

Rainbow Kidz Start
Operations Manual
(POLICIES & PROCEDURES)

Alicetown/Epuni

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PROGRAMME ENVIRONMENT

STATEMENT OF PHILOSOPHY

Rainbow Kidz Start will provide a safe and healthy environment which will nurture the holistic needs of the individual child supporting them to grow up as competent, confident individuals.

At Rainbow Kidz we ensure their social, emotional, physical and spiritual individual needs are met.

CULTURAL AWARENESS POLICY

RATIONALE

Rainbow Kidz Start is aware that we are a multi-cultural society and will develop a programme which reflects all cultures.

PROCEDURES:

- At Rainbow Kidz Start we welcome all children.
- Rainbow Kidz Start recognises that we live in a multi-cultural society.
- Rainbow Kidz Start will endeavour to develop and provide programmes that reflect the uniqueness of individual cultures which encompass each individual child's culture.
- Rainbow Kidz Start endeavours to develop a partnership between children, families and the wider community.

POSITIVE BEHAVIOUR MANAGEMENT PLAN POLICY

RATIONALE

Rainbow Kidz Programmes will be designed to ensure that children and families experience an environment where they are kept safe from harm, that they are secure, respected and their dignity is protected.

PROCEDURES

- At the beginning of each session staff and children will formulate a set of rules for each programme and discuss the consequences for breaking these rules.
- The rules will be called Rainbow Kidz's 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 not following the rules.
- Positive reinforcement will be used at all times and stimulating and various programmes will be provided.
- A staff member will supervise children at all times.
- When a child misbehaves or ignores programme rules staff will:
 1. Take the child aside and discuss with the child the behaviour and try to work through the problem.
 2. A reminder to the child of the rules of the programme and the consequences of not fulfilling their part in the rules.
 3. The child will then be allowed to participate in the activity again.

If the behaviour does not improve and continues being unacceptable the following strategies will be put in place;

1. Remove the child from the activity
2. Remind the child in an assertive and non-aggressive manner of what is expected and the outcome of earlier discussions
3. The child will then be given a "final warning" of the consequences, if their behaviour continues.

If the behaviour persists continue with the following steps:

1. Consequences will be discussed - consequences must be appropriate and may include:
 - The child will be removed from the activity and put into "Quiet Time"
 - The child will have the toy/resource/equipment removed from them
 - The child will not be allowed to use the equipment for a period of time.
 - The child will not be able to participate in certain activities for a specified period of time.

- A staff member will discuss with the child the possibility of apologising.

"QuietTime"

A child is removed from an activity and is to stand away from other children in a clearly visible spot for a pre-determined period of time not exceeding 5 minutes. Before the child is to return to the activity they must review their actions with the Co-ordinator.

Continued In appropriate Behaviours

If a child continues in appropriate behaviour the parent/guardian will be informed of the situation and asked to meet with the Co-ordinator to implement a plan of action.

If the behaviour continues with no noticeable change parent/guardians will be offered the contact numbers of suitable agencies, which may be able to assist, and a further plan of action will be implemented with the assistance of the agency. Parent/guardian, and staff.

If a child continues to behave in a manner that endangers them or other children/adults despite the above measures, parents/guardians will be notified by the Co-ordinator and asked to remove the child.

In appropriate behaviours

At no time punitive discipline be used such as punishing children by physical hitting, withholding food or drink, isolation from the group, abusive demeaning or condescending comments. At all times staff will maintain a fair consistent and positive approach to managing 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 the children cannot resolve the situation they will be removed e.g they will not be allowed to play with the toy or each other.

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

If necessary incidents will be recorded.

ACTIVITIES POLICY

The service will provide a safe, varied and stimulating programme that meets the developmental, emotional, intellectual and physical needs of the children. We have a high degree of free play where children can choose from a range of activities.

A weekly activity plan will be carried out during school term and a daily plan will be organised 3 weeks prior to holiday programmes.

The following activities will be offered:

a planned arts and crafts project, child-directed use of arts and crafts material
an organised sport or active group games, organised group quiet game or activity
free use of games and equipment free outdoor play.

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

Whenever possible alternative activities will be provided.

Equipment will be well maintained and will be age appropriate.

PROGRAMME OPERATIONS

OPERATIONS POLICY

RATIONALE

All policies and procedures will be reviewed if there is a trigger. It is the responsibility of the management / co-ordinator to ensure that this is done. Copies of these policies will be made available to parents/guardians at all times.

Guiding Principles:

Rainbow Kidz Start programmes will provide a well-managed service that meets the needs of the local community, parents/guardians and children.

PROCEDURES

Programme Hours

The programme will operate daily (Mon-Fri) during school terms. The hours of which are as follows:

Before School 7.30am- 9am

After School 3pm - 5.45pm

During School Holidays the Holiday Programme will operate the following session time:

School Holidays 8.00am -5.30pm

These session times will be consistent regardless of whether school finishes early on any particular day.

Teacher only days will be dealt with upon demand and a full day programme will be offered if minimum numbers are sufficient for staffing.

The programme will not operate on any Public Holiday/Stat Days.

Fees:

The fee structure will be announced prior to commencement of the programme and will be clearly shown and described on all programme promotional flyers.

Fees are paid directly to the management.

All parent fees are due in advance of the programme and are non-refundable.

(See full Terms and Conditions for Current Costing for Programmes)

Enrolment:

All families must complete an enrolment form and sign a parent contract before the child can participate in the programme. It is the parents./guardians responsibility to inform the staff or management of any changes.

All enrolment forms will be checked for correct information each term and signed accordingly by the parent or guardian.

Enrolment forms must include the following information:

1. Child's name, date of birth, address and home telephone number.
2. Parent/guardian/caregivers names, home addresses, work addresses, study address, relevant telephone numbers including cell numbers.
3. Minimum of two emergency contact people inclusive of addresses and two contact telephone numbers for each.
4. Names of adults authorised to pick up a child/children
5. Any special instructions regarding access
6. Health problems, allergies, special needs of the child/children themselves, any other information considered necessary to provide proper care.

