

Action Kidz

*After-School Care & Holiday Programmes
Year 1-8 (5-13 years)*

POLICIES & PROCEDURES MANUAL



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PROGRAMME PHILOSOPHY

Action Kidz provides safe, organised, fun and above all quality out of school care, which caters for children's different ages, gender, and cultural backgrounds while attempting to encompass individual needs and interests.

The safety and well-being of the children is the paramount consideration for the duration of the programme.

Staff is carefully selected to meet the high standards of programme delivery set by the Programme Director. Staff is encouraged to take ownership of part of the programme and any ideas and participation in planning is encouraged. Senior staff is pivotal in the planning process.

Action Kidz staff are valued and, therefore, will endeavour to provide a thriving work environment, which meets all staffing requirements.

The policies will be reviewed annually. Management takes full responsibility to ensure this is completed.

Copies of these policies and procedures will be made available to staff, parents, and caregivers at all times.

PROGRAMME ENVIRONMENT

Action Kidz will provide a safe, varied and stimulating programme that meets the developmental, emotional, intellectual and physical needs of the children. It will provide an environment where the well-being of children attending is paramount. It is a safe, positive and child-focused environment, ensuring that all children and their families feel welcome, included and valued as individuals.

AFTER-SCHOOL CARE

Programme planning will take place in blocks of four weeks with different activities scheduled for different days, to ensure all children have exposure to all types of activities.

Each day's activities and programme plans will be displayed at the venue. There will be varied, planned and organised age appropriate activities or crafts each day.

While the supervisor will be available for homework assistance, it will remain the parent's/ caregiver's responsibility to ensure all homework is completed and returned on time.

HOLIDAY CARE

Programme planning will take place in blocks of two weeks. Holiday care will include onsite days and three to four trip days per week where practical. The programme will be distributed as soon as possible prior to each holiday period and will be available on the website.

This programme will outline the location and dates of each activity, each day's planned activities, costs, enrolment information, policy information and other relevant parent information.

Children will be encouraged to participate in planned activities but may choose not to, providing they are not disrupting the programme. Action Kidz will encourage all children to participate fully in the programme, however, will supervise children who choose not to participate.

Whenever possible, alternative activities will be provided. All equipment will be well maintained and will be age appropriate.

The suitability and effectiveness of planned activities may be measured by way of a survey, to be carried out from time to time. The survey will be a random cross section of participants from the programme.

PROGRAMME CONTENT

Both after-school care and holiday care will cover a wide range of activities that meet children's needs in the areas of:

- Planned art, craft and baking activities
- Time on Action Centre activities (Inflatable World, tenpin bowling, and minigolf)
- Child directed use of art and craft materials
- Organised sport or active group games
- Organised group quiet games or activities
- Free use of games and equipment
- Free play time
- Organised excursions to approved destinations

FOOD

Children booked into after-school care and holiday care will be provided with a simple afternoon tea. This will follow nutritional guidelines, for example cut up fruit, crackers, popcorn, sandwiches, biscuits etc. Occasionally the children may have the option of treat foods such as pizza. Water is provided.

Parents are expected to fully brief staff regarding any food allergies or nutritional requirements that their children have.

Children will have a clean and hygienic eating area with suitable seating for all children.

Children will be reminded to wash their hands before they eat or drink, after using the toilet, after playing outside etc. Supervisors will be encouraged to follow basic food safety practices such as handling and storage. Programme Allergy Lists will be displayed for all staff.

SPACE

Adequate space will be provided that allows all children to engage in activities that are noisy and messy as well as space for calm and quiet activities. Each days' programme will include at least one activity in the Action Kidz room and one activity either outside or on the courts. All the children in the programme will be required to move from one activity to the next as a group. Those children who chose not to participate in an activity will sit in close proximity to the group.

Breakaway rooms and other spaces will be available where possible, to ensure the continuation of the programme delivery in the event of weather conditions preventing outdoor play and activities.

All furniture, materials and equipment will be comfortable and convenient for children to use and will be stored appropriately for easy access.

Daily hazard identification checks will be carried out to ensure that all areas continue to be safe. The staff: child ratio will comply with the OSCAR requirements. See Programme Supervision on page 16 for more details.

A quiet area, suitable for free time, will be available where possible if a child wishes to remove themselves from the programme. This area will be suitably supervised if required.

TOILETS FACILITIES

Children will use toilet blocks attached to the main centre.

When children require toilets and bathrooms, a staff member must be notified (this includes both on and off-site). That staff member must check the toilets for anything unusual, including strangers, before allowing the children to enter. The staff member must stay positioned outside the toilet block to ensure the children come out safely.

Toileting facilities must be included in RAMS forms.

If there are no separate adult and children toilets available, staff must not use the toilets while occupied by children.

PROGRAMME FEE STRUCTURE

GENERAL

The fee structure will be included on the enrolment form available at same schools or from the Action Kidz office.

Payment methods include cash, EFTPOS and internet banking (credit card is available. A 5% surcharge applies).

Should this account become overdue, and sent for debt collection, all costs incurred will be the responsibility of the parent(s).

Spaces are available on a first come, first served basis, however, holiday care spaces are reserved for after-school care families.

When the programme is full, a waiting list will start, also on a first come, first served basis.

If a child is collected after 6.00 pm, a late minimum fee of \$15 per 15 minutes will be charged, as strict observance of the finishing time must be adhered to. This must be paid at the collection of the child/ren. Depending on individual circumstances, this fee will be charged at the discretion of the Programme Director and/or Programme Manager.

AFTER-SCHOOL PROGRAMME

Fees for the after-school programme are paid two weeks in advanced and are payable weekly. Fees can be found on the enrolment form.

Parents/guardians pay for the days they have booked their child(ren) into the programme regardless of their attendance. If children are absent from the programme, parents are to inform the Action Kidz office before 2.00 pm on the day.

For children who are expected to be absent from the programme for a period of ten working days or more, Action Kidz will keep their place open for a retention fee of 50% of the normal applicable fees. Two weeks' notice in writing is required for this service to be applied.

In line with normal business and commercial practices, statutory holidays which fall on normal school days, including teacher only days, are treated as such, with appropriate fees applied.

For days where schools run parent-teacher conferences, additional prices will apply before after-school care starts at 3.00 pm. A per hour rate of \$6 will be charged. All children enrolled in after-school care that day will incur normal charges.

All enrolments must be submitted on an Action Kidz After-School Care enrolment form.

To cancel a permanent booking, we require two weeks' notice in writing as all programmes are staffed and resourced in advance.

HOLIDAY PROGRAMME

Fees for the holiday programmes are due at the time of enrolment. An enrolment form will not be accepted without full payment in full, unless applying for the WINZ OSCAR subsidy. In this case, a 25% deposit is required to secure a place in the programme.

All enrolments must be submitted on an Action Kidz Holiday Programme enrolment form. Changes to existing bookings can be accepted by email or telephone. These changes need to be updated on the enrolment form by a staff member.

Action Kidz Holiday Programme has a no refund policy as staff is employed and staffed based on the number of children enrolled. If less than ten working days' notice is given i.e. on the day, parents may choose to swap the absent day to another day in the same holiday period, providing space for extra children is available on that day.

If more than ten working days' notice is given then a full refund, less \$45 cancellation fee will be applied.

Prices displayed on the holiday programme are from 8.00 am to 3.00 pm only. Additional charges will apply for those needing care until 6.00 pm. There is no care available before 8.00 am.

The upcoming holiday programme can be found on our website, the Action Kidz office or at some schools.

CASUAL BOOKINGS

A casual booking is classified as a one-off booking when required. If your child is attending the same number of hours or days each week this will be classified as a permanent booking and will be charged accordingly.

Casual bookings may incur an additional charge. Please refer to Fees Structure for more information.

PROGRAMME OPERATION

PROGRAMME HOURS

The after-school care programme will operate from 2.45/3.00 pm - 6.00 pm Monday to Friday during the school term.

The holiday programme will operate from, at the earliest, 8.00 am – 6.00 pm at the latest, Monday to Friday during the school holidays.

ENROLMENT

All families must complete an enrolment form for their child/ren attending all programmes to secure a place in the programme. This form must be signed by a parent or guardian before they can participate in the programme.

The enrolment form includes:

- Child's name, address and home phone number
- Parent's name/s, address and all daytime phone numbers
- Names and contact details of two emergency contacts
- Names of adults authorized to collect child
- Any health or medical conditions, what treatment is required, and whether the child is 'self-medicating
- Access or custody instructions
- Cultural awareness
- Other information necessary to provide proper care
- Days and times on which child will be attending
- Photo approval
- A privacy statement noting the purpose for collecting the information and who has access to it
- The information gathered may be viewed by the Ministry for Children, Oranga Tamariki
- Permission for staff to transport their children to the Programme

All enrolment information must be kept up-to-date.

