will be required to have clean hands. Children will be supervised in washing their hands before participating in food preparation and before eating. Liquid soap and clean hand towels will be available.
- 8.2. The food preparation area will be kept clean and only used for the purpose of food preparation. It is the responsibility of programme staff to ensure a clean surface is maintained, as well as the surfaces on tables used for eating.
- 8.3. All dry food that requires storage will be stored in the kitchen area and used for WASP purposes only. The storage area will be checked and cleaned on a weekly basis by the Supervisor or delegated staff member. All food will be checked weekly for use-by-dates.
- 8.4. WASP will provide a small afternoon tea during the After-School Programme. All afternoon teas will follow the Ministry of Health nutritional guidelines. Occasionally the children may be treated with biscuits and snack food. We provide water for children to drink during WASP after school hours and Milo during the winter months. Children will have access to drinking water at all times.
- 8.5. Tongs or gloves are to be used when serving food.
- 8.6. Occasionally staff may give children sweet treats as part of an activity, such as sweets for prizes (unless requested by the parent/caregiver of child to do otherwise).
- 8.7. Parents, caregivers and whānau must disclose any food allergies or nutritional requirements that their children have in said child's enrolment form.
- 8.8. Staff will not re-heat food due to health and safety guidelines.

9. PHONE SERVICES

- 9.1. The Supervisor will have access to a mobile phone which will be carried on them at all times. This is for the use in an emergency, to contact parents, and for parents to contact the Supervisor during programme hours.
- 9.2. In the event that the mobile has no coverage or battery charge, personal phones may be used or the school phone may be used, which is located in the school office. Should a staff phone have no credit, social media messaging should be used to relay important information to the Supervisor and Coordinator.
- 9.3. No excursion will be organised where mobile coverage and/or a landline is unavailable.
- 9.4. Under no circumstances are staff to make personal calls or texts during work hours; however, staff should have phones on them in the event of an emergency to maintain contact with Supervisor & Coordinator.

10. LOCATION/SPACE

- 10.1. WASP will undertake its programme in the designated WASP classroom or hired site. Inside, children will have all the necessary comforts to enjoy the relevant activities.



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- 10.2. All equipment will be stored correctly so to not be in a position to injure a staff member or child.

11. SERVICE OPERATION

- 11.1. The safety and wellbeing of all children is paramount to us, and at all times WASP will operate safely and within our guidelines.

12. ENROLMENT AND BOOKING PROCEDURE

- 12.1. All parents, caregivers and whānau must complete an online enrolment form. WASP uses Aimy Plus for online enrolments. To enrol in any of the WASP activities, parents follow the instructions below to set up your profile.
- A. Go to wanakakidsclub.aimyplus.com and click on the Purple Register Now button or go to wanakakidsclub.co.nz and click on the Book Now button.
 - B. Follow the guidelines to set up yours and then your child/rens' profiles
 - C. Where possible, parents will include photos of their children as this really helps the staff know who you, and other member who can collect the children are.
 - D. Parents are encouraged to add as much detail as possible when registering, however, they can always go back and edit it at any stage later.
 - E. Once a Parent has a profile, they are able to login to Aimy Plus and be directed to the 'Dashboard'. This is the main hub where they will see all the important information relating to bookings, information and fees.
 - F. Messages and reminders can be sent directly to parents from the Coordinator using Aimy Plus' messaging tools.
- 12.2 Enrolment forms must include the following:
- A. Child's name, address and home phone number
 - B. Age of child.
 - C. Parent/guardian names, address' and phone numbers during programme hours.
 - D. Names and contact details for two emergency contacts.
 - E. Day's child will attend.
 - F. Names of adults authorised to pick up child from programme.
 - G. Any access or custody arrangements and/or protection orders.
 - H. Any cultural needs staff need to be aware off.
 - I. Any health or medical conditions and/or allergies, including medication or assistance required. (Medicine will not be administered to any child without the written consent of their parent/caregiver).
 - J. Name and phone number of child's family doctor.
 - K. Signature of parent/caregiver/guardian and date.



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- 12.3 The completed enrolment form and any custody/protection orders will be available to all staff, parents, caregivers and whānau at all times as required.
- 12.4 The Coordinator will also remind parents, caregivers and whānau to keep their enrolment details updated via the newsletter. The Coordinator is responsible for ensuring relevant changes are documented.

13. HOW PARENTS MAKE A BOOKING

- 13.1. Simply they click on the **Make a Booking** option by their child's name on the dashboard and they will be taken to the booking screen.
- 13.2. Bookings are:
 - A. After School Care: bookings can be made as a regular or one-off booking for each and all terms.
 - B. Holiday Programme: bookings for use in school holiday periods.
 - C. Special: Bookings for use on special days such as a Teachers Only day.
- 13.3 Once parents submit their bookings, it will be automatically sent to the Coordinator and s/he will **confirm it** or contact the booker if there is a problem. Once confirmed, the booking cannot be changed by parents, only by the Coordinator at their discretion.
- 13.4 Invoices are then created based on the approved bookings one week in advance and will appear on booker's Dashboard.
- 13.5 If parents qualify for a WINZ subsidy, the forms can also be printed from Aimy Plus for their termly updates.
- 13.6 It is the responsibility of parents, caregivers and whānau to inform the Supervisor or Coordinator of any changes that occur to the child's circumstances.
- 13.7 Parents, caregivers and whānau paying alternative weeks for their child's care will be asked to create two separate online accounts, rather than having one joint account.

14. ATTENDANCE

- 14.1. Parents, caregivers and whānau are expected to contact the Coordinator or Supervisor before the beginning of the enrolled programme via the WASP mobile or via email if their child will not be attending. Fees for that particular session will be void should the parent make contact. The full booking cost will stand should the Coordinator or Supervisor have to contact parents, caregivers and whānau with regards to an un-notified absence.
- 14.2. An attendance register will be completed on a daily basis. WASP staff will sign children in by ticking the names of children attending on the register in a roll-call basis. The person picking up the child on that day is required to sign the register. The Coordinator is to ensure these details are completed and explained to new families. During all activities booked through Aimy Plus, parents or a nominated person will sign the child out at collection at the end of the day.
- 14.3. Attendance information of children, including their contact details, must be taken during an evacuation or excursion; this is the responsibility of the Supervisor or Coordinator.