Procedure for enrolment:

Enrolment is completed upon the following:

1. An enrolment form has been completed and signed by the parent/guardian
2. The terms of trade has been explained and issued to the parent/guardian
3. An induction of the family (Parent/Guardian) and child(ren) has been completed

PARENT FEE POLICY

PROCEDURES.

- All fees are to be paid by automatic payment.
- Cheques and cash will not be accepted.
- A late fee of \$20 for up to every 10 minutes will be charged when parents are late to collect their child.
- Parents wanting to hold a space available (while on maternity leave or holiday etc) need to book and pay a holding fee which is at the owner's discretion to ensure the space will still be available on that day/days for the future.
- WINZ subsidies are available, WINZ subsidies need to be completed by a supervisor and signed off. Declarations and Renewal forms are also to be signed off by the supervisor before the due date or subsidies can be cancelled by WINZ.
- Rainbow Kidz Start reserves the right to request 2 weeks' notice before a child is withdrawn from the programme.
- The first weeks booking has been paid for in advance (non - refundable)
- All fees are a flat fee regardless if a child is collected early.
- One account per family only.
- Invoices are emailed out each week. If you require an invoice/statement to be mailed to you, there will be an extra charge of \$1.50 per postage.
- All parent fees are due in advance of the programme and are non-refundable.
- An overdue fee of \$5 will be applied to overdue amounts at the end of the month
- When the child is enrolled for a week that includes a public holiday, fees are payable for the day/s of that holiday. You are required to pay for all days your child is booked in regardless of absence (e.g public holidays, teacher only days, sickness, etc).
- Changes to bookings - 2 weeks' notice is required in writing (this must be in the form of a hand written notice or via email, texts will not be accepted as notice)
- If notice is not given, 2 weeks care will be still payable.
- Suspension of Care - if your child is suspended from care by RKS for example behavioural issues or overdue account, the fee is still payable for those days your child has been booked in.
- Before and After School Care prices are subject to change without notice.

HOLIDAY CARE

- The fee structure will be announced prior to commencement of the programme.

- When the child is enrolled during the school holidays that includes a public holiday, fees are not payable for that public holiday.
- Fees are paid directly to RKS either by cash, bank deposit, automatic payment, bill payment.
- Cheques will not be accepted.
- Invoices are emailed to you. If you require an invoice/statement to be mailed to you, there will be an extra charge of \$1.50 per postage.
- Suspension of Care - if your child is suspended from care by RKS for example behavioural issues or overdue account, the fee is still payable for those days your child has been booked in.
- Holiday Programme prices are subject to change without notice.
- Late pick up fees will apply.

OUTSTANDING DEBT POLICY

Accounts that are not paid on time will be placed with a debt collection agency or department of courts where the parent/caregiver will be liable for any collection fees incurred on top of what is already owed to RKS.

Any disagreement regarding fees is to be addressed to Management as soon as possible.

Fees remaining unpaid, will result in the family enrolment being suspended without notice. The weekly fee is still payable should your care be suspended because the placement has been permanently booked for your child/ren. Unpaid debts will be placed with a debt collection agency or Department of Courts and parents/caregivers will be liable for collection fees incurred. RKS shall at all times have the right to withdraw the availability of care without notice for non-payment of fees.

ENROLMENT PROCEDURES POLICY

All families must complete an enrolment form and sign a parent contract before the child can participate in the before/after school and holiday programmes.

It is the parent's responsibility to inform management of any changes.

Enrolment forms must include the following information:

Child's name, address & home phone number, parent / guardian's names & work phone numbers, emergency contacts, names of adults authorised to pick up child, special instructions regarding access ,health problems, allergies, any other information necessary to provide .

Transportation consent form must be signed if transport to/from school is required or a taxi service is used.

A deposit of 1 weeks (5 days) fees is payable to secure/hold a place for a child.

A starting date is also required. The deposit is non-refundable should you decide to cancel the placement. The deposit will be used for your 1 weeks in advance payment.

CONFIDENTIALITY/PRIVACY POLICY

The programme will ensure staff and child confidentiality. At all times the programme will comply with the requirements of the Privacy Act 1993.

All forms, e.g. enrolment and staff information forms will state why information is collected and what will be done with the information i.e. for emergencies, birthdays, health and safety of a child, debtcollection process.

No information is shared except with the owner's permission or as required by legislation, e.g. Health and Safety Act.

All files holding confidential information will be duly secured and kept away from the access of unauthorised persons.

All personal information shared in discussions between staff or at meetings are to remain between those persons. All sensitive and personal conversations including telephone conversations shall be held discretely and in private.

DROP OFF & PICK UP POLICY

Parents are expected to sign their children in the before school programme, out of the after school programme and also in/out of the holiday programmes.

Parents are expected to contact management before the beginning of the programme if their child will not be attending.

The following steps will be taken if a child does not arrive at the after school programme:

- Parents will be telephoned
- If parents are unavailable, emergency contacts will be telephoned.
- School may be contacted for absence information
- Local Police will be contacted
- Parents are expected to inform the supervisor if they will be dropping children off to the programme at a later time because they may have appointments etc. parents must make sure that the staff know their

child has been dropped off.

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

- Staff will remain with the child.
- Parents and emergency contacts will be contacted.
- If there has been no contact with the parents or emergency contacts within one hour of the programme closing, the child will be taken to the nearest police station. A note will be left at the centre indicating where the child has been taken.
- Parents will be charged a late pick up fee of \$20 for the first 10 minutes, then \$20 for every 5 minutes after that
- Parents must inform staff if a person who is not listed on the child's enrolment form will be collecting the 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.
- Written permission must be given for children to leave the programme unaccompanied, unless parents have contacted the supervisor prior to make arrangements.

COMPLAINTS POLICY

RATIONALE

Rainbow Kidz Start ensures that any complaints are dealt with effectively/efficiently and promptly.

PROCEDURES

- Rainbow Kidz Start has in place a process for parents/guardians to follow to make a complaint.
- If a parent/guardian wishes to complain they should follow the steps stated in the process below;
- Approach the supervisor or management who will attempt to rectify the situation.
- Further complaints must be made in writing and must contain details of the grievance and desired outcomes.

Management will respond to the complaint within 14 days. Where possible a mutually agreeable outcome will be sought.

