

MSD Level 3 Social Sector Accreditation Standards (SASS)

Client-centred services

Programme philosophy

Highland Home Christian Camp aims to provide affordable, quality out of school care and recreation services for families within our local community, where children can learn and develop physically, emotionally, cognitively and socially. We believe that children have the right to be safe and enjoy their out of school time with activities that are fun and appropriate for their age and cultural background. We will provide four residential camps during the school holiday period each calendar year for ages 9 to 12 years. These camps will have a Christian character emphasis.

Child-centred services

Highland Home Christian Camp is committed to offering a child-centred service where the needs and best interests of children are the first and foremost considerations. We aim to be responsive to the diverse and changing needs of the children and families in our community.

Our programme aims to provide a safe and welcoming environment where children can be comfortable in their identity and confident in their culture. We extend the same welcome to parents and whanau. Through our conversations and activities, we encourage children to understand and respect other cultures. We are committed to providing an environment that is free from harassment, bullying and discrimination.

We take opportunities to speak with parents/whanau about the care of their children. We actively seek information from parents/whanau about any special needs or disabilities and consult over strategies and resources that might help us to work well with their children. Information will be collected in writing on the enrolment form, and through staff discussions with parents/whanau.

All parents have the opportunity to discuss specific cultural needs and preferences at enrolment and to record relevant information on our enrolment form. We also seek guidance from parents/whanau when planning activities or events with a cultural element (e.g. festival days, birthdays etc.)

We provide regular informal and formal opportunities for feedback from children and from parents/whanau. All messages and notices about the programme include an invitation to feed back.

We formally evaluate the entire programme once per year and report the feedback and response to parents and programme management.

Our staff regularly seek opinions, feedback and ideas from children, to contribute to future programme planning.

All staff inductions include this policy, as well as relevant information on the particular needs of children attending the programme.

Programming policy

Our programme planning aims to ensure that:

- Children feel safe and receive care, attention and support from staff
- Children are treated fairly, with dignity and respect
- The cultures and beliefs of all children and their families / whanau are respected
- Opportunities are provide for children to develop a positive sense of themselves
- Children develop self-reliance and independence
- All children of all ability levels can participate in a range of activities
- The focus of all activities is fun and enjoyment

Planned activities will be offered each camp. Our planning aims to be responsive to the varying age, capabilities and interests of the children. There will be a sense of stability and regularity to what is offered, but not a rigid or regimented approach. Children will be encouraged to participate but may choose not to, as long as they are not disruptive.

Whenever possible, alternative activities will be provided. The programme will include a range of activities:

- planned art and craft projects
- organised sport or active group games
- organised group quiet game or activity
- child-initiated use of certain games and equipment
- periods of supervised free play indoors and outdoors

For the holiday programme, the schedule of activities will be provided on the programme enrolment information – a more detailed schedule is posted each day on the notice board. As programme activities are completed, we will also share photos, video, samples of art work etc. – at the programme and on-line.

Adequate and safe facilities will be provided for the range of activities. Where necessary, staff will limit group sizes or the age of participants. Any specific supervision requirements will be determined prior to the activity. Parent consent will be required and is given on the enrolment form for off-site activities and activities with a higher than usual level of risk e.g. swimming, scooters, roller blades.

Programme planning is the responsibility of the Kids Camp Coordinator, with support from Site managers and other staff. All planning will be subject to budget guidelines set by HH management.

Staff will be encouraged to contribute to the programme in areas where they have special interests or strengths e.g. sports, art, music, cooking etc.

In responding to the needs of children staff will:

- plan some activities that reflect the special interests, ethnicities, language and cultural backgrounds of children in the programme
- adapt activities to suit different/mixed ability levels, as well as particular circumstances when the activity is offered – time of day, weather, behaviour of participants etc.
- allow child flexibility in how and when they participate in any activity

- encourage children to try new and unfamiliar activities, and to persist with completing what they have started, but staff will not pressure or punish children who choose not to participate

All staff are involved, through regular staff meetings in reviews that will include programme content & delivery, selected policies/procedures, incidents and any other issues of concern. Staff will also regularly review how the programme is meeting children's needs. Staff comments and views will be recorded in the meeting notes, as well as any agreed outcomes.

Evidence provided to MSD in conjunction with this standard may include:

- Sample programme plans
- Information for parents, enrolment forms / fliers etc.
- Staff training and induction information – children's needs, programme planning and delivery etc.
- Staff meeting notes
- Programme diary/record of activities
- Photos of activities, samples of art/crafts
- Parent/child feedback, concerns or complaints and response/changes made

MSD Level 3 Social Sector Accreditation Standards (SASS) Community and Child Wellbeing

Behaviour guidance

Children have the right to be safe and feel safe; to receive care and attention; to be treated fairly and with dignity and respect. Through consistent behaviour guidance practices, staff at Highland Home Christian Camp will help children to learn helpful and co-operative behaviours. This approach includes maintaining a positive environment, early intervention with low-key responses and utilising consequences for persistent or more serious misbehaviour.

