

## **A. Service Environment**

*The Bread of Life OSCAR programmes provide a safe and positive environment with child-focused activities. There is an adequate and appropriate space for active indoor and outdoor recreation.*

### **1. Positive and child-focused environment.**

The programmes aim to provide a safe and stimulating environment, which caters for the children's different ages, sex and cultural backgrounds while attempting to encompass individual needs and interests.

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

The programme will respond to and meet the needs of cultural diversity and be aware of cultural issues, ethnic, social and religious. (See attached Multi-cultural Policy).

Enrolment forms will have a space for Ethnicity to be noted.

### **2. Activities**

All activities for our programme are child-focused, and appropriate for the children's ages and development, meeting their recreational needs and allowing for choice.

A variety of activities will be offered, during the OSCAR time:

- ◆ Including:- arts and crafts; music; sports; team games; indoor games; cooking and trips in the local environment, to parks, movie, library and swimming pool

Long term plans for each term should be completed by the end of the second week of the term and be sent to the OSCAR Manager.

Holiday plans need to be in the hands of the OSCAR Manager at least 2 weeks ahead of the holidays, so parents can have a copy before the holidays commence.

Programme plans will be displayed at the venue, and this will be the responsibility of the Supervisor.

Children will be encouraged to participate in planned activities but may choose not to, as long as they are not bored or disruptive. Wherever possible alternative activities will be provided.

The programme will be reviewed by the Supervisor and assistants at team staff meetings at the end of each term, or Holiday programme.

Equipment will be well maintained and will be age appropriate.

### 3. Building and facilities

*Premises are safe and comply with all relevant legislation as well as local city or district council requirements.*

*Potential hazards to the safety of children are repaired, removed or made inaccessible.*

#### a) Building Warrant of Fitness

It is the OSCAR Managers responsibility to check that programme venues have a current building warrant and that they comply with other relevant fire and safety requirements. The final responsibility lies with the owner of the building. The OSCAR Manager will liaise between the owner and the Bread of Life Trust in the event of any problems.

### 4. Safety Checks & Hazards

Staff have to complete a daily hazard check of the facility.

If any damage or potential hazard is noted by Supervisors or staff at any premises we lease then it will be notified immediately to the appropriate authority- School Principal via the Supervisor or OSCAR Manager.

### 5. Toilet Facilities Policy:-There will be separate clean toilets facilities for staff and children.

#### Procedures:-

- Toilets will be cleaned daily, either done by staff or as arranged with the lease of the venue.
- There will be separate toilets for staff and children at each venue.
- When using public toilets, children will be accompanied by a staff member, who will check safety before use, and remain outside, for the safety of the children.

### 6. Food preparation

**Policy:** - Children will be provided nutritional morning and afternoon teas. Parents must provide a lunch for their children during a full day programme. Occasionally the children may be given snack food, sweet treats.

#### Procedure:-

- All food is prepared on site, in a clean kitchenette environment.
- Staff are to wash hands and wear gloves before preparing and handling food.
- All kitchen areas are cleaned each day and rubbish disposed of.
- Food is stored in fridges and appropriate storage containers.
- Hand Sanitizer will be available at each programme for staff and children.

Parents are requested to brief Supervisor or OSCAR Administrator or Manager, on any food allergies or nutritional requirements that their children have on Enrolmy Health and Safety forms. This information is passed on to staff. Staff for each term and holiday are to collate this information onto a sheet that is available for all staff to view and will be

kept in a discreet place. This information will also be available on the centre phone through the Enrolmy app. All centre phones are password protected and only available to the Supervisor and Assistant.

## **7. Phone Access.**

### **a) On- Site**

- Each center will have a phone on-site; some sites have availability to both Land-line and cell Phone. Families are given a business card of relevant phone numbers and these are printed on the relevant holiday program. All programmes and vehicles have a cellphone.
- Parents can call should they need to change arrangements for collection of their child or leave a message if they wish the child to contact them.
- Staff can call parents in case of emergency and make sure that there is verbal communication with the parent or caregiver or emergency contact.

### **b) Off- Site**

Cell phones will be carried and switched on during all off-site journeys. Parents are notified of this number. Any trip undertaken where there is a likelihood of no cell phone coverage (Telecom/Vodaphone) in the Marlborough District will be checked for the closest available landline that could be used in case of emergency and written on the Risk Management Form and action needed for contacting services in emergencies.

### **c) Child use of cell phones during the programme.**

**Policy:** - To keep children safe from external influences/dangers of modern communication. We discourage the use of cell phones by children during OSCAR time, by asking for them to be handed in and by them asking for permission to use them to contact a parent if necessary.

- In all programmes, all cell phones to be handed in to supervisor, or left in child's bag (at their own risk). If handed in they are returned to children when they go home.
- To allow children access to their cell phones for 5 minutes at lunchtimes in holiday programmes, under supervision of staff.
- Access to any Internet connection is supervised by a staff member at all times.
- Technology days will be allowed on the programme at the supervisors discretion. Phones may be used by children at this time, however they will not be allowed to use the internet. All games/apps must be able to be used without internet/data, must be G-rated, and approved by the Supervisor. Any child found not abiding by these rules will be asked to hand in their phone/technology until the end of the day, when it will be handed back to them.

If parents/caregivers wish to contact their children during OSCAR time, they are encouraged to contact the Supervisor of the programme and use the programme phone number.

**d) Staff use of personal cell phones.**

- Personal phones will be left in the office unless special permission is granted for a unique occasion, i.e., relative in hospital, awaiting an urgent call, etc.
- Staff may check their personal cell phones during breaks, unless a request has been made to the Supervisor for it to be left on during sessions. Personal calls should not be made by staff during OSCAR paid time.
- Staff are not to give their personal phone numbers to any parents of children in their care. – see Signed Code of Ethics.

## **8. Space**

There is adequate and appropriate space for the children, and for the nature of the programme.

There is a quieter space available for the children.

The outdoor play area is safe and boundaries are set for the children. The boundaries for playing outside will be clearly marked or discussed, with the children at each programme regularly. Children must be within sight and sound of a staff member and able to hear a whistle at all times. Children may not play along any unfenced boundary near a road or a water way, without staff supervision.

## B. Service Operation

*Programme providers have written policies to show what the organization does and written procedures to show how those policies are put in to practice.*

### 1. Policies and Procedures

- The Policy/Procedure will be displayed at each venue and on the Bread of Life Trust website. This means they are available for all staff, parents, and caregivers to access.
- They will be reviewed as situations change or bi-annually, with staff being reminded to read portions regularly at staff meetings.
- Changes will be discussed with staff at relevant meetings and approved by the Bread of Life Trust Board.
- Parents will be notified of any affected change for them via the term newsletters.

### 2 – Programme Hours

- Before School Programmes will operate from 7.15am – 8.30am during school terms.
- After School Programmes will operate from 3.00 p.m. – 5.30p.m.
- Holiday Programmes will operate from 8.00a.m. – 5.30 p.m. Monday to Friday during specified weeks of the primary school holidays. (10 weeks a year)
- The programmes will not operate on public holidays.

### 3. Enrolments.

- (i) All families must complete an online enrolment form via our provider Enrolmy. The online health and safety form must be filled out before the child can participate in the programme. It is the parent's responsibility to inform the Supervisor/ Manager/Office Administrator of any changes.

Enrolment forms will include the following information:

- child's name, address, home phone number, email access, ethnicity
- parent/guardian's names and work phone numbers, as applicable
- emergency contacts of two other adult authorized to pick up child
- A minimum of two people must be on file as a parent/guardian of the child. In cases of a single parent, where the other parent is not involved, a trusted grandparent/aunt/uncle/friend etc., may be listed.
- Special instructions regarding access- formal notification of access arrangements.
- health problems, allergies
- Permission to travel on the OSCAR vehicles.
- Any other information necessary to provide proper care.