CHILDREN WITH SPECIAL NEEDS POLICY

RATIONALE

Rainbow Kidz Start ensures that all children are treated equitably and endeavour to provide an environment for all, where their well-being is respected and they are kept safe from harm.

PROCEDURES

- Children with Special Needs will not be excluded from the programme provided that the Co-ordinator is confident that the child's needs can be met without negatively affecting themselves or the other children and ensuring that the child will benefit from being at the programme.
- Information about the child's requirements including medication, diet and supervision, must be obtained from the parents and included with the child's enrolment form.
- It is the Co-ordinator's responsibility to ensure that all staff and volunteers are fully aware of the child's requirements and that they feel confident that they can provide the necessary care and that all facilities and staffing requirements can meet the needs of the child.
- Each case will be considered individually and every effort will be made to include the child within the limits of the programme resources.
- Upon enquiry from the parent/guardian of the child an interview with the parent/guardian and the child will be held with the Co-ordinator.
- The requirements of the child are fully explored.
- A meeting with all staff will be held to assess suitability of the programme to the child and the volume of adjustments if any which may be required.
- Telephone the parent/guardian to advise of decision made.

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 and volunteers. At all times the well being and safety of the children is first and foremost. All relevant legislation will be adhered to.

HAZARDS AND RISK MANAGEMENT POLICY

- The safety of children and adults at the programme will be ensured by:
- Identifying and recording all potential health and safety hazards at the centre and any other venues used
- Assessing the risk to staff and programme participants of all identified hazards. Putting controls in place to remove or minimise the risks e.g. providing safety equipment
- Using healthy and safe work practices together with staff training
- Regular inspections by staff to check that hazards have not changed, compliance with all relevant codes of practice and regulations (daily hazards check)
- A sun-safe policy will be in place, which must be followed by children and staff
- It is the responsibility of Management 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 staff will be informed of all health and safety policies and regulations.
- RKS and staff will be free and clear of all liability in the event that any injury, damage or loss is sustained by your child or to personal affects.

SMOKE FREE POLICY

Rationale

It is a legal requirement for all centres to be smoke free(Smoke Free Act 1990)

Procedures

- Smoking is not permitted on centre grounds.
- The No Smoking Symbol will be displayed.
- Teachers are required to smoke off the premises entirely and wash their hands and freshen their breath before attending to any child after smoking.
- Any person entering the premises smoking will be required to extinguish the cigarette, pipe etc. or they will be asked to leave.
- The Smoke Free policy will be adhered to at all times when the programme is operating.

FOOD POLICY

Hands must be thoroughly washed before food preparation and/or eating

- Bench tops and food surfaces must be clean
- Children must be seated while eating
- Allergies list will be kept where food is prepared
- Food will be kept in sealed containers
- Perishable food to be kept in fridge
- Food dates to be checked

ANIMALS ON EXCURSIONS POLICY

- Children are made aware of the rules before any excursion takes place.
- They are informed that in the case an animal such as a dog approaches them, they are not to touch it or go near it.
- A hazard check will be done to ascertain that it is safe for the children to play etc.

SUNSMART POLICY

RATIONALE

Children and adults at Rainbow Kidz Start need protection against the damaging effects of the sun. at Rainbow Kidz Start we are cognizant of the Cancer Society message of "slip, slop, slap and wrap".

PROCEDURES

- Parents are encouraged to bring named sunhats for their children
- Sun block is applied whenever the children are exposed to the sun. Sun block is to be supplied by the parents, emergency sun block is available at the centre.
- Staff role-model the use of hats and sunscreen outside.
- Children are never outside wearing less than a T shirt and are always required to wear a hat.
- Drinking water is available at all times.
- Frequently used play areas are sheltered from the sun.

TOILETING AND WASHING POLICY

RATIONALE

Rainbow Kidz Start has shared facilities at the Centre which has a hand basin, and toilet.

It is important for both the children and staff that hygiene/safety procedures are in place and respect for both is adhered to and that the toilet area is monitored to ensure cleanliness.

PROCEDURES

1. All children will be encouraged to be independent in the use of toileting themselves and washing their hands afterwards.
2. All children will be prompted to use the visual chart located above the wash-hand basin to wash their hands appropriately.
3. All children will advise staff when they need to go to use the toilet facilities or wash their hands.
4. A staff member will be aware of the need for the child to have privacy and that the toilet is vacated by anyone previously using it prior to the child entering.
5. Staff will be aware should the child request attention and remain close; to ensure no other person enters until the child is finished.
6. Younger children who request or require assistance from staff will be given the minimal assistance required so that their dignity, privacy and independence is supported.
7. Parents/guardians will be asked at the point of enrolment whether it is okay for the above policy to be followed should their child request support in regard to toileting and washing their hands afterwards and changing into clean and dry clothing if necessary.
 - Staff must at all times ensure that toilets are kept in a clean and hygienic state for the use of all children.
 - A safe detergent will be used by staff as necessary to ensure that the toilet is kept safe, fresh and clean for the next person.

ACCIDENT AND EMERGENCY PROCEDURES POLICY

RATIONALE

It is the responsibility of Rainbow Kidz Start that a First Aid Kit is kept at the centre and an additional First Aid Kit will be kept in vehicles used for excursions. The First Aid Kits will be stored out of reach of the children. It is the responsibility of the Co-ordinator to ensure that it is maintained and well stocked at all times.

PROCEDURES

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

1. Staff will immediately inform the Owner/Co-ordinator
2. Appropriate First Aid will be administered
3. 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 medical centre of their choice. If parents or alternative contacts are unavailable, the child will be taken to the nearest medical facility.
4. 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 centre vehicle.
5. The parent/guardian will be notified immediately of the event and informed of the procedures followed and the whereabouts of their child at that point.

Accidents and incidents will be recorded by staff in an incident book and parents will be notified at the end of the day.

All accidents to staff and children, including near misses, will be recorded and investigated. An accident will be investigated as recommended in the *Approach to Accident Investigation brochure*. Any accident involving serious harm will be reported to OSH as soon as possible after its occurrence and the prescribed form submitted to OSH within seven days.

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

- Staff will attempt to calm the child
- Parents will be contacted
- The Child, Adolescent & Families Mental Health Service will be contacted if required.

