

POLICIES AND PROCEDURES MANUAL



OUT OF SCHOOL CARE AND RECREATION PROGRAMME

Meadowbank School

**68 Waatarua Road, Remuera 1050
Auckland, New Zealand.**

Reviewed December 2024

Contents

1. Philosophy	3
2. Programme Environment	4
3. Programme Operations	6
4. Health & Safety Policy	13
5. Child Protection Policy	20
6. Programme Supervision	27
7. Accident/Incident & Emergency Procedure	28
8. Staff & Management	30
9. Buildings & Facilities	35
10. Record Keeping	36
11. Finance	38

PHILOSOPHY

The overriding aspiration of Club Meadowbank is that it is fun, well planned, stimulating, varied and delivers happy children to parents at the end of each session.

With this goal in mind the School Board of Meadowbank School has identified the need for an out of school care programme that reflects the school's core values of constancy, courage and courtesy.

Club Meadowbank was established to provide parents and caregivers with a comprehensive service, offering out of school care programmes including a Before School Care Programme, an After School Care Programme, a Holiday Programme and a Recreation Programme in a safe and trusted environment.

Our objective is to offer age appropriate activities that will enhance social, emotional and intellectual development of young children.

We promote an environment where all cultures are incorporated and respected, and where respect for other children, staff and their property is positively reinforced.

PROGRAMME ENVIRONMENT

PHYSICAL ENVIRONMENT

The Club Meadowbank programmes normally operate from the Bruce McLaren Hall, 68 Waiaatarua Road, Remuera. The activities of the Recreation Programme will run on the field, courts, library or music room on the senior campus of the school. This will be announced prior to every school term.

The Hall contains a well equipped kitchen including a fridge for safe food handling, dishwasher and cooking facilities.

Separate male/female toilets are on site in the building and do not have general public access. The hall also has a disability toilet and wheel chair access.

There is easy access to outside play areas, including a covered court turf for all weather play, other courts and a grassed field area (weather permitting). The hall area is large enough to enable indoor sports in wet weather and supervised gymnastics with safety approved equipment.

There are two quiet areas available and the hall is well ventilated and heated. The Meadowbank School library, situated underneath the hall, is available for supervised homework/reading.

School classrooms are available to run activities of the Recreation Programme when required.

CULTURAL ISSUES

We encourage parents to provide details related to their specific cultural practices, differences and disciplines. This will enable staff to ensure all children's rights and belief systems are respected at all times and encompassed into the programme structure so as not to highlight or ignore individual children's needs.

BEHAVIOUR MANAGEMENT

Behaviour management at Club Meadowbank is based on the following principles:

1. There will be a consistent approach when dealing with children's behavioural issues.
2. Basic rules of safety and respect for other children, staff and their property will be reminded to children during every programme.
3. There will be NO physical force used when disciplining children. Staff are trained in behaviour management and receive on-going training to encourage positive behaviour from children.

PROGRAMME OPERATIONS

LOCATION

The Club Meadowbank programmes will operate within the Meadowbank School grounds, based in the Bruce McLaren Hall at 68 Waiaatarua Road, Remuera.

HOURS OF OPERATION

Before School Care Programme	7:15am – 8:30am
After School Care Programme	3:00pm – 6:00pm

Club Meadowbank offers the programmes Monday to Friday during school term only.

Special Programme	7:30 am – 6:00pm
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Club Meadowbank is under no obligation to open on a Teacher Only Day. However, we will look to provide a Special Programme on these days, subject to staff availability and parent interest.

Recreation Programme

Club Meadowbank offers a Recreation Programme that organises various extra-curricular activities after school during each school term. The external professional coaches and tutors are invited to Club Meadowbank to run these activities. The activity fees are directly paid to the external providers.

School Holiday Programme	7.30am – 6.00pm
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Club Meadowbank offers the programme Monday to Friday during Meadowbank School term holidays. There will be a two or three week programme before Term 1 commences.

Club Meadowbank does not operate on public holidays.

REGISTRATION AND ENROLMENT PROCEDURE

All parents/ guardians must register online on EnrolMy and enrol the children before they are eligible to start Club Meadowbank.

This online procedure will establish:

- Child's name, age and school year
- Parent/ Guardian address and current contact details.
- Authorised people to pick up child
- Emergency contact details - not the listed parent or caregivers
- Custody issues
- Family doctor details
- Medical problems
- Special dietary requirements
- Parents' information and responsibilities
- Terms and Conditions of Club Meadowbank binding agreement
- Any other relevant information

Parents/guardians must provide updated contact details to Club Meadowbank if their contact details change at any time.

FEES

The fee structure and terms of payment are outlined in the Terms and Conditions which parents agree to by registering on EnrolMy online.

Club Meadowbank shall be entitled to amend its fees from time to time by giving not less than 30 days' notice.

CONFIDENTIALITY

- Club Meadowbank will comply with its obligations under the Privacy Act 2020.
- All information received through EnrolMy will be kept confidential and only available to staff if necessary for the child's welfare.
- All information if viewed by staff will be kept confidential.
- All sensitive conversations including telephone calls will be undertaken discreetly and privately.
- Parents will only have access to information concerning their own children.
- Information collected will be used by Club Meadowbank and will be shared with Meadowbank School, Ministry of Social Development auditors, Oranga Tamariki and/or other government agencies to view time to time. Parents/Caregivers will be informed when such access has been given to their personal information.

DROP OFF AND COLLECTION

- The sign in and out procedure is done online through the tablet available on site during the programme hours.
- Parents must sign in children for the Before School Care Programme and sign out when collecting children from the After School Care Programme.
- Parents must sign in children for the School Holiday Programme and sign out when collecting children at the end of each day.
- The time of drop off/pick up must be established with signature.
- Children must not be dropped off unsupervised before the programme commences. Failure to comply with this requirement may result in the child being withdrawn.
- Parents are responsible for advising Club Meadowbank if their child will not be attending before 2.00pm in the afternoon or before 7.00am in the morning.

The following steps will be made if a child does not arrive:

- A telephone call will be made to parents or emergency contact if a child who is booked, fails to arrive.
- Meadowbank School will be contacted to establish if the child has been away from school during the day. The school will be asked to locate the child if they did attend school that day.
- If the whereabouts of a child cannot be established quickly and the parent or emergency contact has been unable to be reached, the police will be contacted.
- The incident will be logged by the police and staff of Club Meadowbank and reviewed.

Procedure to be followed if a child booked in for programmes is not collected at the end of the session.