- Privacy Act Clause.

Completed enrolment forms will precede any enrolment.

**Procedure:-** Each term a child must be re-enrolled via Enrolmy and all safety forms must be updated if there have been any changes. All primary and secondary contacts must be updated ASAP if any changes have been made, and the Bread of Life Office + Manager must be informed via email or phone call if any changes have been made.

(ii) **Attendance**

Children not arriving at the programme when expected.

- Parents will be telephoned by 3:45pm, during After School.
  - By 8am, Before School.
  - Within 30-45 minutes of scheduled arrival time during the Holidays.
  - By the Supervisor or Assistant.
- If parents are unavailable, emergency contacts will be telephoned.
- If it is After School and no contacts are available, the school will be contacted for any absence information. Other children may know if the child was or wasn't at school.
- If the child cannot be located:
  - The immediate area will be searched.
  - The OSCAR Manager will be informed.
  - The NZ Police will be notified that the child cannot be located.

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 center (for example, outside in the playground) parents must make sure that the staff know that their child has been dropped off or picked up, by signing the in/out daily roll sheet.

(iii) **Collection of and access to children**

- Parents are requested, unless other arrangements with the Supervisor or OSCAR Office Administrator or OSCAR Manager have been made, to sign in their children for the before school, the signing out of children after school, and the signing in and out for holiday programmes.
- Parents are requested to contact the Supervisor before the beginning of the programme if their child will not be attending.
- Parents must inform staff if a person who is not listed on the child's enrolment form will be collecting the child. This will generally be a phone call recorded in the message book or on the change sheet situated by the daily sign in/out roll.
- If a person, who is not listed on the child's enrolment form, collects a child they have to show ID (Driver's license) on pick up.
- Staff will not release a child to a person who is not identified on the enrolment form or noted as above. If an unauthorized person comes to collect the child, parents will be contacted for authorization.

- A consent form must be signed and given by the parents/caregivers if their child/ren are allowed to arrive at and/or leave the programme independently.
- The supervisor will countersign the child out after the child has signed out, at both After School and Holiday programmes.

#### **Children not collected at the end of the programme**

- Two staff members will remain with the child for a further 15 mins.
- Parents and/or emergency contacts will be contacted during that time.
- If there has been no contact with the parents or emergency caregivers within 15 minutes of the programme closing, the child will be taken, by the supervisor or OSCAR Manager to the nearest Police Station. A note will be left at the center indicating where the child has been taken and a message will be left on the parents/caregiver's voicemail to inform parents where the child has been taken.

#### **(iv) Transporting children**

In the terms and conditions on Enrolmy, when a parent selects “with transport” for their child’s booking, they are giving consent for their child to be transported by Bread of Life staff via company van/car. Bread of Life OSCAR 4 Kids provides van pickups for children from schools in the local Blenheim area. All van drivers that are employed are police vetted according to the Vulnerable Children’s Act and are in possession of their full license. All children will wear a seat belt during transfer and obey the instructions of the driver.

#### **Responsibility of parent/caregiver:-**

- To phone OSCAR and leave a message if child is away and does not need picking up, before 1pm if possible.

#### **Responsibility of children:-**

- Children need to get to collection area smartly and stay there.
- Walk to the vehicle with the driver.
- Sit where told and buckle up quickly. Bags to be placed in front by feet, so driver can check children are belted in and buckled up.
- No windows in the vehicle are to be opened without permission from the driver. Children are to sit quietly and talk quietly to children beside them. No tugging on others seat belts.
- Stay buckled in seat till vehicle is stationary and driver tells children to unbuckle.
- Exit vehicle carefully and oldest person to close sliding door.

#### **Responsibility of driver:-**

1. Drivers must have a current driver’s license appropriate for the class of vehicle used



2. The driver must check the vehicle has a current registration and warrant of fitness prior to using it for transporting children.
3. At each stop check supplied cell phone for any messages regarding the children to be collected. These messages would have come from programme supervisors.
4. Be familiar with the list of children to collect. List supplied by staff.
5. Collect the children on the list for the day, unless advised by supervisors that child is absent.
6. If a child is not at collection point, check with School administration if they attended school on day. If answer is they were away, driver can leave with necessary children to take to programme. If child is missing, check classroom of child, phone supervisor to phone parent. Stay until child is located. Then follow supervisor's instruction.
7. All children under the age of 8 will be on a booster seat with a lap/diagonal seat belt.
8. All other children buckled in securely.
9. All children delivered safely to the programme.
10. If there is a significant hold up on the way to a programme, the van driver will ring the Manager/Co-Ordinator who will pass the message onto the centre & other pick-up stops.
11. In event of an accident Driver to ring 11 immediately and then call the OSCAR Coordinator, who will call the necessary services, and take action to collect children concerned.
12. Any behaviour issues need to be reported to the Supervisor of the programme.

All vans used for Bread of Life OSCAR pickups have a charged and loaded cell phone and a list of necessary contacts- programme supervisors, OSCAR Coordinator and schools.

**Responsibilities to children, in their duty of care.**

- Drivers recognize that all children have the right to feel safe and to be arrive safely at their OSCAR destination.
- Drivers will not physically punish children or in any way intentionally harm children either physically or emotionally e.g. By ridiculing, threatening, or abusive behavior
- Driver to communicate rules and regulations on the van or in the taxi clearly and are fair and consistent with children who misbehave.
- Drivers to ensure that all children have their seat belts correctly fastened.
- Drivers to ensure that no child under the age of 9 travels in the front passenger seat.
- Drivers to ensure that the children that they drop off are safely collected by the Programme Supervisor before the driver leaves.



- Drivers respect the differences between children and value their individuality
- When driving children, the driver will abide by the road rules and be focused when driving
- If a situation is unsafe the driver will act immediately and/or get road side assistant. The driver will call the Centre Supervisor or OSCAR Coordinator immediately.
- In event of an accident Driver to ring 111 immediately and then the OSCAR Coordinator, who will call the necessary services, OSCAR centers and take action to collect children concerned.
- The Driver will discuss incidents where safety was a concern with the Programme Supervisor/OSCAR Coordinator.
- Any observations/concerns regarding child abuse must be conveyed to the Programme Supervisor, OSCAR Coordinator or Oranga Tamariki.
- Supervisors keep a register of “Concerns for Children” on the taxi
- The OSCAR Coordinator will keep a register of notifications to Oranga Tamariki

**Consequences of a report of misbehavior:-**

- The Supervisor/OSCAR Coordinator will discuss the issue with the child, and an apology should be made.
- Parent/Caregiver is informed.
- Repeated misbehavior will mean parent/caregiver will be responsible for getting the child/ren to OSCAR.

**Off-Site Trips.**

- Bread of Life vehicles or hired buses will be used for trips away from centres.
- All trips off site will have a Risk Management /Hazard Form filed.
- In event of an emergency, where no other transport is immediately available, child/ren may be carried in a staff vehicle, providing it meets all legal requirements.

## (v) -CLIENT COMPLAINTS PROCEDURES

### **Policy Statement:**

Bread of Life is committed to enabling clients to address concerns about professional practice and standards of service.

Therefore, clients must be informed about the complaints procedure available to them.

This complaints procedure may be used by the parents/guardians of child/clients or other person who wishes to be a complainant.

In situations where concerns are raised by family members or members of a client's community, the Privacy Act prohibits information being released without the client's informed written consent. Where family members or others raise concerns, community workers have a responsibility to inform the client/s and consult with them to formulate an appropriate response.

The official complaints procedure is as follows:

All complaints will be discussed with the OSCAR Manager to decide upon the action to be taken to address the complaint.