15. CHILDREN THAT DON'T ARRIVE ON THE PROGRAMME

- 15.1. The following steps will be taken if a child does not arrive at a WASP site within 30 minutes of a designated arrival time slot:
- A. The Supervisor will take steps to locate the child within the immediate area. This can include physically looking for the child or asking classmates of an absence.
 - B. If a child has not arrived by 3.15pm the child's parent, or designated contact will be telephoned.
 - C. If parents or designated contacts are unavailable, the school and emergency contacts will be telephoned.
 - D. If parents, designated contacts and emergency contacts are unavailable and the child has not been located by 3:30pm, the Supervisor or Coordinator will contact the police.

16. MISSING CHILDREN

- 16.1. If a child goes missing during the duration of a programme, the following procedure will be followed:
- A. Staff will take steps to locate the child within the immediate area.
 - B. The parents, caregivers and whānau will be contacted.
 - C. If parents, caregivers and whānau are unavailable, emergency contacts will be telephoned.
 - D. If still not located within thirty (30) minutes the Supervisor or Coordinator will contact the police.
 - E. At least two (2) staff members will remain on site to look after remaining children; or if the programme has ended one (1) staff member will remain to ensure someone is there if child returns.

17. COLLECTION OF AND ACCESS TO CHILDREN

- 17.1. Staff will not release a child to a person who is not identified on the enrolment form. Unless previously approved, if an unauthorised person comes to collect the child, parents, caregivers and whānau will be contacted for authorisation at a charge to the parent/caregiver. Staff are made aware of this when starting and shown where to locate these details for children on enrolment forms or sign out sheets. Staff will request formal identification from any person arriving to collect a child who is not recognised by staff. Refusal to provide identification will result in that person being asked to leave. If that person refuses to leave, staff will contact Police.
- 17.2. Parents, caregivers and whānau must inform staff if a person who is not listed on the child's enrolment form will be collecting the child. Staff will need to make sure the parent/caregiver notes it onto their enrolment form and make a note of it on the attendance register for staff to be aware of someone else collecting child.



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Parents, caregivers and whānau must inform staff if someone other than the usual person will be collecting the child (even if noted on enrolment form).

- 17.3. If a parent is not authorised to collect a child, a copy of this must be provided at the time of enrolment e.g. Custody, Access or Protection Order.
- 17.4. If a child leaves unaccompanied this must be confirmed in writing on the enrolment form or via text or email. The child will then be signed out by programme staff. Copies of texts or emails will be saved.
- 17.5. Staff have a duty of care to all children and will not leave until all children have been collected. When down to the last child at least two staff must be present.

18. CHILDREN NOT COLLECTED AT END OF PROGRAMME

- 18.1. If a child is not collected at the end of a programme, the following procedure will be followed:
 - A. Two Staff Members will remain with the child.
 - B. Parents, caregivers and whānau will be contacted and if unavailable emergency contacts will be contacted.
 - C. If there has been no contact with the parents, caregivers and whānau within one (1) hour of the programme closing, the child will be taken to the nearest Police Station and contact will be made with Child Youth and Family. A note will be left at the programme site indicating where the child has been taken.
 - D. Extra charges will apply. Fees will be made available on the WASP website.

19. GENERAL COMPLAINTS

- 19.1. All WASP users should be made aware of the Complaints Procedure through the Coordinator.
- 19.2. Definition of a Complaint or Concern – the following constitutes a complaint:
 - A. Any verbal or written concern/observation that call into question the actions, behaviour or activities of any person involved with WASP, or any aspect of their environment, which impinges on the rights, safety or health of any person at WASP. Parents, caregivers and whānau will be informed on enrolment that there is a Complaints Procedure. This will be included in information given to parents at enrolment and clearly displayed at the WASP site. This information will include the contact details of Child Youth and Family, should parents or staff wish to report a serious concern.
- 19.3. If any parents or staff members have complaints about anything at WASP, the following complaints procedure must be followed:
 - A. Verbal or written complaints or concerns should be discussed with the WASP Coordinator or a nominated Supervisor should there be a conflict of interest. The WASP Coordinator will respond within



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- fourteen (14) days. Where possible, a mutually agreeable outcome will be sought.
 - B. A record of all complaints and their resolutions will be kept on file, held by the Coordinator with each party receiving a copy.
 - C. If a person makes a complaint about WASP to any outside authority, s/he is required to advise the Coordinator or Supervisor as soon as possible in the interest of the well-being of others at the programme.
- 19.4. Details of the complaint, including the identity of the complainant, must be kept confidential to those concerned, unless requested otherwise by the complainant.

20. BEHAVIOUR MANAGEMENT

- 20.1. Children are expected to abide by the following code of behaviour:
- A. To behave in such a manner that does not impinge on the rights and enjoyment of others, or damage equipment or property.
 - B. To abide by requests/instructions from WASP staff, volunteers or 3rd party site instructors.
 - C. To abide by the rules of WASP (including school rules).
 - D. To remain in the environment of the programme unless authorised by their parent/caregiver or a staff member to leave.
 - E. To come straight to a WASP site after the school day finishes.
- 20.2 At all times, staff will maintain a fair, consistent and positive approach to children's behaviour. At no time will children be physically punished, disciplined or treated in a way that is degrading, humiliating or cause fear or anxiety. Children will only be physically restrained if their immediate safety or the safety of others is at risk and verbal commands have failed. A second staff member must be present.
- 20.3 Children, with help from staff, will decide on the rules at WASP at the beginning of each year, and will be reviewed each term. These rules will be outlined whenever a child starts at WASP. These will be located on the wall for children, parents, caregivers and whānau and staff to see at all times.
- 20.4 To encourage appropriate behaviour, staff will incorporate a reward scheme that works best for the majority of the children and suit a variety of ages. This will vary depending on what works best for the children and staff. The focus of the scheme will be on reinforcing positive behaviour.
- 20.5 When children are in conflict with each other, staff will act as mediators where possible to help the children to resolve the situation themselves and aid them by making suggestions on how to do so to ensure the situation is resolved in a safe and healthy environment. If children cannot resolve the conflict, they will be removed from the situation, for example they will not be allowed to play with the toy or with each other.
- 20.6 If a child displays unacceptable behaviour, permitted discipline measures include:
- A. Verbal warning with the preferred behaviour stated.
 - B. Removal of privileges e.g. not able to continue with chosen activity or other such limits related to incident leading to reprimand.
 - C. Reparation e.g. picking up what has been thrown down.