Any changes to the above details must be notified as soon as possible to the programme supervisors and/or office, as outlined in the enrolment form to ensure safety of all children. These details can include custody or pick up arrangements. If necessary a new enrolment form needs to be completed.

Parents are expected to contact the programme directly if there are any changes to booked hours, or for casual bookings. To make a casual booking the Programme Supervisor must be contacted prior to 12.00 pm on the day. An enrolment form is required prior to casual bookings.

A new enrolment form needs to be filled out for each holiday programme.

All children enrolled at Action Kidz will have to create a profile on Enrolmy. Parents will be able to access enrolment information, update personal details, and view account statements at any time via the website. Those parents who do not have access to internet will be sent a statement weekly.

RECORD KEEPING AND CONFIDENTIALITY

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

Accurate, current and easily accessible records will be kept. Records include but are not limited to the following:

- Enrolment information
- Attendance
- Complaints
- Health information; parental consent for any treatment and/or medication administered.

All information collected on forms, such as enrolment and staff information, shall not be shared except with the owner's permission or as required by legislation, for example, Health and Safety Act. All files holding confidential information will be suitably secured and kept away from the access of unauthorised persons.

All personal information shared in discussions between staff or at meetings is to remain between those persons.

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

All staff will be informed that any information learned during the course of employment with Action Kidz, must remain private and confidential at all times.

All photos taken of and by the Action Kidz team members are for marketing, promotional and Action Kidz use only. Photos may only be taken of children who have agreed for their photo to be shared with Action Kidz. This is the responsibility of the Programme Supervisor. The supervisor will also ensure that assistants know whose photos cannot have taken to avoid any confusion.

This will be covered in the induction process.

ATTENDANCE

Enrolment information will include the day of the week the child will attend each programme.

Attendance records will be kept via the Attendance Register. It is a Ministry of Social Development and OSCN requirement that all children are to be signed in and out at all times. There are no exceptions to this requirement. All staff, particularly those on duty at reception, will assist, to ensure that attendance records are completed at the beginning and the end of each day.

During after-school care, it is the responsibility of the driver to sign the children they collected into the programme. During the school holidays, it is the parents/guardian's responsibility to ensure their child has been signed in. At all times, it is the responsibility of the parents/guardian to sign their child out of the programme.

During an emergency evacuation, the supervisor, or another staff member if the Supervisor is unavailable, will take the sign in/out sheet and complete a full roll call at the evacuation point.

MISSING CHILDREN

Formal attendance checks will be made regularly throughout the day.

After-School Care

If a child is not at the pick-up location after school:

- Staff will contact the child's school reception for absence information
- A thorough search of the school will be conducted
- Parents/guardians will be notified
- Centre management will be contacted, who will phone the child's emergency contacts or people authorised to collect the child
- If necessary the police will be contacted

In the event where parents have forgotten to let the programme know that their child does not need collecting on their usual collection day, an additional fee will apply.

Holiday Programme

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

- Parents will be telephoned
- If parents are unavailable, emergency contacts will be telephoned
- If, after a reasonable time to allow for unforeseen circumstances by the parents, local police will be contacted by the Programme Director and/or school.

If a child is found to be missing during the programme, the following procedure will be followed:

- Staff will conduct a thorough search
- The programme management will be informed as soon as possible
- Parents will be contacted
- If necessary the police will be contacted

COLLECTION OF CHILDREN

Children must be signed out of the programme before leaving the premises.

Parents are expected to contact the programme supervisor before 2.00 pm on the day of attendance if their child is not attending or if they are being collected by someone other than those named on the enrolment form as being authorised to collect.

Any new person collecting the child will be required to present a photo ID card to confirm identity before a child is released to that person(s).

The following steps will be taken if a child is not collected at the end of the programme:

- Action Kidz staff members will stay with the child at all times and exercise the duty of care and continue this obligation until the parent or caregiver collects the child.
- Parents and emergency contacts will be contacted.
- If there has been no contact with the parents or the emergency contacts within one hour of the programme closing, the child will be taken to the nearest police station by the Programme Director or programme manager.
- A note will be left at the main office indicating where the child has been taken.

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. If contact cannot be made with parents' we will not release the child until communication has been made with us. Applicable fees may apply if child stays past booked times.

Parent must provide written consent for their child to leave the programme unaccompanied. This can be done on the Leave Request permission form when signing up or, in the case of a one-off occurrence, parents can email or text permission. This permission will be printed and kept on file. Action Kidz manager, director or head supervisor will sign the child out of the programme at the agreed time.

MOBILE PHONES AND DEVICES

Children

Children are not permitted to bring and use electronic devices during after-school care hours and holiday care. We understand that some children need electronics for homework and we are happy for them to use them during this time, however, Action Kidz is not responsible for any internet usage or misuse of the device.

Children are not permitted to have cell phones in the programmes, neither in after-school care nor holidays, unless parents have provided written consent and reasoning for the use of the phone.

Any devices brought to the programmes are at your own expense and Action Kidz is not liable for any broken, damaged, or misused devices.

Staff

Action Kidz will supply each programme with a mobile phone to ensure that adequate phone access is available at all times. This phone is the sole responsibility of the supervisor on site and is not permitted for personal use. This must be kept on their person and switched on at all times during the programme. The programme number will be available on business cards for parents.

At least one other staff member must have immediate access to a mobile phone.

Any parents contacting the programme will, in the first instance, call the Programme Supervisor, who will then pass any relevant information directly to the Programme Director.

Any areas which have poor phone coverage must be identified in a RAMS Form and a contingency plan must be put in place to ensure that contact can be made quickly with emergency services.

Use of personal mobile phones is not permitted during shift hours by the supervisors or the staff. Phones must not be carried by staff on their person at all. All mobile phones need to be placed on silent whilst workers are at work.

EXCURSIONS

Excursions generally refer, but is not limited to, the holiday programme.

During the holiday programme, parents are to make their own arrangements to ensure children arrive at the programme safely.

When children are taken off site, staff will follow appropriate supervision and safety procedures.

- The staff/child ratio will meet the requirements (see Programme Supervision on page 18)
- Children will be put into groups with a staff member whose primary responsibility will be to supervise that group.
- At least two staff members are to carry mobile phones during any excursions.
- If the staff member is required to use their phone in an emergency, full reimbursement of all relevant costs will be made by Action Kidz as soon as is practical.

- On walks, the children will be organised into a buddy system and will walk double file with at least one staff member at the rear and one staff member leading.
- Where there is a road to cross, pedestrian crossings will be used if available. One staff member will stand in the middle of the road to ensure traffic is stopped before children begin to cross and will remain there until all children are safely across the road.
- A list of all children participating in the field trip will be with the programme supervisor at all times, including emergency contacts for each child.
- A First Aid kit is taken on day trips.
- Scheduling of regular roll checks
- Ensuring staff have adequate knowledge of the destination
- Briefing for children on behaviour and safety before they leave the venue and before they enter a venue

The daily timetable will be displayed on a board in the main kid’s room and there will be no significant departure from the planned itinerary unless an emergency requires it.

The planned itinerary for trips include contingency arrangements for weather etc.

Written consent will be gained from parents before children are taken on outings via the enrolment form. Parents will receive all relevant details about outings in this form ie. what to bring, appropriate clothing e.g. sweatshirts, sunhat, lunch, drink etc.

Risk management plans will be completed by the management team before each outing and will be signed and reviewed by the programme supervisors at the beginning of the day.

TRANSPORTING CHILDREN

All company vans (or any vehicles used) will undergo the required WOF checks and be registered at all times. Diesel vehicles will have the required diesel miles up to date.

Staff transporting children will be have a full drivers licence and each driver will have a mobile phone with them.

In the unlikely event of a breakdown, management and centre staff will be notified immediately. The driver will stay with the children and reassure them until help arrives. If possible, another centre van will collect the children, otherwise a reputable bus company will be used to transport the children. Parents will be notified of the event on collection of their child.

Only reputable and recognized bus companies will be used to transport children. These companies must meet the legal requirements for operating a bus company.

Requirements for Child Restraints

Age of Child	New Zealand Law States
Until their 7 th birthday	Correctly secure your child in an approved child restraint (booster seat)
From their 7 th to their 8 th birthday	Correctly secure your child in an approved child restraint if one is available in the vehicle (and if not, in any child restraint or safety belt that is available)
From their 8 th birthday to 14 years old	Must use safety belt if available. If not available, they must travel in the back seat.

COMPLAINTS PROCEDURE

Action Kidz has a complaints procedure. Parents will be informed of this in the enrolment form they receive at the time of enrolling and it will also be clearly displayed at the centre.

This information will include contact details for the Ministry for Children, Oranga Tamariki and the Department of Labour, should parents wish to report a serious concern.

If parents have complaints about the programme or staff members, they should:

- approach the programme coordinator who will attempt to rectify the situation.
- If the parent is still unhappy they should then contact the Action Kidz Programme Director in writing on the complaints form and note any details of the grievance and desired outcomes.
- The Programme Director will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.
- A serious concern can be reported to the Ministry for Children, Oranga Tamariki and/or the Department of Labour.