Contact the OSCAR Manager by telephone or in writing. If your complaint is verbal and cannot be immediately resolved, details will be written down (with your permission), read back to you for confirmation and a copy forwarded to you together with details of the action to be taken. If the complaint cannot immediately be resolved, the complaint will be acknowledged in writing with an estimate of the time to investigate, consider and formally respond (including the date, or anticipated date, of the next board meeting if the complaint must be considered by the board).

Written complaints will where possible be acknowledged by telephone when they are received in the office. If the complaint cannot immediately be resolved, the complaint will be acknowledged in writing with an estimate of the time to investigate, consider and formally respond (including the date, or anticipated date, of the next board meeting if the complaint must be considered by the board).

If you feel uncomfortable making a complaint to the OSCAR Manager, or if you feel that the staff has not properly addressed your concerns, you may write to the Board of Trustees Chair of Bread of Life Services.

Complaints to be addressed to: The Board of Trustees Chair  
Bread of Life Services  
73a Cleghorn Street, Redwoodtown  
Blenheim

A complainant may, at any stage of the complaint process, have a support person or other independent advocate present.

If the complainant are unhappy with the resolution of their complaint, they may

be referred to take independent legal advice, to approach the community law or other local independent advocacy services or to the local MSD Social Services Accreditation Assessor.

Your complaint will be acknowledged in writing within five working days of receipt and you will be advised of details of action to be taken. Please note that this may mean waiting for your complaint to be considered at the next monthly Board of Trustees meeting. In the case of a serious complaint a special meeting will be called.

A complaint register will be held at the OSCAR office in the OSCAR Manager's office with a record of all complaints received accompanied by the responses to the complaint.

DO NOT COPY

#### **(vi) Children with Special Needs.**

Bread of Life OSCAR believes in the inclusion of all children in our programmes where possible. We recognize each child as an individual with their own needs and talents. If a child has special needs the OSCAR Manager and Staff will decide whether we can meet the needs of the child. The decision will be based on if the staff feel competent and supported to manage the child's needs effectively while also ensuring that the enrolment does not unreasonably interfere with the supervision of other children at the programme. If the child's need can be met, the staff will then work together with the caregiver to put a plan in place to ensure that necessary resources are available to meet the needs of the child.

Full information about the child's requirements including information on the child's condition, special aides required, medication, diet and other requirements must be obtained from the parents and included with the child's enrolment and safety forms on Enrolmy. If a child is high needs, the office staff and Manager must be contacted prior to the child's first day in the programme. Failure to inform the office could result in the parent being asked to pick up their child ASAP.

It is the Manager's responsibility to ensure that all staff and volunteers are fully aware of the child's requirements and that they feel confident that any additional necessary care is put in place.

If the child will require further special aids e.g. Modified facilities, extra staff or staff training, the OSCAR Manager will consult with the Bread of Life Trustees who will make the final decision. Each case will be considered individually and every effort will be made to include the child within the limits of the programmes resources.

Children who have a disability, which is not infectious or modifiable, shall not be discriminated against and shall have the same rights as other children to attend OSCAR, if appropriate care within the programme and staff can be arranged. There is no additional funding available for one to one care within our services. Other ways to fund one –one care would need to be in place before the child is accepted on to the programme.

#### **Children with Special Requirements:**

Each term and each holiday the supervisors need to review the Enrolment/Health and Safety forms found on Enrolmy. The information on this form will be shared with the staff at programme staff meetings, and the supervisor is to make any relievers aware of this information. It is to be kept in a confidential space, available to staff only.

**(vii) Medication**

**Policy:**-Only consented medicines will be administered.

**Procedures:**

- All medication for a child must be recorded on a medicine consent form.
- All children's medication will be stored in a secure location, accessed only by staff.
- On administering medication two staff members to sign form.
- Parent to sign form when collecting child.

DO NOT COPY

### **(viii) Behaviour Management.**

At the beginning of each programme and at regular intervals, staff and children will formulate/review a set of rules for the programme and discuss the consequences of breaking these rules. Programme rules will be based on respect for each other, staff and equipment. Staff will encourage children by outlining what is expected of them and explaining the consequences of disobeying. Positive reinforcement will be used at all times and a stimulating and varied programme will be provided to ensure against boredom. This is to be consistent across all programmes.

**A staff member will supervise, and be in sight and sound of children at all times.**

When a child misbehaves or ignores programme rules, staff will:

- Remind the child in an assertive but not aggressive manner what is expected and the consequences of disobeying.
- If the behaviour continues the child will be reminded again and warned of the consequences that will result.
- If the child continues to misbehave after one or two warnings the consequences will be enforced. Time out will be used.
- Write an anecdotal record of the individual's behaviour which will be maintained and signed by parent on signing out.
- Write an incident report, when unacceptable behavior is displayed between 2 or more children within the day of the behaviour being noted.

Consequences must be appropriate and may include:

- Being removed from the activity and put into time-out. The child will be made to sit away from the group in a clearly visible spot for a period determined by the Supervisor (1 minute for each year of age of the child-as a guide). Before the child returns to the group, the staff member will review with them what behaviour is expected (for example for disruptive or aggressive behaviour)
- Having physical play boundaries reduced (example, when a child continually leaves the defined boundaries), stating to the child again where he/she may go.
- Not being allowed to play with a certain piece of equipment (for example when a child continually misuses that piece of equipment.)
- If a child continually misbehaves and a record has been logged, parents will be notified when they pick up the child and will be asked to support the staff in their attempts to encourage the child to behave. If disruptive behaviour continues, an anecdotal records and incident reports have been filed, parents will be asked to meet with the Supervisor and the OSCAR Manager to plan a course of action.

- If a child continually behaves in a manner that endangers themselves or other children, despite the above measures, parents will be notified by the OSCAR Coordinator and asked to remove their child. No Supervisor can suspend a child; this is an issue for the OSCAR Manager/Coordinator and The Chair of Bread of Life Trust.

At no time will punitive discipline be used. This includes punishing children by physically hitting, withholding food and drink, isolation from the group, abusive, demeaning or condescending comments.

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

When children are in conflict with each other, staff will encourage the children to resolve the situation themselves and aid them by making suggestions on how to do so. If children cannot resolve the conflict they will be removed from the situation, or if necessary remove the other children from the issue by taking them into another space.

Children will only be physically restrained if their immediate safety or the safety of others is at risk and verbal commands have failed.

Use of anecdotal behavior tracking sheet will be used for children who continually push the boundaries, and this will be discussed with the parents. Accurate information needs to be recorded on these, and incident sheets for parental discussion and signing.

Staff will continue to receive training on Behaviour management during the year at Staff meetings or at Training courses delivered by professional personnel.

#### **(ix) Cultural Awareness**

##### **Goal:**

To fulfill the intent of the Treaty of Waitangi by valuing and reflecting New Zealand's bicultural heritage and multicultural society.

##### **Purpose:**

- To ensure that all children's ethnic perspectives are reflected in the programmes activities.
- To enable all staff and user groups to understand, respect, and show sensitivity to the values of all cultures represented.
- To accept that the knowledge, understanding and use of mother tongue is important for the esteem of the users.
- To provide an environment that recognizes and supports children from all cultures.



### **Guidelines:**

- All staff are aware of this policy and its implications.
- Use of cultural languages will be encouraged within the programme.
- Activities promoting other cultures are offered in the programme.
- Staff development could include discovering about the important aspects that make up the cultures represented.
- The programme will reflect a welcoming atmosphere for all parents/whanau.
- That parents/grandparents and whanau of the OSCAR Community will be encouraged to become involved in the OSCAR programme after discussion with the OSCAR Manager.

