



## **Crofton Downs Primary School**

### **Before & After School Care / Holiday Programme Procedures**

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## Before & After School Care Programme Philosophy

Our Before & After School Care Programme aims to provide a safe and stimulating programme for students of different ages, genders and cultural backgrounds. We work hard to encompass individual needs and embrace opportunities to work with parents/caregivers as partners.

This programme is an extension of our school. In short, we expect it to operate with the same expectations on staff and students as the normal classroom environment.

The safety of the children is the paramount consideration during programme provision. These policies/procedures will be reviewed under the school review timetable or if the policies are found to be deficient. It is the responsibility of the Principal and the Board to ensure that this is done.

Access to all our school policies can be obtained via SchoolDocs the school's website, [www.cdps.school.nz](http://www.cdps.school.nz).

The Before & After School Care Programme is run under the auspices of the school, who employ and oversee all staff. The CDPS Values and Spirits underpin our decision making and functions.

## Operation

The programme will provide a well managed service that meets the needs of Crofton Downs Primary School, its students and families. The day to day operations of the programme are delegated to the Before & After School Care Programme Manager and staff.

## Attendance

While any student of primary school age living within Crofton Downs Primary School's enrolment zone may attend Crofton Downs Primary School, we reserve the right to cease an after school care enrolment of a student if they are not following the direction of our Before & After School Care Programme Manager or staff. This would be a 'last resort' after first discussing concerns with the parents/caregivers and students and working on positive solutions.

## Programme Hours

The Before & After School Care Programme will operate from:

7.30am to 8.30am Monday to Friday, during term time.

3.00pm to 6:00pm Monday to Friday, during term time.

Programmes may be offered in school holidays on the second week of every term holiday and after Wellington Anniversary day until school returns at the beginning of the year.

## Fees

The fee structure will be clearly shown and described on all programme information on Enrolmy.

All fees are to be paid via Enrolmy via credit card, debit card, or automatic payment to the Spark Club bank account.

A late pick-up fee may be charged, this is invoiced via Enrolmy.

## Enrolment Procedures

Being part of the school, we have up-to-date information on each child on Hero, our student management system. We will still require each child that takes part in the Before & After School Care Programme to complete an additional enrolment, this will be captured in Enrolmy. This is so that all relevant information is available to the staff running this programme.

It is the parents/caregivers responsibility to inform the Before & After School Care Programme Manager of any changes of details and if these relate to the school day, also inform the school office. The Enrolmy booking form asks parents/caregivers to confirm acceptance of the terms and conditions of the Before & After School Care Programme.

## Waitlist Criteria

If there is no space available on the day(s) you are requesting, then your child's/children's name will go onto our waitlist once a booking is completed via Enrolmy.

Priority is given to siblings, and students already in the programme looking to change days. After that a "first in, first served, and as space permits" policy will apply. This is carried out in a fair manner and by moving names up the queue as space becomes available. In the event a student is offered a place for a day(s) and they are unable to take it, the place shall be offered to the next person on the waitlist and so on until the position is filled.

The school operates separate waitlists for each day of the week. Students who are offered but decline a place will be removed from the waitlist(s) for the day(s) they have declined. This will not affect your place on the waitlists for other days. If you wish to return to the waitlist for a day(s) you have declined, you will need to indicate this by completing a new booking via Enrolmy for that day(s).

You will be informed as soon as a space becomes available. Unfortunately, we are unable to guarantee a place, or predict when a place will become available. Please note that your child(ren) may not be accepted into the programme on all of your requested days. If you no longer require a place on the waitlist, it is helpful for us to know in order to keep the list accurate.

## Casual Basis and Extra Attendance

Parents/caregivers can book via Enrolmy using the “casual” tab to make a booking on a day their child(ren) does not normally attend. This must be booked by 2pm on the day of attendance. There is no guarantee a place will be available.

## Cancellation Policy

If a child is unable to attend the programme and the parent/caregiver has notified the Before & After School Care Programme Manager 5 days in advance, a credit will be issued to the parents/caregivers Enrolmy account for the cancelled session(s).

Contact can be made either by email [sparkclub@cdps.school.nz](mailto:sparkclub@cdps.school.nz) texting or phoning 022 649 3925, or phoning the school office on 479 2429 during school hours.