The programme supervisors and coordinator will keep the Programme Director informed of any verbal complaints received.

Complaints are recorded and kept on file, with each party receiving a copy. Wherever possible, the requests of parents will be incorporated in programme planning and design.

CHILDREN WITH SPECIAL NEEDS

Action Kidz is an inclusive programme. No child will be excluded from the programme, provided the child's needs' can be catered for without negatively affecting the experience or safety of the other children and staff. Action Kidz will also endeavour to ensure that the child will benefit from being at the programme.

Full information about the child's requirements, including medication, diet, and supervision, must be obtained from the parents and included with the child's enrolment form. It is the programme supervisor's responsibility to ensure that all staff and volunteers are fully aware of the child's requirements and that they feel confident to provide the necessary care.

All children's needs' will be assessed in a non-discriminatory way. If any concerns are identified regarding individual needs, a meeting with parents will be arranged and any appropriate support measures will be put into place.

All incidents' regarding safety issues and unacceptable social behaviour of all children must be documented in an Incident Report. Any final decision on a child continuing in the programme rests with the Programme Director and every effort will be made to include the child within the parameters of the resources and safety procedures of the programme.

CULTURAL AWARENESS

Action Kidz will endeavour to identify and meet any cultural needs of children enrolled in the programme. Identification of cultural needs and requirements will be collected via the enrolment form, prior to children starting with Action Kidz. An opportunity will be given to the family for input and consultation.

Any information about cultural and religious requirements and food requirements will be catered for on the enrolment forms.

This information will then be communicated to all relevant staff prior to the child starting the programme.

Any existing and unique characters of the programme will be communicated to parents prior to children starting at the programme.

BEHAVIOUR MANAGEMENT POLICY

In order to provide a safe and enjoyable environment for children, staff will use a clear and consistent approach to guide children's behaviour.

Every child will be:

- treated with respect and dignity.
- given positive guidance to encourage appropriate behaviour.
- given positive guidance using praise and encouragement and avoiding blame, or harsh language.
- encouraged to take responsibility for their behaviour by being offered choices and the use of consequences, including, if necessary, the involvement of parents.

Focus will be given to the behaviour, not the child.

Inappropriate behaviour is defined as, but not limited to:

- Biting, hitting, kicking, spitting, throwing sand/bark/toys, yelling inside, pushing, shoving, pulling hair, bad language, intimidating others or damaging their creations.

Appropriate behaviour is defined as:

- Respecting others people, their creations, and equipment.

RULES AND RESPONSIBILITIES

Action Kidz has clearly defined rules that use children's language to ensure that the children understand what the rules are.

The staff and children will formulate a set of rules for the programme and discuss the consequences of breaking these rules.

Positive reinforcement will be used as much as possible. Rewarding good behaviour will promote good behaviour.

The rules will cover the following:

- Moving around and everyone's safety
- Boundaries – behaviour and physical
- Tidiness
- Consequences
- Rewards
- Positive language

Children are also responsible for:

- Keeping the programme clean and tidy
- Packing up toys and equipment when they have finished using them
- Helping with the daily tidying at the end of the day
- Looking after the programmes' property and resources

GUIDELINES

Steps to be taken in managing behaviour include:

- Redirection
- Removing the child from the situation
- Warning the child with “Don’t do ... please do ...” OR “(child’s name) I don’t like you doing ... because ... rather try ...”
- After the second warning, you can use “No (child’s name) ...” OR “I don’t like you doing Stop now or ...” OR “I feel ... when you do ...” OR “How do you think (victim’s name) feels when you do ...” OR “How would you feel if someone did ... to you?”.

Staff will, at all times, model the required behaviour, and will be available to assist children to manage their behaviour.

A stimulating and varied programme will help ensure against boredom.

CONFLICT RESOLUTION

Conflict between children is normal. Staff will use appropriate methods and problem-solving skills to help children manage their conflict.

Children will mostly respond to a stern reminder of the rules they should be adhering to.

When these rules are ignored, staff will use the least intrusive approach possible to rectify the situation.

- Time-out may be used, to allow children to cool off, but not isolated from view or from others
- Children will be allowed time to talk about what happened and what the conflict was about
- Ask open-ended questions such as “What happened?” or “Can you tell me ...” rather than “Did you?”
- Listen reflectively. “You’re saying ...” or “In other words ...”
- Acknowledge feelings as well as facts. “Sounds like you’re feeling...because...”
- Avoid making judgments or judging children’s solutions. Respect their opinions and attempts to rectify the situation.
- Children will be asked how the situation could have been managed differently – brainstorm to assist children to problem solve.
- Children will be asked how they would like to end the situation e.g. handshake, apologies etc.
- Children may need help understanding the consequences of a solution. “What do you think would happen if you did that?”
- Children may need help actioning their solution. Ask, “What is the first thing you need to do?” or “How are you going to take the first step?”

SERIOUS MISCONDUCT AND EXCLUSION

- Unacceptable behaviour will be recorded in the Behaviour Incident Report and filed for safe keeping.
- Serious or repeated cases of unacceptable behaviour will be reported to the parent/guardian
- If the unacceptable behaviour continues, parents will be asked to meet with the supervisor and all avenues will be explored and a behaviour management plan will be prepared.
- If no improvement is made, it is a last resort of the programme supervisor, in consultation with management to exclude the child from the programme, either for a short time or possibly permanently.
- All discussions and recording of children’s behaviour will be entirely confidential.

STAFF CONDUCT

- No child will be hit or physically, verbally or emotionally abused by staff members.
- Staff will address behaviour calmly and assertively and will not shout, threaten or intimidate children.
- There will be no unusual confinement and food and drinks will not be withheld from children.
- No physical restraints will be used on children unless it is an immediate issue of safety for the child or other children, or direct verbal commands have not been effective.
- Staff will not discuss the behaviour of children outside of the programme without ensuring they protect the confidentiality of the child and the family, except in situations where child abuse or neglect is suspected.

PROGRAMME SUPERVISION

Action Kidz will operate under strict supervision guidelines ensuring the safety and well-being of children at all times.

- There will be a minimum of two staff involved in the supervision of children attending the programme and will be within sight and sound of a staff member at all times.
- Action Kidz will not employ staff under the age of 16.
- At least one person, commonly the Programme Supervisor, over the age of 20 will be on site at all times. This person is responsible for the overall supervision of staff and children.
- To ensure all children are within sight and sound of a staff member at all times, boundaries will be set at the beginning of the programme. Staff supervising specific areas will be aware of where children are at all times.
- Children will be allowed in specific areas at the discretion of the staff. If safety factors prevent staff from adequately supervising a particular area, this area will be off limits until it can meet supervision requirements.
- The overall boundaries of the programme will be explained at the beginning of each day.
- Regular head counts will be conducted throughout the day.

All staff will be active in their supervision. They will interact and encourage children and ensure all children can be seen at all times. The boundaries of specific areas will be explained to children before the activity begins.

All staff will assist, to ensure that the sign-in and sign-out sheet is completed by parents/caregivers at the beginning and the end of each day.

STAFF: CHILD RATIO

Staff will be rostered according to the number of children enrolled and the day's planned activity.

- The staff: child ratio will be 1:10 onsite during after-school care and holidays
- The ratio for excursions will be 1:8
- The ratio at swimming/water activities will be 1:6

If a staff member is required to leave their assigned area, they must ensure another staff member has taken their place, and they have informed the Programme Supervisor.

No staff member, at any time, is permitted to be alone with an individual child.

HEALTH AND WELLBEING POLICY

To have a fun and stimulating programme, it is important to safeguard the health and well-being of children, staff, and others in the programme.

All the staff at Action Kidz will respond appropriately when illness or medical issues arise at the programme.

Children who are unwell may not attend the programme. Information about children's medical conditions and/or allergies is collected on the enrolment form and all staff is made aware of these.

Action Kidz has made available details of the nearest medical emergency centre and its location, hours and contact details are easily accessible for staff.

Management will ensure staff is kept informed about any medical warnings in the community.

Action Kidz is part of Civil Defence Red Cross New Zealand, where we receive information regarding weather and natural disasters, warnings or events currently occurring in the Nelson, Tasman areas.

Action Kidz will also have an emergency civil defence kit set up at each programme in case of a disaster.

Healthy eating choices are promoted at the programme through the food that is served and any information to parents about snacks and lunches.

FOOD HANDLING AND HYGIENE

Staff and children will wash hands before any food handling.

Children will be reminded of hand-washing after using the toilets, before eating etc.

Staff will undergo training in and follow basic food safety practices in regards to handling and storage.

UNWELL CHILDREN

If a child becomes ill during the day they will be made comfortable in the quiet time area. Parents will be notified and expected to collect the child as soon as possible.

