

# NGAIO SCHOOL OUT OF SCHOOL CARE AND HOLIDAY PROGRAMME (NOSCAR) POLICIES AND PROCEDURES

Ngaio Out of School Care and Recreation (NOSCAR) was formally established under the auspices of the Ngaio School Board of Trustees. It operates from indoor spaces within Ngaio School that have been approved by the Ministry of Social Development for that purpose. The programme also utilises the school's outside activity areas and playing field.

Before and after school services operate from 7.30am to 8.30am and 3.00pm to 6.00pm Monday to Friday during term time for Ngaio School children. A school Holiday Programme operates as staffing allows from 8am to 5.30pm.

*NOSCAR is a member of the National Association for Out of School Care and Recreation. Our services have been assessed by the Ministry of Social Development and we have received approval as a provider of out of school care. This approval enables eligible families to apply for WINZ childcare subsidies. The Ministry of Social Development oversees the operation of NOSCAR and sets minimum rules and standards that must be adhered to. The Ngaio School Board of Trustees extends/adds to these rules to ensure that NOSCAR is in line with the school's values and policies.*

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## 1. PROGRAMME PHILOSOPHY

NOSCART aims to provide a safe and stimulating programme, which caters for the children's different ages, gender and cultural backgrounds while attempting to encompass individual needs and interests.

Children with special needs and cultural issues will not be excluded from the NOSCART programme, providing that the Supervisor is confident that the student's needs are catered for without negatively affecting the other students.

Safety of all children is the paramount consideration during programme provision.

NOSCART must adhere to National Smoke Free legislation which means that all buildings and grounds at the school are Smoke Free.

These policies will be reviewed annually.

Copies of these policies and procedures are available to parents from the NOSCART notice board or from the Supervisor.

## 2. OPERATION

The programme will provide a well-managed service that meets the needs of the local community. By agreeing to the NOSCART Terms and Conditions and paying the NOSCART fees, parents and caregivers are acquiring the right for their child to attend NOSCART. This right cannot be gifted, sold or otherwise transferred to another child.

## 3. ENROLMENT

All families must complete an enrolment form and sign a parent contract before the child can participate in the programme.

- The adult enrolling the child/ren must sign the parent agreement of Terms and Conditions.

- At least two emergency contacts must be provided.
- The names of all people authorised to collect the child/ren from the centre will be listed on the form, along with a copy of any custody or access orders in place.
- Information regarding health conditions, special needs and cultural background is requested on the enrolment form.
- Parents must also give written consent for any off-site activities and other specific activities when requested by the programme.

Completion of an enrolment form does not guarantee your child a place at NOSCAR immediately. If space is not available at the time of enrolment, your child will be placed on the NOSCAR waitlist.

It is a Ministry of Social Development requirement that current enrolment forms are updated annually, prior to the start of each school year. The Supervisor will send the required forms out in term 4 with a to be returned by date. If these are not returned by the due date your space will be offered to the next child on the waitlist.

Enrolment forms include the following information:

- Child's name, address and home phone number.
- Parent/guardian's names, work phone numbers and cellphone numbers.
- Emergency contacts and phone numbers.
- Names of adults authorised to pick up child.
- Special instructions regarding access.
- Health problems and allergies.

#### **a. Children with special needs**

Every effort will be made to include those with special needs. All programmes will be selected to enable inclusion of children and families with special needs such as learning difficulty, disability and developmental delay. The programme supervisor will discuss fully with parents the child's requirements: medication, diet and supervision requirements will be recorded with the child's enrolment form. The programme supervisor will assess how the child's needs may be catered for and will discuss this approach with parents and staff. With parental consent the programme supervisor may also contact the school for more information and advice.

The safety of the child and other children in the programme will be a major consideration. Children cannot be included in the programme if their behaviour or the level of supervision required compromises programme supervision and safety. The programme supervisor may offer enrolment for a limited initial trial period.

The programme supervisor will ensure that all staff are fully aware of the child's requirements and that they feel confident to provide the necessary care. Each case will be considered individually.

If the child needs further special aids, for example modified facilities, extra staff or staff training, the Supervisor will consult with the Principal who will make the final decisions.

#### **b. Limitations to Numbers**

The number of children attending NOSCAR is set in conjunction with the Ministry of Social Development and the OSCAR standards, and can be varied from time to time. The ratio of staff to children at a minimum is 1 to 10 on site and 1 to 6 off site.