## Holiday Programme Refund Policy

Cancellations made 10 working days or more in advance will receive a credit to the parents/caregivers Enrolmy account.

If cancellations are made within 10 working days of the programme starting then no refund will be possible as staffing and resources will have been put in place.

## Drop off and pick up

An attendance roll is taken at the beginning of each afternoon session and parents/caregivers are responsible for signing their child(ren) in or out of the Before & After School Care programme via the ipad provided by Spark Club.

Staff are not permitted to release children to people who are not on the authorised pick up list. Parents/caregivers must inform the Before & After School Care Manager if a person who is not listed on the student's enrolment form will be collecting the student. If an unauthorised person comes to collect the student parents/caregivers will be contacted for authorisation before allowing the student to leave with this person.

Morning: Students should be dropped off in the school hall by their parent/caregiver.

After School: Year 3 to 6 students are expected to walk to the school hall directly after being released from the school day to meet a Before & After School Care Programme staff member.

Year 0 - 2 students will be collected from their classroom and taken to the school hall by a Before & After School Care Programme staff member.

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

1. Check with the school Office Manager as to whether the student was at school.
2. The classroom teacher will be contacted to see if they are aware of where the student would be.
3. Parents/Caregivers will be telephoned by the Before & After School Care Manager for the unexplained absence.
4. Emergency contacts and thereafter, the Police will be contacted where there are serious concerns for a student's whereabouts and/or safety. The Principal will be contacted if this occurs.

In all circumstances, parents/caregivers must sign their child out with the ipad or with one of the Before & After School Care staff who will use Enrolmy, regardless of being inside the building, outside in the playground or off the school's grounds.

It is the responsibility of the parents/caregivers to let the Before & After School Care Manager or the school Office Staff know if booked days and times change.

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

1. Two staff members will remain with the student.
2. Parents/caregivers and emergency contacts will be contacted.
3. If there has been no contact with the parents/caregivers or the emergency contacts within one hour of the programme closing, the student will be collected by the School Principal. A note will be left at the school indicating where the student has been taken.

During term time parents/caregivers may be charged a late pick-up fee of \$20 from 6:00pm to 6:15pm, and \$10 every 5 minutes thereafter. If booked until 4pm the fee is \$20 from 4pm until 4:15pm and \$10 every 5 minutes thereafter. This is invoiced via Enrolmy.

During the holiday programme the late pick-up fee may be applied as follows, \$20 from 4:00pm to 4:15pm, and \$10 every 5 minutes thereafter. This is invoiced via Enrolmy.

## Expectations of Parents/Caregivers

The parents/caregivers are expected to be mindful that the staff endeavour to provide a high quality programme in the most cost-effective manner possible.

Parents/caregivers are expected to be courteous to staff and students and understand that the harmony of the whole group is important.

The staff are able to raise safely and confidently, issues about student behaviour with parents/caregivers and parents/caregivers should be co-operative when working through issues with the Before & After School Care Programme Manager.

Parents/caregivers wishing to discuss with the Before & After School Care Programme Manager matters relating to the programme will be expected to arrange a mutually suitable time for the discussion.

## Children With Special Needs

All information stored, and conversations had will remain confidential.

Students with special needs will be included in the Before & After School Care programme, providing that the Before & After School Care Programme Manager is confident that:

- the student can be safely cared for
- the student will benefit from being at the programme

Full information about the student's requirements including medication and supervision must be obtained from the parents/caregivers and disclosed in the safety form in Enrolmy. It is the Before & After School Care Programme Manager's responsibility to ensure that all staff and volunteers are fully aware of the student's requirements and that they are confident in providing the necessary care.

If a student requires further special aids, for example modified facilities, extra staff or staff training, the Before & After School Care Programme Manager will consult with the Principal and Board who will make the final decision.

Each case will be considered on an individual basis and every effort will be made to include the student within the limits of the resources of the programme.

## Settling Five Year Olds into the Programme

The new entrants will be collected from their classrooms and taken directly to the school hall. The staff endeavour to learn the new student's names as quickly as possible and continually check on them during the session. The staff will talk with them and be understanding of their needs. There will be games and activities provided that are appropriate to their level.

The Before & After School Care Programme Manager will talk to the parents/caregivers about how the student is settling in.