### **3. Record keeping**

*Bread of Life Trust maintains records in accordance with the Privacy Act 2020 and other relevant legislation.*

#### **(i) Information**

- All forms, such as enrolment and staff information forms, will state why information is collected and what will be done with the information, for example emergencies, birthdays, health and safety of a child. No information is shared except with the owner's permission or as required by legislation, for example, Health and Safety Act, and Oranga Tamariki staff, at audit.
- Limits to confidentiality:
  - Where there are concerns regarding the welfare of a child or someone associated with that child, information will be released to Oranga Tamariki
  - Information will be released as required for the purpose of OSCAR programme audit by the Ministry of Social Development's Social Services Accreditation unit.

All files holding confidential information will be duly secured and kept from the access of unauthorized persons in a secure cabinet.

If a parent wishes to have access to their file, they need to approach the supervisor, who will get the file.

- All personal information shared in discussion between staff or at meetings is to remain between those persons.
- All sensitive and personal conversations including telephone conversations shall be held discreetly and in private.
- When personal information is no longer required it will be disposed in a confidential records bin and removed for shredding.

**(ii) Attendance**

- All Sign in / out sheets will be kept for the required legal time.
- Vans and taxis have a daily list of children to be collected which can be changed by a cellphone call if a child is suddenly away.
- Contributing schools are notified each term or when a child is added or deleted from the list as to the days they are enrolled at OSCAR.
- Any late changes to pickups will be made via a phone call to Taxi Company, Bread of Life vehicles and or schools.

**(iii) Enrolment forms**

These will be kept in accordance with the Privacy Act 2020.

**(iv) Health and safety**

- Medical forms will be kept as long as required.
- First Aid sheet will be kept as long as required.
- Incident /Accident form will be kept as long as required.
- At the end of each term or holiday all relevant paper work is handed to the OSCAR Manager and stored in the office for each programme.

## **C - Health and Safety**

***1. Programme providers comply with all relevant health and safety legislation to ensure that children, staff, volunteers, and visitors are protected from risk.***

### **2. Staff training**

All staff are given a copy of the procedures and policies to read when they are first employed and discussion is held between the OSCAR Coordinator and the staff about the policies and procedures as written.

- Staff training involves regular staff meetings for all programmes, making sure that our children are being provided with a safe programme in a safe environment.
- Each After and Before School OSCAR team will meet at least once a month to discuss planning, evaluation and other issues relevant to their specific programme.
- Holiday teams will meet as directed by the Supervisor or OSCAR Manager before the holiday programme for planning and afterwards for evaluation.
- All permanent staff will complete a mandatory First Aid Course and will attend a yearly Child Protection course which will be provided by OSCAR 4 Kids through a professional.
- Specific training during the year will cover aspects of the policies and procedures that need refreshing within the staff. Sometimes there will be outside professionals delivering the training, and at other times it will be in house training.
- Staff will be made aware of support courses available; e.g. First Aid; OSCAR certificate, and other relevant courses that will assist them in their work.
- Finances may be available to assist with costs.

### **3. Risk Analysis**

The safety of children and adults at the programmes will be ensured by:

- Identifying and recording all potential health and safety hazards at all venues used.
- Assessing the risk to staff and programme participants of all identified hazards.
- Hazards are either, Minimized, Eliminated or Managed, to remove as much risk as possible.
- Delivering healthy and safe work practices, together with staff training.
- Daily inspections by staff to check that hazards have not changed.
- Compliance with all relevant codes of practice and regulations.
- Having a sun-safe policy in place which must be followed by children and staff.
- Having a water safety policy in place which must be followed by children and staff.

It is the responsibility of the OSCAR Coordinator to ensure all procedures are in place to ensure the safety of staff and children at all times.

All employees will be involved in hazard identification, and information on identified hazards will be made available to all staff.

Health and Safety information will be discussed at staff meetings where all staff are informed of relevant health and safety policies and regulations.

**Risk Assessment:-**

- Staff will be aware of the risks posed by an activity, environment, people, and equipment.
- Risk Management Forms will be used for all outings away from the immediate environment. These will highlight the risks and hazards and how to minimize them with an evaluation at the end of the activity.
- These are to be filed at the end of each day they are used, with the days sign in/out sheets.

**4. Accidents and Incidents**

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

- Staff will immediately inform the Supervisor who will call the Manager. (See Health and Safety Policy).
- Appropriate first aid will be administered and depending on the nature of the injury either (i) a child needs medical attention, parents or the emergency contact will be contacted to come and get the child to attain medical attention.  
(ii) If serious injury occurs an ambulance will be called and parents will be notified.

Accidents and incidents will be recorded by staff on accident/incident sheet and parents notified at the end of the day. Staff must ensure parents/caregivers sign accident and incident records concerning their child. The OSCAR Manager will remind the OSCAR Programme Supervisors that all accident and incident forms as well as anecdotal behavior management forms must be promptly signed by parents

All accidents to staff and children, including near misses, will be recorded and investigated. Any accident will be investigated as recommended in the *Approach to Accident Investigation* brochure.

Any accident involving notifiable events will be reported to Worksafe NZ as soon as possible after its occurrence and the prescribed accident form submitted to Worksafe NZ within seven days. Bread of Life Trust will report notifiable events to MSD SSA as soon as reasonably practicable following any report to Worksafe NZ

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

- Staff will calm the child.
- Parents will be contacted.
- The Child Adolescent & Families Mental Health Service (CAHMS) will be contacted if required.

For trauma of staff, the OSCAR Manager-will ensure that professional support is available.

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## **5. Cleaning**

**Policy:** - All OSCAR sites will be kept clean.

**Procedures:**

- All cleaning products stored out of immediate access to children.
- All programmes/sites to devise a cleaning plan, for rubbish and its disposal; toilets; floor; kitchen areas; tea towels; fridge and food storage cupboards; Dress up, paint shirts, soft toys and general room maintenance.
- This plan to be on display for staff and OSCAR Manager.

## **6. Unwell Children**

**Policy:**-Parents or caregivers will be contacted to collect an unwell child/ren as soon as possible.

**Procedure:**

- Child/ren will be kept in quiet visible place until collected.
- Staff to monitor child/ren regularly.
- Staff to administer first aid if required.
- In an emergency an ambulance may be called and parents/caregiver notified of this.

## **7. - Sun Safe**

**Policy:**-We are sun smart at Bread of Life OSCAR.

**Procedure:**-During term 4, Summer holidays and Term 1

- All children and staff are to wear sun hats outside.
- Children without hats to play in shaded areas if at all possible.
- Parents to be notified of the need for children to have hats- on notice boards, newsletters, programme information and verbally.
- Sunscreen will be available at each programme for all children and staff.

## **8. Animals**

**Policy:** - No animals will be kept at Bread of Life OSCAR.

**Procedures:-**

- No child/adult will bring an animal to the programme without permission from the Supervisor first.
- If animals should stray onto site, then children will be requested to move away from the animal.
- On outings children will be directed away from any animals that are not under an owner's control.
- If the need arose, staff can contact Animal Control officers - phone number is on the emergency list.

## **8. Smokefree Policy**

**SMOKE – FREE:** All venues used by OSCARS are smoke free during the operational hours. Staff may not smoke while on duty or on site. Staff may not smoke in sight of children. “No Smoking” signs will be displayed in indoor areas, at the discretion of the venue owner.