This policy also includes steps for responding to children's behaviour that poses a significant safety risk. This is given a high priority, to ensure the safety of children and programme staff.

A positive environment

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

- A stable programme routine, implemented with flexibility in response to children's changing needs
- Facilities and resources that allow for varied activity – including rest and relaxation
- Children can assist with programme tasks and have choice/input into the programme activities
- Children are well-supervised during all activities and staff intervene early if there is any problem
- Staff model appropriate behaviour including friendly and attentive interactions with all children
- Staff recognise appropriate behaviour and encourage children to make good behaviour choices
- Rules/boundaries clearly outline expectations for behaviour – children help to establish rules and expectations and help to regularly review / update these.

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

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

Low-key response

When responding to misbehaviour, staff initially use low-key, unobtrusive responses e.g. ignoring, non-verbal signals or short, simple reminders, directions, questions or re-direction.

Early intervention is usually always preferable: staff members are pro-active in responding to behaviour problems before they escalate, although options to ignore some behaviours will also be considered.

Staff members communicate calmly and assertively, and do not shout, threaten or intimidate children.

Children are usually given reasonable time and space to comply with any instruction or expectation.

Staff aim to reconnect positively with children after intervening. Each day is viewed as a fresh start.

Inappropriate discipline practices

Punitive discipline is not acceptable at our programme. This includes punishing by hitting, the withholding of food or drink, isolation from the group, humiliation, ridicule or other forms of verbal abuse.

Staff will not use physical force to direct children or make them comply with instructions.

No physical restraint or intervention will be used with children, unless it is an immediate issue of safety for children or staff, and direct verbal commands have not been effective.

Consequences for persistent misbehaviour

If the behaviour persists, staff will state a choice or consequence e.g. "if you continue with then"

In any instance where a child is agitated or in an extreme emotional state, the child will be given time and space to cool down, with appropriate monitoring by staff before further steps are taken.

Staff always follow through appropriately with consequences, which may include loss of privileges or equipment; remedying damages; follow up with parents.

Any communication with parents about a child's behaviour must first be approved by the Kids Camp Coordinator. An incident report may be required – staff will consult with the coordinator about this.

All parents and children are advised that a possible consequence for a serious or persistent incident is that the KC Coordinator may ask parents to come and remove the child from the programme immediately.

Serious behaviour problems & exclusion of children

Where there is a repeated pattern of inappropriate behaviour staff will consider:

- if there are any triggers for the behaviour at the programme and how to manage these
- if the response the child gets for the behaviour (from staff or other children) is meeting the goal of the behaviour and therefore reinforcing the behaviour, making it likely to re-occur
- staff will take a problem-solving approach, with the aim of forming a consistent set of responses, used by all staff, to help the child behave appropriately. Parents will be kept informed of this process and given the opportunity to offer suggestions towards a suitable strategy.

Serious or repeated incidents of misbehaviour are recorded and reported to parents. Parents will be asked to meet with the KC Coordinator to discuss concerns. The child will have the chance to participate. The meeting will review steps that have been taken to help the child and aims to reach an agreement for a behaviour guidance plan, including clear consequences should the behaviour recur.

In the case of more serious behaviour incidents, the programme may exclude children from the programme effective immediately. This could apply where behaviour has been, or could be, harmful to other children or staff, or where the behaviour seriously or repeatedly compromises supervision e.g. repeated situations that require staff attention and leave other parts of the programme inadequately supervised.

In the case of immediate exclusion, parents will still be given the chance to meet with the KC Coordinator, to have the reasons for the exclusion explained.

Where a child is excluded from the programme, written confirmation will be provided, giving the reasons for the exclusion.

Appropriate confidentiality will be maintained in all discussions and recording of children's behaviour.

Staff professional development and support

Induction for staff includes this behaviour guidance policy. New staff members receive regular support and feedback about their behaviour guidance practices.

Staff will receive ongoing support, through formal and informal staff meetings where issues or concerns can be discussed.

Staff will be offered professional development whenever possible, in order to learn more about child development and enhance their behaviour guidance skills.

Inappropriate behaviour will be dealt with in stages.