New entrant students will have available, if necessary, a designated area for them to play. If students are having trouble settling at the Before & After School Care programme or are distressed, the parents/caregivers will be contacted and solutions sought to make the transition easier.

## Before & After School Care Programme Content

The Before & After School Care programme will provide a safe, varied and stimulating programme that meets the developmental, emotional, intellectual and physical needs of the students within the constraints of staffing and resource allocations.

The following activities are offered:

- student directed and planned arts and crafts
- an opportunity to complete home learning
- an organised sport or active group game
- group or individual quiet games or activities
- use of games, IT, various equipment and books. Note there is very limited access to BYOD/iPads
- supervised outdoor play

Students will be encouraged to participate in activities but may choose not to as long as they are not bored or disruptive. Whenever possible, alternatives will be offered.

Equipment will be well maintained and age-appropriate.

The programme will be reviewed at the end of each term by the staff and reported to the Principal.



## Food

Students will be provided with a basic afternoon tea, this is included within the pricing plan. Students are able to bring their own additional items.

Afternoon tea will be based around healthy food options such as, but not limited to cut up fresh fruit and crackers. As per our enrolment procedures parents/caregivers are expected to brief staff fully on any food allergies or nutritional requirements that their child(ren) have. If a student has an extreme allergy, parents/caregivers must discuss this with the Before & After School Care Programme Manager.

The Before & After School Care Manager will ensure that all food and hygiene related matters are adhered to by all After School Care Programme members of staff.

## Health and Safety

The programme will take place in a safe and healthy environment suitable for the care of students and for the needs of the staff and volunteers. At all times the wellbeing and safety of the students is paramount. All relevant legislation and school policies such as Education Out of The Classroom (EOTC) and Risk Management will be adhered to.

# Notifiable Events

## WorkSafe Notifiable Events

As a PCBU (person conducting a business or undertaking), the board must notify WorkSafe of certain work-related notifiable events.

Notifiable events may be a:

- death
- notifiable illness or injury
- notifiable incident.

A notifiable event must arise from work (the conduct of the business or undertaking). This may include the condition of the work site, the way the work activity was organised, or the way equipment or substances were used.

Notifiable events may apply to all affected workers, students, visitors, and contractors if they are injured while involved in school activities (on or off school grounds), work being done on behalf of the school, or using the school grounds and equipment. It also applies to school activities that take place off school grounds, such as Education Outside the Classroom (EOTC). If multiple PCBUs are involved, one should be nominated to notify WorkSafe. However, all PCBUs are responsible for ensuring a notification is made.

PCBUs must work out whether an event is notifiable – see WorkSafe's What events need to be notified.

At CDPS, reporting to WorkSafe is delegated to the Principal, who ensures the board chair is also informed. If the Principal was involved in the event, reporting to WorkSafe becomes the responsibility of the board chair.

If a notifiable event occurs, we:

- take all reasonable steps to preserve the site where the notifiable event occurred (we note that preserving the site doesn't prevent us from helping an injured person, removing a deceased person, making the site safe to avoid further injury, or following police or WorkSafe directions)
- notify WorkSafe immediately by phone on 0800 030 040 (24/7) if the event is a death
- notify WorkSafe as soon as possible using the Notify WorkSafe tool for all other notifications
- investigate what happened and identify what actions need to be taken to minimise risks for the future
- keep records of notifiable events for at least five years after the date WorkSafe was notified.

## Programme Supervision

The staff/child ratio is 1:12 at the Before & After School Care programme.

We will not leave the school grounds for excursions

During before school supervision, there will be one member of staff supervising when bookings are 14 or less. In these circumstances there will always be additional school staff onsite.

There will always be a minimum of two staff on duty after school. Students will be in view of staff at all times where appropriate. Students will be informed of the boundaries they are expected to stay within at all times and must inform an adult when they are going to leave the area (such as retrieving a lost football).

During Before & After School Care sessions, one student at a time will be allowed to use the toilet and students will be checked on after five minutes if they have not returned. This will be done in a manner that retains the student's dignity.

An attendance roll will be marked at the beginning of the session and head counts will be made during the session at various times to ensure all students are accounted for.

## Educational Visits Outside the School Grounds

The Before & After School Care programme does not take students out on educational visits. No exceptions will be made.