NOSCAR abides by the OSCAR standards of Approval under Regulation 25 of the Social Security (Childcare Assistance) regulations (2004) and is approved to provide our programme to a maximum number of children. We are regularly audited by the Ministry of Social Development.

#### **c. Wait list**

Due to the high demand of the programme, NOSCAR operates with an all year round waitlist. Enrolment at Ngaio School does not guarantee a place on the NOSCAR programme. Completion of a NOSCAR enrolment form does not guarantee your child a place at NOSCAR immediately.

Please notify the NOSCAR staff of impending enrolments or changes as soon as you can, so your child can be placed on the waitlist.

If you are offered space at NOSCAR and decline it, you will be removed from the waitlist for the days declined. At any time you may request the days again, at which time you will be added to the bottom of the waitlist.

At times the school holiday programme can operate with a waitlist, but in general operates on a first in first served basis.

#### **d. Cultural issues**

Cultural issues could include those of an ethnic, social and/or religious nature.

These issues will be identified from information on the enrolment form.

The Supervisor will make all staff aware of the child's needs and ensure that they are confident in providing the appropriate care.

#### **e. Complaints**

Complaint procedures are:

- Approach the Supervisor who will attempt to rectify the situation.
- If the parent is still unhappy, they should then contact the Principal who will respond in writing.
- Further complaints must be made in writing. They must contain details of grievances and desired outcomes. Principal will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought. If this is not possible, the complainant may contact the Board.
- If the complaint is against the Supervisor, the parent approaches the Principal directly.

The Supervisor will keep the Principal informed of any verbal complaints received. Wherever possible, the requests of parents will be incorporated into programme planning and design. A log of complaints, suggestions and requests will be kept.

If any complaint is not handled or rectified to the satisfaction of the complainant, the complainant may contact the Office of the Ombudsman by sending an email to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz)

#### **f. Confidentiality**

NOSCAR will ensure staff and child confidentiality.

At all times, NOSCAR will comply with the requirements of the Privacy Act 1993 and any amendments.

Information about children, families and staff will be gathered and kept in a way that complies with the Privacy Act 1993 and any amendments.

The types of personal information that are held by NOSCAR in respect of enrolled children includes but is not limited to the following:

- enrolment information
- attendance
- complaints
- behaviour issues and management plans
- health information; parental consent for any treatment and/or medication administered.

This information will be stored securely as both paper files and in electronic files on the supervisor's laptop. It will be kept away from the access of unauthorised persons.

Information stored will be made available to the individuals concerned when requested.

Information will not be shared without the consent of the person whom the information is about, unless required by legislation.

Enrolment and invoicing information may be held within NOSCAR's cloud-based system, still to be introduced.

All personal information shared in discussions between NOSCAR staff or at meetings will remain between those persons and may be notified to the Principal.

All sensitive and personal conversations including telephone conversations shall be held discreetly

#### **4. DROP OFF AND PICK UP PROCEDURES**

If their child will not be attending, parents are to contact the supervisor before the beginning of the before or after school programme, by one of the following methods:

- Email – noscar@ngaio.school.nz
- Phone – Supervisor – 021 214 5661
- Leave a message on the NOSCAR phone number – 04 939 6496

The Supervisor checks the absence phone messages and emails before NOSCAR sessions and records any explained absences.

##### **a. Before School Care**

Parents must sign their children in when they are dropped to the Before School Care Programme.

Parents are to contact the Supervisor before the beginning of the Before School Care programme if their child will not be attending.

Children in year 2 and above will be signed out by the Supervisor at 8.30am.

The Supervisor or an assistant will accompany 5 year olds (year 1s) to their classroom.

##### **b. After School Care**

Parents must provide a list of adults authorised to pick up their children.

It is a legal requirement that parents or an authorised adult sign their children out of all NOSCAR programmes. The parent or authorised adult must sign out then farewell the supervisor or a designated staff person prior to removing children from the programme to assist staff in the management of the children.

Parents are expected to inform the supervisor if they will be late picking up.

Parents/caregivers must inform the Supervisor if a person who is not listed on the NOSCAR Enrolment form will be collecting their child. Staff will not release a child to a person who is not identified on the enrolment form. If an unauthorised person comes to collect the child, parents will be contacted for authorisation. No children may leave the programme if they are not signed out by an adult.