- Examples of inappropriate behaviour: Swearing, fighting, disobedience, sexual talk or activity, breaking equipment etc...
- **STAGES:**
- **FIRST** – given a verbal warning and chance to modify behaviour
- **SECOND** – given second verbal warning and sit aside of the activity for a short time
- **THIRD** – given third verbal warning and will shadow a leader for a short time. Behaviour will be **logged** on the HHCC Kids Camp Behaviour Management Log Form and child notified of this. Caregivers will be notified when the child has two **logged** misdemeanours.
- **FOURTH** - If a child has three **logged** behaviour misdemeanours this will result in being sent home.
- **After three logged misdemeanours the caregiver is contacted and requested to come and collect the child. Two leaders will wait with the child while they pack and wait to be picked up.**

Some behaviours will not be tolerated and will result in an immediate call to the caregiver to collect the child.

- Blatant disregard for authority
- Physical or emotional abuse of another person
- Blatant disregard for safety procedures
- Leaving the grounds or place of off-site activity without permission

Parent information re-behaviour guidance:

Behaviour guidance at Highland Home Christian Camp

We aim to provide a positive environment for children, where they can enjoy their out of school time while learning to get along with others, become more independent and take responsibility for themselves. Our behaviour guidance policy helps our staff to work consistently towards this goal, while keeping all children safe, physically and emotionally. If you would like to read this policy in full it is available on our website (Downloads Page) and in a folder at registration.

In summary, our behaviour guidance policy covers:

- Creating a positive environment that encourages appropriate behaviour
- Low-key, early response to minor misbehaviour and consequences for more persistent misbehaviour
- Planning and problem-solving for more disruptive behaviour
- Exclusion of children from the programme, where there are safety concerns

Our programme uses incident reporting to help get a clearer picture of what might be causing, and what might help with, more challenging behaviour. It is our policy that we do not report every behaviour incident to parents, but we will do so if we consider the matter sufficiently serious, or persistent. We keep any

information recorded about children confidential. We will share with parents any information we have recorded about their child, if requested.

We are confident that most behaviour problems can be addressed through the fair and consistent application of our policy. It is very helpful that we have your support in positively reinforcing our programme behaviour expectations with your children.

MSD Level 3 Social Sector Accreditation Standards (SASS) Community and Child Wellbeing

Child Protection Policy

The well-being and safety of children and young people is a paramount concern of Highland Home Christian Camp.

Staff and management of Highland Home Christian Camp are committed to responding to concerns about the safety and wellbeing of children and recognise that this may have consequences for the status and reputation of the organisation, management and staff. However, the interest and welfare of the child or young person will be the primary consideration when any action is taken about suspected abuse.

Highland Home Christian Camp will not tolerate abusive behaviour of any kind and will promote a culture of child protection by making these policies visible to parents and the community - including at registration, notice boards and our web site.

Highland Home Christian Camp supports the roles of statutory agencies (the Police and Oranga Tamariki) and will consult with them when necessary.

The Vulnerable Children Act 2014 requires a rigorous process for screening staff who work with children. Highland Home Christian Camp complies with this Act, in order to safeguard the programme from inappropriate persons. This is further outlined in the Staffing Policy.

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

This policy applies to all staff, including part-time or temporary roles, volunteers and contractors.

1. Definitions

Child abuse refers to the harming (whether physically, emotionally or sexually), ill treatment, abuse, neglect, or serious deprivation of any child/tamariki, young person/rangatahi (Section 14B Children, Young Persons, and Their Families Act 1989).

Physical abuse - any acts that may result in physical harm of a child or young person.

Sexual abuse - any acts that involve forcing or enticing a child to take part in sexual activities, whether or not they are aware of what is happening.

Emotional abuse - any act or omission that results in adverse or impaired psychological, social, intellectual and emotional functioning or development.

Neglect - the persistent failure to meet a child's basic physical or psychological needs, leading to adverse or impaired physical or emotional functioning or development.

Family violence may be witnessed/experienced by children and involve physical, sexual and emotional abuse.

2. Training

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

As part of their induction, new staff are explained:

- the programme policy and commitment to child protection
- procedures for supervising children and minimising the risk of an allegation of inappropriate behaviour
- what to do if abusive behaviour is observed
- the process for reporting any concerns
- how to respond to a disclosure of abuse

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

3. Identifying child abuse and neglect

All staff will be made aware of the signs of potential abuse or neglect (see below) and will always consider all available information before taking any action e.g. behavioural concerns may be the result of life events, such as divorce, accidental injury, the arrival of a new sibling etc.

Staff members are not expected to reach any conclusions about whether abuse or neglect is occurring, or what form it may be taking. They are expected to recognise and consult when something is wrong, if a pattern is noticed or several signs together cause concern.