## **9. Emergencies**

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

### **A - Fire and Earthquake emergency procedures**

- Both fire and earthquake drills will be carried out once a term for the before-school and after-school programmes and once a week during every holiday programme period.
- Child-friendly evacuation procedures are displayed on the walls near the entrances and exits at the venues used.
- All centres will have paper copies of the children enrolled in the programme, their emergency contacts, and any major medical issues.
- Staff are trained in evacuation procedures, and drills are carried out and recorded. On evacuation staff take cellphone, tablet with emergency list, paper copy of roll, and a spare piece of paper (on clipboard) **so that if not able to return to room and parents come to pick up children and other friends children, we know where and who has collected the child. Only to be used in a major event.**
- The local Fire department, Civil Defense and Police will be notified annually of the sites we operate from, Hours of Operation and approximate number of children on site.
- The OSCAR Manager and Supervisors will develop a plan of action for emergencies involving either fire or earthquake which is clearly displayed at the venues and which includes:

*How to recognize the nature of the emergency*

*How and where children will collect outside*

*Ensuring everyone is accounted for (attendance sheets)*

*How to recognize the emergency is over.*

*The Supervisor is responsible for:*

- Keeping a record of each drill including the names of the adults present, see form
- Ensuring that new staff/ volunteers are aware of the procedures.

At least one staff member will hold a current first aid certificate and must be on site. All our permanent staff will have a current First Aid certificate, and at least one of them will be on site at all times.

Fire Safety and evacuation of Buildings Regulations 2014 require:

- Public buildings to have an evacuation plan
- Workers to be trained in fire safety and evacuation procedures.



## **D. Child Protection**

**Policy:-***Bread of Life OSCAR is committed to seeing to the wellbeing of the children in its care. To understand, recognize and prevent abuse of children and young persons with support of the child and their family.*

**Child Abuse:-**This can be defined under four areas: - Neglect, Physical Abuse, Sexual Abuse, Emotional abuse, which have many indicators. (How Can I tell. Booklet- Child matters, each programme to have a copy)

### **Staff Definition: -**

Everyone the organization relies upon, who may be paid employed staff, contracted drivers or voluntary, who assist with the delivery of our OSCAR services and the Management Team from the Trust Board whose role and concern is around OSCAR programme delivery.

All of these staff are responsible to be aware of their responsibility in their duty of care to express their concern around any of the children who attend our OSCAR programmes.

### **Procedures: - Concerns around children.**

Concerns have been defined and are pasted in the front of the concerns book.

1. Concerns are to be written in the Concern Book and discussed with the programme Supervisor and then discussed with the OSCAR Manager with the action noted that is to be taken at that time.
2. If there is ongoing concern with a child, then a parent meeting will be requested by the OSCAR Manager and the Supervisor of the Programme.
3. The OSCAR Manager is to discuss this concern with one of the Bread of Life Trust Trustees.
4. Any of these actions may lead to consultation with the Oranga Tamariki services.
5. This book is to be available to staff, OSCAR Manager. It is to be kept in the filing cabinet. If parents wish to see notes recorded we can provide them with a photo copy, eliminating any other name that may have been mentioned in connection to the concern.

### **Procedures: - What to do if a child discloses abuse or if you suspect abuse:-**

1. Listen carefully to the child.
2. Do not question the child.
3. After the listening, or it may be an observation, then immediately record as much of the information that you can.
4. If there are no immediate danger or risk, the staff member will discuss this information with the Supervisor, the Supervisor will report the information to the OSCAR Manager. The OSCAR Manager will make a report to Oranga Tamariki.

5. If the OSCAR Manager is not available, the Supervisors will report to one of the Bread of Life Trust Trustees or the OSCAR Office Administrator. The OSCAR Office Administrator will then make a report to Oranga Tamariki.
6. If the child is in immediate danger or risk of harm then staff have the authority to call the police. Call 111 –police and explain the nature of the call.
7. Staff will discuss this information with the Supervisor, the Supervisor will inform the OSCAR Coordinator-as soon as possible, or if the OSCAR Coordinator is not available the Supervisor will ring Oranga Tamariki to make a report. **Any staff member is allowed this responsibility.** (Phone 0508 FAMILY or 0508 326 459 or email: [contact@ot.govt.nz](mailto:contact@ot.govt.nz)) Section 15 of the Child Protection Act.
8. **Following the guidelines of Section 15: reporting of ill-treatment or neglect of child** – *Any person who believes that any child has been, or likely to be harmed (whether physically, emotionally, or sexually), ill – treated, abused, neglected, or deprived may report the matter to a social worker or member of Police.*
9. If either of the above actions are taken, then that staff member needs to inform the OSCAR Coordinator and the information is to be collated by the OSCAR Coordinator in the reports to Oranga Tamariki file held in the OSCAR Coordinator’s office along with a copy from Oranga Tamariki’s acknowledgement of receipt of the notification.
10. Follow the Flow chart at the end of these policies and procedures.

**Procedures: - Concerns about the safety of a caregiver or associated community member of the child.**

1. Concerns are to be written in the Concern Book and discussed with the programme Supervisor and then discussed with the OSCAR Coordinator with the action noted that is to be taken at that time.
2. If there is ongoing concern with the caregiver or associated community member, then a meeting could be requested by the Manager and the supervisor of the Programme.
3. The OSCAR Manager is to discuss this concern with one of the Bread of Life Trust Trustees.
4. Any of these actions may lead to consultation with the Oranga Tamariki services.
5. This book is to be available to staff, and the OSCAR Manager. It is to be kept in the filing cabinet. If parents wish to see notes recorded we can provide them with a photo copy, eliminating any other name that may have been mentioned in connection to the concern.

**Procedures: - What to do if a child, caregiver or associated community member discloses abuse:-**

1. Listen carefully to the, caregiver or associated community member.
2. Do not question the caregiver or associated community member.

3. After the listening, or it may be an observation, then immediately record as much of the information that you can.
4. If there are no immediate danger or risk, the staff member will discuss this information with the Supervisor, the Supervisor will report the information to the OSCAR Coordinator. The OSCAR Manager will make a report to the Police and Oranga Tamariki Social Worker.
5. If the OSCAR Manager is not available, the Supervisors will report to one of the Bread of Life Trust Trustees or the OSCAR Office Administrator. The OSCAR Office Administrator will then make a report to Oranga Tamariki
6. If the caregiver or associated community member is in immediate danger or risk of harm then staff have the authority to call the police. Call 111 –police and explain the nature of the call.
7. Staff will discuss this information with the Supervisor, the Supervisor will inform the OSCAR Manager as soon as possible, or if the OSCAR Manager is not available the Supervisor will ring an Oranga Tamariki Social worker to make a report. **Any staff member is allowed take this responsibility.** (Phone 0508 FAMILY or 0508 326 459 or email: [contact@ot.govt.nz](mailto:contact@ot.govt.nz)) Section 15 of the Child Protection Act.
8. **Following the guidelines of Section 15: reporting of ill-treatment or neglect of child** – *Any person who believes that any child has been, or likely to be harmed (whether physically, emotionally, or sexually), ill – treated, abused, neglected, or deprived may report the matter to a social worker or member of Police.*
9. If either of the above actions are taken, then that staff member needs to inform the OSCAR Manager and the information is to be collated by the OSCAR Manager in the reports to Oranga Tamariki Social Worker file held in the OSCAR Manager’s office along with a copy from Oranga Tamariki’s acknowledgement of receipt of the notification.
10. Follow the Flow Chart at the end of these policies and procedures.

#### **Visitors to programmes:**

All visitors to the programme will sign in and out on the day roll and will remain supervised and visible to other staff at all times.

#### **ALLEGATIONS OF ABUSE AGAINST STAFF**

- Bread of Life Trust will respond to suspicions and allegations of child abuse by a member of staff in a manner which best ensures children’s or young persons’ immediate and long-term safety and will treat suspicions or allegations against a staff member with the same seriousness as suspicions or allegations made against any other person.
- The Bread of Life Trust will not act alone, and will refer all suspected situations of child abuse to Police or Oranga Tamariki. The safety of the child will be the primary consideration, and no person in this organisation will collude to protect an adult or an organisation.