For trauma of staff, management will ensure that professional supervision is made available.

ILLNESS AND MEDICATION RECORDING POLICY

RATIONALE

It is a requirement that Rainbow Kidz Start respond, record any illness and medication administered to any child.

PROCEDURES

- If a child becomes ill during the day they will be made comfortable, put into a quiet area and the parents/guardians notified.
- Medicine will not be administered unless parents have signed a consent form.
- This form must include dosage and be signed by a staff member when they administer the medication. Parents/guardians must check this form daily. All medicine must be labelled and showing the child's name and dosage and must be stored out of reach of all children.

All staff must wear disposable gloves when administering First Aid. Staff who have notifiable diseases must take appropriate precautions to prevent cross infection, for example they will not participate in administering First Aid.

SUPERVISION

HEALTH & SAFETY POLICY/ratio's

Rationale:

Rainbow Kidz Start will ensure the safety of all children at the programmes. Rainbow Kidz Start programmes will take place in a safe and healthy environment suitable for the care of children and for the needs of the staff and volunteers. At all times there will be and safety is first and foremost. All relevant legislation will be adhered to.

PROCEDURES

Programme Supervision:

- 1 The staff child ratio will not exceed 1:10 at the centre.
 - 2 The staff child ratio will be 1:8 on any excursions away from the centre depending on activity.
 - 3 The staff child ratio will be assessed for swimming ie, age, number of children etc.
 - 4 The co-ordinator is responsible for ensuring that staff is rostered so that all children are supervised at all times.
 - 5 Children will be in full view of a staff member at all times when appropriate, and must inform the Co-ordinator or assistant if they wish to be excused from that area for example to go to the toilet.
 - 6 Children may not play in the car park area.
 - Formal attendance checks and headcounts will be made regularly and often during session times.
1. Roll call at the beginning of the session
 2. Headcount on the hour
 3. Headcount at the beginning of a group activity and at the end
 4. Headcount in the vehicle before departing on an excursion
 5. Headcount at the place of the excursion before they begin and also at the end of the excursion before departing.
 6. Final headcount for children on return to the centre.

If a child is missing the following procedure will followed:

1. Staff will conduct a thorough search both of the building internally and externally.
 2. Staff will enter the details of events in the required register.
3. Parents/guardians will be contacted immediately and appropriate action taken.
4. If parents cannot be contacted, emergency contacts will be sought.
5. If emergency contacts cannot be contacted the Police will be contacted.

EXCURSIONS POLICY

RATIONALE

Rainbow Kidz Start believes that children should be exposed to the wider community and that they should have opportunities to explore this. Rainbow Kidz Start also is aware that their safety is paramount. Children may go on spontaneous centre supervised walks or on organised trips with parental permission.

PROCEDURES

1. Children will not be allowed to participate excursions unless parents/guardians have signed on the enrolment form. Parents/guardians will be notified 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 transportation.
2. The staff child ratio on excursions will be 1:8. Children will be put into groups with one adult whose primary responsibilities will be the safety of that group.
3. Staff members will carry a cell phone for emergencies and the Co-ordinator shall be aware of all times if the children leave the centre.
4. Instructors with recognised qualifications and/or recognised agencies will be used to instruct any outdoor pursuits or water based activity organised by Rainbow Kidz Start.
5. Walks to nearby parks and playgrounds do not require a reduced staff ratio but all other excursion safety procedures still apply.
6. A first aid kit, children's emergency information will be taken on excursion.
7. A risk analysis will be made of all emergency procedures and staff responsibilities during emergencies.
8. A contingency plan will be prepared beforehand for all excursions in case of bad weather.
9. The children will be organised into a 'Buddy System' when on walks and will walk double file with at least one adult in the rear and one adult leading. Where there is a road to cross pedestrian crossings will be used, if they are available. One adult will stand in the middle of the road to ensure traffic is stopped before the children begin to cross and will remain there until all children are safely across the road.
10. Parents/guardians will be informed before their children are transported in private vehicles. Vehicles used to transport children must comply with all mandatory legal requirements and will be full insured for such use. All drivers must hold a current clean drivers licence and must agree to drive safely and maturely.

11. When on an excursion a list of the children participating will be left at the centre along with a note describing the group's whereabouts and expected time of their return.
12. Procedure for using Public Toilet is staff is to check toilet facility first and when approved staff member to stand outside toilet until the child has finished using the facility.

The Following must be taken on all Excursions out of the Centre:

- First Aid Kit
- Any medication to be administered while on excursion
- Medication is to be named
- Medication administer register, and parental/guardian approval giving permission of the dosage required.
- Sunhats, coats, sun protection etc.
- Drinking water if necessary.
- Cell phone
- Procedures for using public toilets. The toilet will be checked first and a supervisor will remain outside, until child has finished.

BUILDINGS AND FACILITIES

BUILDINGS AND FACILITIES POLICY

RATIONALE

It is the owners responsibility to check that the Programme centre has a current Building Warrant of Fitness, and that it complies with other relevant Fire and Safety Requirements. The final responsibility lies with the owner of the building. The owner will liaise with the owner in the event of any problems.

PROCEDURES

Cleaning:

The Co-ordinator and staff will device a cleaning plan to ensure that all parts of the Centre are kept clean and free of rubbish. The plan will include the following:

Daily

Sweeping and vacuuming of all floors

Mopping the kitchen and toilet floors

Wiping of all kitchen benches, surfaces where food is prepared

Cleaning of toilets and hand basins

Cleaning all programme tools - paint brushes, art equipment that has been used.

Replacing all equipment games, books etc to storage

Checking all outdoor areas for rubbish and removing same

Ensuring centre is left in a presentable manner for any other groups to use

Ensuring all kitchen cloths and tea towels are removed for washing

Weekly

Cleaning fridge or any areas where food is stored

Sorting and checking art area, toys and equipment

Putting rubbish out as required

Each Term

Full clean of Centre

Laundering cushions toys, dress up clothes etc

PHONE ACCESS POLICY

Rationale

To ensure that there is a phone available at all time for the health and safety of the children.

- For staff and emergencies to contact parents.
- Cell phone must be taken on excursions.
- Risk assessment must be done (phone coverage and to identify nearest landline available).