##### **c. Late Pick-up Procedures**

Parents and caregivers are required to pick up their children from NOSCAR no later than 6:00pm

If parents/caregivers are unavoidably delayed, they are required to ring NOSCAR as soon as possible. This may involve a traffic hold up or something beyond the control of the parent/caregiver.

If parents/caregivers are late, a late fee will be charged regardless. This is \$20.00 for the period between 6pm and 6.15pm. The charge is \$10.00 per minute for every minute after 6.15pm.

If there are repeated late pick-ups, the parents/caregivers concerned will be asked to find alternative childcare.

##### **d. Children not picked up**

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

- Two staff members will remain with the child
- Parents will be contacted
- Emergency contacts will be contacted
- If there has been no contact with the parents within one hour of the programme closing, the Principal will be informed.

If the child has been collected by an emergency contact, all efforts will be made to leave messages on parents/guardians contact phone numbers, and a note will be left at the centre indicating who has picked the child up.

If no contact can be made with parents or emergency contacts, further advice will be sought from the Ngaio School Principal. The Police may also be contacted.

## **5. ATTENDANCE**

A programme roll is maintained daily to record children booked and those who actually attended. The roll call and head count occur at the start of each session. Other formal attendance checks are made – prior to excursions and at lunch times during holiday programmes.

### **a. If a child does not arrive at NOSCAR**

Following the roll call, any children not present for whom there has been no phone call or email:

- The Supervisor will speak with the child's teacher/office to see if there is further information known to ascertain if the child is at school and to see if there is further information known about their whereabouts.
- The school grounds and classrooms will be searched and the parents will be called. If parents are not available emergency contacts will be called.
- The supervisor may follow up and conduct a wider search, i.e. along the route to the child's home, around the wider school region/block.
- The Ngaio school Principal and/or management staff will be notified. Personnel will then visit the child's home.
- The Police will be contacted when directed by Ngaio school management. Once the child is located the supervisor will follow up with the parents to investigate why the incident occurred and take steps to prevent it occurring again.
- If necessary, parents will be reminded to notify the programme of any change in bookings/attendance

### **b. Missing Child**

If a child is found to be missing during the programme, staff will:

- Inform the Supervisor immediately
- Call all the children together
- Check the head count to be certain the child is missing.
- Check programme sign in/out records to ascertain that the child has not been checked out by a parent or Parent nominee.
- Check with children and staff about when the child was last seen and for any other information.
- Check all toilets thoroughly – enter and check cubicles.
- Check other possible hiding places such as cupboards and other rooms.
- Search programme grounds and immediate locality.

If the child is not found, call the parents and notify the Ngaio school Principal and/or management staff . If parents are not available call the child's emergency contacts. Follow up on any new information and conduct a wider search.

Call the Police if directed by the parents or Ngaio school management, or if parents or emergency contacts have not been able to be contacted.

## **6. OUT OF NOSCAR ACTIVITIES DURING NOSCAR SESSIONS**

All NOSCAR students must check into NOSCAR immediately after school, prior to attending outside of NOSCAR activities. E.g. Kelly sports, swimming, French, sports practices. These children will be dropped off and collected by a dedicated NOSCAR supervisor. This is to ensure all students are recorded on the NOSCAR roll so their whereabouts can be accounted for, and to manage their safe return from activities, without interfering with the NOSCAR programme.

This service will incur an additional \$4 per day fee, which will be invoiced term by term in advance.

If children enrol in other commitments on the days they are registered to attend NOSCAR, parents must continue to pay NOSCAR fees to retain this day, otherwise they forfeit their space.

## **7. HOLIDAY PROGRAMMES**

NOSCAR is under no obligation to provide a Holiday Programme.

A programme will run if there is sufficient demand and there are suitably qualified staff available.

Holiday programmes run from 8:00am – 5:30pm. A late fee of \$20 will be charged for any pick up made between 5:30 and 5:45pm. The charge is \$10.00 for every minute thereafter.

- We will seek to provide adequate warning whether there is a programme running and which week it will take place.
- If there is a Holiday Programme there will only be one week in April, July and the September/October holidays. There may be a Holiday Programme after school finishes in December and in January before school begins again.
- The Holiday Programme plans will be sent to all parents of children enrolled at NOSCAR with necessary forms. If spaces are still available the Supervisor will at their discretion offer these to Ngaio school families.
- Holiday Programme spaces are not confirmed until enrolment forms and payment are received. Please refer to **Fees** policy.