If staff are concerned about the health of a child and feel the matter is urgent they will first ring the parent, then if the parent cannot be contacted they will ring the emergency contacts.

If necessary the children will be moved (possibly by private vehicle) to the nearest medical facility and a staff member will remain with the child while parents are notified.

If it is not safe or appropriate to move the child, an ambulance will be called with any costs incurred is the responsibility of the parent.

MEDICINES

If a child is to be administered medication at the programme, parents must confirm details of the medication in writing on the Medicine Consent form including when and how to use it.

- In the case of any children administering their own medication, parents must specify this.
- Staff will ensure that all medicines are stored safely in the Child Medication Box including those children who are allowed to self-administer e.g. asthma inhalers.

- Any medication such as epi-pens, which are required to be held in children's school bags should be advised on the enrolments form and medication forms are still required to be filled in.
- There will be no risk of medicines being mixed up or tampered with by others as the medication will be stored in the medication box away from children.
- All medication will be labelled with medication labels containing the child's name, dosage, time and signature from the parent.
- Staff will keep a record of all medication given and parents are required to check and sign this when and if medication is taken.
- All medical records kept by the programme are strictly confidential.
- Staff will only administer medicines in accordance with the written dosage.

COMMUNITY WELL-BEING

Action Kidz has limits to confidentiality.

Information acquired regarding any at-risk situation about a child or associated community member will be reported.

Staff will report these at-risk situations using the appropriate form and inform the Programmes Director and Programmes Co-Ordinator immediately.

Any situation deemed to be involving the risk of a child or community member will be reported to any and all appropriate authorities.

CHILD PROTECTION POLICY

Maintaining the well-being and safety of children and young people is a paramount goal of Action Kidz. This includes the prevention of child abuse.

The interest and welfare of the child or young person will be the primary consideration when any action is taken about suspected abuse. Action Kidz supports the roles of statutory agencies (the Police and the Ministry for Children, Oranga Tamariki) in the investigation of abuse and will report cases of suspected abuse to these agencies according to the process outlined below.

Action Kidz will maintain a good working relationship with the statutory agencies and be familiar with the laws which serve to protect children and young persons from abuse. We will consult with these and other agencies which have specialist knowledge to help protect children from abuse. Staff will not assume responsibility beyond the level of their experience and training.

This policy guides the actions of the organisation whenever there is a concern about the abuse of children. This includes recording concerns if a child discloses abuse, suspected abuse by a staff member or suspected abuse between children at the programme.

It also provides guidelines for staff to help minimise the risk that they may be subject to an allegation of abusive behaviour.

DEFINITION OF CHILD ABUSE

"Any act by which an individual, institution or society as a whole that interferes with the well-being of a child or young person and deprives that child or young person of his or her rights".

There are five types of child abuse:

- Sexual abuse occurs when someone uses his or her power over the child or takes advantage of the child's trust and respect, to involve the child in sexual activity.
- Physical abuse is non-accidental injury by somebody and also includes abusive administration of drugs or alcohol to a child.
- Emotional abuse is when a child's self-esteem is attacked by somebody to coerce the child into doing what the abuser wants them to do.
- Neglect is a denial of the basic needs/ rights of nurturing, food and shelter so that the child fails to thrive. It must be seen as a form of child abuse.
- Family violence may be witnessed or experienced by children and involve physical, sexual and emotional abuse.

TRAINING

Action Kidz is committed to maintaining and increasing staff awareness of how to prevent, recognise and respond to abuse through appropriate training. As part of their induction, new staff will be made aware of the programme policy on child abuse. They will be trained in expectations of behaviour and their duty of care.

RESPONDING TO CHILD ABUSE

Action Kidz will act on recommendations made by statutory agencies concerning the official reporting of suspected abuse and on consulting with families.

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 programme diaries, day books, communication books and enrolment information etc.

Information volunteered by a child should be fully and accurately recorded on a suspected child abuse form.

No child should be interviewed or in any way questioned about the suspected abuse, particularly sexual abuse.

No staff member will act alone about suspected child abuse but will consult with the Programme Director. Staff involved in cases of suspected child abuse are entitled to have support.

Where staff and programme management suspect child abuse has occurred and a child is unsafe, programme management is committed to promptly reporting the matter to the Police or the Ministry for Vulnerable Children.

The programme will maintain knowledge of such individuals, agencies, and organisations in the community that provide support.

As a member of the public any staff member has the right to report abuse directly to the police or The Ministry of Vulnerable Children in accordance with Section 15 of the Children, Young Persons, and Their Families Act 1989.

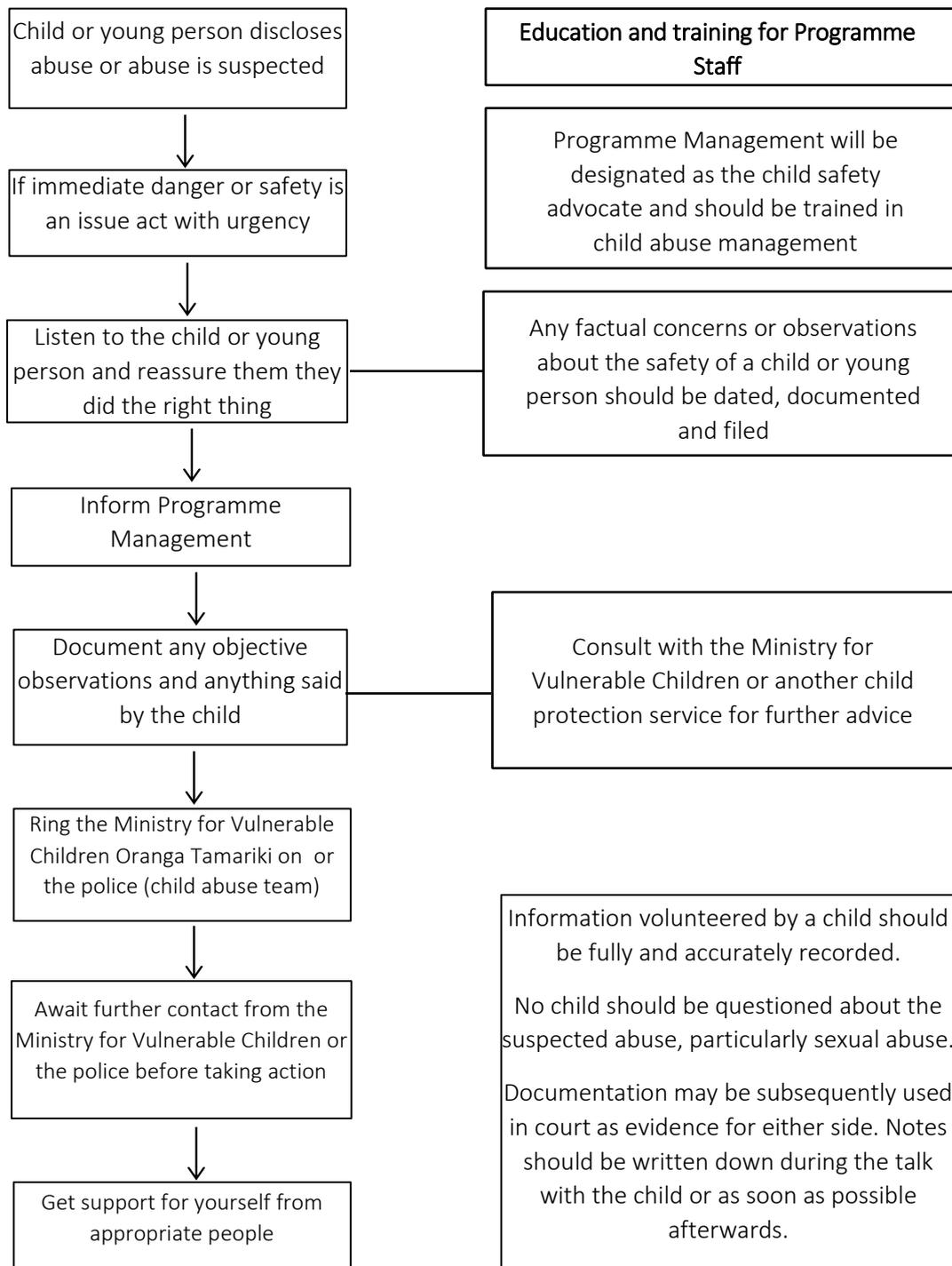
CUSTODY ARRANGEMENTS

Parents and caregivers **MUST** advise Action Kidz of any informal and formal custody arrangements which exclude one or other parents, family members or caregivers having access or limited access to children including any changes to those arrangements.

Custody arrangements or changes with children must be notified to the Action Kidz office & programme supervisor as soon as they become active.

If custody is due to court arrangements these forms need to be provided to Action Kidz as soon as possible.