EMERGENCIES

ACCIDENT AND EMERGENCY PROCEDURES

RATIONALE

It is the responsibility of Rainbow Kidz Start that a First Aid Kit is kept at the centre and an additional First Aid Kit will be kept in vehicles used for excursions. The First Aid Kits will be stored out of reach of the children. It is the responsibility of the Co-ordinator to ensure that it is maintained and well stocked at all times.

PROCEDURES

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

6. Staff will immediately inform the Owner/Co-ordinator
7. Appropriate First Aid will be administered
8. 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 medical centre of their choice. If parents or alternative contacts are unavailable, the child will be taken to the nearest medical facility.
9. 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 centre vehicle.
10. The parent/guardian will be notified immediately of the event and informed of the procedures followed and the whereabouts of their child at that point.

Accidents and incidents will be recorded by staff in an incident book and parents will be notified at the end of the day.

All accidents to staff and children, including near misses, will be recorded and investigated. An accident will be investigated as recommended in the *Approach to Accident Investigation brochure*. Any accident involving serious harm will be reported to OSH as soon as possible after its occurrence and the prescribed form submitted to OSH within seven days.

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

- Staff will attempt to calm the child
- Parents will be contacted
- The Child, Adolescent & Families Mental Health Service will be contacted if required.

For trauma of staff, management will ensure that professional supervision is made available.

EMERGENCIES/FIRE/EARTHQUAKE & DISASTER POLICY

RATIONALE

It is the responsibility of management at Rainbow Kidz Start that they have adequate emergency procedures in place in the event of an emergency.

PROCEDURES

1. All staff will have as part of their Induction, training in regard to the Policies and Procedures for the safe management of emergency situations involving Fire, Earthquakes or other emergency disaster.
2. The Co-ordinator will liaise with the building owner/Fire Service to ensure that the centre is properly maintained in respect to meeting all Fire Regulations and the evacuation plan is appropriate for use with children.
3. The Co-ordinator will develop conjunction with the building Owner/Fire Service plan of action emergencies involving either Fire or Earthquake which will be clearly displayed in every room used by Rainbow Kidz Start and which will include:
 - How to recognise the nature of the emergency
 - How and where the children will assemble
 - Ensuring that everyone is accounted for
 - How to recognise the emergency is over.
4. The Co-ordinator is responsible for keeping record of each drill including the names of adults/volunteers who participated.
5. The co-ordinator is responsible for ensuring that all new enrolments and staff on the premises are aware of procedures.
6. At least one member of staff who hold a current First Aid Certificate will be supervising the children at all times.

Frequency and Notification of Drills to Fire Service:

1. Drills will occur at least once a term for After School Programmes
Drills will occur regularly during a School Holiday Programme.

FIRE AND EXPLOSION PROCEDURE POLICY

- Raise the alarm - call fire if there is no alarm
- Evacuate the children by giving instructions e.g. Ok everyone leave the building quietly and wait outside (at front of building or street adjacent)do not run etc
- As the children are leaving making sure they all go (headcount)
- Take the roll/sign in/out sheets with you and check roll whilst outside to ensure all children at present.
- If it is a small fire, put it out
- Ring 111 unless it is a drill

Assemble at the pre-arranged spot.

Make sure everyone stays together until you can go back in or all are collected

Earthquake

When shaking begins:

- If you are inside have everybody go only a few steps to a safety spot you have already picked e.g. Stand or crouch under a strong supported doorway or get under a sturdy table/desk .Pick a spot away from windows and tall heavy furniture that can fall

If you are outside:

- Find a clear spot away from buildings, trees and powerlines

If you are in the street:

- Move into the shop doorway or crouch beside parked vehicles.
- You will need to call out instructions to the children - many will forget what to do and will need direction. If you can, talk to them through the shaking to reassure them.

After the shaking stops:

Be prepared for aftershocks

Reassure children they are safe and that their parents will collect them (if it is a large scale earthquake)

Check for injuries and give first aid if required

Inspect for damage and ascertain if you should evacuate

Remain with the children until all are collected (there may be considerable delays)

CHILD PROTECTION

CHILD PROTECTION POLICY

RATIONALE

It is the responsibility of Rainbow Kidz Start to ensure that children will be kept safe from harm and their well being is paramount.

PROCEDURES

In addition to the general safety policies outlined, the programme will ensure that all staff and other adults visiting or working at the programme are well supervised and visible in activities with children.

A minimum of two staff will supervise the programme at all times.

Programme staff will be provided with a "Code of Behaviour" copies of which are to be held at the programme. The code outlines appropriate behaviour, supervision, discipline and the prevention, detection and reporting Child Abuse.

The programme staff will act on all suspicions of Child Abuse in the following way:

1. Any incidents and observations will be recorded
2. Any suspicion that abuse is occurring will be reported to the Co-ordinator immediately
3. The Co-coordinator/management will consult CYFS to ascertain what steps will be taken.
4. Any staff member has the right to notify CYFS.

SUPERVISION

1. The programme supervisor will be on site at all times when the programme is running.
2. There will never be any person under the age of 20, at any time working without supervision.

STAFFING

Police vetting of staff and volunteers will be done before starting employment, they will be re done every 3years.

Police vetting will be done electronically by the Licensing and Vetting Service, Police National Headquarters in Wellington.

It is important to note that child Protection is everyone's responsibility.

CHILD ABUSE INVESTIGATION/ ABUSE RECORDING POLICY

RATIONALE

Staff at Rainbow Kidz Start are made aware of this policy and the issues of emotional, physical and sexual abuse at the time of their induction. Under section 6 of the Children, Young Persons and their Families Act (1989) "The interest, safety and well-being of children are paramount."and children experience an environment where they are kept safe from harm.

DEFINITION OF CHILD ABUSE: Includes physical, emotional and sexual abuse as well as neglect which is the direct consequence of a deliberate act or omission by an adult and which has the potential or effect of serious harm to the child.