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- D. Time Out – discreetly the child is instructed to sit on a chair for an appropriate time (i.e. one (1) minute per age) to consider their behaviour and will be expected to come up with an idea, or discuss how they could have handled the situation differently.
 - E. Where behaviour endangers self or others, the parent/caregiver is to be contacted immediately to collect the child.
- 20.7 All disciplinary procedures are to be recorded on an Incident Form by staff (in consultation with the Coordinator), signed and placed in the child's Incident and Accident File. The Coordinator or Supervisor will discuss the behaviour with the parent/caregiver when they come to collect the child and have the parent/caregiver sign the Incident Form.
- 20.8 If disciplinary procedures fail to manage the unacceptable behaviour (for example, the behaviour occurs again in any one day or frequently) then the Coordinator will contact the parents, caregivers and whānau the same day to arrange a meeting to discuss the child's on-going enrolment at WASP.
- 20.9 A meeting with the parent/caregiver, Coordinator and the Supervisor regarding a child's on-going enrolment may result in the following outcomes:
 - A. A behaviour management plan may be implemented by the Coordinator in consultation with the parent/caregiver. The plan must include the desired outcomes and a timeframe. A copy of this is to be kept on the child's file and a copy given to the parent/caregiver.
 - B. A recommendation is made to the parent to suspend the child for a fixed period of time after which time the child will be allowed to return to the programme. The decision to suspend a child is taken only after all other options have been explored with both the parent/caregiver and the child. The parent/caregiver must receive written notification of the suspension from the Coordinator.
 - C. The decision to terminate enrolment is taken only after all other options have failed or the safety of the other children or Staff at the program is threatened. The parent/caregiver must receive written notification of termination of enrolment from the Coordinator.

21. RESPONDING TO CULTURAL NEEDS

- 21.1. The Supervisor and staff will incorporate games and activities from different cultures and nationalities.
- 21.2. Staff will acknowledge and embrace individual children and their family's cultural differences.
- 21.3. Enrolment forms will ask parents to notify Staff of any cultural needs of children, e.g. ethnic, social and/or religious.
- 21.4. The programme newsletter will notify parents of any particular focus to a different culture being represented in an upcoming programme. Parents, caregivers and whānau will be able to give staff their input for the programme and others in the future.



22. CHILDREN WITH SPECIAL NEEDS OR DISABILITIES

- 22.1. Children with special needs will not be excluded from WASP providing that the Supervisor and staff are confident that the child's needs can be catered for without negatively affecting the other children, and also to ensure that the child will benefit from being at WASP.
- 22.2. Full information about the child's requirements including medication, diet and supervision, must be obtained from the parents and included with the child's enrolment form. It is the Supervisor's responsibility to ensure that all Staff are fully aware of the child's requirements and that they feel confident to provide the necessary care.
- 22.3. If the child requires further special aids, for example modified facilities, extra staff or staff training, the Coordinator will make the final decision.
- 22.4. Each case will be considered individually and every effort will be made to include that child within the limits of the resources of the programme. This will be reviewed on a term to term basis to allow for the needs of the child and/or resources of the programme changing.

23. RECORD KEEPING

- 23.1. All enrolments are updated yearly.
- 23.2. Parents are to be notified regularly, via newsletter, to keep their files updated.
- 23.3. All enrolment forms are to be stored electronically.
- 23.4. All staff personnel files are to be stored electronically.
- 23.5. Emergency contact information will be stored electronically and a folder on site.
- 23.6. Attendance records must be kept using AIMY Plus; including a sign in and out system to ensure that in the case of an emergency, WASP has an accurate record of children at the programme.
- 23.7. It will primarily be the Coordinators responsibility to maintain all records of WASP. The Supervisor will help with child enrolments where needed. The Coordinator will maintain complaint records and staff files.

24. CONFIDENTIALITY

- 24.1. The programme will ensure staff and child confidentiality. At all times, WASP will comply with the requirements of the Privacy Act 1992.
- 24.2. All forms, such as enrolment and staff application or information forms, state why information is collected and what will be done with the information. No information is shared except with the owner's permission or as required by legislation. All files holding confidential information will be kept away from the access of unauthorised persons however will be available for authorised parents, caregivers and whānau, staff and management to check for accuracy at all times.
- 24.3. All personal information shared in discussions between staff is to remain confidential unless legally required. Confidentiality will only be breached if there is a perception that harm could arise from maintaining confidentiality.



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- 24.4. All sensitive and personal conversations including telephone conversations shall be held discreetly and in private.

25. PROGRAMME HOURS

- 25.1. WASP operates from 2.45pm to 5.30pm during the After-School Care sessions. WASP operates during the school term time.
- 25.2. During the school holidays and teacher only days, WASP operate from 8:30am until 5:30pm.

26. HEALTH AND SAFETY

- 26.1. WASP will take place in a safe and healthy environment, suitable for the care of children and for the needs of the staff. At all times the well-being and safety of the children is foremost. All relevant legislation will be adhered to.
- 26.2. The safety of children and adults at the programme will be ensured by:
- A. Assessing the risk to staff and programme participants of all identified hazards, identifying and recording all potential health and safety hazards at a WASP site and any other venues used.
 - B. Putting controls in place to eliminate minimise or isolate risks - for example, providing safety equipment.
 - C. Using healthy and safe work practices, together with staff training.
 - D. Regular inspections by staff to check that hazards have not changed.
 - E. Compliance with all relevant codes of practice and regulations.
 - F. Having a sun-safe policy in place which must be followed by children and staff.
- 26.3. It is the responsibility of the Coordinator to ensure all procedures are in place to ensure the safety of staff and children at all times.
- 26.4. Health and safety information will be discussed and minutes taken at staff meetings where staff are informed of all health and safety policies and regulations.
- 26.5. Hazard identification checks will be carried out by the Coordinator, alongside other Staff Members. All children will be notified of any hazards when appropriate; hazards will then be filed in the hazard folder by the Coordinator. All records of these hazards will be kept on premises.
- 26.6. A safety check will be carried out daily by the Supervisor, and records of this kept on premises.
- 26.7. All core staff will undergo Health & Safety training.

27. RISK ASSESSMENTS

- 27.1. A risk assessment will be carried out by the Coordinator for any off-site activities or visits or any new activity for WASP that poses some degree of risk to either the children or staff involved. All staff will be required to read the assessment and sign



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that they agree with it. Checks must be done during this assessment to ensure adequate staff to child ratios are met depending on the activity or outing.

- 27.2. An updated risk assessment will be available to all staff regarding any aspect of a WASP programme.