RESPONSE TO SUSPICIONS OR DISCLOSURE OF CHILD ABUSE



PEER ABUSE

Action Kidz will ensure that the safety of the child or young person is paramount and no form of physical, sexual or verbal harassment or violence from peers will be sanctioned or minimised in any way.

While the situation is being evaluated the children or young persons concerned will be separated. It is essential to reduce further emotional trauma for the victims who may be fearful and distressed if they are in contact with possible abusers.

In some cases where the abuse has occurred at the programme, an immediate suspension may be appropriate, as outlined in the behaviour management policy.

Action Kidz will make every effort to keep specific and identifying information as private as possible. Nothing will be passed onto the media from Action Kidz and parents will be asked to keep information as private as possible.

When an abusive child is enrolled in the programme there will be communication with the management and staff about risks involved. Co-operation of the family will be sought in doing this.

SUPERVISION GUIDELINES

To minimise the risk of actual or alleged abuse in the programme these guidelines are in place.

- All staff should examine the opportunities or possible situations there are for staff to be alone with children. This should be avoided wherever possible. If you are alone use extremely careful judgment.
- Wherever possible an open-door policy for all spaces should be used (i.e. not possible for toilets).
- Staff should be aware of where all children are at all times and check to ensure what they are doing is appropriate.
- Be aware of situations where children are out of sight together (dens, play huts etc.) and supervise accordingly.
- Visitors to the centre should be monitored at all times by programme staff.
- All volunteers and outside instructors should be monitored by the paid programme staff.
- Unless requested by children or parents there is no need to assist school aged children with toileting. If the situation arises, ensure that other staff know you are toileting a child/young person, and that parents are informed.
- Where a child or young person requires assistance, e.g. intellectually or physically disabled, if possible involve the parents/caregivers and outside agencies (such as Group Special Education, Ministry of Education) to assist. If this assistance is not available, ensure that the staff members are aware of the appropriate procedures when giving assistance.
- Staff should avoid transporting a child or young person on their own at all times, unless an emergency requires it.
- Except in an emergency, children and young people are not to be taken from the programme without written parental consent.

ALLEGATION OF ABUSE AGAINST A STAFF MEMBER

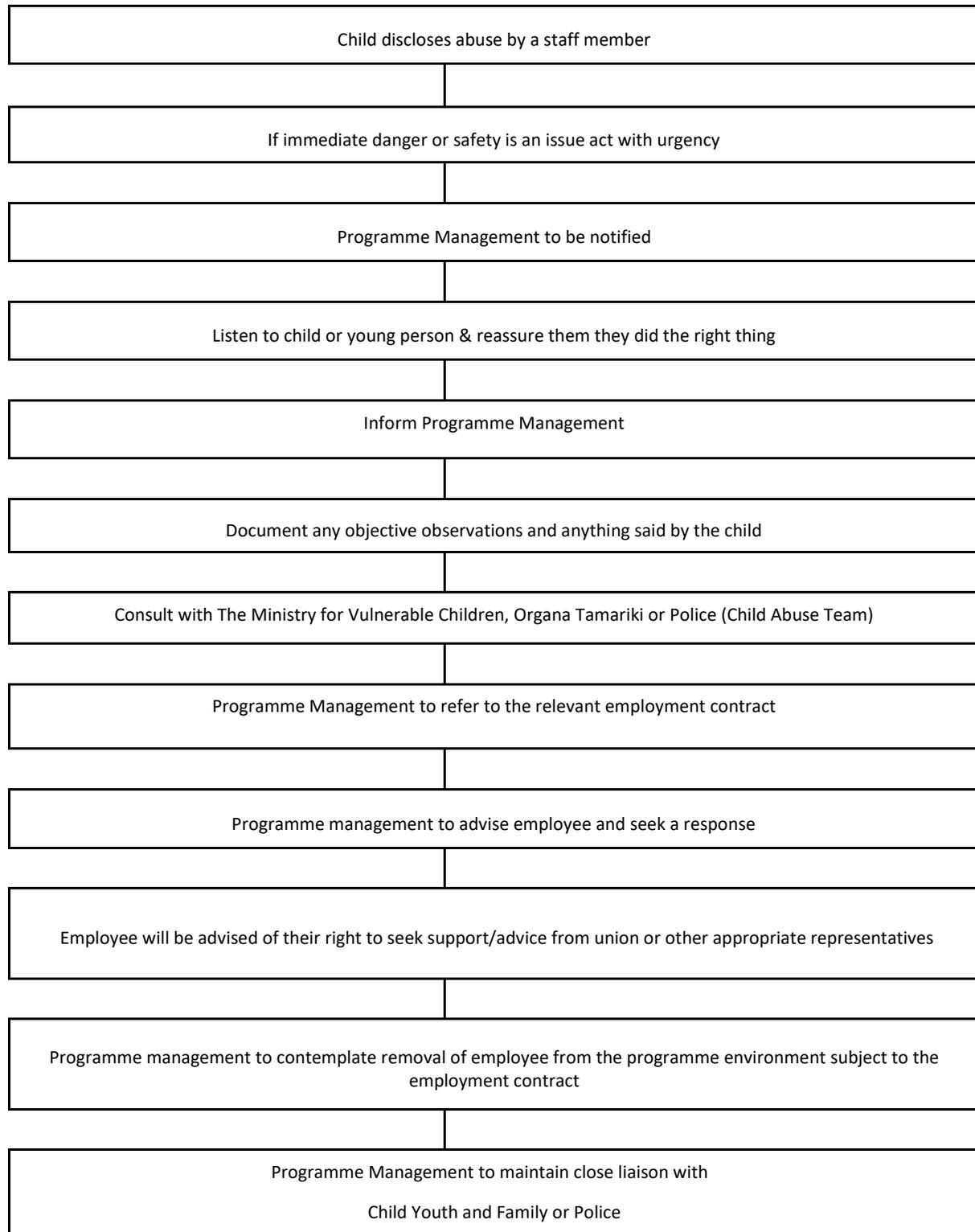
Where it is suspected that the child abuse has been perpetrated by a staff member or other person assisting with the programme, the matter must be reported promptly to the Programme Director.

Under no circumstances should the child making the allegation be exposed to unnecessary risk.

This may require programme management to contemplate the removal of the employee from the programme environment subject to the requirements of the applicable employment contract.

All actions will be undertaken discretely and as confidentially as possible and in the best interest of the child concerned and are not acting to protect the organisation.

Programme management will ensure the following process is undertaken:



PROGRAMME STAFF AND MANAGEMENT POLICY

Action Kidz will ensure quality care is provided through fair and consistent recruitment procedures, and the supervision and training of all staff, including relievers and volunteers.

“Staff” is defined as anyone involved in the Action Kidz After-School Care and Action Kidz Holiday Programme who is relied on to deliver the programme to children. This includes volunteers, management and paid staff.

RECRUITMENT

The selection and recruitment of staff is the responsibility of the management team in consultation with the appropriate Programme Supervisor.

All paid staff will be recruited according to the following procedure:

- All positions may be advertised and a shortlist of applicants will be drawn up for interviewing. The programme’s director and supervisor, at the discretion of the director, will conduct interviews.
- All applicants must complete an application form and will be required to provide the names of at least two referees. It is the Programme Supervisors responsibility to contact two referees for verification of the applicants’ experience and suitability to work with children, prior to appointment.
- All appointments are at the discretion of the programme director when appointing a supervisor, and in consultation with the supervisor when appointing assistants.
- Applicants who have been interviewed will be informed of the decision verbally. Applicants who are not interviewed will be informed by letter. The successful applicant will receive a Confirmation of Appointment letter or phone call.
- Both parties are to sign the Employment Contract.

Any volunteers working at Action Kidz will receive an agreement of service describing their roles and responsibilities.

Police Vetting

All staff, 17 years and older, including volunteers, must sign a Consent to Disclosure of Information, which will be entered into the Police Licensing and Vetting Service Centre, Wellington. Those under the age of 17 years will be reference checked and supervised at all times.

Action Kidz requires all staff to be police vetted under the new Vulnerable Children’s Act 2014. This includes all staff on site such as caretakers, gardeners, cooks and administration staff. Police vetting will be updated every three years.

Offers of employment are not fully complete until police vetting confirms a candidates’ suitability. Employment can be terminated if an employee is deemed unsuitable by police vetting records.

Any person who has been convicted of sexual offences or violent offences, in conjunction with the Exemption Bill, will not be employed by Action Kidz.

Employment Agreement and Job Description

A written employment contract, clearly setting out wages and conditions of work, must be signed by both parties.

Staff will be provided with a full job description that states responsibilities, and skills, certification and standards required.

DUTY OF CARE

Duty of Care is the legal obligation each person has to take reasonable care to avoid causing foreseeable harm to another person or their property.

Duty of care starts when a staff member arrives for work and ends when the last child is collected. All staff will be made aware of this responsibility in the Code of Conduct and during induction training.

Action Kidz aims to create an environment for children that is stimulating, fun, caring and safe. In order to achieve this, staff should be aware of these professional guidelines.