## Hazards and Risk Management

The safety of students and adults at the programme will be ensured by:

- identifying and recording all potential health and safety hazards at the school
- assessing the risk to staff and programme participants of all identified hazards
- putting controls in place to remove or minimise the risks, for example, providing safety equipment using healthy and safe work practices, together with staff training regular classroom, playground and hazard inspections compliance with all relevant codes of practice and regulations
- following the school sun-safe policy in place which is followed by students and staff

It is the responsibility of the Principal and Board of Trustees to ensure all procedures are in place to ensure the safety of staff and students at all times.

All employees will be involved in hazard identification, and information on identified hazards will be relayed to the school's Principal for actioning (refer school Hazard Registers).

Health and safety information will be discussed at staff meetings where staff are informed of all health and safety policies and regulations by the school's Principal.

## Digital Technology and Online Safety

Spark Club is committed to providing a digital and online environment that is physically and emotionally safe, inclusive, and free from racism, discrimination, and bullying (Education and Training Act 2020, National Education and Learning Priorities (NELP), and Health and Safety at Work Act 2015). We recognise the vital role of digital technology in learning and how it impacts student wellbeing, so we take all reasonably practicable steps to ensure its safe and responsible use. Our strategies aim to prevent digital incidents and maintain student wellbeing and safety both at and outside the school.

Our digital technology policies and procedures apply to every member of the school community using digital technology, including staff, students, parents/caregivers, volunteers, contractors, visitors, and the board. They apply to digital technology owned by the school or owned privately and used at school or any other location for a school-based activity. They also include off-site access to the school network if applicable.

Our approach to digital technology aims to reduce barriers to education for all students (NELP: Objective 2). CDPS keeps records about student access to digital devices at home and supports families to access the resources needed for their children to participate in online learning. We recognise that even though a student may have a device, their internet access may be limited.

For full information refer to School Docs.

## Being Sun Smart

Parents/caregivers are asked to provide sun block, sun hats and sun smart clothing during terms one and four. Where the parents/caregivers do not provide their children with sun hats and sun smart clothing measures will be taken to keep students out of the sun by encouraging them to seek shade. The staff will have sun block for students who have misplaced theirs.

## A Smoke-Free Environment

A smoke-free environment will be adhered to at all times when the programme is operating. Staff may not smoke while on duty or on school property or at any time in sight of the students.

## Guidelines on Pets/Stray Animals

Pets are not able to attend Before & After School Care.

If an animal is roaming in the area unrestrained, the students will;

1. Not approach the animal
2. Walk in a sensible manner
3. Return quietly to the hall
4. All staff are to be aware and trained in this procedure

In the event of a student being bitten or attacked by an animal, immediate first aid treatment or medical attention will be sought and the parents/caregivers notified.

## Buildings and Facilities

It is the Principal's responsibility to check that the school has a current building warrant and that it complies with other relevant fire and safety requirements. The final responsibility lies with the Board of Trustees on behalf of the owner of the building.

Students are not to be in the non Before & After School care parts of the school unless given specific permission from a member of staff.

The Before & After School Care Programme Manager and staff will ensure that all parts of the school used for the Before & After School Care Programme are kept clean and free of rubbish. This includes:

Daily:

- sweeping hall and kitchen floor and cleaning spills as required
- emptying rubbish bins and replacing liners
- wiping all kitchen benches/surfaces where food is prepared
- wiping microwave
- wiping trestle tables
- checking toilets, hand basins and toilet floors are clean
- collecting and re uniting named lost property

Weekly:

- wiping fridge and shelves where food is stored
- general cleaning check
- sorting and checking art area, toys, equipment etc
- washing tea towels

Termly:

- checking all games and equipment for damage

## Accidents/Emergency Procedures

A first aid kit will be kept in the Before & After School Care area. The first aid kit will be stored out of reach of the students. It is the responsibility of the Before & After School Care Programme Manager to ensure that it is maintained and well stocked.

At all times at least one staff member who holds a current first aid certificate must be on site.

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

1. Staff will immediately inform the Before & After School Care Programme Manager.
2. Appropriate first aid will be administered.
3. If a student needs medical attention, parents/caregivers will be contacted to ascertain if they would prefer to take the student themselves or would they prefer staff to take them to the medical centre of their choice. If parents/caregivers or emergency contacts are unavailable, the student will be taken to the nearest available medical facility by taxi or private vehicle at the parents/caregivers cost.
4. If a serious injury occurs, parents/caregivers will be notified and an ambulance called. If it is not possible to be allocated an ambulance then the student may be transported in a private vehicle to the nearest medical centre or hospital.