28. ACCIDENT AND INCIDENTS

- 28.1. A written record will be kept of every accident to children, staff and visitors. These will be located in the “Accident and Incident” folder, under child’s, staff or visitors’ name. The record will be written on the appropriate form.
- 28.2. The Supervisor will be responsible for ensuring staff fill these out correctly and that parents, caregivers and whānau are notified at the end of each day. All accidents to staff, children and visitors, including near misses, will be recorded and investigated.
- 28.3. If a “serious harm” occurs, the Coordinator will notify Occupational Safety and Health Services (OSH) as soon as possible and the prescribed accident form submitted to OSH. This will be done within seven (7) days of the injury.
- 28.4. In the event of any accident to children, staff or visitors, the following procedure will be followed; all first aid will be performed by a trained first aider.
- A. All Staff must wear disposable gloves when administering first aid.
 - B. Staff will immediately inform the Supervisor or Coordinator.
 - C. Appropriate first aid will be administered.
 - D. If a child needs medical attention, parents, caregivers and whānau will be contacted to ascertain if they would prefer to take the child themselves or if they would prefer staff to take the child to the nearest medical centre at the parents, caregivers and whānau cost. If parents, caregivers and whānau, or emergency contacts are unavailable, the child will be taken to the nearest available medical facility by the Coordinator or Supervisor at the parents, caregivers and whānau cost.
 - E. If serious injury occurs, parents, caregivers and whānau will be notified and an ambulance called.

29. EQUIPMENT AND FURNISHINGS

- 29.1. All play equipment shall be checked for safety and suitability by the Coordinator or Supervisor, and shall be checked each term and maintained as far as practicable. If equipment is substandard a corrective action plan will be completed by the Supervisor or Coordinator.



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30. CLEANING

- 30.1. A variety of cleaning products will be available to ensure all cleaning practices can be carried out effectively by staff. All cleaning supplies will be kept out of reach of children.
- 30.2. Staff will ensure all general cleanliness and tidiness of the WASP site, hired venues and WASP vehicles.
- 30.3. Children will help with the washing up of dishes under the supervision of a staff member present. All sharp knives etc. will not be touched by the children.
- 30.4. When applicable, staff will teach children the benefits of cleaning and encourage them to help in a fun and friendly way.
- 30.5. All games/toys must be checked and cleaned at the end of each term for cleanliness and safety. Majority of toys will be cleaned by bleach or washing for pillows and dress ups. The store cupboard will be cleaned completely from top to bottom at the end of each term.
- 30.6. Overall cleaning is the responsibility of the building owners. However, WASP staff are to ensure premises are left in a tidy condition. During the programme, staff need to ensure toilets and bathrooms are cleaned daily, the rubbish removed, any sink is cleaned, tables cleaned and floors vacuumed in line with the Open and Close Checklists.
- 30.7. Hot water will be accessible to staff and children (under supervision) for use in cleaning.
- 30.8. All tables and benches must be wiped down thoroughly with disinfectant prior to preparing food or eating. Regularly clean door handles.

31. UNWELL CHILDREN/STAFF

- 31.1. If a child becomes unwell at WASP, they will be made as comfortable as possible in a “quiet” space where they can be constantly observed and the parents, caregivers and whānau must be notified. If a Staff member becomes unwell during any of the programmes, they will be sent home.
- 31.2. If a child or staff member has been unwell, in line with Community Public Health guidelines and out of consideration to other children and Staff, children or staff will not be allowed to return to WASP until 48 hours after any diarrhoea or vomiting has passed. Children will not be able to attend if they have any contagious diseases such as swine flu, impetigo (school sores), chicken pox or until after the infectious stage, after treatment (for further information on contagious diseases, please notify the Coordinator for a copy of contagious diseases chart). Parents, caregivers and whānau will also be advised on enrolment and booking to let staff know if a child is unwell.
- 31.3. If necessary the Supervisor or Coordinator will notify an ambulance or take the child to the nearest medical facility if parents, caregivers and whānau cannot collect the child. If an ambulance is not available or the parent/caregiver is unable to collect the child, they may be transported via a staff member’s vehicle.
- 31.4. Rooms being used must be well ventilated to avoid other children and staff getting sick also.



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- 31.5. In the event that both the Coordinator and Supervisor are away due to sickness and no nominated trained Programme Manager is available – WASP will close for that particular programme. The Coordinator will notify affected parents. WASP will not charge parents in the event of any closure.
- 31.6. All staff will be encouraged to have the flu shot available from their doctor each year to help avoid them getting sick. WASP will pay up to \$25.00 for Staff to receive the flu shot each year, by way of reimbursement upon receipt.

32. FIRST AID

- 32.1. There will be at least one (1) member of staff each day who has a current first aid qualification (volunteers and relief staff with first aid qualifications would be preferable, but not necessary). Only staff with a current first aid certificate may carry out first aid.
- 32.2. A **first aid kit** will be available at all times and will contain a minimum of:
 - A. Plasters – assorted sizes
 - B. Conforming bandages – assorted sizes
 - C. Sterile gauze swabs
 - D. Non-Stick sterile dressings
 - E. Triangular bandage
 - F. Sterile saline solution 20ml
 - G. Sterile eye pads
 - H. Antiseptic wipes
 - I. Disposable gloves
 - J. Scissors
 - K. Tweezers
 - L. Safety pins
 - M. Snap lock plastic bags
 - N. First aid manual
 - O. Accident Record Book
- 32.3. It is the responsibility of the Coordinator to ensure that the First Aid Kit is maintained and well stocked. This must be checked and re-stocked on a monthly basis by the Coordinator or delegated person. This must be stored away from children at all times and taken on any outing/excursion/activity away from venue.

33. MEDICATION

- 33.1. Medicine will not be administered unless parents, caregivers and whānau have signed the Medical Consent Form.
- 33.2. This form must include dosage and administering instructions etc. All staff will be made aware of any affect medication may have on a child.
- 33.3. Medication will be administered by the Supervisor. When medication is administered, a daily medication form must be signed off by the Supervisor and another staff member who will be present when medication is administered, the parent will also be required to sign when collecting child. Both Supervisor and staff



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member present to check medication is swallowed. The Coordinator will be responsible for checking medication forms are reviewed prior to programmes beginning.

- 33.4. All medication is to be kept in a secure box and a locked cupboard or the fridge for antibiotics. All medicine must be labelled, showing child's name and dosage.

34. ANIMALS

- 34.1. WASP has a no pet policy unless the animal is a trained guide animal.
34.2. If an uncontrolled animal is onsite, the Supervisor will notify animal control immediately. Staff will ensure safety of children is maintained and will keep them away until said animal is removed by animal control. The Coordinator will remind parents of this policy via the newsletter to ensure they don't bring family pets onto the premises.

35. SMOKE-FREE

- 35.1. A smoke-free policy will be adhered to at all times within school boundaries.
35.2. There is to be no smoking in any areas, outside or inside by staff, parents or visitors that is accessible to children.