- Allegations will be treated in such a way that the rights of adults and the stress upon the staff member are also taken into consideration.
- When abuse is suspected or an allegation made against a staff member, the first consideration will be to ensure the safety of child.
- When abuse is suspected, staff will follow the process for Responding to Suspected Child Abuse included in this policy.
- When there are suspicions of abuse by a staff member, both staff and children's rights are to be attended to. This means that the safety of the child is of first concern, and that the staff member must have access to legal and professional advice.
- The person managing the child abuse issue will not be the same person as that managing the employment issue.
- The suspected staff member (or volunteer) will be prevented from having any further access to children during any investigation and will be informed fully of their rights.
- Staff will declare to a senior person any situation where there could be a conflict of interest, and provision made on a case-by-case basis about who will handle the process.
- If a child discloses abuse, staff will also follow the guide Dealing with Disclosures of Abuse.
- Bread of Life Trust will adhere to the principles of the Employment Contract's Act and give the staff member all information regarding this or her rights.
- Bread of Life Trust recognises the added stress to fellow staff in such a situation, and will ensure support is available.
- The Bread of Life Trust Chair and OSCAR Manager will immediately ensure that the suspected individual does not have any contact with the child making the allegation. A risk assessment will be undertaken to determine what level of access, if any, that person should have, to other children.
- If the police decide to undertake a criminal investigation then the member of staff may be suspended on full pay, without prejudice, as a precautionary measure. It is important that no internal investigation is undertaken, and no evidence gathered that might prejudice the criminal investigation.
- If Bread of Life Trust is aware that a member of staff it has placed on precautionary suspension also works with children for another organisation, either as an employee or a volunteer, it should ensure that the other organisation is informed of the suspension and the subsequent

outcome. Consultation with Oranga Tamariki or the Police will determine how this information is conveyed.

- Bread of Life Trust will liaise with Oranga Tamariki and the Police regarding the progress of the investigation.
- If there is insufficient evidence to pursue a criminal prosecution, then a disciplinary investigation may still be undertaken if there is "reasonable cause to suspect" that abuse may have occurred. The allegation may represent inappropriate behaviour of poor practice by a member of staff which needs to be considered under internal disciplinary procedures.

**Staff Training:**-Bread of Life Trust have a commitment to make sure all staff are informed of Policy and procedures around Child protection.

The OSCAR Manager, Supervisors and Permanent Assistants are to attend professional training on Child Protection at least once in three years. Each year, at one allocated staff meeting there will be refreshing of staff on the Child Protection policy.

Casual relievers, van drivers and volunteers on induction into their roles will be guided in discussion through the OSCAR policies and procedures manual and their responsibilities to Child Protection. They will be encouraged to share any concerns around children with the Supervisor of the programme they are working in, **but** they do have the right to report to Oranga Tamariki or police, if necessary for the safety of any child. They will be shown the booklet "How Can I Tell" on induction training and be advised that there are copies at each venue.

Policies around the Safety of Staff recruitment come under Section F. of the Bread of Life OSCAR Policies and Procedures.

Policies around Safe Working practices are covered in Section C of the Bread of Life OSCAR Policies and Procedures.

#### **4. Responsibilities of staff to all children in their care.**

Bread of Life OSCAR programmes aim to create an environment for children that is stimulating, fun, caring and safe. In order to achieve this staff should be aware of these professional guidelines:

##### **Responsibilities to children, in their duty of care.**

- Staff recognize that all children have the right to feel safe and to be safe
- Staff will not physically punish children or in any way intentionally harm children either physically or emotionally e.g. By ridiculing, threatening, or abusive behavior
- Staff may provide physical comfort or re assurance for children through appropriate touching, in view of other staff, but do not force on children any unwanted affection or touching
- Staff take care to ensure any activity suits the age and ability of the children participating

- Staff can encourage and assist children but do not force children into any activity
- Staff communicate programme rules and boundaries clearly and are fair and consistent with children who misbehave
- Staff respect the differences between children and value their individuality
- When supervising children, staff give this task their complete attention
- If a situation is unsafe staff act immediately and/or get help from other staff
- If a staff member sees any possibility that an activity may cause an accident or injury they must stop the activity immediately
- Staff talk about incidents where safety was a concern with the Programme Supervisor/OSCAR Manager.
- Any observations/concerns regarding child abuse must be conveyed to the Programme Supervisor, OSCAR Manager and Chair of Bread of Life Trust and Oranga Tamariki.
- Supervisors keep a register of “Concerns for Children”
- OSCAR Manager keeps a confidential file to record notifications submitted to Oranga Tamariki along with a copy from Oranga Tamariki’s acknowledgement of receipt of the notification.

#### **Responsibilities in the team.**

- Staff help each other to do their job whenever possible
- Ask for help and advice whenever it is needed. For instance, when there is a task that’s not understood or situation where staff don’t know what to do
- When a staff member asks for help they get it as soon as possible and are not criticized for seeking help
- Act and think professionally.
- Staff read and understand their job description and the job description of others in their team.
- Staff arrive for work on time and give as much notice as possible if going to be absent for their work hours.
- Staff remember that they are role models for children’s behavior
- Do not discuss adult topics around the children
- Do not use inappropriate language in front of the children.
- Dress appropriately and respectfully for working with children.
- Staff do not allow themselves or other staff/visitors to be alone with a child
- Staff leave personal cell phone calls to out of work time unless the OSCAR Manager has given permission otherwise.
- Complaints about the programme must be referred to the programme Manager or Chair of Bread of Life Trust.
- If staff has any concern or grievance, they may discuss this with the OSCAR Manager and or a Trust Board member.

**Responsibilities to the Parents/Caregivers.**

- Be friendly and courteous to parents and caregivers
- The programme Supervisor/OSCAR Manager must be present for any discussions with parents about behavior, and staff respect the confidentiality of these discussions
- Communicate any positive things children have done to parents and caregivers.
- Make sure they receive any information left out for them.

**Duty of Care**

All staff are aware that they act in good faith and take their responsibilities seriously as they have a duty to care for the children in the OSCAR programmes with full responsibility at all times, during the hours OSCAR operate.

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## **E. Programme Supervision**

*Children are supervised by a minimum of two staff and are within sight and sound of a staff member at all times.*

### **1. On Site**

The staff/child ratio will be as follows:

At the OSCAR venues	1:10
On excursions	1:8 or higher depending on risk identification
Swimming	1:6

There will always be a minimum of two staff on duty.

Formal attendance checks and head counts will be made regularly during the day e.g. after playtime and lunchtime during holiday programmes.

If a child is missing, the following procedure will be followed:

- a. Staff will conduct a thorough search.
- b. OSCAR Manager or Chair of the Board of Trustees to be informed
- c. Parents or emergency caregivers if necessary, will be contacted
- d. If necessary, the police will be contacted.

All sign in/out sheets will include a space for visitors/volunteers to sign in/out, so if an emergency arose they can be accounted for.

Staff or volunteers, under the age of 16, will not be included in child/staff ratios and will be supervised by a person over 16 at all times.

The programme Supervisor/ OSCAR Manager must be in attendance at the programme during operational hours, or must designate someone over the age of 20 to assume responsibility for the programme in their absence.

The OSCAR Manager is responsible for ensuring that staff is rostered so that all children are supervised at all times. Children will be in view of staff at all times, unless in the toilets.

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 (to go to the toilet etc.)

### **2. Off Site**

Children will not be allowed to participate in an excursion unless parents/caregivers have signed their permission. Parents will be notified in advance of all activities planned away from the centre and a planned schedule will be posted at the centre. Parents will be informed of the mode of transport.