PROCESS TO MANAGE, SUPPORT AND TRAIN STAFF

Performance Management

All staff may be included in a performance management system where appropriate, to ensure staff maintain a high level of professionalism and to maintain the integrity of the programme.

A performance appraisal for each staff member will be carried out at least once per year. These will be conducted by the programme's Director and Supervisor and will be fully documented.

The Supervisor will identify any areas for further development or training.

Staff Training

All staff, prior to commencing work with Action Kidz, will preferably have experience and/or training in school-age childcare and /or recreation.

Staff training needs will be reviewed as required and opportunities for further training will be provided as needed.

All staff must complete an induction training covering the programmes policies and procedures, information on hazard management, reporting of accidents and incidents, and emergency procedures.

All staff training, when undertaken, will be documented.

Staff should feel comfortable confiding in the programme manager or head supervisor when they need any support. An opportunity for further training will be provided if the need arises.

FINANCE

Action Kidz will be run in a manner which keeps control of day to day finances and shows accountability and transparency. The accounting system used is XERO.

All money handling will be carried out by the Programme Director, Programme Manager, Programme Supervisor and Office staff. All banking will be carried out by the Programme Director.

Any payment made by a parent and taken by someone other than the Programme Supervisor is the responsibility of the Programme Supervisor. Payments can also be made online via the Enrolmy website.

Action Kidz will ensure that all financial and legal responsibilities are met.

Overall responsibility of the programme is with the Company Director.

The Company Director will approve all policy, financial reports and budgets, monitor expenditure and set limits on how much spending can be delegated.

An annual audit or independent review will be carried out by an appropriate professional.

Each programme will be assigned an Eftpos card. This will be used at the discretion of the supervisors for incidentals such as food supplies, fuel, daily excursion costs etc.

After-school care will have a set budget per week with which to buy afternoon tea, craft supplies etc. All purchases must be receipted.

The Supervisor must keep accurate records of all children's attendance for financial record.

HEALTH AND SAFETY POLICY

Action Sport (2018) Ltd (AS) are committed to ensuring that the health and safety of all children, staff and visitors in the facility are protected. AS is able to demonstrate an active commitment to all areas of health and safety management in the workplace.

A healthy working environment will be provided for all employees. Staff instruction and training will ensure all equipment and materials are used properly. Clear procedures and systems will be put in place to maintain a safe and healthy environment.

The Director and Programme Supervisor will ensure all staff is are trained and comply with health and safety procedures and relevant health and safety legislation including:

- The Health & Safety at Work Act 2015
- Accident Compensation Act 2001
- AZ/NSZ 4804 Occupational Health and Safety Management Systems (OSH) General guidelines

An Accident and Incident Register is in place and kept at the facility.

GENERAL RESPONSIBILITIES

AS has various management levels within the organisation. These responsibilities are assigned and based on the referenced legislative standards herein.

Further individual responsibilities are contained in procedures and position descriptions. All areas participate in the maintenance of the H&S controls as well as H&S planning.

All staff are encouraged to be actively involved in H&S reviews and the continual improvement of H&S.

Employer Responsibilities

The employer shall provide and maintain:

- A safe working environment
- A safe plan and systems of work (including, but not limited to, identifying, assessing, controlling and reporting hazards)
- Information, instruction and supervision of employees
- Safe use, storage and handling of substances
- Adequate facilities for staff
- Consultation with employees.

Managers and Supervisors Responsibilities

Managers and supervisors have responsibilities on behalf of their employer to:

- Allocate responsibility and accountability
- Plan and follow through with decisions
- Regularly review H&S
- Integrate H&S into all decision making
- Consult with employees
- Develop written policies and procedures
- Act as role models
- Ensure employees have all that is required to perform and work safely

- Consult with employees on staff changes
- Maintain a safe working environment.

Employee's Responsibilities

Employee's have a responsibility to Health and Safety:

- Comply with relevant legislation, regulations and codes of practice, standards and safe operating procedures either statutory or established by our Company
- Acknowledge and follow all safe working procedures in accordance with instructions
- Take reasonable care of self and other who may be affected by own actions
- Ensure accountability and responsibility for H&S within their areas of responsibility.
- Use the appropriate personal protective equipment (PPE) and attend training that will help to work safely.
- Provide accurate reporting, recording and investigation of all work-related accidents and near-miss accidents.

REPORTING, RECORDING AND IMPROVING

Reporting and Recording of Workplace Incidents and Injuries

AS has a procedure for internal or external reporting and recording of work-related incident, injury or illness.

Health and Safety Continuous Improvement

AS H&S processes are subject to regular reviews when situations likely affect the degree of risks from hazards, such as changes in materials, work procedures, work location, equipment, organisational, processes or methods occur. There are legislative requirements related to the type of frequency or monitoring and review activities such as safety inspections and audits.

It is the responsibility and accountability of Management to ensure that the outcomes are achieved in a timely manner.

AS will access best practice to ensure that the facility, equipment, staff and customers remain as safe as possible.

Regular H&S assessments will be carried out to promote continual improvement in managing H&S.

AS is committed to providing and maintaining a safe and healthy working environment for employees, visitors, customers and all persons using the premises as a place of work.

To ensure a safe and health work environment AS will:

Planning

- Set injury prevention for all work areas
- Annual reviews

Reporting

- Actively encourage the accurate and timely reporting and recording of all accidents and incidents
- Investigate all accidents and incidents to identify contributing factors and where required take corrective action(s)

Hazard Management

- Identify all existing and new hazards and take all practice steps to eliminate, isolate or minimise risk.
- Ensure all employees are made aware of the hazards in their work area and are adequately trained to enable them to perform their duties in a safe manner.

Consultation & Commitment

- Employer and employee consultation and participation in all matters relating to health and safety
- Performance reviews will include health and safety responsibility
- Promote H&S continuous improvement
- Meet obligations under the Health & Safety at Work Act 2015, Codes of Practices, relevant Standards and/or guidelines and local authority requirements
- All employees are expected to share H&S Policy commitment
- All Managers/Supervisors have a responsibility for the health and safety of employees under their Management
- Observing all safe work procedures
- Early reporting of accident/injury (pain or discomfort)
- Ensure all incidents and accidents are reported.

Rehabilitation

- AS supports the safe and early return to work of injured employees. Refer to the Return to Work Policy.

HAZARD IDENTIFICATION

AS has an active method that identifies, assesses and management the actual and potential hazards which may cause injury or harm in the workplace, including the venue, equipment, and regular activities. These will be evaluated to assess their significance and will be managed by minimising, isolating, or eliminating.

All hazards will be recorded on a Hazard Identification Sheet and will be monitored by the Programme Director and Programme Supervisor on a regular basis.

All staff will be trained in identifying potential hazards and will be made aware that these must be reported to the Programme Supervisor for documentation and follow up.

Procedure to Identify and Record Hazards in the Workplace

1. Potential hazards, which have been identified, should be notified to the immediate Manager

2. Hazard identification and risk assessment must accompany any proposal for the introduction of new equipment or processes or the modification of equipment or process
3. Reported hazards or changes proposed shall be brought to the attention of all Managers and employees through the consultative process
4. Hazard Control Plans (Safe Work Practices) or similar will be developed as part of the control system
5. Management and employees should review controls within one week of their introduction to ensure that they are appropriate and additional hazards have not been introduced. The Director may recommend changes to controls where appropriate.

Hazard Control

Hazard control is the process of implementing measures to reduce the risk associated with a hazard. Significant hazard control is the process of implementing measures to reduce the risk associated with significant hazards. The control process must follow the control hierarchy, in order, as prescribed in health and safety legislation. It is always important that any control measures do not introduce new hazards, and that ongoing effectiveness of the control is monitored.

The Hierarchy of Control is:

1. ELIMINATION
 - Remove the hazard completely
 - Repairs and maintenance
 - Changing ways tasks or an activity is carried out
 -
2. MINIMISATION
 - Engineering controls (earth leakage device, mechanical lifters etc)
 - Change of work practices (training, Safe Work Method statements, procedures etc)
 - Personal Protective Equipment (PPE) – hearing protection, eye protection, gloves etc

Note: Provision of PPE should always be the last control option considered. A combination of controls may be appropriate. However, the combination must be based on the control hierarchy.

For each identified hazard, a HAZARD CONTROL PLAN is prepared.

Trained and experienced People to identify and manage Hazards

AS has trained and competent staff who will receive ongoing training in hazard identification and management, risk assessment and control techniques.

AS Director is responsible for making decisions concerning health and safety and the following is incorporated in H&S for external expertise:

- Material Safety Data Sheets
- WorkSafe NZ – Dangerous goods and H&S
- Accident Compensation Corporation (ACC)
- Relevant legislation, regulations, codes of practice, safe operating procedures are available to all staff

Hazard Register

The form "Hazard identification: records the following information:

- Hazard
- Potential harm the hazard may cause
- Significant harm (as defined in the Health & Safety Employment Act 1992)
- Proposed Control Plan
- Action proposed
- Completion date with signature
- Monitoring and frequency of monitoring if required

Identified hazards are reviewed quarterly, annually and after a critical event. The frequency depends on whether the hazard identified is significant or the injury trends indicate action should be taken.