36. SUN SAFETY

- 36.1. All children will be required to bring and wear a hat and sun-block while outdoors during terms 1 and 4. Staff will ensure that sun-block is applied before children are permitted outside. WASP will have sun-block on hand for children that do not have their own.
36.2. All Staff, children, parents, caregivers and whānau are to be informed of the sun protection policy and its intended practices.
36.3. Children not wearing a hat are required to play in allocated shade areas prior to 4pm especially.
36.4. The use of a broad-spectrum SPF 30+ sunscreen is compulsory when outdoors during terms 1 and 4. WASP provides a broad-spectrum SPF 50 for use by all children.
36.5. The use of sun protected clothing is encouraged e.g. Sleeves and collars;
36.6. Staff are expected to act as role models by practicing sun smart behaviours;
36.7. The Sun Protection Policy is reflected in the planning of all outdoor activities.

37. EMERGENCY PLANNING

- 37.1. All staff and volunteers are trained in fire, earthquake drills and other emergency procedures.



38. EMERGENCIES AND DISASTER PROCEDURE

- 38.1. In the event of a fire, the fire alarm will be turned on and left to ring continuously. The fire extinguisher is to be used only when all the children have been safely evacuated and if can be done so safely. The Supervisor will contact the Fire Service after all children are accounted for.
- 38.2. Staff will supervise the children's evacuation in a calm and orderly manner, using the quickest and safest escape route.
- 38.3. A nominated assembly point will be clearly designated and staff and children will be made aware of said point at each site.
- 38.4. The Supervisor is to collect the attendance register and emergency contacts and designate a staff member to check that the toilets and playground areas are evacuated and to collect First Aid Kit and Emergency Survival Kit. All Staff are made aware on induction what area they are responsible for in an emergency. Copies of emergency procedures are located near the door; a diagram will also be located next to written procedures. This will be regularly explained to children.
- 38.5. The Supervisor will check off the names of the children against the attendance register and visitor note book to ensure all children, visitors and staff are accounted for. The Attendance register and visitor sign in notebook must be in easy access of the Supervisor at all times.
- 38.6. Children will assemble in two rows and remain seated until instructed otherwise.
- 38.7. All Staff will be trained in fire, earthquake drills and other emergency procedures by the Coordinator, and know the location of fire alarms and extinguisher's. All permanent staff will have current First Aid Certificates.
- 38.8. Upon an earthquake tremor, all children are to seek shelter under tables (head in lap) or in doorways, bracing themselves. If outside, move to the middle of the nearest open space.
- 38.9. The Coordinator will liaise with WASP sites in regards to conducting emergency evacuation drills.
- 38.10. Evacuation drills will be performed at least once a term. Date of drill and name of staff members participating in drill and their role will be recorded in the Emergency Log.
- 38.11. In the event a WASP site becomes affected by a storm (high winds) during programme hours, staff will ensure all children stay away from doors and windows and shelter children in middle of venue. After the storm, Staff will ensure all children are collected.
- 38.12. In the event WASP becomes affected by flooding, staff will ensure children are kept calm and dry as much as possible. All items will be as high as possible of the floor.
- 38.13. Once the emergency is over and appropriate people contacted, staff will bring children back inside, providing it is safe. If a WASP site is not safe, parents will be notified to come and collect children or taken to nearest civil defence post as identified by Radio Wanaka (92.2fm) where staff members will stay with children until collected. The Supervisor will contact parents, caregivers and whānau if venue is not likely to reopen as usual and either notify of temporary venue or



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closure. All staff will be given roles to carryout, e.g. designated First Aider, keeping children occupied, feeding and water for children and staff.

- 38.14. The Coordinator will maintain contact with the insurance company to ensure replacement of equipment happens as soon as possible.
- 38.15. In the event a WASP site is closed for any reason including e.g. earthquake, snow, flooding and sickness etc. WASP will not open; the school or venue responsible will contact the Coordinator who will notify the other staff.
- 38.16. An emergency contact list will be maintained by the Coordinator and be made readily available for all staff, including: staff and emergency contact details, management details, school principal details, medical centre details etc.
- 38.17. The Supervisor will ensure an emergency kit is maintained and located at the door of each WASP site at the beginning of each session.

39. EMERGENCY AND DISASTER PROCEDURE (PERSONAL)

- 39.1. In the event of a death of either a child or staff member during a WASP activity, all staff will remain calm and help keep children calm. Staff and Management will work closely with the school and or Trauma Support team to ensure the best interests of children are met. Staff will not advise children of a death unless instructed to do so and will be well supported by the Coordinator.
- 39.2. Professional support will be available for all staff afterwards.
- 39.3. In the event that the Supervisor is unavailable to open the programme, the Coordinator will have the necessary keys and access codes to ensure that the programme continues to run as normal.

40. CHILD PROTECTION

- 40.1. WASP is committed to the recognition and prevention of abuse of children and young people and will maintain constant training to remain up-to-date.

41. STAFF TRAINING

- 41.1. Staff will be required to undergo the training listed below:
 - A. General induction
 - B. Aimy Plus induction
 - C. Health and Safety
 - D. Behaviour Management
 - E. Emergency Procedures
 - F. Recognising and responding to suspected child abuse
 - G. Comprehensive or Workplace First Aid.
- 41.2 All Staff will receive written procedures for WASP Emergency, Risk and Health and Safety Policies.
- 41.3 All volunteer and casual Staff will be required to undergo induction training and Health & Safety training with the Coordinator.



42. PREVENTION

- 42.1. Children will remain within boundaries at all times. Staff will ensure they are aware of what children are doing at all times as well as being aware of where all staff are and what they are doing at all times.
- 42.2. Staff will ensure they are not in a position where they are left alone or behind closed doors with a child.
- 42.3. All visitors and temporary staff are to be signed in and out of the programme, so that staff know at all times who is at the programme.
- 42.4. In addition to the general safety policies outlined, staff will ensure that volunteers and other adults visiting or working at the programmes are well supervised and visible in activities performed with children.

43. EARLY INTERVENTION

- 43.1. Staff will be well trained in understanding early warning signs of abuse or neglect, and will be encouraged to listen to children carefully about their concerns.
- 43.2. All cases of suspected child abuse must be responded to in a manner which best ensures children's immediate and future safety. All staff will be advised during induction that any concerns should be documented, including observations, incidents or if a child discloses abuse. This information must be dated.
- 43.3. How to respond to a report from a child:
 - A. Believe the child.
 - B. Do not investigate/interrogate the child.
 - C. Reassure the child they have done the right thing.
 - D. Do not question or counsel the alleged offender or child.
 - E. Do not make decisions alone, the Supervisor must be informed.
 - F. Fill out the Abuse Reporting and Recording form found electronically and at the WASP site.
 - G. If your suspicions have not been confirmed as significant, continue to monitor the situation closely in consultation with the Coordinator.