PROCEDURES

1. It is the expectation of this Programme that no adult; be they staff member, trainee, parent or visitor; shall by their act or failure to act, conclude in or cause any instance of child abuse.
2. It is the duty of all staff, trainees, other adults at the Programme to take all steps necessary to prevent any instance of child abuse at the Programme.
3. It is the duty of all staff, trainees and other adults to immediately report to the Supervisor or Management (as appropriate) if they have good cause to suspect or believe that child abuse is occurring or has occurred or might occur to any child enrolled at the Programme.
4. All matters related to individual cases or reported abuse are confidential to those directly involved and should under no circumstances be discussed with other staff, other parents, children or any other person in or outside the Programme. Failure of staff to comply with this policy is regarded as a serious offence against the rules of the Programme.
5. Full and detailed written records are to be kept (as directed by the Supervisor or Management) of every related discussion or act or incident which involve parent, child, accused or staff member from the first an instance of child abuse is suspected.
6. Staff do not assume responsibility for action or advice beyond the level of their own expertise.

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1. **Responding to information or complaint:**
Where any person reports to any staff member any suspicions of child abuse at the centre, the staff member shall immediately notify the Supervisor or management. No staff member or parent will take any action alone in these matters and any action taken or discussion about a suspicion should only be after consultation with the most senior staff member or management person that can be contacted. Only if the

circumstances are such that it is reasonable to believe that the complaint will not be or has not been acted on by senior staff should the staff member or parent themselves contact directly to any outside support agency.

Those involved in the allegation, investigation or report must not discuss these matters with other staff, nor person(s) or parents involved in the alleged abuse, nor other parents, nor with other persons outside the Centre, until after a full and fair investigation has taken place. Where appropriate the person making the allegation will be give a copy of this policy.

When advised about an incident or allegation the Management or Supervisor shall immediately investigate and shall fully, carefully, objectively and accurately record in writing both the allegation and a *diary version* of the process and results of the investigation.

The Supervisor must, as soon as possible, contact management and advise them of the situation and keep them informed of any developments.

The Management or Supervisor shall where appropriate seek the assistance of the CYFS or other 'professional support agencies' in order to carry out a suitable and fair investigation.

During the investigation priority must be given to protect the child, protect the rights of those involved and to ensure the confidentiality of information.

2. When a staff member is suspected:

- a) Initial report of any incident or accusation must be written down in full as soon as possible.
- b) Where appropriate the Supervisor or Management will discuss the incident as soon as practicable with the staff member and other possible witnesses. The staff member's version of the incident(s) will be investigated before any decision is made.
- c) Where the investigation takes more than one day, the staff member may be asked to carry out alternate duties or be suspended until a full investigation can be completed.
- d) Where there is some substantive evidence that an instance of child abuse may have taken place an appropriate outside support agency should be contacted by the Supervisor. Where there are reasonable grounds, after proper investigation (in terms of disciplinary procedure), to believe that an instance of child abuse has taken place, that staff member shall be dismissed (being a serious offence in the terms of their employment contract). Whilst an employer initiated investigation is being carried out, the staff member may be suspended (not permitted to work).

- e) The Centre will take into account the advice of CYFS or other support agencies as to whether police (or parents) will be advised, unless it is clear that a criminal offence has taken place, in which case the Management or Supervisor will advise the Police directly.
- f) The parent of the child (or children) affected will be advised as soon as possible after investigations are reasonable complete, if accusation or implication appears to be substantiated, unless such advice is deemed by the Supervisor to be inappropriate.
- g) Whilst the protection of the child shall be paramount and the next obligation of the Management shall be a full and fair investigation, it shall not be forgotten the impact that a false allegation on staff members can have. Care will be taken to ensure that the presumption of innocence of those accused or implicated will be maintained until investigations are complete. Counselling, time off will be offered to staff who have been falsely accused.

3. When abuse outside the centre is suspected

- a) Where there is reasonable grounds to suspect that a child has been or is subject to abuse, (but not in immediate danger) the Management, Supervisor will be advised and will arrange for the child to be observed and a confidential record initiated.
- b) Where there are reasonable grounds to believe that a child is in immediate danger of abuse when they leave the Centre or where an investigation or observations reveal evidence of abuse, the Supervisor shall notify the appropriate outside support agency ASAP (ie CYPF).
- c) All observations, after an investigation has been notified, shall be kept in writing.
- d) If it is clear from the evidence that parent(s) are not involved as parties to the alleged abuse, the Management may, if appropriate, advise them in a suitable, professional and sensitive manner that an investigation is being initiated or the CYFS or other agency has been notified and to take such steps as necessary to ensure that they have the support, information and are made aware of a suitable referral or support service.

4. When to call in which Agency?

If it is clear from information or investigation that there is clear evidence or reasonable cause to believe of an instance of child abuse having taken place the Supervisor or Management shall notify an appropriate outside support agency (ie CYFS or other). Where this evidence indicates actions by some person have been criminal or if a person is alleged to have carried out a criminal act, the Police will be advised.

Where there is some doubt that an instance of child abuse has taken

place the Management or Supervisor may determine that an independent 'mediator' should be called in to ensure that the policy has been followed and investigation is seen to have been done fairly and fully (professional support agencies).

STAFF AWARENESS OF CHILD ABUSE INDICATORS POLICY

RATIONALE

It is the responsibility of Rainbow Kidz Start to ensure the health, safety and well-being of the children of the Programme, therefore should be aware of the signs and indicators of Child Abuse. (This could be physical, emotional, or mental abuse).

PROCEDURES

All staff should be made aware of some of the possible indicators of child abuse as follows:

1. A child is poorly dressed or presents persistently in a seriously unkept and unwashed state regularly.
2. A child presents with unexplained marks or complaints of pain regularly to any part of the body.
3. A child is reluctant to leave the centre or come to the centre persistently.
4. A child appears to be losing or not gaining weight in accordance to their age and general health.
5. A child discloses that they have been hit, inappropriately touched or otherwise mistreated to a staff member or about a particular staff member.
6. A child presents as emotionally distressed and all usual measures to reassure and comfort the child are not relieving the child's distress.
7. The child's usual behaviour changes abruptly from what they usually present as in terms of bullying of other children, aggressive behaviour and physical/sexualised behaviour towards other children or adults, or destructive behaviour towards toys/property, which is out of character for that child.
8. A child withdraws from other children and/or staff and looks sad and lonely which may or may not involve periods of crying which there appear no apparent reason for.