- Two staff members will stay with the child.
- Parents and emergency contacts will be contacted.
- Manager/supervisor if not currently in attendance will be notified.
- If no response is gained from parents or emergency contacts after 30 minutes the child will be taken to the nearest police station and a note will be left on the door indicating where the child can be collected.
- The incident will be recorded in the incident register and signed by staff and the police.
- Charges for late pick up are outlined in the Terms and Conditions.

Authorised people to collect children:

- Club Meadowbank staff will only release children to a person cited on the authorised pick up list on the tablet or nominated when advised by parents.
- If staff are unsure they will contact the child's parent/guardian or emergency contact to confirm that the person is authorised to collect the child. I.D. may be requested in some circumstances.
- Parents must update any changes to pick up arrangements on EnrolMy portal online.
- Club Meadowbank staff will not under any circumstances, allow children to leave the programme unaccompanied unless advised by parents.

Should a child become unwell during provision:

- A telephone call will be made to parents or emergency contact if a child who is booked, falls ill during care.
- The child involved will be removed from the group and taken to the Sick Bay where they will be supervised until collected.
- Should this affect staff-pupil ratios, the child can also sit in the Programme Managers' office until collection.

TRANSPORTING CHILDREN

As the programmes are on site within the Meadowbank School grounds, transportation will not be required for normal day to day operations. The Meadowbank School is the main contributor to Club Meadowbank Out of School Programme. Most children who attend Club Meadowbank are students of Meadowbank School. Intermediate school children attending After School Care Programme with younger siblings will travel on their normal method of transportation to and from school (local bus service).

TRANSPORTING CHILDREN FOR OFF-SITE VISITS

School Holiday Programme off site visits will sometimes require the use of private vehicles for transportation. Club Meadowbank arranges Chartered coaches.

ATTENDANCE

Attendance will be recorded online through the tablet available onsite.

COMPLAINTS

Clients and staff can contact Programme Manager in person regarding any complaints. Contact information will be made available on the school's website if any clients prefer to make a written complaint.

Club Meadowbank will acknowledge the complaint within one week of the receipt.

Complaints will be dealt in a confidential manner. Complainants will be provided the support of an independent advocate when required.

Records will be maintained of all the complaints, actions taken and any improvements made to service delivery in response to complaints.

Complainants will be referred to the School Board of Meadowbank School if they are not satisfied with the resolution of the complaint and independent investigation will be undertaken if required.

Complaints made by parents:

- All verbal complaints made by parents must be reported to the Programme Supervisor and/or Programme Manager and recorded in the complaints file.
- Any written complaint can be directed to the Programme Manager or Principal of the school.
- The Programme Manager will speak to the parents to resolve the problem.
- Necessary improvements will be made to the programme.

Complaints made by children:

- When the complaint is about another child, the immediate supervising staff member will deal with the incident on the spot and resolve the issue quickly.
- If the complaint is of a more serious nature or if a staff member is unsure the matter can be easily resolved the incident should be reported to the Programme Supervisor and Programme Manager and noted in the Incident Register.
 - If the complaint is about a staff member the incident must be reported to the Programme Manager.
 - All incidents related to children reported in the Incident register must be reported to the child's parents/guardian.
- Necessary improvements will be made in the programme.

Complaints made by Staff:

- Complaints made by one staff member against another must be referred to the Programme Manager.
- The incident will be recorded in the Staff File where appropriate.

- If the complaint is about the Programme Manager, the staff member will prepare a written statement and forward it to the Meadowbank School Principal (as a representative of the School Board.)
- All complaints and grievances will be dealt with in accordance with the provisions of the Employment Relations Act 2000.
- Necessary improvements will be made.

DAMAGE TO PROPERTY BY CHILDREN

If a child causes damage to property while attending Club Meadowbank, the parent/guardian of the child may be charged for the cost of repairing and /or replacing that property or being charged for any insurance excess if the damage results in an insurance claim.

SPECIAL NEEDS

- A Child with special needs will, in most circumstances, be incorporated into the Club Meadowbank programme without any changes to structure or schedule.
- In special cases the Programme Manager/Programme Supervisor will assess the child's requirements and provide solutions including expertise and assistance from Government agencies to incorporate special needs children seamlessly into the programme.
- No child will be denied entry into the Club Meadowbank programme because they have special requirements alone.
- Every effort will be made to accommodate a child's special needs.
- If Club Meadowbank is ultimately unable to cater for a child's needs the Programme Manager will make the final decision.
- If a child has special needs, the following information will be collected from parents/guardians:
 - Diagnosed disability
 - Details of disability
 - How it affects the child
 - Medical conditions relating to the child
 - Symptoms
 - Steps taken to minimize the medical conditions
 - Dietary restrictions
 - Health History
 - Activities to be avoided .
 - Medication required
 - Behaviour concerns
 - Behaviour plan

- Whether a child will cope with a large number of children (50 plus)
- Specialised equipment required
- Assistance with toileting
- Have they attended a programme before?

QUALITY IMPROVEMENT

- Club Meadowbank Management team includes Programme Manager, Principal of the school (as a representative of the School Board) and School Finance Administrator. They will also work directly with a member of the school Senior Leadership team as a direct line manager.
- The procedures and policies manual will be developed and reviewed every two years by the Programme Manager.
- Club Meadowbank will undertake Customer Satisfaction Survey, as part of the wider Meadowbank School Community Survey, annually to review the services, understand the requirements and expectations of the clients are met.
- Club Meadowbank Management team will analyse the feedback from clients, funding agencies and other stakeholders.
- Any improvements will be made on the basis of the feedback received through the survey.
- Staff meetings will be organised every school term to discuss any quality improvement matters and professional development requirements.

HEALTH & SAFETY POLICY

Club Meadowbank will provide a safe and healthy environment for all the children attending and the staff. Club Meadowbank will comply in full with all current relevant health and safety legislation. Safety precautions will be adhered to and incorporated into the programme's daily operation.

Club Meadowbank will:

- Provide a safe physical and emotional environment for students;
- Comply in full with any legislation currently in force or that may be developed to ensure the safety of students and Club Meadowbank's employees.
- Promote healthy food and nutrition for all students
- Food and beverages provided by Club Meadowbank will fit within 'everyday' and 'sometimes' sections of the Ministry of Health's Food and Beverage Classification System.

EMERGENCY PROCEDURE PLAN

FIRE OR BOMB ALERT EVACUATION:

The following procedure will be followed in the event of a fire or bomb alert.

IF YOU DISCOVER A FIRE:

1. Operate the nearest (safest) Fire Alarm Call Point.
2. Advise the nearest staff member.

UPON HEARING THE FIRE ALARM:

- Programme Supervisors are to -
 1. Have the children evacuate the area in a calm but prompt manner.
 2. Have children walk in orderly lines to the appropriate assembly point.
 3. Move near the tail of the line until clear of the building, and then lead lines to the assembly area.
 4. Take both the tablets.