44. REPORTING CONCERNS TO A STATUTORY AGENCY

- 44.1. Any Staff Member has the right to report suspected abuse to the police or Child, Youth and Family services; however, no staff member should act alone and should advise the Coordinator and/or Supervisor through the Abuse Reporting and Recording form.
- 44.2. The Coordinator will notify all relevant parties, e.g. School Principal, of any notifications they make to Child, Youth & Family or the police in the best interests of the child.
- 44.3. When abuse is suspected, WASP will consult and follow the advice of the following agencies: Child Youth and Family or the Police and follow their advice.



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- 44.4. Section 15 reporting of ill-treatment or neglect of a child of the CYFS Act states any person who believes that any child has been or is likely to be harmed (whether physically, emotionally or sexually), ill-treated, abused, neglected or deprived may report the matter to a Social Worker or a member of the Police.
- 44.5. Following discussion with the staff members involved, support from within or outside WASP will be identified and provided where required.

45. RESPONDING TO SUSPICIONS AND ALLEGATIONS AGAINST A STAFF MEMBER

- 45.1. If you suspect abuse by a Co-Worker, notify the Coordinator (unless a conflict of interest) and follow the General Complaint or Abuse Reporting procedures mentioned in this manual, depending on your evaluation of the situation. Staff and the Coordinator or Supervisor will act in the best interest of the child concerned and not act to protect the organisation. The Staff member involved will be well supported and treated fairly following full investigation. Staff will be advised to seek independent legal advice.
- 45.2. All Staff members and affected families will be well supported when abuse is suspected and reported. At all times confidentiality will be maintained.

46. STAFF BEHAVIOUR (CODE OF BEHAVIOUR (CONDUCT))

- 46.1. All staff, Coordinators and volunteers will be provided with a Code of Conduct document, which outlines appropriate behaviour, supervision, discipline and the prevention, detection and reporting of child abuse. (Please refer to this document for further information). This must be signed by all Staff prior to employment.
- 46.2. Training is provided to all staff in recognising and responding to suspected child abuse. A copy of **Child Matters "How can I Tell?"** will also be provided to all Staff at time of employment. Staff will also receive a flow chart on responding to suspicions of abuse.

47. DUTY OF CARE

- 47.1. All Staff have a duty of care in respect to the children enrolled with WASP. This means they have a duty to use care towards others in order to protect them from unnecessary risk of harm. All possible care must be taken to ensure the children's wellbeing and safety and to act without negligence.

48. SAFE TOUCHING

- 48.1. In making physical contact with children, Staff should be guided by the principle that they will do so only in order to meet the child's physical or emotional needs. Touching should not be initiated to gratify adult needs.



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- 48.2. If a child initiates physical contact in the seeking of affection, reassurance or comfort, it is appropriate to respond in a manner suitable for that child's developmental stage and needs. Physical reassurance should always be done in a safe, public and professional manner.
- 48.3. Staff should ensure that children never touch another child's private parts, also that children are not subjected to unwelcome affection or touching of any kind.
- 48.4. If checking injury requires the removal of a child's clothing, two staff members need to be present.
- 48.5. The same procedures apply if a Staff member is required to help change a child.
- 48.6. All Staff will be required to sign a Code of Conduct (Behaviour), which outlines the above and more to ensure the safety of all children.

49. PROGRAMME SUPERVISION

- 49.1. Supervisors will always be in attendance at the venue at all times.
- 49.2. The Coordinator will be contactable by phone at all times.
- 49.3. WASP will cover legal adult to child supervision ratios with staff and volunteers over the age of 17. Only when these ratio obligations have been met, WASP will only then invite people under the age of 17 to volunteer.
- 49.4. Children will be informed of the boundaries they are expected to stay within at all times and must inform an adult when they are going to leave the area (e.g. to go to the toilet). No children will be near a car park at all unless the space is cordoned off. Staff will ensure they are aware of any children playing near the boundaries of a WASP site to ensure no child goes outside the boundaries.
- 49.5. Formal attendance checks and head counts will be made regularly and often during the session. If a child is missing, the Missing Children Procedures will be followed.
- 49.6. Staff will be expected to position themselves in a way to have a wide view of all children where they can intervene if necessary. They will be required to be aware of all children's locations and activities.
- 49.7. Staff will be required to participate in all activities to encourage children to do likewise and to help maintain supervision.
- 49.8. Staff will be required to maintain regular contact with the Coordinator and/or the Supervisor and other staff during a session to ensure everyone knows where everyone is.
- 49.9. A minimum of two staff will always be on site.

50. MANAGEMENT AND SITE SUPERVISION

- 50.1. Overall supervision of the programme is the responsibility of the session Supervisor in association with the Coordinator (who will both be 20 years or over).



51. STAFF TO CHILD RATIOS

- 51.1. The staff/child ratio is 1:10 (staff members in ratio counts must be seventeen (17) or older) when on site at a headquarters site. This changes to 1:8 when away from site.
- 51.2. Children will be within sight and sound of staff at all times.

52. EXCURSIONS

- 52.1. During the Holiday Programme at WASP there will be regular excursions. By booking children on to a Holiday Programme, parents, caregivers and whānau agree to give permission their child can go off site with WASP staff. Parents, caregivers and whānau will be notified in advance of all activities planned away from the school site and a planned schedule will be posted at a headquarters site. Parents will be informed of the mode of transportation via email and text.
- 52.2. The staff/child ratio on excursions will be 1:8 (staff will be sixteen (16) or older). Children will be put into groups with one adult whose primary responsibility will be the safety of that group.
- 52.3. Where there is access to a swimming place, the Staff/child ratio will be 1:5 for children less than 8 years old. At all times an adult who holds a current first aid and resuscitation certificate will be on site. At least 50% of staff will be required to be in the pool with the children. One member of staff won't be in the pool, to help maintain overall supervision and to check toilets for children needing etc.
- 52.4. The Supervisor will carry a mobile phone for emergencies on all outings. All other staff will also carry mobile phones (not to be used for personal calls or texts) to maintain contact with Supervisor if their group gets separated.
- 52.5. Instructors with recognised qualifications and/or recognised agencies will be used to instruct all high risk outdoor pursuits.
- 52.6. If using public toilets, an adult will stand outside. The staff member will check the toilets first to check for safety and cleanliness.
- 52.7. First Aid Kit and children's emergency information will be taken on excursions.
- 52.8. A risk assessment will be made of all excursions. This will include emergency procedures and staff responsibilities during emergencies.
- 52.9. A contingency plan will be prepared beforehand for all excursions in case of bad weather.
- 52.10. The children will be organised into a "buddy system" when on walks and will walk double file with at least one adult in the rear and one adult leading. Where there is a road to cross, pedestrian crossings will be used, if they are 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.
- 52.11. Vehicles used to transport children must comply with all mandatory legal requirements. All drivers must hold a current, clean driver's licence.
- 52.12. When on an excursion a list of the children participating will be left in the WASP drop off site along with a note describing the group's whereabouts and expected time of return.