Significant Hazard

Process to Assess and Identify Significant Hazards

Hazard identification is the process of identifying all situations or events that could give rise to the potential for injury, illness or damage to an individual, plant or property.

- a) Means a hazard that is an actual or potential cause or source of “Notifiable injury or illness” including death means:
 - i) Any of the following conditions that amount to or results in permanent loss of bodily function or temporary severe loss of bodily function:

Are the identified hazards significant? Could or will they cause notifiable injury or illness?

(Tick below if the potential for these to be present in the operation) – any of the following injuries or illnesses that require the person to have immediate treatment other than general first aid:

- The amputation of any part of a person’s body
- A serious head injury
- A serious eye injury
- A serious burn
- The separation of a person’s skin from an underlying tissue (such as degloving or scalping)
- A Spinal injury
- The loss of a bodily function
- Serious lacerations
- An injury or illness that requires a person to be admitted to hospital for immediate treatment
- An injury or illness that requires the person to have medical treatment within 48 hours of exposure to a substance

Any serious infection to which the carrying out of work is a contributing factor, including any infection that is attributable to carrying out that work:

- With micro-organisms; or
- That involves providing treatment or care to a person; or
- That involves contact with human blood or bodily substances; or
- Involves handling or contact with animals, animal hides, animal skins, wool or hair, carcasses or animal waste products; or
- Involves handling or contact with fish or marine mammals
- Any other injury or illness declared by regulation to be a notifiable injury or illness for the purposes of this section.

ACCIDENTS AND INCIDENTS

In the event of an accident the following procedure will be followed:

- Staff will immediately inform the supervisor
- Appropriate first aid will be administered
- If a child needs urgent medical attention, parents will be contacted. If they cannot get to the programme they can give staff permission to take their child to the closest medical centre.
- If parents or alternative contacts are unavailable the child will be taken to the nearest available medical facility.
- If a serious injury occurs, parents will be notified, and an ambulance called. If it is not possible to call an ambulance and the need is urgent, then children may be transported in a private vehicle with a fully licensed driver, in a vehicle holding a current registration and W.O.F.
- If the situation is urgent, the supervisor will take necessary actions and inform parents and the programme director as soon as it is possible.

All accidents and incidents will be recorded using Accident/Incident Forms and recorded in the Register.

Minor injuries will be recorded by staff and parents notified at the end of the day. Parents will be required to sign the Accident/Incident form.

Notifiable Injury or Illness

Any employee, Action Kidz participant or customer who is the victim of a notifiable injury or illness must report it to the Centre immediately. The Centre H&S representative will contact the Department of Labour and Worksafe NZ immediately and follow up with written reports within 48 hours including the Notifiable Injury or Illness Serious Accident Investigation Form.

For injuries requiring medical attention, or when a more serious injury is suspected (e.g. a head injury) a complete accident/incident report will be filled out which the parent must sign.

All accidents/incidents are reviewed as soon as possible by the Centre Manager who will ensure any follow-up action needed is carried out. In addition, all accidents and incidents are reviewed at the site monthly H&S Meeting.

In the case of an ambulance call out to the Centre, this accident/incident must be reported to the Centre Manager.

How to investigate an Accident/Incident

Information Collection – Gather all the Facts
<ol style="list-style-type: none">1. What happened? Interview witnesses and describe events in detail, using any photos, diagrams or other exhibits that may be appropriate.2. Has the accident/incident report been completed and Worksafe NZ or other agencies been informed if required?3. Be sure you understand the sequent of events fully before any investigation takes place.
Who should Investigate?
Only people with the appropriate skills and experience should investigate accidents. If there was a Notifiable Injury or illness or the potential for it and there is a likelihood of a recurrence, a group approach to the investigation could be justified. This will bring a range of skills and greater perspective.
Identify all the Hazards involved
<ol style="list-style-type: none">1. Identify all the hazards involved2. Consider: equipment, materials etc3. Work practices and procedures4. Environment5. Health issues
Are any hazards significant, i.e. likely to cause Notifiable Injury or Illness?
Access the Hazard controls in place
<ol style="list-style-type: none">1. What controls were in place and why did they not work?2. What is needed going forward?3. Is there a need to train or inform others (staff, management, contractors, customers)
Future Action Requirements
<ol style="list-style-type: none">1. Describe fully what needs to be done to prevent accidents or incidents2. Who should do what and by when.
Inform all those Affected
Advise everyone who needs to know, not only those directly involved. This is likely to involve distributing the report or a summary of findings.
Follow Up
There must be follow-up checks to ensure that recommended changes have been made and results achieved. This relies on measure being in place to ensure people are accountable for their actions.

ACTION KIDZ SAFETY CHECKS

For the safety and enjoyment of children at the programme, programme management will ensure that staff conduct daily hazard identification and safety checks of the venue and programme environment. This will be checked at the beginning of each day, using the Action Kidz ID Hazard Check form.

The supervisor will collect and return to management for filing. Programme management will regularly review these records at least once a quarter. Urgent hazards will be addressed immediately.

Off-site activities will be individually assessed, including a physical assessment of the venue to ensure that the activity and environment are safe.

All equipment must be inspected prior to each use to ensure it is in a safe condition.

The Action Kidz Policy Manual is available from Reception and in the Programme room. The facility full Health & Safety Manual and all other related reference material is available from the Director and Reception.

FIRST AID KITS

A first aid kit will be kept on site. Kits are checked before each term and recorded on First Aid Checklists. These checklists will be handed to programme management to order and supply any missing or used equipment.

A First Aid Check will be completed by the Programme Supervisor, at the end of each week to replace any general first aid items for the following week e.g. plasters, bandages etc.

One currently qualified first aid person will be on site at all times.

RISK ASSESSMENT

In addition to regular safety checks, Action Kidz will complete a RAMS form for all activities that represent particular safety risks.

It is the responsibility of the Management team to ensure RAMS forms are completed prior to the commencement of each programme. It is expected that all paid programme staff will assist in some RAMS processes.

RAMS forms will be filed and available for programme staff whenever the relevant activities are carried out.

Some examples of activities where it is advisable to complete a RAMS are:

- Swimming pools or beaches
- Playgrounds
- Laser Tag, Teapot Valley, Nelson Fun Park etc

All RAMS will be reviewed each time the activity takes place by the Programme Supervisor to ensure no new risks have been identified.

SMOKE – FREE

Action Kidz are smoke-free. Staff may not smoke while on duty or on site. Staff may not smoke in sight of children. “No Smoking” signs will be displayed in indoor and outdoor areas.

CLEANING

The Supervisor will ensure that regular cleaning of the venue is carried out each day by all staff on a roster basis.

They will ensure that all parts of the centre are kept clean and free of rubbish.

This plan includes:

Daily

- Cleaning the kids room, i.e. wiping surfaces, vacuuming, packing equipment away, emptying rubbish etc
- Wiping kitchen benches and surfaces where food is prepared
- Washing kitchen cloths and tea towels regularly
- Toilets must be checked during the day and any rubbish must be disposed of
- Safety cleaning equipment will be made available to all staff, including gloves

Weekly

- Cleaning fridge and any areas where food is stored
- Resource cupboard clean
- Full toilet and mop of floors

All cleaning products will be stored out of the immediate reach of children.

If children are permitted to assist with tidying and cleaning, this must be carried out under adult supervision.

No child will use cleaning products.

ANIMALS

Children are not permitted to bring animals to the programme unless prior arrangement has been made with the Programme Director. In this case, all animals must be caged, where possible, and must be clean and disease free.

Any animals encountered as part of the programme must be reasonably contained and responded to by the children in a manner that ensures the safety of the children. This is the responsibility of the staff.

SUN SAFETY

The Cancer Society advises that the most dangerous time for sunburn coincides with summer daylight saving. The staff will follow the recommendations of the Cancer Society to protect children from harmful UV rays. All staff are required to read the attached policy outlined above.

When enrolling children parents are expected to notify staff if their children have an allergy to sunscreen. In the summer months, parents are required to provide sunscreen for their children. The programme will provide sunscreen to those children who have forgotten. This is to be applied to all children when they are going outside. Staff will encourage older children to apply their own sunscreen and will supervise all children to ensure it is applied correctly.

Parents will be asked to provide a hat for their child and they will be required to wear it when they are outside.

The programme will be organised to minimise time spent in the sun during highest burn-time periods, as advised by Cancer Society.

Staff will act as role models by staying covered up and wearing hats.

Children will be encouraged to play in the shade, particularly when they do not have hats.