### **a. Trips**

Children will not be allowed to go on a trip unless parents/caregivers have signed a permission slip. Parents will be notified in advance of all activities planned away from NOSCAR. Parents will be informed of the mode of transportation.

A Risk Analysis and Management Form will be completed and the requirements met as recorded on that form.

The staff/child ratio is 1: 6. Children will be put into groups with one adult whose primary responsibility will be the safety of that group. The children must be in sight of two adults at all times.

A cell phone must be taken on all trips to contact outside support should it be required.

First Aid kits will be taken on trips and kept out of the reach of children. The adults in charge of the trip will be responsible for the first aid kits.

Where there is access to a swimming place, children will be supervised at all times by adults who are trained in water safety and resuscitation. The staff will carry a cell phone for emergencies.

Parents will be informed before their children are transported in private vehicles. Vehicles used to transport children must comply with all mandatory legal requirements. All drivers must hold a current, clean driver's licence. The Ngaio School Transportation Form will be completed prior to travel and the relevant school procedures will be followed at all times.

When on an excursion staff will accompany a child to a public toilet and wait outside until the child returns.

## **8. PROGRAMME CONTENT**

NOSCAR will provide a safe, varied and stimulating programme that meets the developmental, emotional, intellectual and physical needs of the children.

The following activities will be offered on a daily basis:

- Arts and crafts
- Physical activity
- Quiet games and activities.
- DVDs- Rainy days
- Areas for quiet reading and homework completion

## **9. HEALTH AND SAFETY**

The programme 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. The Ngaio

School Health, Safety and Student Protection Policy will be adhered to at all times, as well as all relevant legislation, including the Health and Safety at Work Act 2015.

### **a. Supervision**

The staff/child ratio will be as follows:

At the centre 1:10

On trips 1:6

When in or near water 1:5

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

The management and overall site supervision must be carried out by an adult over the age of twenty.

The Supervisor, or the Deputy Supervisor in her absence, will be in attendance at all times during the programme.

The Supervisor is responsible for ensuring that staff members are rostered so that all children are supervised at all times. Children will be in sight or sound of at least two staff at all times when appropriate. 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 (such as to go to the toilet).

Should any extra people be assisting at NOSCAR, as entertainers or short term volunteers, they will be working within sight of a staff member at all times.

### **b. First Aid**

The Supervisor and Deputy Supervisor all hold comprehensive first aid certificates. This training is updated and revalidated every 2 years. Other senior assistants will also be first aid trained.

NOSCAR records all accidents and incidents involving children. This record will include the:

- child's name
- time and date of the accident/incident
- details of where and how the accident/incident happened
- nature of the injury and how it was treated
- name and signature of the staff member managing the accident/incident
- signature of the parent/guardian.

Parents/guardians will be notified of all accidents and incidents involving their child/ children. The Principal will be notified of any significant accident or incident.

### **c. Sun Safe**

Staff members will ensure that children wear hats and sunscreen whenever they are outdoors in the summer months. Parents must send sunhats to NOSCAR with their children. Children not wearing hats will be confined to shady areas.

Staff members will ensure that all children use an effective sunscreen. NOSCAR will have a supply of sunscreen available for the children to use. If children are allergic to particular sunscreens, parents need to supply their own.

Outdoor events will be planned for shade areas or outside peak UV radiation times whenever possible.

### **d. Medical Details and Dealing with Sick Children**

The Supervisor will send out a form once each year to all parents requesting information on children's medical conditions and the parent emergency contacts. This form will request updates as they become known throughout the year. Medical details list to be available to all staff and a copy to be kept with First Aid Kit. If children are on medication and NOSCAR is required to administer this during NOSCAR hours, parents will be required to complete a medication consent form and staff members will refer to this daily for the administering medication. Parents must check this form daily and sign it.

Should a child become unwell during the programme the parents will be notified.

The child will be supervised in a quiet area of NOSCAR until they can be collected.

The process is as follows:-

- parents/guardians are contacted
- appropriate action will be taken to care for an unwell child, which may include the use of a quiet space where an unwell child can rest
- any treatment and/or medicine that is administered to a child is recorded.