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- 52.13. All children will have name tags with their name and WASP's mobile number on them. If swimming, children will wear a coloured wristband to identify them from other children and children's groups.
- 52.14. Prior to any excursion a Risk Assessment will be completed by the Coordinator, this check will list all possible causes that could go wrong and preventions put in place to avoid anything happening. All Staff will be required to sign this to acknowledge they understand what is expected of them.
- 52.15. This check will also ensure appropriate staff to child ratios are maintained for the outing/activity.

53. MANAGEMENT COMMITTEE

- 53.1. WASP is owned by the Coordinator, Delfina Blatchley
- 53.2. Delfina is responsible for the overall management of WASP
- 53.3. All staff of WASP must complete the Police vetting procedure and be re-vetted every two years, including the Coordinator.
- 53.4. The Coordinator will work with the Supervisor to ensure that Policies and Procedures are appropriately written and maintained. A copy of the Policy will be kept on the premises at all times for reference by staff and will be made available to concerned parties, at their request.
- 53.5. WASP Coordinator and Supervisors are to meet monthly and interested Parents, caregivers and whānau are welcome and encouraged to attend these meetings. Please contact the Coordinator for further information in regards to date, time etc.

54. RECRUITMENT

- 54.1. No person under the age of sixteen (16) will be employed by WASP.
- 54.2. All WASP staff have been given a detailed Job Description.
- 54.3. The selection and recruitment of Staff is the responsibility of the Coordinator. All Staff (regardless of paid or voluntary) will be recruited according to the following procedure:
 - A. Workers should have at least a basic knowledge in the following areas:
 - 54.3.A.1. Child development.
 - 54.3.A.2. Recreation/play.
 - 54.3.A.3. Effective communication.
 - 54.3.A.4. Conflict resolution (with children).
 - 54.3.A.5. Relevant childcare qualifications or experience and training.
 - 54.3.A.6. Demonstrate a high level of maturity.
 - B. All positions will be advertised and a shortlist of applicants drawn up for interview. All shortlisted applicants will be sent an Application Form and full Job Description from the Coordinator. All interested applicants must fill in an Application Form and provide a copy of their curriculum vitae and cover letter prior to an interview. Following this, applicants will be interviewed by the Coordinator and if required the



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- Supervisor. Copies of successful applicants' curriculum vitae, interview records and all reference checks will be kept on staff members file - unsuccessful applicants will have all records destroyed.
- C. All applicants will be required to provide the names of at least two work related referees. It is the Coordinator's responsibility to contact the referees for verification of the applicant's experience and suitability to work with children. All reference checks must be undertaken within the framework of the Privacy Act 1992.
 - D. Applicants will be informed of the Coordinator's decision in writing, email or by phone whether successful or not.
 - E. Offers of employment will not be finalised until a Police Vetting check has been confirmed, referees contacted and all employment documents are signed. Documents include employment agreement, position description, and code of conduct, employee details form, and tax code.

55. EMPLOYMENT AGREEMENTS

- 55.1. Staff will be provided with an employment agreement. This will clearly state the following:
 - A. Names of both the employer and the employee.
 - B. A description of the work
 - C. Commencement date of employment
 - D. Rate of pay and when and how payments will be made.
 - E. Hours of work
 - F. Both parties will have a copy of this. A copy will be maintained on employees file. It will be signed by both the employee and Coordinator. Employees are advised to seek advice if they have questions regarding their employment agreement.
 - G. Volunteers will be expected to sign an agreement of service and undergo all procedures as listed previously.

56. JOB DESCRIPTIONS

- 56.1. Staff will be provided with a full job description that clearly states tasks and responsibilities, skills, certification and standards required.
- 56.2. Staff will be asked during appraisals if they feel their job description needs to be changed. It is the responsibility of the Coordinator to ensure these adequately reflect the nature of the job. If the Supervisor feels any changes should be made these will be notified to the Coordinators for approval.



57. TRAINING AND SUPERVISION

- 57.1. New staff members will undergo induction training with the Coordinator and/or Supervisor. This will be arranged prior to employment outside programme hours. Constant support and supervision will be given to new, young or less-experienced staff to ensure they receive the help they need. This will also help the Coordinator and Supervisor to easily identify any training needs. This includes a monthly 1 on 1 to address any issues from the previous month.
- 57.2. All Staff will have experience and/or training in school-age childcare and/or recreation. Staff training needs will be reviewed during staff appraisals or as required and opportunities provided for further training as needed.
- 57.3. The Coordinator is responsible for ensuring that all staff, including volunteers, are sufficiently trained in emergency procedures, child protection, health and safety, behaviour management and all programme policies as well as undergo an induction training, to ensure the safety of the children at all times. They will also ensure all staff, including themselves, are sufficiently trained in first aid and hold a current first aid certificate. New, young or less-experienced Staff will receive adequate support and supervision. All references to training will be held on staff members' files.

58. PERFORMANCE APPRAISALS

- 58.1. Appraisals of each staff member will be the responsibility of the Coordinator. A performance appraisal will be carried out annually for each staff member, with the sole intention being to increase awareness of their performance and to ensure a high standard of care in the programme.
- 58.2. The appraisal will be based on the staff member's job description and will establish individual and group strengths and identify areas for personal development. It will consist of a self-appraisal (done prior to appraisal) and an interview with the Supervisor or Coordinator. Objectives will be set for the next year of employment. All appraisals will be confidential. An overall report will be written and if required, followed up with a corrective action plan. Copies also need to be kept in appraisal file for easy reference at next appraisal.

59. POLICE VETTING

- 59.1. All Staff, including volunteers must:
 - A. Release details of their Police check to the Coordinator. No persons with a conviction may be employed at WASP. Details of their personal information held by the Police Licensing and Vetting Centre will be sought and provided to the Coordinator.
 - B. Be re-vetted every two years.
 - C. Police records will be maintained on employees file. Coordinators, OSCAR Assessors, Child, Youth and Family, lawyers and any other



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relevant parties will have access to view completed Police records, as agreed to in writing on staff members “employee details” form.