- External Tutors/Coaches are to –
 1. take children to the assembly point

- Programme Assistants are to –
 1. Shut all doors behind them as they leave rooms/buildings.
 2. Check toilets, hall kitchen, community room, music room, library and the courts and
 3. If an External Tutor/ Coach is not available then the Programme Assistant will assume the responsibility to lead children to the assembly point.

- Programme Manager to
 1. Co-ordinate Programme Supervisors and External Tutor/Coach
 2. Ascertain the evacuation status of Club Meadowbank staff and children.

AT THE ASSEMBLY AREA:

1. Once at the assembly point staff and external Programme Teachers/ Coaches are to notify Programme Manager that their “room/area is clear.”
2. At the assembly Area the Programme Supervisors and External Programme Teachers/ Coaches are to check names against their roll sheet.
3. Once the Fire Department arrives, the Programme Manager has complete control. No children can be dismissed without his/her approval.

EARTHQUAKE DRILL:

The following procedure will be followed in the event of an earthquake.

1. At the feel of a tremor the staff shouts, “DROP!” They will know of the earthquake by the manner of the building shaking.
2. Children dive to the floor, hands over head, ears and back of neck, with backs to glass. Children go under their desk / table where possible.
3. While on the floor position, crawl under any furniture available and hold the legs of the desks.
4. When staff feels the tremor has passed, they will –

Programme Supervisors -

- Lead the children outside to the assembly area by the safest route available.
- Take the iPads

Programme Assistants -

- Check toilets and other programme areas and evacuate

The school bells may not be operable.

5. Once at the Assembly Area, staff need to –

Programme Supervisors -

- Check attendance against the roll. Action head counts if the digital/paper roll sheet isn't available.
- Notify Programme Manager that 'all children are here'
- Staff must keep control of all children until a parent comes to the Programme Manager/ Chief Warden for official release.

Programme Assistants –

- Notify Programme Manager that their 'area is all clear'

LOCKDOWN PROCEDURES:

The following procedure will be followed in the event of a lockdown..

1. Intruder notified by continuous pulsing of bells, Police are to be called immediately. Do NOT assume that someone else has called the Police. Pick up the phone and dial '111'.
2. All children must stay in the hall.

Staff where possible are to –

- Shut and lock the doors.
- Draw blinds
- Turn out lights
- Take a roll call
- Carry first aid kit
- Keep phones on silent

3. Staff and students outside are to seek shelter / protection in the nearest classroom
4. Staff, where possible are to –
 - Draw curtains
 - Shut and lock windows and doors
 - Turn out lights
 - Minimise noise levels
 - Take a roll call
 - Await instructions from the School Office, Senior Management or Emergency Services. This will be given via the school intercom system.
5. All children and staff are to –
 - Stay indoors
 - Lie on the floor
 - Keep under desks/tables and be below window sill level
6. Evacuation procedures are implemented when the Police inform us that the school is secure and the incident is contained.
7. Where possible parents will be advised via the School App.

HAZARDS AND RISK MANAGEMENT

The safety and wellbeing of children and staff is paramount. The recording processes in place will identify hazards in the Hazard Identification Register available with the School Property Manager. The accidents will be recorded in the Accident/ Illness Register available on site.

The following procedures are undertaken:

- Identify and record any potential health and safety hazards in the venue and the surrounding outside play areas/grounds.
- Assess the risk to children and staff. Risk Assessment Management (RAM)/ Safety Action Plan Form for each activity.
- Minimise risk by putting controls in place
- Staff induction training will include all Health and Safety Policies and Procedures.
- Emergency procedures are reviewed regularly including practice drills with the children.
- Ensure healthy and safe work practices are in place.

- Regular inspection is undertaken by the School Property Manager.
- Compliance with all the relevant codes of practice
- Ensure Sun Safe practices of Meadowbank School are carried over into the programmes.
- Safe food handling and cross infection prevention practices are incorporated daily into the programme for children and staff.
- Animals are not permitted in the programme except where they are part of an away activity.
- Animals will not be kept as part of the programme. Any stray animals will be brought to the attention of the school caretaker. The Programme Manager will ensure that the animal is contained if necessary for the safety of the children and contact the animal control authorities in the absence of the Caretaker.
- Overnight camps will not be a part of Club Meadowbank Programmes.

STAFF TRAINING

- Staff induction training will include: health & safety rules, child protection, hazard identification, safe and healthy food practices, behaviour management, reporting and recording accidents/incidents and emergency procedures.
- All staff read the Policy & Procedures Manual as part of their induction programme.
- The Programme Manager will provide regular reviews of Policies & Procedures so that staff are familiar with and trained in those procedures.
- All staff will hold a current First Aid certificate.

FOOD AND NUTRITION

- All staff will support and promote healthy eating practices.
- Social events will encourage young people to enjoy sharing and eating healthy food and beverages.
- Water will be the preferred beverage.
- Young people will be encouraged to wash their hands before eating and also to eat sitting down.
- Club Meadowbank will participate only in food-related events and initiatives that support healthy eating practices
- Food and beverages will not be given as a reward.

CYBER SAFETY

- Use of the Internet and other communication technologies / resources is limited to educational and personal usage appropriate in a school environment. These resources include mobile phones, digital cameras, web cam and similar technologies still being developed. All legal obligations relating to their use must be adhered to.
- The communication technologies at Club Meadowbank are available to staff and children under conditions, as outlined below and applies to all staff, volunteers and children.
- Club Meadowbank ICT services and security will be provided and managed by Meadowbank School in accordance with Meadowbank School policy.
- The Board has the right to monitor, access and review digital technology use, including email use and to audit material on the school's equipment. The Board may also ask to audit privately owned digital technology devices/equipment used at Club Meadowbank or at any Club Meadowbank related activity. Breaches will be dealt with through the school's disciplinary and support systems.
- All staff wishing to access the Internet and e-mail accounts on school equipment will be provided with an individual login username and password. These are confidential to the staff member and IT Technicians. Illegal and/or inappropriate use of computer facilities can be traced by means of this login information.
- Staff need to be aware of confidentiality and privacy issues when accessing children or staff information via the school network and when publishing student information online.
- Resources are provided for staff use only (not their family or friends). Staff are responsible for their login codes.
- If the Internet and other communication technologies (e.g. mobile phone) are used to facilitate misconduct such as harassment or involvement with inappropriate or illegal material, the matter will be taken very seriously by the school and could result in disciplinary action. Illegal material or activities (or allegations of) will also (may) necessitate the involvement of law enforcement.
- Staff not confident in using the Internet should request help from the Programme Manager.