**e. Child Disappearing from NOSCAR**

See 5b Missing Child

**f. Child Protection**

When a NOSCAR employee is concerned about a child because of their observations or a child's disclosure they discuss it with the Supervisor. The Principal will then be informed.

Where further action is necessary the Principal contacts the appropriate agency without identifying the child and seeks advice on the appropriate action.

Once an agency has been involved, that agency, and where appropriate the Police, will investigate, and the school and NOSCAR will act on advice from those agencies.

The welfare of the child is the first priority.

Support of staff and the child concerned is sought from the agency involved.

All incidents and observations of suspected child abuse will be recorded in the incident book.

**i. Complaints against Staff Involving Sexual Abuse**

Where the concern relates to a member of staff, the same process will be followed, *except that* once it is necessary to contract an agency, the following additional procedures will be followed:

- The Supervisor will inform the Principal who will inform the Chair of the Board of Trustees.
- If the Supervisor is suspected, then the complainant will inform the Principal
- The Board will then inform the staff member who will be advised to seek legal and/or union representation.
- The employee will be suspended on normal pay once an investigation has begun.

**g. Accident Reporting**

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

- Staff will immediately inform the Supervisor.
- Appropriate first aid will be administered.
- If a child needs medical attention, parents will be contacted to ascertain if they would prefer to take the child themselves or would they prefer staff to take them to the nearest medical centre.
- If serious injury occurs, parents will be notified and an ambulance called. If it is not possible to call an ambulance, children may be transported in a private vehicle.
- Staff will record accidents and incidents in an incident book. Parents will be notified at the end of the day and asked to sign the book if it is a serious injury.

**h. Toileting procedures**

Children will inform the Supervisor/Assistant when they want to go to the toilet. The child then informs the person they sought permission from that they have returned from the toilet. If within 5 minutes the child has not returned this person will check for them to ensure their safety and wellbeing.

When children are in the Common room, playing on the astro-turf or junior playground, they will advise a helper they want to go to the toilet. The helper will wait on the stairs to enable the helper to monitor the toilets and still monitor the court area.

**i. Animals at NOSCAR**

If the children encounter any animals on any NOSCAR activity (at school or on a trip), the animals will be contained in an area so that the children are safe.

A staff member will ring Animal Control if the animal is not accounted for or contained. The children will be monitored so that they are not in any danger.

Animals will not be kept as pets at NOSCAR.

## **10. BEHAVIOUR MANAGEMENT**

Programmes are designed so that children and families experience an environment where they are safe, secure, respected and their dignity is protected.

The programme will help children to learn helpful and cooperative behaviour, this approach includes maintaining a positive environment, early intervention with low key responses and utilising consequences for persistent or more serious behaviour. This policy also includes steps for responding to children's behaviour that poses a significant safety risk. This is given a high priority to ensure the safety of the children and the programme staff.

At the beginning of each year the Supervisor, other staff and children will re-evaluate the code of conduct for NOSCAR and discuss the consequences for breaking any elements of this. Staff will encourage children to behave appropriately by having a positive approach in interactions and by providing a stimulating programme. 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. Children will be supervised at all times.

Children are encouraged to behave appropriately through a range of supportive strategies, including:

- A stable programme routine, implemented with flexibility in response to children's changing needs.
- Facilities and resources that allow for a varied activity, including rest and relaxation.
- Children assisting with programme tasks and a choice/input into the programme activities.
- Children well-supervised during all activities and staff intervening early if there is any problem.
- Staff modelling appropriate behaviour including friendly and attentive interactions with all children.
- Staff recognising appropriate behaviour and encouraging children to make good behaviour choices.
- Rules/boundaries clearly outlining expectations for behaviour – children helping to establish rules and expectations and helping to regularly review / update these.

Upon enrolment, parents are asked to provide information to assist with caring for their child/ren. If individual support needs are indicated, appropriate strategies will be noted. Parent input and experience will always be sought when planning individual support strategies: these are discussed with all programme staff, with the aim of achieving a consistent approach for the whole programme.

Children are encouraged to learn simple conflict resolution techniques e.g. using 'paper, scissors, rock' to choose who has first turn. When the issue is more substantial, children may be asked to take time to cool off, discuss the problem with staff assistance and then reach a solution together.