Parents must provide appropriate sun-coverage clothing for swimming and beach trips such as suitable t-shirts, sun suits etc.

Children will not be allowed to participate in such activities without suitable clothing.

BUILDINGS AND FACILITIES POLICY

BUILDING WARRANT OF FITNESS

It is the Programme Directors responsibility to ensure that the venue has a current building warrant of fitness and that it complies with other relevant fire and safety requirements.

The final responsibility lies with the venue owner.

Any buildings and facility hazards, breakages and maintenance issues that are identified through the Hazard Identification process, are to be notified to the Programme Director, to ensure that venue owner or caretaker is advised immediately.

Each supervisor is assigned a mobile phone. This must be kept on their person and switched on at all times during the programme. The programme number will be available on business cards for parents.

At least one other staff member must have immediate access to a mobile phone.

Any parents contacting the programme will, in the first instance, call the Programme Supervisor, who will then pass any relevant information directly to the Programme Director.

Any areas which have poor phone coverage must be identified in a RAMS Form and a contingency plan must be put in place to ensure that contact can be made quickly with emergency services.

EMERGENCY PROCEDURES

AS has an effective general emergency plan to manage emergencies likely to occur within any part of the Company's operation and to comply with legislative requirements.

AS has a written Emergency Plan that identifies the type of emergencies that might occur at its workplace including fire, earthquake, flood, bomb threat, chemical spill, medical emergency etc.

Emergency procedures are implemented and communicated to employees and contractors and customers are required. All new employees/contractors will receive an induction programme on their first day and this includes advising them of the emergency procedures which they have to sign at the end of the induction. Emergency information is displayed around the building which includes and emergency diagram showing exit points, fire extinguishers, hose reels and assembly point.

Exit and Evacuation

Action Kidz programmes will operate according to the evacuation plan guidelines as set out by the Company.

All emergency exits should be clearly displayed and regularly checked to be in working order and free of obstructions. These will be checked and documented by the Programme Supervisor at the beginning of each term.

Evacuation procedures should be displayed, clearly indicating where people can assemble safely outside the building. These will be checked and documented by the Programme Supervisor at the beginning of each term.

Emergency Evacuation for Employees

- Activate the nearest alarm
- Head Fire Warden (Designated DM) or delegated person is to call the Fire Service on 1-111
- Head FW to put on the Hi-Viz vest and grab the facility evacuation Check List and report located at reception
- DM or reception to announce message over loud speak "Attention please, attention please, we have an emergency, please walk calmly to the nearest exit-follow instructions from staff."
- Staff are to assist with evacuating the building, umpires or inflatable (court) staff are responsible for getting everyone out of the court areas and directing them to the nearest exit away from the emergency (fire, gas leak etc). The Programme Supervisor is responsible for ensuring all Action Kidz Programme attendees are evacuated. The attendance list is to be checked off when exiting the building to account for everyone.

Ensure a fire warden or designated staff member is placed on the main fire exit door to direct people to this area.

- The main phone or mobile phone should be taken to the assembly point.
- Other fire wardens or designated staff are to report back to the Head Fire Warden or DM once areas are evacuated and the HFW will make off an evacuation checklist.
- The building should be evacuated within two minutes.
- All staff and customers are to remain at the assembly point until the Fire Service has given the all clear.
- Complete an Evacuation report and inform the Centre Manager.

Alarm (for any emergency situation)

- Use a whistle blown in three short bursts, sounding continuously
- If on-site assemble at the designated location
- If on an excursion assemble where the whistle is being blown
- Conduct a head count and inform the group of the reason for the alarm

Fire

- Evacuate as above
- Seek to extinguish a small fire, or Programme Supervisor will call the fire brigade if the incident is more serious.
- Children will be kept at the assembly point until the danger has passed.

Staff will conduct a full evacuation drill once per term and once each week for the duration of the school holidays. The date will be recorded on the Evacuation drill form.

Earthquake

- Keep calm, stay indoors if possible and look after yourself
- If inside;
 - crouch in a safe place, under a desk
 - stay away from windows and cupboards
 - stay away from other objects that could fall
 - do not run outside the building
- If outside;
 - assemble away from power lines and trees

- assemble in a street and shelter using building doorways or beside parked vehicles
- when shaking stops check for injuries and any hazards and help those who need assistance
- Provide first aid where necessary
- If the earthquake is serious, do not let any activities continue
- If evacuation is ordered, follow the instructions given by the Centre Manager or Programme Supervisor
- Follow procedures for fire evacuation
- Be alert for after shocks

DO NOT LEAVE THE ASSEMBLY AREA UNTIL YOUR WARDEN HAS SAID YOU CAN

While driving:

- Keep calm
- Slow down, pull over to the side of the road and stop the vehicle
- Stay in the vehicle which will provide you with some cover

When the shaking stops:

- Keep calm and help those that need assistance, children may be particularly distressed
- Keep everyone together and move to an open space away from buildings, walls, powerlines or trees
- Notify the Centre Manager or Programme Manager as soon as it is safe to do so

KEEP ALERT: Aftershocks are likely to occur

Bomb Threat

- If you see a suspicious bag or parcel or receive a bomb threat, call the Police
- If you receive a threat over the phone, try to gather as much information as possible
- Advise the most senior person on Duty
- Initiate evacuation procedures as per fire evacuation and do not press the fire alarm – evacuation will be via word of mouth only and exit via the nearest door
- Do not use cell phones;

Tornado

- If inside;
 - If you see a funnel nearby, take shelter immediately. If you spot a tornado that is far away, help alert others.
 - For added protection, get under something sturdy such as a heavy table or workbench. If possible cover your body with a blanket, mattress or sleeping bag, and protect your head even with your hands.
 - If there is no time to get to a lower level, try to get under a door frame or get up against something that will support or deflect falling debris.
- If outside;
 - avoid areas with many trees.
 - lie down flat in a nearby gully, ditch or low spot on the ground.
 - Check for injuries. Give first aid and get help for injured or trapped persons.
 - Taking care of yourself first will allow you to help others safely until emergency responders arrive

Gas Leak

If you notice a gas leak:

- Major leak;
 - Ring the *Fire Service 111 and NZ Gas Centre 0800 802 332*
 - Sound the alarm for evacuation
 - If you know the source of the gas leak is within the building turn off the appropriate gas valve
 - Evacuate the building of all personnel
 - Return only after the all clear has been given
- Minor leak;
 - Turn off all sources of ignition: oven etc
 - *Dial NZ Gas Centre 0800 802 332* and local gas supplier as per Emergency List
 - Open all doors and windows
 - Evacuate the building of all personnel
 - Return only after the all clear has been given

Hazardous Substance Spill

Incident procedure

If you notice a spill or accident involving a Hazardous Substance:

- Approach incident from an up-wind direction
- Move and keep people away from incident scene
- Do not walk into or touch any spilled material
- Avoid inhaling fumes, smoke, gases and vapours – where PPE if necessary
- Identify the substance if possible
- Contain the spill or discharge using the most appropriate material for the substance
- Determine quantities involved
- Prevent a secondary incident.

Armed Robbery

Your safety in this situation is paramount, follow the following procedures:

- Keep calm and do not make sudden movements – do not put your hands in your pockets
- OBEY ALL INSTRUCTIONS
- Try to memorise details of offender – height, build, clothing, accent, face, footwear, tattoos etc
- Note where the escape route was – follow from a safe distance to see direction or car number plate ONLY IF IT IS SAFE TO DO SO – NEVER PUT YOURSELF OR ANYONE ELSE AT RISK
- Get the senior most person to call the police
- Preserve the scene so Police can obtain finger prints etc
- Write down as many details as you can remember before speaking with anyone and get witnesses to do the same
- Complete incident to Centre Manager
- Complete incident form and arrange victim support if necessary

Tsunami

- Keep calm and announce over P.A. attention please, attention please, we have a Tsunami emergency, please walk calmly and quickly to the nearest exit – staff will direct and assist you to the assembly point
- Gather “Kidz Register” and give assistance to vacate the building
- Supervisors on duty are to ensure their area is evacuated and direct customers to assembly point South Side of building beside Cycle Track entrance.
- Head Supervisor to hold mobile phone or mobile land line along with evacuation checklist.
- Listen for Civil Defence instructions.
- Return to facility only when emergency has been officially cancelled.
- In the event that there is no cancellation, the most Senior person on duty will inform instructions which may include moving to higher ground.

Power failure

- Instruct all customers to Centre via P.A. attention please, attention please, we have a power cut, please do not continue with any activities and make your way to the nearest seating area to await further instructions, thank you.
- Telephone Network Tasman to find out when the power will be restored.
- Staff should check toilet and all public areas to ensure customers are safe.

Action Kidz staff will be trained for our emergency procedures and their programme evacuation plan.

All staff must familiarise themselves with all emergency exits, fire hoses, alarms, first aid equipment and assembly points (this includes when completing a Risk Assessment for off-site excursions).