- The staff member must be in the room, remain there and actively supervise children who are using the Internet. No children may be sent to a computer room unsupervised to use the Internet.
- Children may access the Internet only when a staff member is in the room and aware of the activity. This includes the Library and workrooms.
- Inappropriate use of the Internet or any other communication technologies by a child must be reported immediately to the Programme Manager.

BUSINESS CONTINUITY & DISASTER RECOVERY

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

If an alternative venue is required:

- MSD Approvals will be notified as soon as a potential venue has been identified and the programme will follow the advice of MSD staff to secure MSD Approval at the new facility. This will include a risk assessment process for the new facility. Relevant Work and Income staff will also be advised.
- Parents will be advised of the new facility and any new arrangements re-arrival or releasing children from the venue.
- Children will be gradually orientated to the new facility as part of the programme activities.
- The programme will liaise with other local/community groups in order to act in a coordinated manner when re-establishing.
- Staff will be assisted to access appropriate support when the programme is re-establishing after a significant event such as natural disaster. The programme will offer the option to negotiate a period of leave to help staff through this transition.
- As finances permit, the programme will retain a reserve of funds to assist with re-establishing the programme after a significant disruption.

CHILD PROTECTION POLICY

POLICY

Club Meadowbank is committed to the recognition and prevention of abuse of the children within our programmes and community in line with the Vulnerable Children Act (2014) and to comply with all relevant legislation to ensure a safe environment for children and staff.

This policy ensures that Club Meadowbank meets the Child Protection standards as required by the Ministry of Social Development (MSD), and that programmes comply with sections 25-27 of the Social Security (Childcare Assistance) Regulations 2004.

SCOPE

This policy applies to all children attending Club Meadowbank programmes, paid staff, volunteers, community members, and to any contracted professionals to provide services to children in the care of Club Meadowbank.

PRINCIPLES

Club Meadowbank recognises the safety and wellbeing of children is the primary concern, with the child at the centre of all decision making. The welfare and the interests of the child or young person are the first and paramount.

Club Meadowbank is committed to promote a culture where staff feel confident to constructively challenge poor practice and raise issues and concerns without fear of reprisal.

Club Meadowbank recognises that all staff have a full and active part to play in protecting children from harm. Overall responsibility, implementation and review of this policy rest with the Programme Manager.

TRAINING

Club Meadowbank is committed to maintaining and increasing staff awareness of how to prevent, recognise and respond to abuse through appropriate training. Staff are expected to act at all times within their level of experience and training, and to consult with the Programme Manager about any concerns.

There will be annual in-house training about the child protection policy and appropriate external training will be accessed whenever possible – with priority given to permanent and senior staff members.

All staff are to be police vetted every three years and to be trained in behaviour management of children.

DEFINITIONS

For the purposes of this policy “Child” means a boy or girl under the age of 14 years.

“Child Abuse” includes physical, emotional, social and sexual abuse as well as physical and emotional neglect.

“Physical abuse” is any physical act or threat of a physical act designed to harm another person physically. This type of abuse includes actions like slapping, punching, hair-pulling and kicking. Physical evidence such as bruises need not exist for the act to be physical abuse.

“Emotional abuse” includes verbal abuse, threats, intimidation, and damage to property, allowing children to see or hear domestic violence, and controlling someone’s contact with friends. It can also include a pattern of criticising, rejecting, degrading, ignoring, isolating, corrupting, exploiting and terrorising a child.

“Sexual abuse” describes a range of acts or behaviours where an adult, older or more powerful person uses a child for a sexual purpose.

“Neglect” is the persistent failure to provide a child with needed food, clothing, shelter, medical care or assistance, psychological needs and supervision to the degree that the child’s health, safety and wellbeing are threatened with harm.

CHILD PROTECTION PROCEDURES

In the case of suspected abuse the staff member will report to the Programme Manager who will in turn ask for a written statement from the staff member. The written statement will be forwarded to the Meadowbank School Principal (the School Board’s representative)

Responding to child abuse:

Under sections 15 and 16 of the Children, Young Persons, and Their Families Act 1989, any person who believes that a child has been or is likely to be, harmed physically, emotionally or sexually or ill-treated, abused, neglected or deprived may report the matter to Child, Youth and Family or the Police and provided the report is made in good faith, no civil, criminal or disciplinary proceedings may be brought against them.

Club Meadowbank will act on recommendations made by statutory agencies concerning the reporting of suspected abuse. Staff will only consult with or inform families about any suspected or actual abuse, after consulting with the appropriate statutory agencies.

When notifying the agency, a receipt or acknowledgement of the notification (written or electronic) will be requested. All information or notes concerning the notification will include date, time and name of the person receiving the notification.