If a child misbehaves or ignores aspects of the Code, staff will:

- Remind the child what is expected
- If the misbehaviour continues, the staff member will again remind the child of the expectations
- If the misbehaviour still continues, the child is removed from the area for a short period of time and the Supervisor is informed.
- The Supervisor will deal with the issue and try to find out the causes of the misbehaviour.
- The Supervisor or another staff member present may decide to keep a record of the issue.
- The Supervisor may inform the parents if this is serious or is likely to be an ongoing issue.
- The Principal will assist the Supervisor with any serious issues
- The Supervisor may decide to restrict play to particular activities or playground areas.
- If a child continually behaves in a manner that endangers themselves or other children, despite the above measures, parents will be notified by the Principal and asked to remove their child from NOSCAR

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 but assist as necessary.

## **11. BUILDINGS AND FACILITIES**

NOSCAR is held in the school buildings and as such is required to comply with all relevant regulations including fire safety requirements.

All NOSCAR areas and toilets are thoroughly cleaned each day.

### **a. Telephone access**

All staff to have access to phone on-site, located in the Supervisors office. Children who need to use the phone will be given permission and closely supervised by NOSCAR staff during the call.

### **b. Playground Equipment**

NOSCAR adheres to the same rules the school has set.

- Year 3,4,5 and 6 children are allowed to play on the senior playground equipment.
- Year 0,1 and 2 children are allowed to play on the junior playground equipment. We endeavour to offer our junior children set times to utilise this if our ratio allows.
- Children will be encouraged to participate in planned activities but may choose not to and can select from the varied range of resources available for all to use.

Equipment will be well maintained and will be age appropriate. Replacement will be reviewed annually.

### **c. Food**

Ngaio School has a healthy eating policy. Parents need to pack extra food for their child/children to have for afternoon tea during NOSCAR afternoon programmes. Children are expected to bring morning tea and lunch to the Holiday Programmes unless advised.

Parents must brief staff fully on any food allergies or nutritional requirements that their children have. This information is recorded on enrolment forms for Before School Care, After School Care and the Holiday Programmes.

NOSCAR does not hold emergency food.

## **12. EMERGENCIES**

In the event of an emergency, NOSCAR will follow the Ngaio School emergency policies and procedures, which are:

In any major emergency the first priority will be the safety of children and staff.

Designated primary schools are Civil Defence Centres for the community.

- Adequate first aid equipment will be held in the school, and emergency water is in NOSCAR
- An emergency box will be held in the sheds on the school field and an emergency bag will be held at NOSCAR and taken on all trips
- Civil defense and fire practices will be held once a term and every two weeks during Holiday Programmes.
- The Fire Service will be notified seven days before a fire drill occurs.
- Fire and earthquake emergency procedures will be displayed.
- A disability register is maintained
- Shelter will be co-ordinated by the Supervisor and local parents as the need arises.

Alarm for drills:

Continuous ring — FIRE

Whistle — EARTHQUAKE

## Earthquake

- If in building stay there.
- Crouch under desks, duck, cover and hold; stand/crouch in doorways and protect your head.
- Survive — do not try to save lives during the quake as staff will be needed when it stops.
- Expect aftershocks or stronger quakes.
- A roll to be taken at the earliest opportunity
- Children will remain inside unless it is deemed safer to go outside. In the event of an outside evacuation, the field will be the assembly area unless deemed unsafe.
- Children and staff will remain in the assembly area until it is safe to re-enter the buildings
- The Supervisor will text all parents to confirm where the children are being held
- As the school has a two-way radio, it will be used by trained staff throughout the emergency to communicate information as to injured people and specific urgent needs.

## Fire

- Assemble in pre-designated areas outside on the tennis courts.
- Supervisor to take register and parent contacts and water supply.

## Aftermath

- Supervisor to deal with public and parents. Designate someone to listen to radio broadcasts
- Staff with First Aid training will stay with injured until help arrives.
- Staff to stay with children and to keep a note in the register of where children have gone
- The Supervisor and/or Deputy Supervisor will be required to stay with the children until all have been collected.
- Do not use water from mains or toilets. Separate toileting area to be designated at the time

## **13. HAZARDS AND RISK MANAGEMENT**

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

- Identifying and recording all potential health and safety hazards on the School Hazard Register
- Assessing the risk to staff and programme participants of all identified hazards
- Putting controls in place to remove or minimise risks
- Using healthy and safe work practices, together with staff training.
- Compliance with all relevant codes of practice and regulations.