Accidents and incidents will be recorded by the Before & After School Care staff in our paper register. Parents/caregivers will be notified at the end of the day when picking up their child(ren). All accidents to staff and students, including near misses will be recorded and referred to the Principal and the Board of Trustees to be investigated.

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

1. Staff will calm the student
2. Inform the Principal or classroom teacher
3. Parents/caregivers will be contacted
4. Professional help will be sought if required

For trauma of staff, the Principal will ensure that professional help is made available.

## Emergency and Disaster Procedures

Fire and earthquake drills are carried out on a regular basis for all staff and students at Crofton Downs Primary School.

The Before & After School Care Programme Manager is responsible for ensuring that new staff and volunteers are aware of the procedures.

### Earthquake Action Plan

- Follow the school procedures
- An attendance roll is taken to account for all students and staff

### Fire Action Plan

- Follow the school procedures
- Evacuate all people from the building
- Assemble at the assembly point on the school courtyard
- An attendance roll is taken to account for all students and staff
- The emergency wheelie bin can be accessed from the school office
- All students remain at the gathering point until told to move

## Illness and Medication

If a student becomes ill they will be made comfortable and the Before & After School Care Programme Manager will notify the parents/caregivers.

Medicine will not be administered unless parents/caregivers have provided details including when the medication is to be given and the dosage in Enrolmy. All medicine must be labelled showing the student's name and dosage and must be stored out of reach of all students. Parents/caregivers will be informed of any administered medicine when they come to pick up their child(ren).

Students who have notifiable diseases will be excluded from the Before & After School Care programme for the appropriate infectious period.

Staff with notifiable diseases must take the appropriate precautions to prevent cross infection. For example, they will not participate in the administering of first aid and medication and/or will not work during the infectious period.

## Child Protection (Vulnerable Child/Oranga Tamariki)

In addition to the general safety policies outlined, the Before & After School Care Programme Manager will ensure that the staff and other adults visiting or working at the programme are well supervised and visible in activities performed with students. A minimum of two staff will supervise the programme at all times.

The programme staff will act on all suspicions of child abuse in the following ways:

1. The school's Guidelines for child protection will be observed. (Refer to School Docs)
2. Although After School Care staff members are legally entitled to refer issues to Oranga Tamariki or the Police, our school policy advises that any suspicion that abuse is occurring should be reported to the school Principal to be dealt with.
3. The Principal will inform the Presiding Member of the Board of Trustees.
4. The Principal will investigate and refer the incident or observation to Oranga Tamariki.

## Behaviour Management

Programmes will be designed to ensure that students and families experience an environment where they are safe, secure, respected, and one in which their dignity is protected.

Staff formulate rules for the programme and discuss the consequences of breaking these rules with the students. Programme rules will be based on respect for each other and equipment. It is common practice to receive student input at the start of each year when agreeing the Before & After School Care rules and expectations.

Staff encourage students by outlining what is expected of them to encourage positive behaviour choices. Positive reinforcement is used at all times and a stimulating and responsive programme will be provided to help encourage positive behaviour choices.

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

- Remind the student in a positive way of what is expected of them
- If the behaviour continues the student will be reminded again and warned of the consequence that will result
- If the student continues to misbehave after two warnings the consequence will be enforced



Consequences must be appropriate and may include:

- Being removed from the activity and given reflection time, that is the student will be made to sit away from the group in a clearly visible spot for a period determined by the Before & After School Care Programme Manager (usually about five minutes)
- Having physical play boundaries reduced (for example, when a student continually leaves the defined boundaries)
- Not being allowed to play with a certain piece of equipment for an appropriate length of time (for example, when a student continually misuses that piece of equipment)

In all cases, before the student returns to the group the Before & After School Care Manager will review with them what positive behaviours are expected (for example, refraining from disruptive, rude or aggressive behaviour).

If a student continually misbehaves, parents/caregivers will be notified when they pick up their child and asked to support the staff in their attempts to encourage positive student behaviour. If disruptive behaviour continues, parents/caregivers will be asked to meet with the Before & After School Care Programme Manager, and if necessary the school Principal to plan a course of action.