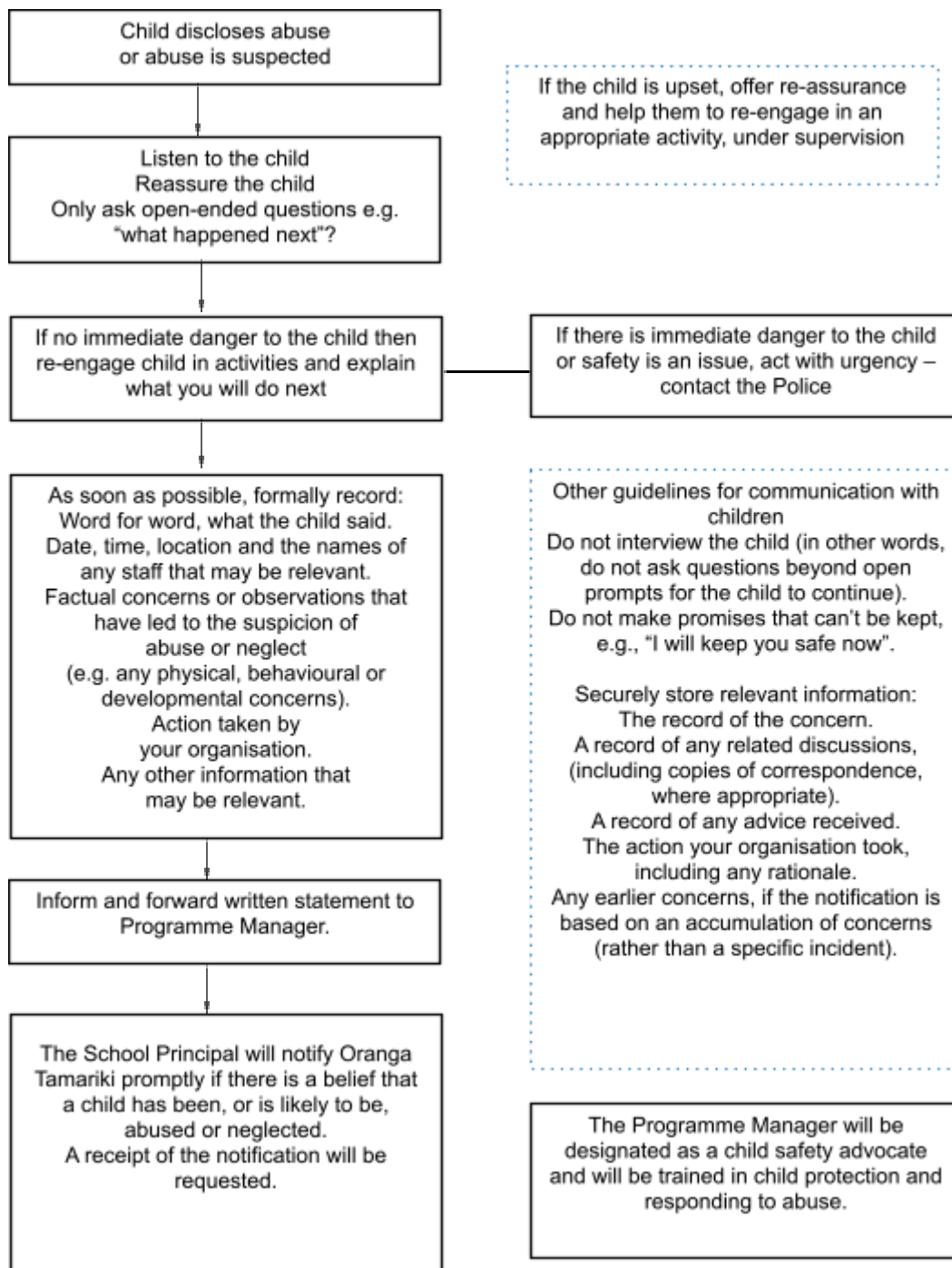
Staff will respond to suspected child abuse or any concerning behaviour by writing down observations, impressions and communications in a confidential register. This will be kept separate from other programme records and enrolment information etc.

Information volunteered by a child should be fully and accurately recorded. Staff will not interview children about the suspected, but may engage the child to collect essential information, using open-ended prompts such as “what happened after that?”

No staff member will act alone about suspected child abuse but will consult with the programme management. Where staff and programme management suspect child abuse has occurred and a child is unsafe, immediate contact will be made with the Police or Child, Youth and Family.

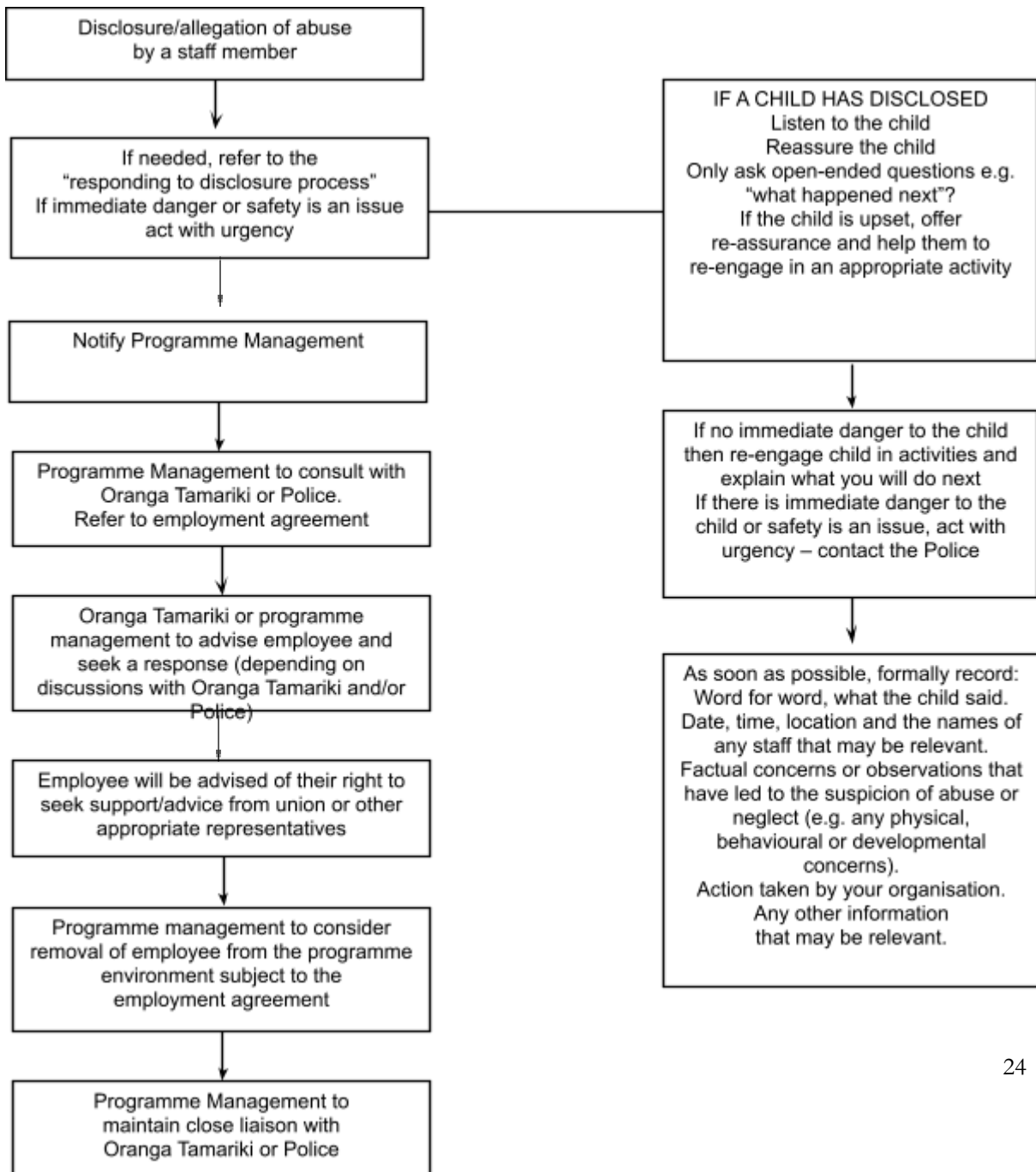
Staff who are responding to cases of suspected child abuse are entitled to have support. The programme will maintain knowledge of such individuals or organisations that provide support and will assist staff to access these services as needed.