The above list is but a few of the indicators of the possibility of abuse and accredited advice and training should be sought from relevant outside agencies that are trained in abuse such as CYFS.

It is important to note that child Protection is everyone's responsibility.

STAFF CODE OF BEHAVIOUR POLICY

RATIONALE

Rainbow Kidz Start expects staff to be supportive and non-abusive to colleagues, children, parents/guardians, and at all times present themselves as positive role models. Many children have affectionate personalities and express themselves freely. Regardless of the situation and the child's culture and nature, staff must be conscious of the use of touch with children

PROCEDURES

Guidelines on Use of Touch with Children:

When making physical contact with children, adults must be guided by the principle that they will do so solely in order to meet the child's physical or emotional needs.

Touching must not be initiated to gratify the adult's physical or emotional needs. If a child initiates physical contact in the seeking of affection reassurance of comfort, it is appropriate to respond in a manner suitable for that 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 must not be more than necessary for that job. Children should be encouraged to take care of themselves to the limits of their ability.

1. Staff must avoid being alone with any child(ren)
2. Staff must be aware of where all children are at all times
3. Supervisors must ensure that volunteers or visitors are never alone with a child or group of children.
4. Staff may not smoke in front of the children, in the centre building or programme areas or in the Rainbow Kidz motor vehicle
5. Clothing must facilitate job performance - be appropriate for participating in the activities, be safe and appropriate for role modelling to the children.
6. Personal visitors and telephone calls shall not interfere with responsibilities of supervision.
7. Staff must realise their individual emotional and physical limitations and request support and relief when necessary.
8. Confidentiality must be maintained at all times.
9. Children must not be present when staff use the toilet and bathroom.
10. Verbal conversation between staff should relate only to the matters which are appropriate for children to hear.

11. Staff must maintain a professional relationship with families with respect to confidentiality, objectivity and conflict of interests.

STAFF AND MANAGEMENT

PROGRAMME MANAGEMENT POLICY

Rationale: to ensure that the programme is financial secure and meets all legal requirements.

- The programmes will be run in a manner which keeps control of day to day finances and shows accountability to the management and families who use the programme and the community.
- Over-all supervision of the programme is the responsibility of Management.
- Management must approve all policy, financial reports and budgets and monitor expenditure and set limits on how much spending can be delegated.
- A record of each child's attendance must be kept by Management.

It is Managements responsibility to:

- Keep clear financial records
- Ensure government funding is accounted for separately from other income
- Set the budget
- Arrange for the annual reviewing and/or audit of accounts
- Follow up debts with collection agencies
- Payment of tax, wages and ACC levies
- Liaise with the accountant

STAFF AND VOLUNTEERS POLICY

Rationale: a system is in place for staff and volunteers

- The programme will ensure quality care is provided through fair and consistent recruitment procedures, and the supervision and training of all staff including relievers and volunteers. All relevant legislation will be adhered to.
- Police Vetting must be completed every 2 years.
- Management will receive vetting information and will be stored in a locked file.
- Only management and the staff member whose file it is will have access to it.
- MSD will sight copies when requested.
- All staff will have an employment agreement and a job description - stored in their file
- Training and in-house training (when available through OSCAR) will be provided to staff and management
- Supervision of volunteers is the responsibility of the supervisors.
- Volunteers must undergo the same security checks and induction as paid employees
- 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.

INDUCTION POLICY

RATIONALE

New staff members at Rainbow Kidz Start have the right to an induction process for their new role and feel comfortable with its process.

PROCEDURES

The new employee's induction procedure is as follows:

1. Signed Contract of Employment is received by Rainbow Kidz Start, along with complete, IR330.
2. Attendance at the centre to meet with the other staff before employment starts if possible to be introduced to other staff or else when Centre is open.
3. New employee is handed Induction Manual for reading. Provided with complete sign off Induction manual and explanation of paperwork e.g time sheets, staff roster, duties list, daily routine of centre and OSH reporting requirements.
4. Orientation review of physical centre layout, storage of resources, evacuation procedures, registers and First Aid Kit.
5. Explanation of Appraisal Process.
6. Organise a meeting after a first week of employment for any relevant questions or queries.

Performance Appraisal Procedures:

1. Each employee will be appraised by management at within a year of employment and then annually this can be done formally and informally.
2. The job description will form the starting point for setting goals for the formal appraisal process.
3. Employees will be given a notification letter with dates and times of their Appraisal, attached will be a copy of "Appraisal Reflection" sheets, which contains information from their job description to reflect on. Management will also have a copy to make comments on.
4. The start of the meeting will be reviewing the previous year's "Appraisal Goal" sheets.
5. During the meeting the appraisee and appraiser will discuss their reflections

RECRUITMENT POLICY

- The selection and recruitment of staff is the responsibility of Management.
- All paid staff will be recruited according to the following procedure:
- All positions will be advertised and a short list of applicants drawn up for interviewing
- Interviews will be carried out by Management
- All applicants will be required to provide at least two referees. It is managements responsibility to contact the referees for verification of the applicants experience and suitability to work with children
- Applicants will be informed of the decision in writing

All workers including volunteers must:

- Release details of their police record to Management (police vetting will be done). No person with a conviction for sexual crimes or crimes of violence against children may be employed at the centre. Sign statement that they will abide by centre policies
- Staff will be provided with a full job descriptions that states responsibilities, skills, certification and standards required

A written employment contract clearly setting out wages and conditions of work must be signed by the employee

- Copies of CV's and interview records will be kept.
- Staff will be interviewed by Management. The interview process will consist of a stated set of questions and referee checks
- Where relevant, staff will be offered training opportunities. Staff will be compensated for attending staff meetings and/or training.

TRAINING AND SUPERVISION POLICY

Rationale; to ensure that RKS provide and are responsible for providing training that supports the needs of the programme.

- All staff will have experience and/or training in school age childcare and/or recreation.
- Staff training needs will be reviewed during staff appraisals or as required and opportunities provided for further training as needed.
- Management is responsible for ensuring that all staff, including volunteers are sufficiently trained in first aid, emergency procedures, child management and all centre policies to ensure the safety of the children at all times.
- New, young or less experienced staff will receive adequate support and supervision.
- In house training will be provided.