If a student continually behaves in a manner that endangers themselves or others (including students or staff), despite the above measures, parents/caregivers will be notified by the Principal and asked to remove their child with immediate effect.

Punitive Discipline/Measures

At no time will punitive discipline be used. This includes punishing children by physically hitting, withholding food and drink, being abusive, demeaning or condescending with comments or by placing a student in isolation.

At all times, staff will maintain a fair, consistent and positive approach to student behaviour. When students are in conflict with each other, staff will encourage the students to resolve the situation themselves and aid them by making suggestions on how to do so. If students cannot resolve the conflict they will be removed from the situation, for example they will not be allowed to play with either the toy or each other until such time as they can manage to successfully.

Restraint Guidelines

Children will only be physically restrained if their immediate safety or the safety of others is at risk and verbal commands have failed. If this was required, then the appropriate incident report form would be filed in and given to the Principal. Parents/caregivers would be informed of any such incident and a plan would be developed for the future. Restraining a child will only be done as a last resort.

## Programme Management

The Before & After School Care Programme is run in a manner that is professional and welcoming, as well as being financially sound. It demonstrates accountability to the school and the families who use the programme.

Day to day supervision of the Before & After School Care Programme is delegated to the Before & After School Care Programme Manager. Overall supervision of the programme is the responsibility of the Principal and the Board of Trustees. The Board of Trustees must approve all policy, financial reports and budgets, monitor expenditure and set limits on how much spending can be delegated. All income received is banked in the first instance. The Trustees may delegate certain tasks as appropriate, for example, collection receipting and banking of fees.

The Before & After School Care Manager will be given a budget to perform the purchasing of food and resources each term. Any amount exceeding this budget must be approved by the Principal. Receipts for all expenditure must be kept and provided. Where ever possible, purchases will be through the Countdown account and coded appropriately.

The Before & After School Care Programme Administrative Manager keeps a record of each student's attendance.

The responsibilities of the Before & After School Care Programme Manager will be clearly delineated in the job description.

The Before & After School Care Programme Manager will be responsible for the day to day running of the programme and in attendance at each afternoon session. When this is not able to happen due to sickness etc, the senior assistant or someone designated by either the Before & After School Care Programme Manager or the school Principal will take over the Before & After School Care Programme Manager's role.

It is the Before & After School Care Programme Administrative Manager's responsibility in liaison with the Principal and the school Finance Administrator to:

- keep clear and accurate financial records
- ensure that the Before & After School Care Programme is a separate form of income
- set the budget for approval by the Board of Trustees

## Staff and Volunteers

The Before & After School Care programme Manager and Principal will ensure quality care is provided through fair and consistent recruitment procedures including the relevant supervision and training of all staff including relievers and volunteers. All relevant legislation will be adhered to.

## Recruitment

The selection and recruitment of staff is the responsibility of the Principal in consultation with the Before & After School Care Programme Manager. All paid staff will be recruited according to the following procedures:

The Principal and a designated Appointments Committee will conduct interviews to appoint a Before & After School Care Programme Manager.

The Principal and the Before & After School Care Programme Manager will interview and appoint supervisors.

Positions will be advertised and applicants interviewed.

The interview process will consist of a stated set of questions and referee checks.

All applicants will provide information required under the Vulnerable Children's Act, including two forms of identification, a C.V. that outlines a chronological work history for at least the previous five years, and the names of at least two referees. It is the Principal's responsibility to contact the referees for verification of the applicant's experience and suitability to work with children.

Staff or volunteers must be 16 years of age or over.

All workers, including volunteers, must:

- Release details of their police record to the Principal. No person with a conviction for sexual crimes, crimes of violence against the person or for any offence involving harm or exploitation of children may be employed at the school. No position is offered and/or permanent until a successful police check is returned by the New Zealand Police Vetting Service
- Sign a contract statement that they will abide by the policies and code of conduct
- Before & After School Care staff will be provided with a full job description that states responsibilities, skills, certification and standards required

The employee must sign a written employment contract, clearly setting out wages and conditions of work.