Responding to a disclosure/concern about abuse:



Allegation of abuse against a staff member:

Where it is suspected that child abuse has been carried out by a staff member (paid/ unpaid in any programme role), the matter will be reported promptly to programme management. Any children involved will be protected from possible risk or trauma. Programme management may remove the staff member from the programme environment subject to the requirements of the applicable employment contract. All actions will be undertaken with appropriate care to maintain confidentiality.



SUN-SAFE PRACTICES

- All staff will be familiar with sun safety protection requirements for outside activities (hats, sunscreen and where necessary covering clothing) and strictly enforce these requirements.
- Sun safe practices are incorporated into each outside activity.
- Staff will ensure that adequate shade is provided for outside activities.
- All children must have their own named water bottles.
- Prolonged outside activities will be planned to avoid the heat of the middle of the day.

SWIMMING POOL USE (currently under review and not used at present)

- *The pool grounds will be kept locked at all times when not in use.*
- *The staff ratio of one to 10 children will be strictly adhered to at all times with the senior children and 1 to 8 with junior children.*
- *At least 2 staff members will be present at all times when children are in the swimming pool.*
- *The children will be instructed in all pool safety procedures at the commencement of each Summer School Holiday Programme, reviewed constantly and reinforced when any lapses in “behaving safely” are observed.*
- *Sun Safe protection will be incorporated into all swimming pool activities.*
- *Water safety/swimming lessons, carried out by professional instructors, may be made available where there is a demand identified by parents and arranged by the Programme Manager.*
- *The swimming pool water will be maintained by Meadowbank School when in use by Club Meadowbank.*

MEADOWBANK GULLY

- Supervised play in and around the gully will be permitted.
- No child/children will be able to play unattended in the gully at any time.
- Any hazards identified will be reported to the Programme Manager by supervising staff and activities reviewed if necessary.
- Sun Safe procedures will be implemented before all visits to the gully.
- Respect for the plants, animals and gully development will be encouraged in all activities planned in the area.

COMMUNITY WELLBEING

- If a staff member has concerns for the safety of other people they come into contact with at the programme e.g. parents, siblings of children etc. they will raise these concerns with the programme supervisor and confer over an appropriate response, which may include contact with Oranga Tamariki and New Zealand Police.
- Staff will record the information regarding the incident accurately including date, time and location in the Incident Register and inform the Programme Manager.
- The written statement will be forwarded to the Meadowbank School Principal (the School Board's representative)
- Any acknowledgement of receipt of notification from Child, Youth and Family and follow up information will be kept on file.
- The Programme Manager will follow up on such situations after consulting with the appropriate statutory agencies

PROGRAMME SUPERVISION

SUPERVISION

Club Meadowbank provides clear supervision guidelines through policy and staff induction training so that children and staff are safe and protected from accusations.

- Children will always be supervised by a minimum of two staff and within the sight and sound of a staff member at all times.
- At least one supervisor/manager will be on site at all times.
- All outside play will be supervised by at least one senior staff member and must take place within approved areas.
- Adequate staff members are available for the programme activities offered.
- Children will be supervised by the agreed 1:10 ratio.
- The adult to child ratio for off site visits will be 1:8.
- Children's access to use of ICT facilities/ resources, including the internet will be supervised by at least one senior staff member and must take place within approved areas.
- Junior staff (under 18 years of age) will not be put in a position of supervising (alone) children in any activities that require health and safety supervision.
- Junior staff (under 18 years of age) will not be left in the position of supervising any individual child without being in sight and sound of a senior staff member at all times.
- Activities will be planned with appropriate supervision (and staff ratio) for each activity.
- Staff will be assigned (in writing) on a daily programme to different activities.

ACCIDENT/INCIDENT & EMERGENCY PROCEDURES

STANDARD PROCEDURES

- A First Aid kit will be kept in a locked cupboard located in the school hall kitchen.
- It is the responsibility of the Programme Manager to keep it fully stocked at all times.
- All staff members must hold a current First Aid certificate.

PROCEDURES TO BE FOLLOWED IN THE CASE OF AN ACCIDENT OR EMERGENCY:

- The Manager will be informed immediately.
- Appropriate First Aid will be administered.
- If the injury is deemed serious or acute emergency services will be called.
- The child's parent/guardian will be notified. If the child's parent/guardian cannot be contacted, staff will attempt to contact another emergency contact.
- If contact with a parent or emergency contact is unable to be established then the child will be taken to the nearest Accident and Emergency Clinic.
- All accidents and incidents will be recorded in the Accident/Illness Register and signed by staff and parent/guardian.
- Accidents will be reported to Meadowbank School and investigated.
- All serious accidents will be documented on the correct form and forwarded to Worksafe within 7 days of the accident occurring.

EMOTIONAL TRAUMA

In the event of any child being emotionally traumatised the following procedures will be adhered to:

- Staff will endeavour to calm the child/ren.
- Where possible the upset child/ren not involved in the accident/incident will be removed from a stressful scene and reassured in a calm yet informative manner by a staff member assigned to specifically deal with the child/children's reactions.

- Parent/gaurdian or emergency contact to be advised.
- If staff require professional counselling this will be done through Meadowbank School.

EMERGENCY & DISASTER PROCEDURES

- Club Meadowbank will follow the Meadowbank School Civil Defence Emergency Management Policy on SchoolDocs.
- Civil Defence, Fire Drill and evacuation procedures will be discussed with children at the beginning of each term.
- A Fire Drill practice will be arranged by the Programme Manager in conjunction with the Principal of Meadowbank School, once a term for both Before and After School Care, and weekly during the Holiday Programme.
- Club Meadowbank staff will be trained on induction in all aspects of emergencies.
- Fire Drill & Evacuation Procedures will be posted in the hall in a prominent place.

STAFF & MANAGEMENT

AUTONOMY

Club Meadowbank was set up by the School Board of Meadowbank School. It operates independently of the School. It has a separate identity and management team from the school. The Board of Trustees will provide expertise, guidance and support to Club Meadowbank as required.

DEFINITION OF STAFF

Anyone employed by the Meadowbank School Board of Trustees to work within Club Meadowbank.

STAFF RATIO

In accordance with Ministry of Social Development advice Club Meadowbank will operate with a 1 staff to 10 children ratio in normal operations and a 1 staff to 8 children on any off site visits.

- All staff are expected to notify intended absences as soon as possible to allow relievers to be employed and the desired staff ratio to be maintained.
- Punctuality is also expected of all staff.
- Advice of intended late arrival must be given to the Manager in advance or as soon as a delay occurs.
- A Minimum of two staff members will always be present regardless of numbers.