It is the responsibility of Management to ensure all procedures are in place to ensure the safety of staff and children at all times. Health and safety information will be discussed at staff meetings to ensure all are aware of relevant policies and regulations..

## **14. FINANCES**

### **a. Fees**

The fee structure is clearly shown and described on the Ngaio school website and on the NOSCART enrolment forms terms and conditions document.

All bookings for the holiday programme must be paid in advance. This is essential as staffing is booked in advance. Staffing is based on set child/adult ratios The Supervisor must keep accurate records of each child's attendance. This is outlined in the NOSCART Terms and Conditions.

Children enrolled on statutory holidays that fall in term time will pay for these days eg: Waitangi Day, Anzac Day, Queens Birthday, Good Friday, Easter Monday, Easter Tuesday (Education statutory holiday) and Labour day. However, children enrolled on other days during term time which the school chooses to close for teacher training purposes, will not be required to pay for these days.

Fees are paid to the Accounts Administrator. They can be paid by cheque, direct credit or Internet banking. We do not accept cash. Parents will receive an invoice early in the term of the amount owed. Parents can choose to pay in full on invoice or by instalments by direct credit.

Holiday Programme fees must be fully paid with enrolment, prior to the commencement of the programme. An invoice will be issued. We do not refund Holiday Programme fees if requested in the last

two weeks of term or during the programme. This includes if circumstance change or if children become ill during the time of the Holiday Programme. If extreme special circumstances arise it is up to the Supervisor's discretion in relation to staffing commitments/outing bookings already made.

Management has a set procedure to follow regarding outstanding or overdue accounts. These procedures include two warning letters and a withdrawal of services letter.

If children enrol in sport or music commitments on the days they are registered to attend NOSCART, parents must continue to pay NOSCART fees to retain this day, otherwise they forfeit their space. If a child requires dropping off or picking up from an on-premises (non-NOSCART) activity during a NOSCART session and the child's parent has not paid the additional fee of \$4 for NOSCART to do so, the parent must arrange for an authorised adult to do so. NOSCART staff are only permitted to release the child to an adult who has been authorised by the parent to NOSCART.

### **b. Financial Management**

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

Financial supervision of the programme is the responsibility of the Supervisor who works alongside the Accounts Administrator and reports to Management. Management must approve all financial procedures and monitor expenditure.

The NOSCART Accounts are monitored by Education Services as part of Ngaio School. The Board of Ngaio School receives an updated spreadsheet of the NOSCART accounts each month. The accounts are audited annually as part of the Ngaio School accounts.

The Accounts Administrator's job description includes invoicing users, banking fees, monitoring payment of accounts and doing the initial follow-up of unpaid invoices.

The Ngaio School Board of Trustees sets the budget in consultation with the Supervisor and Management and arranges for the annual auditing of accounts within those of the school.

The Supervisor is reimbursed for money spent in the course of the programme – such as the purchase of food and craft equipment. The reimbursement of all expenses should be approved by the Principal. Individual items over \$100 should have the prior approval of the Principal. Receipts are kept of all expenses.

## **15. PERSONNEL**

The programme will ensure quality care is provided through fair and consistent recruitment procedures, and the supervision and training of all staff.

All processes for staffing at NOSCART will comply with relevant legislation including the Vulnerable Children Act, Health and Safety at Work Act 2015, Privacy Act 1993, Human Rights Act 1993, Employment Relations Act 2000, and other applicable employment laws.

The programme aims, through careful selection, on job learning and coaching, to have appropriate and suitably skilled and competent staff.

To ensure quality care and a safe environment at NOSCART, staffing procedures include:

- A consistent and transparent recruitment process, with clear documentation
- Safety Checking and risk assessment for all staff appointments, consistent with provisions of the Vulnerable Children's Act.
- Clear messages at all stages of the recruitment process about the programme's commitment to child protection.
- A comprehensive induction for new staff, including safety requirements and emergency procedures.
- Supervision, feedback and support for staff, appropriate to their level of competence and experience.

### **a. Recruitment**

No one under the age of sixteen will be employed on the programme.

The position of the Supervisor will be advertised externally with appropriate short listing, interviewing and referees checks.

The selection and recruitment of other staff is the responsibility of the Supervisor. The Supervisor must inform Management of all assistant position appointments.