The staff/child ratio on excursions will be 1:8 or higher depending on the nature of the excursion. Children will be put into groups with one adult whose primary responsibility will be the safety of the group. Children will wear Bread of Life Trust OSCAR high vest t-shirts on all excursions.

Where there is access to water, children will be supervised at all times by an adult who is trained in first aid and or Water safety.

The OSCAR Manager will be informed of all outings.

The staff will carry a cell phone for emergencies, first aid kit and emergency phone list, RAMS form and any other relevant information and child medication if necessary.

Instructors with recognized qualifications and/or from recognized agencies will be used to instruct all outdoor pursuits.

Walks/grass sliding within the vicinity (200M) of the programme, e.g.-nearby parks and playground do not require a reduced staff ratio but all other excursion safety procedures still apply.

If using public toilets a staff member will stand outside and keep watch.

A risk analysis will be made of all excursions. This will include emergency procedures and staff responsibilities during emergencies. This form to be filled before the trip and evaluated after the trip, then filed with the Hazard, First Aid, Incident and accident reports.

A contingency plan will be prepared beforehand for all excursions in the case of bad weather. Excursions can be cancelled or postponed due to weather.

The children will be organized 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.

When on excursions a note describing the group's whereabouts and expected time of return will be displayed at the venue.

### 3. Water Supervision

**Policy:-**To ensure the safety of all children participating in water activities.

**Procedures:-**

- At school pools the staff /child ratio will be up to 1:6. **Rationale:-** School pools are constructed for primary aged children, and the depth of water is controlled for the school environment.
- Staff will be actively scanning the pool at all times from the side and making sure that non swimmers and less confident swimmers are in an area of the pool suited to their ability.
- If swimming is planned in the programme, all children on the programme will go to the pool area, and those not swimming will be seated in the shaded area with an activity.
- At public pools, the ratio will be 1:6 for the 5-9 age groups, 1:8 for the 10-13year olds or 1:7 in a combined age group. Trained Life Guards on site.
- Staff will set boundaries for the children as to where they can swim in the pool, depending on the level of water confidence that the children in care have.
- Staff will be actively scanning their areas of supervision.
- Staff will be aware of where the safety devices at the pools are, in case of an emergency.
- At least one staff member supervising will have a current First Aid Certificate.
- Access to other waterways, such as Taylor Dam, Taylor River and the beach, will have a 1:6 ratio or 1:4, depending on the nature of the waterway and the activity planned and the age of the children. This will depend on the confidence or ability of the supervisor as deemed by the OSCAR Coordinator.

We have access to school pools at Springlands, Redwoodtown and Blenheim schools.

The public pool in Blenheim is used during the holidays and programmes using the facility file a RAM form. Our staff are to follow the direction of the stadium staff in an emergency. There are trained Life Guards at the pool and they are informed beforehand of the programmes coming.

## **F. Management**

*Bread of Life Trust will make sure there is a sufficient body of qualified and competent staff both to deliver and support the service.*

**Definition of Staff:** - Everyone the organization relies upon, who may be paid employed staff, contracted drivers or voluntary, who assist with the delivery of our OSCAR services and the Management Team from the Trust Board whose role and concern is around OSCAR delivery.

The following positions are considered Child Workers within the meaning of the Vulnerable Children's Act: OSCAR Manager, OSCAR Office Administrator, OSCAR Financial Administrator, Supervisors, Assistants, Third Assistants, Casual Relievers, Volunteers and Volunteer Drivers.

### **1. Recruitment**

The selection and recruitment of staff is the responsibility of the OSCAR Manager, in consultation with the OSCAR Office Administrator and a member of the Bread of Life Board of Trustees. All paid staff will be recruited according to the following procedure.

- Most positions will be advertised.
- The OSCAR Manager and usually one member of the Bread of Life Trust will conduct interviews.
- The interview process will consist of a stated set of questions and referee checks. Copies of CV's and interview records will be kept.
- All applicants will be required to provide the names of at least two referees. It is the OSCAR Manager's responsibility to contact the referees for verification of the applicant's experience and suitability to work with children.
- The Bread of Life Trust must verify the interviewing committee's recommendation before the applicants are informed of the decision. Applicants will be informed of the Board's decision in writing.

All workers, including volunteers, must:

- Release details of their police records to the OSCAR Manager. No person with a conviction for sexual crimes or crimes of violence against any person may be employed at the center.
- Sign a Code of Ethics regarding their responsibilities to the work they are undertaking.

Staff will be provided with a full job description that states responsibilities, skills, and standards required. A written employment agreement, clearly setting out wages and conditions of work, must be signed by the employee and employer.

Prior to employment any staff that are children workers will undergo safety checking and a risk assessment will be done for each staff member prior to engagement into their role as required by the Vulnerable Children's Act 2014.

Safety checking will include the following steps:

- Confirmation of Identity by providing three forms of ID to confirm that the identity given is not fictitious.
- Interviewing
- Obtaining 5 years of Work History
- Obtaining 2 referees
- Seeking further information from Relevant professional organizations, licensing authority or registration
- Police Vetting
- Evaluating the risk
- All information gathered above will be collated in a personal folder.

All staff employed will be police vetted and have police clearance verified every three years and Bread of Life will also carry out periodic safety checking on existing staff.

Periodic Safety checking will include the following steps:

- Identity Confirmation
- Police Vetting
- Evaluating the Risk

## **2. Training and Supervision.**

- All staff will have some 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. Staff will be compensated for attending staff meetings. Records of staff meetings will be kept by Supervisor/ OSCAR Manager. The OSCAR Manager will keep records of training. E.g. First Aid

All new appointed Staff will go through an Induction Process:

The induction Process will be executed by the OSCAR Manager. All new appointed staff will be given an OSCARS Policy and Procedure manual before Induction.

The staff Induction Process will include:

1. The OSCAR Manager will discuss key Policies and Procedures with the new appointed staff member e.g. Health and Safety, Child Protection, Duty of Care and Behaviour Management, and the Cod of Ethics.
2. An onsite observation

The OSCAR Manager is responsible for ensuring that all staff, including volunteers, are sufficiently trained in first aid, emergency procedures, child management and all center policies, to ensure the safety of the children at all times. New, young or less experienced staff will receive adequate support and supervision.

Each programme will record the outline and discussion of meetings that are held between staff in a staff meeting book.

All staff will be fully aware of their duty of care and responsibility to all participants, until parents/caregivers collect the child.

### **3. Performance Management System**

Appraisal of the staff will be the responsibility of the OSCAR Manager. The OSCAR Manager will be appraised by the Chairperson of the Board of Trustees. Performance appraisals will be carried out annually for each permanent or long term casual staff member, with the sole intention of increasing awareness of their performance and to ensure a high standard of care at the programme.

The appraisal will be based on the job description, will establish individual and group strengths and identify areas for personal development. It will consist of a self-appraisal and interview with the OSCAR Manager. Objectives will be set for the next term of employment. All appraisals will be kept confidential by the OSCAR Manager and the OSCAR Office Staff of the Bread of Life Services.

### **4. Police Vetting.**

All staff, management committee and volunteers are to police vetted before an appointment is confirmed and at three yearly intervals.

OSCAR Manager will keep records of police vetting and when due for renewal.

Bread of Life OSCAR Manager will send and receive police vetting forms for staff.

All forms are filed at Bread of Life Centre, in personal files.

Where the result of the Vetting process of a new applicant raises serious concerns, e.g. a Police vet returns with a criminal history, the OSCAR Manager in consultation with the Chair of the Board of Trustees will make a decision considering the following evidence:

- Results of all safety checking and vetting
- The factors associated with the offending, e.g. the length of time since the convictions, the age at offending, and the circumstances at the time, aggravating factors, rehabilitative behavior, work history, character references, support structures, position responsibilities and attitude towards offending.
- How the welfare and best interests of children are paramount in relation to the appointment
- A risk assessment of the appointment in relation to the criminal conviction.
- Management plans, including any restrictions, controls, increased supervision or vetting strategies proposed for the appointment.