EMPLOYMENT

- Club Meadowbank will establish formal, recorded processes for carrying out a criminal background check using New Zealand Police vetting service, or, if the position does not meet the criteria for NZ Police vetting, a Ministry of Justice criminal history check, verifying references, credentials and where relevant records from professional bodies/associations.
- All staff must be identified as 'Core Workers' for the purpose of police vetting under the Children's Act 2014.
- Club Meadowbank will follow a formal process where the vetting process raises serious concerns considering evidence including a risk assessment in relation to suitability of the person working as a 'Children's Worker'.
- The procedure for applicants or employees with a Police Record can be found on our SchoolDocs website under 'Vetting for Non-Teachers'

- Police vetting is required to be renewed every 3 years for all persons working in Club Meadowbank.
- The School Board of Meadowbank School will be responsible for the employment of the Club Meadowbank Programme Manager.
- The Programme Manager will be responsible for employing the Programme Supervisors, Programme Assistances, Volunteers and relieving staff as required.
- A staff induction will be held for every staff member on employment.
- A current First Aid certificate is required for each staff member.
- All staff read the Policies and Procedures Manual including Staff Code of Conduct as part of their induction programme.
- All staff and volunteers employed by Club Meadowbank must be over 16 years of age and may be required to provide a Birth Certificate or Student I.D as evidence.

STAFF TRAINING

- All staff will go through induction training. A training manual is provided.
- The Policies and Procedures manual reading will be required as part of that induction.

STAFF DISCOUNT

There is a provision of free care in place to allow both Club Meadowbank and Meadowbank School employees to work in their respective roles and working hours. In that regard, it should only be utilised when the staff member is actively working. There are instances when work can be carried out offsite but, generally, the employee would be working onsite. In the case you have an appointment within your agreed working hours, the offer of free provision remains in place but please seek approval from your respective line-manager. The benefit should not be provided outside of normal working hours of the employee.

BEHAVIOUR MANAGEMENT

- Staff maintain a positive environment and relationships with children
- We make a clear statement of acceptable and unacceptable behaviour known to all staff, parents and students
- Everyone (including children) have a responsibility to recognise bullying and to take action when they are aware of it happening
- Staff consistently apply the behaviour management plan in all cases of unacceptable behaviour

- Staff are trained in managing challenging behaviour and use de-escalation techniques if a child's behaviour is becoming out of control and/or poses a danger to themselves or others.
- Individual programmes and strategies for children with particular behaviour difficulties are devised with parents and staff and outside agencies if necessary.
- Basic rules of safety and respect for other children, staff and their property will be incorporated in the programme and will be reinforced on a regular basis.
- Repeated negative or inappropriate behaviour is required to be referred to a senior staff member.
- If the inappropriate behaviour or serious misconduct continues – time out is given for a set time this may include withdrawal of special privileges (computer time etc)
- Follow up discussion with the Programme Manager and parent/guardian.
- The Programme Manager of the programme will oversee and support staff with any discipline issues.
- Withdrawal from Club Meadowbank.

STAFF CODE OF CONDUCT

Treat all children with dignity and respect

This means:

- Staff members recognise that all children have a right to feel safe and be safe.
- Staff will not punish children or in any way intentionally harm children either physically or emotionally e.g. by ridiculing threatening or abusive behaviour.
- Staff members provide physical comfort or reassurance for an upset child through touching or cuddling only if a situation requires it. No force is to be put on children to accept unwanted affection or touching.
- Staff will not seek physical contact from children in any other circumstances than to reassure.
- Staff members ensure that the activities are age appropriate.
- Staff can encourage and assist children but not force them into any activity.
- All staff communicate programme rules and boundaries clearly and are fair and consistent with children who misbehave.

Always be aware of safety

This means:

- Staff must give their complete attention to children at all times.
- If a situation is unsafe staff must act immediately and/or get help.
- If there is any possibility that an activity could cause an accident or injury, staff must stop the activity immediately.
- Staff must report to the Programme Manager about any accident where safety was a concern and log in the Accident/Illness register.

Fit for work

This includes:

- Be in their uniform at all times.
- Staff will not bring children or siblings with them unless expressly agreed to by the Programme Manager.
- Staff will be sent home if under the influence of non-prescriptive drugs, alcohol or any other substances that reduces their ability to perform their duties.
- If staff are prescribed any medication that has the potential to impair performance the Programme Manager must be advised.

Serious Misconduct

Acts of serious misconduct may result in the staff member having their employment with the programme terminated without further notice or formal warning. The following are examples of the types of actions and behaviours considered to be serious misconduct:

- Abusive or offensive behaviour to any other person in the course of employment.
- Failure to disclose criminal convictions to the Programme Manager (even if mandatory police check comes back clear).
- Theft, vandalism, or unauthorised use of any property belonging to the programme, any staff member or any other person.
- Falsification of programme records.
- Bringing into or consuming at the programme, non-prescription drugs, illegal substances or alcohol or dangerous substances.
- The disclosure to unauthorised persons of any confidential information belonging to Club Meadowbank or concerning any children, families or staff members.
- Failure to report and record any workplace accident.
- Serious harassment of Club Meadowbank families or staff.

Act Professionally

This means:

- That staff read and understand their job description.
- Staff remember that they are a role model for children's behaviour.
- Staff are punctual and ready for work at the required time.
- Staff are dressed in their uniforms and are fit for work.
- Staff do not smoke at the programme or anywhere in the "Smoke Free" school grounds.
- Staff do not discuss adult topics around children
- Staff do not allow themselves, visitors or other staff members to be alone with a child unless agreed by the Programme Manager.
- Parents are treated with respect, friendliness and courtesy.
- Any discussions with parents about a child's behaviour are kept confidential and any concerns about any child or situation are discussed with the Programme Manager who should always be present when the issues are more serious.
- Any observations/concerns regarding child abuse must be conveyed to the Programme Manager.
- Complaints about the programme must be referred to the Programme Manager.
- Any concerns by staff or grievances may be discussed with the Programme Manager or a management representative.
- There are policies and procedures for behaviour management, child protection and health and safety. Staff are expected to familiarise themselves, refer to and follow these policies and procedures at all times and to ask Programme Manager if they have any questions or concerns about any situation.

Work as a Team

This means:

- Staff help each other.
- Staff ask for help and advice whenever it is needed (a task not understood or a situation where a staff member is unsure of how to proceed).
- When a staff member requests help, they receive it as soon as possible and are not criticised for seeking help.
- Staff members encourage initiatives taken by other staff members.