60. GRIEVANCE AND COMPLAINTS

- 60.1. The Coordinator is responsible for undertaking disciplinary action and for ensuring that it is in accordance with all relevant legislation. If a staff member is not performing adequately, every reasonable effort will be made to help them understand the problem and to improve. Staff will be given two verbal warnings and one written warning clearly stating the problem, the measures required to improve performance and a time frame in which this is to occur. If there is not sufficient improvement, the staff member may be dismissed.
- 60.2. Staff may be suspended on full pay pending further investigation if they are accused of:
 - A. Striking or sexually abusing a child
 - B. Failing to observe programme rules leading to a child being injured or placed in serious danger
- 60.3. If the complaint is upheld, the staff member may be dismissed. Following a dismissal of this nature, the Coordinator will prepare a follow up report recommending any changes needed to avoid the situation recurring.
- 60.4. Staff complaints against other staff members must be referred to the Coordinator and/or the Supervisor. If no agreement can be reached, the complaint will be taken to the Coordinator. The Coordinator will be informed of any complaints involving Staff. Staff grievances against the Supervisor or Coordinator will be resolved in accordance with the provisions of the Employment Contracts Act 1991.
- 60.5. More detailed information on this will be notified to Staff through their individual Employment Agreements.

61. VOLUNTEERS

- 61.1. Supervision of volunteers is the responsibility of the Coordinator and Supervisor. Volunteers must undergo the same security checks and induction as paid staff. They should not be expected to undertake the same level of responsibility as paid Staff. Efforts should be made to include volunteers in planning and training as appropriate. Any agreement regarding reimbursement of expenses must be made in writing.

62. STAFF WISHING TO ENROL OWN CHILD

- 62.1. Any preschool age child of any staff member, including relievers and volunteers, must be aged five (5) or over.
- 62.2. The child must be able to take directions from other staff members and follow all aspects of the programme. The child must not rely on the parent for any assistance (e.g. toileting). Any child and/or relative of a staff member must not be shown



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- favouritism by the staff member and/or other staff members. Any behavioural issues or accidents must be referred to another staff member (i.e. staff member must not get involved with any behavioural methods or do first aid).
- 62.3. The parent must have an alternative plan in the event the child gets sick/hurt during operating hours (i.e. cannot leave premises in the event the child gets hurt), this also occurs to staff who have children in care outside of WASP.
- 62.4. Normal enrolment procedures will occur. ½ fees are applied for any permanent staff member with a child, unless entitled to Work and Income subsidy, whichever is cheaper for staff member.
- 62.5. Child is to be counted in staff to child ratios.

63. FINANCAL MANAGEMENT

- 63.1. WASP will be run in a manner which keeps control of day to day finances and shows accountability to the families who use the programme and the community.

64. FEES

- 64.1. Fees are to be kept to a minimum to allow access to WASP by children from families with a range of incomes and circumstances.
- 64.2. Fees are to be paid in advance of care. Full fees apply for any un-notified absences.
- 64.3. Parents, caregivers and whānau will be invoiced separately for any extra fees or charges incurred.
- 64.4. Any family discounts will be void should said parent seek OSCAR funding.
- 64.5. All payments will be recorded on to each child's account.
- 64.6. If a parent/caregiver wishes to appeal the full payment of fees (current or outstanding) due to financial hardship or other special circumstances, they must submit a written request to the Supervisor or Coordinators.
- 64.7. If an account remains unpaid and the parent/caregiver is entitled to a Work and Income subsidy, the Coordinator will contact Work and Income for further information to try and recover fees; however, the account remains the responsibility of the parent/caregiver and the above debt management policy will still apply.
- 64.8. Any permanent Staff member with a child attending WASP will pay ½ fees, or full fees if entitled to Work and Income subsidy.
- 64.9. Should any parent, caregiver or whānau make no effort to pay invoices or fees and, similarly, make no effort in communication, WASP will employ a 3rd party debt collection agency with all addition costs being on the side of said parent, caregiver or whānau.

65. RECEIPTING AND BANKING

- 65.1. Manual payments should be receipted by the Coordinator or Supervisor who will place payment in an envelope with the receipt number, date, child's name and



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amount on it. The envelope will then be placed in the locked money box. Any cheques will be stamped “non-transferable” on receipt.

- 65.2. Payments may be made by direct credit to the WASP account if the parent/caregiver prefers, details of which the Coordinator will have. These payments will be recorded on the monthly statement as well as payments made by Work and Income.
- 65.3. The Coordinator will bank the money at least once a week from the money box.
- 65.4. Daily reconciliations will be performed by the Coordinator.

66. ACCOUNTS/CHEQUES

- 66.1. The Coordinator will record and action all income and expenses each week.
- 66.2. The Supervisor and Coordinator will be the signatories on the cheque account and both will have to sign. The Coordinator will also have access to internet banking. Any additional purchases made by Supervisor that are not on account or cannot be paid by cheque/EFTPOS will be reimbursed in the next pay period on presentation of receipt.
- 66.3. WASP will maintain an account for each of its headquarter sites.
- 66.4. A copy of all receipts and/or invoices will be maintained for seven (7) years as per Inland Revenue requirements.
- 66.5. All invoices and receipts issued by WASP will be recorded.
- 66.6. All payments must be tracked through the bank statements, receipts or petty cash records. No unauthorised cash withdrawals to be made by staff members

67. ACCOUNTING SYSTEMS

- 67.1. WASP uses a payroll service for all payroll duties including payment of PAYE and Kiwi Saver contributions etc.
- 67.2. WASP uses the XERO programme, manual records and spreadsheets for all other accounting uses. Including, invoicing etc.

68. FINANCIAL AUDITS

- 68.1. WASP accounts are audited at the end of each financial year by an accredited auditor as chosen by the Coordinator
- 68.2. It is the responsibility of the Coordinator to prepare all accounts and relevant paperwork etc. for them to be audited.

69. BUDGETS/REPORTS

- 69.1. The Coordinator will be required to prepare income and expense budgets for WASP.
- 69.2. The Coordinator will be required to prepare annual income and expense budgets at the beginning of each financial period. They will also be required to maintain



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ongoing financial records of current bank balances, outgoing expenses and incoming payments.

- 69.3. The Coordinator will be required to provide an actual vs. budget report after each Term based on the budget, to ensure the on-going viability of WASP. The Coordinator will be required to provide an actual vs. budget report at the end of each financial year.
- 69.4. The Coordinator must approve all policy, financial reports and budgets, monitor expenditure and set limits on how much spending can be delegated.
- 69.5. All outgoing expenses must be accounted for by either invoice and/or receipts and filed accordingly.

Name

Jillana Blatchley

Position

Owner- operator

Date

7. 08. 2018

Signature

[Signature]