All decisions relating to the appointment, including the implementation of the staff management plan, will be documented. This will include evidence of the staff or governance member's agreement to any restrictions, controls, increased supervision or vetting strategies proposed for the appointment.

Individuals will be disqualified from holding the positions that require substantial contact with children if their criminal records include any of the following:

- Past history of sexual abuse of children.

- Conviction for any crime in which children were involved.
- History of any violence or sexually exploitative behavior.

Bread of Life will not employ anyone into working with children who was convicted of an offence listed in Schedule 2 of the Vulnerable Children's Act 2014 unless that person holds a relevant core worker exemption.

Where the result of the Vetting process of an existing staff member during the periodic safety checking raises serious concerns, e.g. a Police vet returns with a criminal history, the OSCAR Coordinator in consultation with the Chair of the Board of Trustees will make a decision considering the following evidence:

- Results of all safety checking and vetting
- The factors associated with the offending, e.g. the length of time since the convictions, the age at offending, and the circumstances at the time, aggravating factors, rehabilitative behavior, work history, character references, support structures, position responsibilities and attitude towards offending.
- How the welfare and best interests of children are paramount in relation to the staff member
- A risk assessment of the staff member in relation to the criminal conviction.
- Management plans, including any restrictions, controls, increased supervision or vetting strategies proposed for the appointment.

Individuals will be suspended from their current position if that requires substantial contact with children if their criminal records include any of the following:

- Sexual abuse of children.
- Conviction of a crime in which children were involved.
- Violent or sexually exploitative behavior.

Bread of Life will not keep anyone employed into working with children who are convicted of an offence listed in Schedule 2 of the Vulnerable Children's Act 2014 unless that person holds a relevant core worker exemption.

### **5. Grievances and Complaints.**

The OSCAR Manager in consultation with a member of the Board of Trustees 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. This is the responsibility of the Bread of Life Trust.

Staff may be suspended on full pay pending further investigation if they are accused of:

- Striking or sexually abusing a child.



- Failing to observe programme rules so that a child is injured or placed in serious danger.

If the complaint is upheld the staff member may be dismissed with the agreement of the Bread of Life Trust. Following a dismissal of this nature the Bread of Life Trust Chair Person in consultation with the OSCAR Manager, will prepare a follow-up report recommending any changes needed to avoid the situation recurring.

Staff complaints against other staff members must be referred to the OSCAR Manager. If no agreement can be reached the complaint will be taken to the Bread of Life Trust Chairperson. The OSCAR Manager is to be informed and will inform the Chairperson of Bread of Life Trust of any serious complaints involving staff.

If it is clearly inappropriate to approach the OSCAR Manager, staff may contact the Chairperson of the Bread of Life Trust.

Staff grievances against the management committee will be resolved in accordance with the provisions of the Employment Relations Act 2000.

## **6. Volunteers**

Supervision of volunteers is the responsibility of the Supervisor/ Manager. 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.

## **7. Legal Laws.**

Employment Relations Act 2000  
Minimum Wages Act 1993  
Holidays Act 2003  
Human Rights Act 1993  
Privacy Act 2020  
Health and Safety at work Act 2015  
Vulnerable Children's Act 2014

## **8. Financial Policies and Procedures.**

### ***All finances are managed competently***

All Bread of Life OSCAR monies are to be accounted for separately and retained in separate accounts, but are shown within the Bread of Life Trust Accounts.

The fee schedule is reviewed and set annually at a Bread of Life Trust Board meeting. Fee information is displayed in the information pack, and on newsletters to parents when fee changes are made.

### **Invoicing Fees:-**

Parents are invoiced weekly for the stipulated fees. This invoice is generated off the returned weekly attendance reconciliation via Enrolmy as entered by the centre supervisor on the Enrolmy Tablet, during the term and off the holiday registrations in the holiday periods. If a child has given notice of a week's absence then this taken into account on invoicing.

Subsidies from Work and Income are applied as a credit invoice each week from the Work and Income statements. If a child on subsidy gives a weeks' notice of an occasional absence then this is put on the account as a holding fee. The Work and Income statements are reconciled weekly.

Invoices are produced weekly via email to parents or live on Enrolmy for all parents to view. These cover the past week's financial activities of the family.

### **Payment of fees:-**

Parents will be expected to set an Automatic Payment within the first week of starting OSCARS. These bank payments are down loaded and imported into Enrolmy and added to parent's accounts.

The invoices have a due by date. For any payments after the due date a late payment fee of \$15 will be charged unless a prior arrangement has been made. Cash payments are paid direct to either the supervisor or coordinator and receipted by coordinator. Weekly, all cash is entered into the Office Petty Cash book and shown as cash payment on child's account via Xero and/or Enrolmy. The Supervisor and parent sign a slip to go with payment and then it is handed to the coordinator. Any money kept is in a locked cash box and then handed over to the OSCAR Coordinator weekly for banking should the amount be over \$100.

### **Petty Cash:-**

All supervisors have petty cash to spend on small items required for the programmes. They all keep a petty cash book. They are given \$50 when needed, this is checked and signed in by Coordinator and Supervisor each time. Dockets are pasted in the programmes petty cash book so OSCAR Coordinator can check expenditure at each top up required. This is set in the terms of agreement employment contract with the supervisors.

### **Internet banking:-**

Bread of Life Financial Administrator manages all major financial transactions for OSCAR - payroll and reconciles bank accounts. These are entered in the Xero programme, but two other Bread of Life staff have to give authority for the payments.

### **Purchasing:-**

OSCAR purchases are authorized by the OSCAR Financial Administrator who enters the invoices into the Xero programme and second authorised by the OSCAR Manager. The OSCAR Manager consults with the Bread of Life Trust

Board to seek approval for any major expenses over the amount of \$500. E.g. Staff uniforms and big equipment items.

### **B- Financial Management:-**

The Financial Administrator of Bread of Life Trust, under the direction of Chairperson of Bread of Life Trust is to take responsibility of:

- clear and accurate financial records
- Ensure government funding is accounted for separately from other income, set the budget, in consultation with the OSCAR Manager, for approval by the Bread of Life Trust.
- Arrange for the annual auditing of accounts.
- Send out regular invoices for services used.
- payment of staff wages

It is the OSCAR Manager's/Financial Administrator's responsibility.

- To collect fees from parents.
- To issue receipts for fees
- Bank monies
- Inform parents of unpaid fees
- Keep Petty cash check.
- To fill in the WINZ- subsidy forms for the parents.

## Flowchart for disclosure or suspicion of Child Abuse.

Child or young person discloses abuse or child abuse is suspected.

Listen to the Child or young person and reassure them they did the right thing.

Inform OSCAR Management\_\_\_\_\_

Document any factual observations and anything said by the child or young person.

Ring the Oranga Tamariki Services 0508326459 or Email: [contact@ot.govt.nz](mailto:contact@ot.govt.nz) or Ring Police 035785279 (Blenheim)

File the submitted notification along with a copy from Oranga Tamariki's acknowledgement of receipt of the notification

Get support for yourself from the appropriate people.

Any factual concerns or observations about the safety of a child or young person should be dated, documented and filed. (Concern Book)

Consult with Oranga Tamariki or the Police for further advice.

Information volunteered by a child or young person should be fully and accurately recorded. No child or young person should be questioned about suspected abuse. Documentation may be subsequently used in court as evidence for either side. Notes- should be written down during the talk with the child or young person or as soon as possible afterwards.

**Reminder- check in 'How Can I Tell.' Book.**