VOLUNTEERS

- Volunteers are required to undergo Police Vetting as required for all persons who work in a school.
- The Programme Manager will provide a copy of the Policies and Procedures and require volunteers to read before commencing any regular volunteer work in Club Meadowbank Programmes.

BUILDINGS & FACILITIES

The Bruce McLaren hall was built in 2006 and complies with all health and safety legislation and Ministry of Education specifications. The hall has a kitchen equipped with safe food handling facilities. This hall will be maintained by the School Board of Meadowbank School, in accordance with all health and safety legislation and Ministry of Education requirements. There is a fire evacuation notice with assembly area clearly displayed prominently in the hall.

A separate telephone access is available in Club Meadowbank Programme Manager's office.

TOILET FACILITIES

Separate male/female toilets and disability access toilets are on site and not available to the general public

CLEANING

The School Board of Meadowbank School will be responsible for the daily cleaning and term spring cleaning of the Bruce McLaren Hall. An external cleaning company is contracted by the Board to meet this responsibility.

The Programme Manager is responsible for ensuring that the following cleaning procedures are completed at the end of each day:

- Placing all rubbish outside for removal.
- Washing all utensils, crockery & cutlery.
- Wiping down all work surfaces and tables
- Clearing away and storing securely all Club Meadowbank equipment and resources.
- Laundering tea towels
- Leaving the venue (including the library, pool and other area used) in a clean and tidy state with furniture in normal school hall format.
- All facilities are locked on departure.

RECORD KEEPING

Club Meadowbank will comply with its obligation under the Privacy Act 2020. All information received through the enrolment process will be kept in a secure place by the Programme Manager and only be available to Supervisors/ Assistants if necessary for the child's welfare.

ENROLMENT FORMS WILL ESTABLISH

- Child's name, age, school year and address.
- Parent/ Guardian address and current (at all times) contact details.
- Authorised people to pick up child
- Emergency contact details
- Custody issues
- Family doctor details
- Medical problems
- Special dietary requirements
- Parents' information and responsibilities
- Terms and conditions of Club Meadowbank
- Any other relevant information

INFORMATION

- All information gathered through the enrolment process will only be used for the purpose it was requested. Information is only collected for purposes connected with a child's enrolment in Club Meadowbank, and only where it is necessary to have that information. Information is collected from a child's parent or guardian. Parents/guardians and children have the right to request access and correction of the personal information.
- Information collected will be used for the purpose of establishing and maintaining records held by Club Meadowbank and will be shared with Meadowbank School, Ministry of Social Development auditors and/or other government agencies to view from time to time. Parents/Caregivers will be informed when such access has been given to their personal information.
- Children's files will be available for perusal by parents/ caregivers with authorised access..
- Reasonable safeguards are in place to protect personal information from loss, unauthorised access, use or disclosure.

- Information is safeguarded, and Club Meadowbank does not release that information to third parties unless allowed, or required, to release information by law.
- All records are kept up to date and reviewed regularly.
- Parents/caregivers are notified of the need to keep contact (and emergency contact) details up to date

FINANCE

Meadowbank School Finance Administrator will deal with all aspects of financial management, recordkeeping and compliance. The Club Meadowbank Programme Manager will be responsible for maintaining appropriate financial records and will ensure forwarding all relevant documents, receipts, and invoices to the School Finance Administrator.

RECORDING FEES

- A dedicated bank account will be operated.
- Programme Manager will use software for issuing and reconciling invoices, recording overpayments and credit notes.
- All EFTPOS receipts will be recorded in the Receipt Book.
- The bank account will be reconciled monthly to the General Ledger by the Finance Manager.

PAYMENTS

- Payments will be made on invoice only, made out to Club Meadowbank.
- Each invoice will be certified for payment after the following checks:
 - Goods received (signed by Programme Manager)
 - Budget check (signed by Finance Administrator)
 - Prices & extensions correct: (Signed by Programme Manager)
 - Dated and signed for payment (Signed by Finance Administrator)
- All payments (cheque/ direct debit) will be signed by two bank account signatories/authorisers. The payments should be presented with certified invoices so that the signatory can check payments prior to signing/ authorising.
- Cheque signatories will be the same as those used by Meadowbank School Board of Trustees (Board).

REIMBURSEMENT PAYMENTS

- Prior approval of expenditure to be reimbursed should be obtained from the Principal of Meadowbank School (the Board's representative) in advance.
- An expense claim must be completed and the appropriate support documentation attached. That is, a GST invoice or GST receipts.
- Reimbursement of expenditure is subject to the same certification processes as invoice payments.
- Claims for the use of private motor vehicle usage will be subject to the scale rates as per the relevant employment agreement.

PAYROLL

The Finance Administrator will be responsible for payroll services and process. It includes:

- All employees will complete the Payroll Information Form and provide a signed IRD330 Tax Code Declaration form.
- All employees will update hours worked and sign off the weekly staff roster/timesheet. This will be reviewed by Programme Supervisor and approved by the Programme Manager and passed to the Finance Manager for processing.
- All salaries and wages will be paid by direct credit into the employee's nominated bank account.

REPORTING AND MONITORING

Each term, the Finance Administrator in conjunction with the Programme Manager will provide financial reports for the Board as follows:

- Statement of Financial Performance detailing income and expenditure, including comparison to budget for the year to date.
- Statement of Financial Position
- Report of expenditure outside budget
- Report of any significant financial matters and/or risk that need to be addressed by the Board.

ANNUAL ACCOUNTS

- The annual accounts will be prepared by the Finance Administrator in conjunction with the Programme Manager each year.
- Draft annual accounts will be available to the Board by 31 March of the following year.
- Final audited annual accounts will be available to the Board by 31 May of the following year.

ANNUAL BUDGET

- The annual budget will be prepared by the Finance Administrator in conjunction with the Programme Manager.
- The annual budget will be presented to the Board for approval by 30 November, prior to the new financial year starting.

BAD DEBTS

- All outstanding monies will be reviewed on a weekly basis.
 - The following process will followed for overdue fees as follows:
 - Debt 2 weeks old: The Programme Manager will discuss the matter with a parent / caregiver, in a diplomatic way, upon collection of their child.
 - Debt 3 weeks old: The Programme Manager will make a personal phone call to the parents requesting payment
 - Debt 4 weeks old: The debt will be referred to the Principal of Meadowbank School (the Board's representative), who will make second phone call to the parents requesting payment.
 - Failing the above, then the children whose fees are unpaid may be denied entry into the programme. This will be reviewed on a case by case basis, by the Board.
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