Every three years existing staff will be subject to the following safety checks as per the Vulnerable Children Act:

- Confirmation that the staff member has not changed their name, and if so confirmation of that change with a primary form of identification
- Seeking information from any relevant professional body, licencing or registration body if relevant
- Completion of a New Zealand Police Vet
- Evaluation of the above information to assess the risk the staff member would pose to the safety of children

## Training and Supervision

All staff will have experience of, or interest in training or working with school age children and/or recreation. Staff training requirements will be reviewed as required and opportunities provided for further training as needed.

The Principal and Before and After School Care programme Manager are responsible for ensuring that all staff, including volunteers, are sufficiently trained in first aid, emergency procedures, child management and all centre policies to ensure the safety of the students at all times. New or less experienced staff will receive adequate induction, support and supervision from the Before & After School Care Programme Manager.

## Staff Disciplinary Procedures

The Principal and the Board of Trustees are responsible for supervising disciplinary action and for ensuring that it is in accordance with all relevant legislation. If a staff member is not performing adequately every reasonable effort will be made to help them understand the issue and to improve. Staff will be given two verbal warnings and one written warning clearly stating the problem, the measures required to improve performance and a timeframe in which this is to occur. If there is not sufficient improvement the staff member may be dismissed. A staff member may only be dismissed with the agreement of the Board of Trustees.

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

- striking or sexually abusing a student
- failing to observe programme rules so that a student is injured or placed in serious danger

If the complaint is upheld, the staff member may be dismissed, with the agreement of the Board of Trustees. Following a dismissal of this nature the Board, in consultation with the Principal and manager, will prepare a follow-up report recommending any changes needed to avoid the situation recurring.

## Staff Complaints

Staff complaints against other staff members must be referred to the Principal. The Presiding Member of the Board of Trustees is to be informed of any serious complaints involving Before & After School Care staff.

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

## Complaints Procedure

The following complaints procedure will be clearly displayed in the schools Before & After School Care location.

In general, if any parent/caregiver have complaints or concerns about the programme, students or staff, they should:

1. Approach the Before & After School Care Programme Manager who will attempt to rectify the situation (The Principal may be approached initially if preferred).
2. If the parent/caregiver remains unsatisfied, then they should then contact the Principal.
3. The Principal and Board of Trustees Presiding Member will confer and talk to the complainant and decide an appropriate course of action. Where possible, a mutually agreeable outcome will be sought.
4. Further complaints must be made in writing and must contain details of the grievance and desired outcomes (see more details in next section). The Principal or Board of Trustees will respond to the complaint within 14 days.
5. The Before & After School Care Programme Manager will keep the Principal informed of any verbal complaints received

## Making a Formal Complaint or Serious Allegation

Spark Club provides a procedure for raising concerns (see previous), but if concerns are not resolved or for more serious matters, a formal complaint can be made. A concern may be considered a serious allegation if it involves illegal or harmful behaviour, or serious professional misconduct.

Formal complaints may be about an employee of Spark Club, a parent or caregiver, a student, or any matter within Spark Club's responsibility.

Formal complaints should be made in writing (i.e. email or letter) to ensure the school is able to meet its legal and ethical obligations, including complying with the requirements of natural justice. If formal complaints or serious concerns received by the school are not made in writing, the person who receives the complaint may make a written record of the complaint.

If it is unclear whether someone is making a formal complaint, the school may clarify this by asking if it should be considered as a formal complaint. The person who receives the concern or an appropriate staff member may:

- ask the person raising a concern to provide more information to clarify the level of concern
- explain the process for responding to a formal complaint.

Any person may have a support person with them when raising a concern or complaint. To ensure the safety and wellbeing of those involved when a concern is raised, it may be appropriate for the person receiving a concern to limit communication about the concern until a facilitated session occurs or until a third party is present.

All parties should respect privacy and confidentiality, including avoiding the use of social media to promote a point of view.

### How to make a complaint

Put your specific complaint(s) in writing and include your preferred contact details. Give as many facts and details as possible, including the names of people involved and dates of events, as well as any steps you have taken to resolve the matter. It will not usually be possible to effectively investigate complaints that are made anonymously. If you have any specific concerns about your identity being disclosed then please include these with your formal complaint so they can be discussed with you directly.

The letter or email should be marked "confidential" and sent to:

- the Principal, if the complaint is about a staff member, student, parent or caregiver, or other member of the school community
- the board chair, if it is about the Principal
- a member of the board, if it is about the board chair.

Contact details for the Principal and board chair are available at the school office or online.