GRIEVANCES AND COMPLAINTS POLICY

Rationale: to ensure that grievances and complaints are dealt with fairly and promptly in accordance with legal requirements/legislation.

- Management 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 1 verbal warning and two written warning clearly stating the problem, the measures required to improve and a time frame for this to occur. If there is not sufficient improvement the staff member may be dismissed.

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 a complaint is upheld the staff member may be dismissed with the agreement of Management.
- Following a dismissal of this nature Management 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 Management.
- Staff grievances against Management will be resolved in accordance with the provisions of the Employment Contracts Act 1991.

APPRAISAL POLICY

Rationale: Appraisal is a process for review of current work and achievements undertaken by staff.

- Appraisal of the staff will be the responsibility of Management.
- Appraisals will be carried out annually for each staff member with the sole intention to increase awareness of their performance and to ensure a high standard of care at the programme.
- The appraisal will be based on the job description; establish individual and group strengths and identify areas for personal development.
- Goals will be set
- Appraisal can be a formal or informal process.
- All appraisals will be confidential

CODE OF BEHAVIOUR FOR STAFF POLICY

- RKS expects staff to be supportive, non abusive and to present themselves as a positive role models for children. Many children have affectionate natures and express themselves freely. Regardless of the situation and child's culture and nature staff must avoid inappropriate physical contact.
- When making physical contact with children, adults should be guided by management 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. Children should not be asked to take care of adult needs, physical or otherwise.
- If a child initiates physical contact in the seeking of affection, reassurance or comfort it is appropriate to respond in a manner suitable for that child's developmental stage and needs. It is not appropriate to force any form on unwanted affection or touching on a child.
- The physical contact of children during changing or cleansing 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 to the limits of their ability.
- Staff should avoid being alone with a child. Staff must be aware of where all children are at all times.
- Supervisors should ensure volunteers and visitors are never alone with a child or group of children.
- No smoking in front of the children, in the Centre building or programme areas.
- Clothing should facilitate job performance (i.e. be appropriate for participating in activities, be safe, be appropriate for role modelling to children).
- Personal visits and phone calls should not interfere with responsibilities of supervision.
- Staff must realise their individual emotional and physical limitations, when such limits are strained -know when to request support and/or relief.
- Confidentiality must be maintained at all times.
- Staff medication must be labeled and stored out of reach of the children.
- Children should not be present when staff use the toilet and bathroom facilities for personal needs.
- "Adult" topics of conversation should not be held in front of the children.
- Staff should maintain a professional relationship with families with respect to confidentiality, objectivity and conflict of interest.

TRANSPORT POLICY

Rationale: We believe that children travelling to and from excursions have the right to be safe. We will ensure that all modes of transportation undertaken will be safe and comply with all the required regulations.

- When children are transported in a vehicle off the programmes base, correct staff / child ratios are maintained, parents / whanau are kept informed, and the safety of the children is paramount.

TRAVEL BY MOTOR VEHICLE

- Excursions out of the Centre environment will require an adult: child ratio of 1:8.
- The staff member in charge must carry the name and address of the programme, a contact telephone number, names of all the children on the excursion, with their parent/whanaau contact number.
- All vehicles used by the centre will comply with the appropriate road and transport regulations, and have at least third party and comprehensive insurance.
- A minimum of two adults must accompany children for all excursions.
- All staff or volunteer drivers will hold the appropriate drivers license for the vehicle they are driving and have been police vetted.
- Before travelling in the vehicle the staff member will ensure that all children wear a seat belt suitable for their age and size.
- Exemption to this rule is when the children are travelling on public transport, bus/train where seat belts are not available.
- At all times the children must sit down in their allocated seat.
- Sharing of seats is strictly forbidden.
- Children will be required to remain seated and not behave in a dangerous or distracting manner.
- When picking up and dropping off children, the vehicle should park in a location, which does not require children to cross a road.
- If after leaving the vehicle the children have to cross a road this must be done under strict supervision of an adult.
- On-going monitoring of children while on excursion must take place.
- The supervisor that is responsible must take a list of all children attending the excursion for roll call at necessary intervals (sign in/out sheets or roll)
- Each adult must continuously monitor the children in their care/supervision.
- Secondary school helpers (who will be 16 years or older) can be counted in the ratios where there is at least one other adult staff member with them.

- A detail of where the Staff will be taking the children is written on the sign, with departure and return times.
- If there are insufficient adults to meet adequate ratios, the excursion will be cancelled.
- When transporting children ensure that the safest route is taken.
- The following must be taken on excursions out of the Centre:
 - First Aid kit
 - Any medication to be administered while on the excursion. Medication is to be named and dosage required recorded and signed by parent/whanau.
 - Sunhats, coats, etc as necessary.
 - Drinking water and food as necessary.

VEHICLE BREAKDOWN POLICY

Rationale: to ensure the safety of the children

The staff member in charge will:

- Phone the centre to inform the supervisor of the situation.
- The supervisor and the staff member will discuss suitable alternative transport and organise for this to be undertaken.
- Ensure that the children are safe at all times.
- The supervisor will inform the parents/whanau of the breakdown if necessary.

VEHICLE ACCIDENT POLICY

Rationale: To ensure that the wellbeing of the children are paramount.

The staff person in charge or the driver will:

- Check to see if any children or staff are hurt, conduct first aid. Organise a phone call for an ambulance/police.
- Comfort and calm the children.
- Ensure that the children are safe at all times.
- Take the required details of the other driver/people involved; Name, contact, registration number, drivers license, insurance details, and any damage made to either vehicle.
- Take down details of any witnesses to the incident.
- Phone the centre to inform the supervisor, and organise alternative transport if necessary.
- Make an accident report on return to the centre and advise management.
- Inform the parents/whanaau of the accident.

CONSENT POLICY

Rationale: parents must sign a consent form to ensure that they have a knowledge of their child/children's whereabouts.

- Parent/whanaau must have given written consent for each excursion (other than regular planned outings), which must be checked before children can go on an outing.
- Holiday programmes will provide parents with an itinerary of outings so that they can give written consent for all outings this will be provided on white board and holiday programme form

POLICIES ARE REVIEWED IF THERE IS A TRIGGER.