- Appropriate channels for advertising will be used at the discretion of programme management and may include advertisements, local and professional networks as well as word of mouth contacts.
- All applicants will be advised of the programme commitment to protecting all children from abuse and mistreatment.
- All applicants will be required to complete a written application.
- All applicants shortlisted will be interviewed.

Interviews will be carried out by the supervisor and will consist of predetermined questions.

These questions will be fair and non discriminatory, in respect of human rights and privacy laws.

Employment history will be confirmed and discussed as required during the interview, with appropriate follow up after the interview, to establish clearly the previous work history of each applicant, Notes will be kept on each interview.

NOSCAR does not employ any person in a paid, voluntary capacity or including those in casual, permanent, governance or management positions, who has a conviction for sexual crimes or for any offence involving the harm or exploitation of children.

### **b. Training and Supervision**

The Supervisor, Deputy Supervisor and Senior Assistant(s) must have a current first aid certificate. Staff training will be reviewed during staff appraisals and opportunities will be provided for further training as required

The Supervisor will ensure that all staff is aware of NOSCAR emergency procedures, child management and all NOSCAR policies and procedures to ensure the safety of children at all times.

### **c. Induction**

The Supervisor will explain the policies and procedures, and safety rules for children with each new staff member. This will include physical safety of the children ie: outdoor and indoor equipment health and hygiene ie: toilet procedures.

Ongoing training will be given at staff meetings which are held each term.

### **d. Code of Behaviour for NOSCAR Employees**

This Code of Behaviour, and a copy of the NOSCAR Procedures, will be given to all staff members.

Staff will be supportive, non-abusive and present themselves as positive role models. Many children have affectionate natures and express themselves freely. Regardless of the situation and the child's culture and nature, staff must avoid inappropriate physical contact.

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

If a child initiates physical contact in the seeking of affection, reassurance or comfort it is appropriate to respond in a manner suitable for the child's developmental stage and needs. It is not appropriate to force any form of unwanted affection or touching on a child.

The physical contact of children during changing or personal cleaning must be for the purpose of that task only and not be more than is necessary for that job. Children should be encouraged to take care of themselves within the limits of their ability.

- Staff must avoid being alone with a child.
- Staff must be aware of where all children are at all times.
- Supervisors must ensure that visitors are never alone with a child or group of children

- Staff must realise their individual emotional and physical limitations and request support and/or relief when necessary.
- “Adult” topics of conversations must not take place within the hearing of the children.
- Staff must maintain a professional relationship with families with respect to confidentiality, objectivity and conflict of interest.
- Staff members are encouraged to be role models in the wearing of sun protection.

#### **e. Employment Agreements**

All staff will have job descriptions and employment agreements that set out their job tasks, salary level and other issues (such as leave) as required for contractual purposes. These job descriptions will be signed each year.

All new staff will pass a police check as a condition of their employment. Vetting will be undertaken by the Licensing and Vetting Service, Police National Headquarters, Wellington. These police vets must be updated every two years.

The Supervisor, Deputy Supervisor and Senior Assistant(s) must have current First Aid Certificates. NOSCAR will pay the fee for the course and for the employees’ time on the course.

The Principal will appraise the Supervisor each year against the job description. The Supervisor will provide feedback to the Deputy Supervisor, Senior Assistants and Assistants as appropriate.

At least two referees will be contacted prior to appointment of NOSCAR staff.

#### **f. Grievances and Complaints**

The Principal is responsible for undertaking disciplinary action and for ensuring that it is in accordance with all relevant legislation. The Principal may delegate some aspects of this with the Supervisor.

If a staff member is not performing adequately every effort will be made to help them understand the problem and improve. Staff will be given two verbal warning 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. A staff member may only be dismissed with the agreement of the Management and the Board of Trustees.

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 Board of Trustees. Following a dismissal of this nature, the Principal in consultation with the Supervisor, 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 Supervisor. If no agreement can be reached, the complaint will be taken to the Principal. The Principal is to be informed and will inform the Board of Trustees of any serious complaints involving staff. If it is clearly inappropriate to approach the Supervisor or the Principal, the staff may contact the Chairperson of the Board of Trustees. Staff grievances against management will be resolved in accordance with the provision of the Employment Relations Act.

If any complaint is not handled or rectified to the satisfaction of the complainant, the complainant may contact the Office of the Ombudsman by sending an email to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz).

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[1] Updated October 2018

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[2] Updated December 2018

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[3] Updated February 2019