### What happens with your complaint

The Principal or board chair will check that your complaint has come to the correct person and then send you an acknowledgement of receipt within 5 working days.

#### First steps

Depending on the nature of the complaint, the first steps may include:

- asking you for more details about your complaint so that your concerns can be investigated effectively
- suggesting possible alternative options for informal or low-level resolution
- referring the matter to the board for consideration at an in-committee meeting, so that the board can determine the next steps
- conducting preliminary investigative steps or enquiring into the facts
- consulting external advisors (e.g. legal advice, NZSTA).

After raising the initial concern, parties involved in the complaints process should not communicate about the matter with each other until all parties agree to an appropriate way to discuss or resolve the matter. This applies at all times, both in and out of school.

#### Decision to investigate

After receiving a formal complaint, the school will need to decide whether an investigation is necessary or otherwise appropriate. It is likely that your written complaint will be disclosed to the person complained of at an early stage. This is to ensure fairness and meet the requirements of natural justice. Where a complaint is being investigated the person complained of will usually be informed of the intended investigation process. If the person complained of is an employee of the school they must be advised of the complaint and be given an opportunity to provide explanations and comments before the school makes any decision that is likely to affect the employee's continued employment.

- If your formal complaint does not justify a formal investigation, the principal or board will consider the issues raised and all of the relevant information, and provide you with a written response.
- If your formal complaint does justify a formal investigation, see formal investigation process below.

Before starting an investigation, the New Zealand School Trustees Association (NZSTA) or legal advisors should be contacted for advice. The school's insurer may need to be notified. It may also be necessary to liaise with other external agencies, such as Oranga Tamariki – Ministry for Children and/or the New Zealand Police, before starting an investigation.

#### Formal investigation process

If a formal investigation is required, subject to privacy, confidentiality, or other ethical and legal requirements, we may keep you informed about the investigation process and the expected timeframes, including confirmation of when the matter is concluded.

- Relevant collective employment agreement provisions for dealing with complaints about staff members must be observed, including protecting the staff member's dignity and mana, advising them of their right to seek support and representation before responding to complaints, and giving them a reasonable opportunity to take that advice.
- A full documentary record of any formal complaint is completed and stored confidentially in a secure location.

## Confidentiality

The Before & After School Care Programme Staff will ensure staff, student and parent confidentiality. At all times the programme will comply with the requirements of the Privacy Act 1993 and the school's policy on privacy.

No information is shared except with the owner's permission or as required by legislation, for example, The Health and Safety Act. All files holding confidential information will be duly secured and kept away from the access of unauthorised persons. All personal information shared in discussions between staff or at meetings is to remain between those persons.

All sensitive and personal conversations including telephone conversations shall be held discreetly and in private, such as the school's office or the Sakura room.

## School Records Retention and Disposal

Spark Club preserves school records as valuable assets for the short and long-term operation of our school. We have effective records management systems to meet the requirements of the Public Records Act 2005, which includes complying with other relevant legislation. The Public Records Act provides a framework for ensuring accurate record keeping of public records, including school records.

We comply with the guidelines set out in the School Records – Retention and Disposal Schedule (the Schedule), which covers all possible records a school may create. The Schedule provides further details about how long to keep school records, why records need to be kept, and what happens to them when they are no longer useful to our school. See School Records – Retention and Disposal Schedule . We also follow the standard issued by Archives New Zealand

Refer to School Docs for full information

## Performance Appraisal

An annual appraisal of the Before & After School Care Programme Manager will be the responsibility of the Principal. Performance appraisals will be carried out for each staff member with the sole intention to increase awareness of their performance and to ensure a high standard of care at the Before & After School Care programme.

The appraisal will be based on the job description, will establish individual and group strengths and identify areas for personal and professional development. It will consist of a self-appraisal and interview with the Principal.

Objectives will be set for the next term of employment. All appraisals will be confidential.



## Volunteers

Supervision of volunteers is the responsibility of the Before & After School Care Programme Manager. Volunteers must undergo the same security checks and induction as paid staff. They should not be expected to undertake the same level of responsibility as paid staff. Efforts will be made to include volunteers in planning and training as appropriate. Any agreement regarding reimbursement of expenses must be made in writing.

Adopted at the Board Meeting - December 2022

Updated - September- November 2024

To be reviewed at 3 December 2024 Board meeting