Some signs of potential abuse / neglect

- Physical signs of abuse: unexplained injuries, burns, fractures, unusual or excessive itching, genital injuries, sexually transmitted diseases. Neglect: looking rough and uncared for, dirty, without appropriate clothing, underweight
- Medical neglect (e.g. persistent nappy rash or skin disorders or other untreated medical issues).
- Developmental delays (e.g. small for their age, cognitive delays, falling behind in school, poor speech and social skills).
- Emotional abuse/neglect (e.g. sleep problems, low self-esteem, obsessive behaviour, inability to cope in social situations, sadness/loneliness and evidence of self-harm).
- Behavioural concerns (e.g. age- inappropriate sexual interest or play, fear of a certain person or place, eating disorders/substance abuse, disengagement/neediness, aggression).
- The child talking about things that indicate abuse (sometimes called an allegation or disclosure).
- Neglectful supervision (e.g. out and about unsupervised, left alone, no safe home to return to).

4. Responding to child abuse

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

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

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

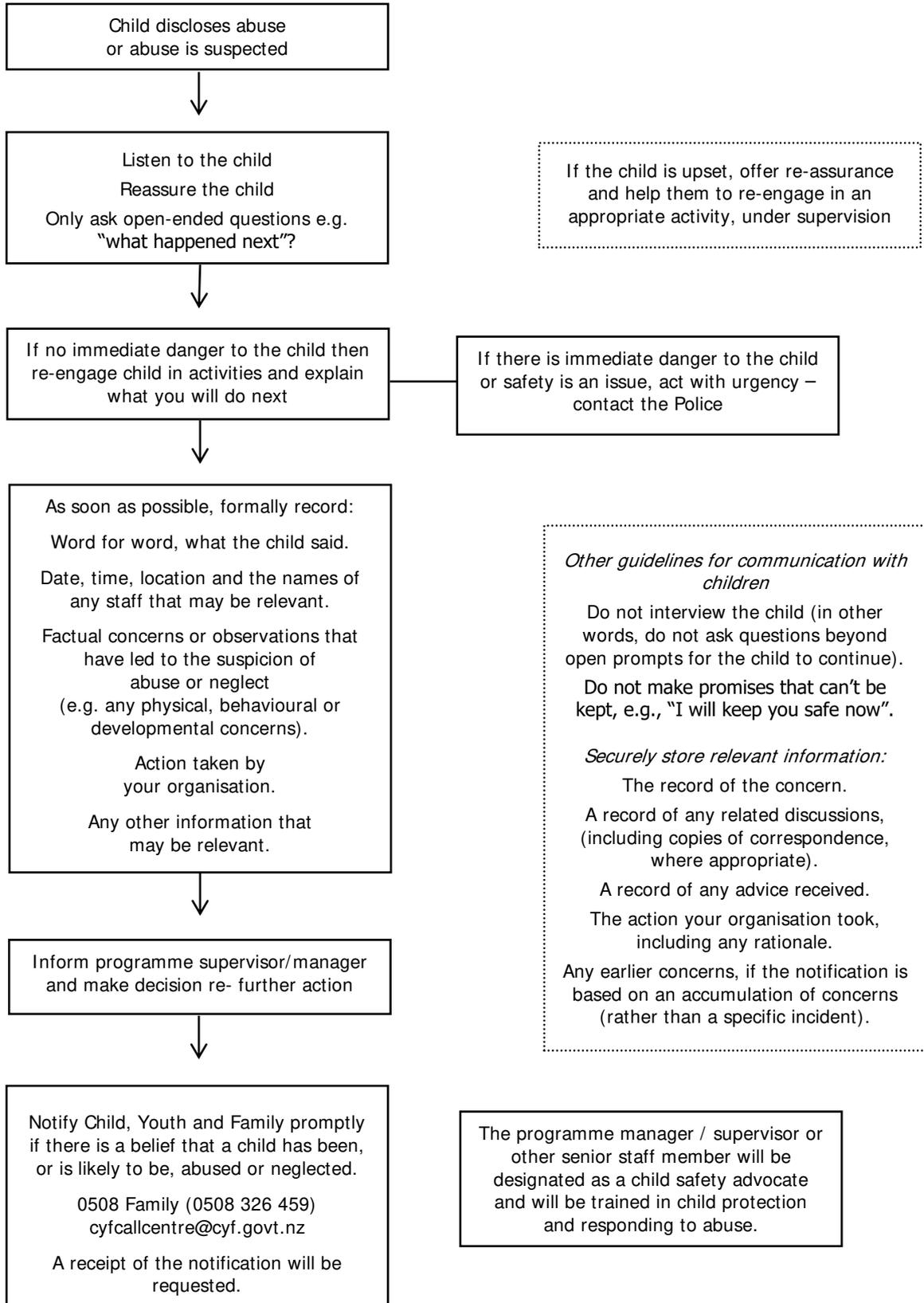
Staff will respond to suspected child abuse or any concerning behaviour by writing down observations, impressions and communications in a confidential register. This will be kept separate from other programme records and enrolment information etc.

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

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

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

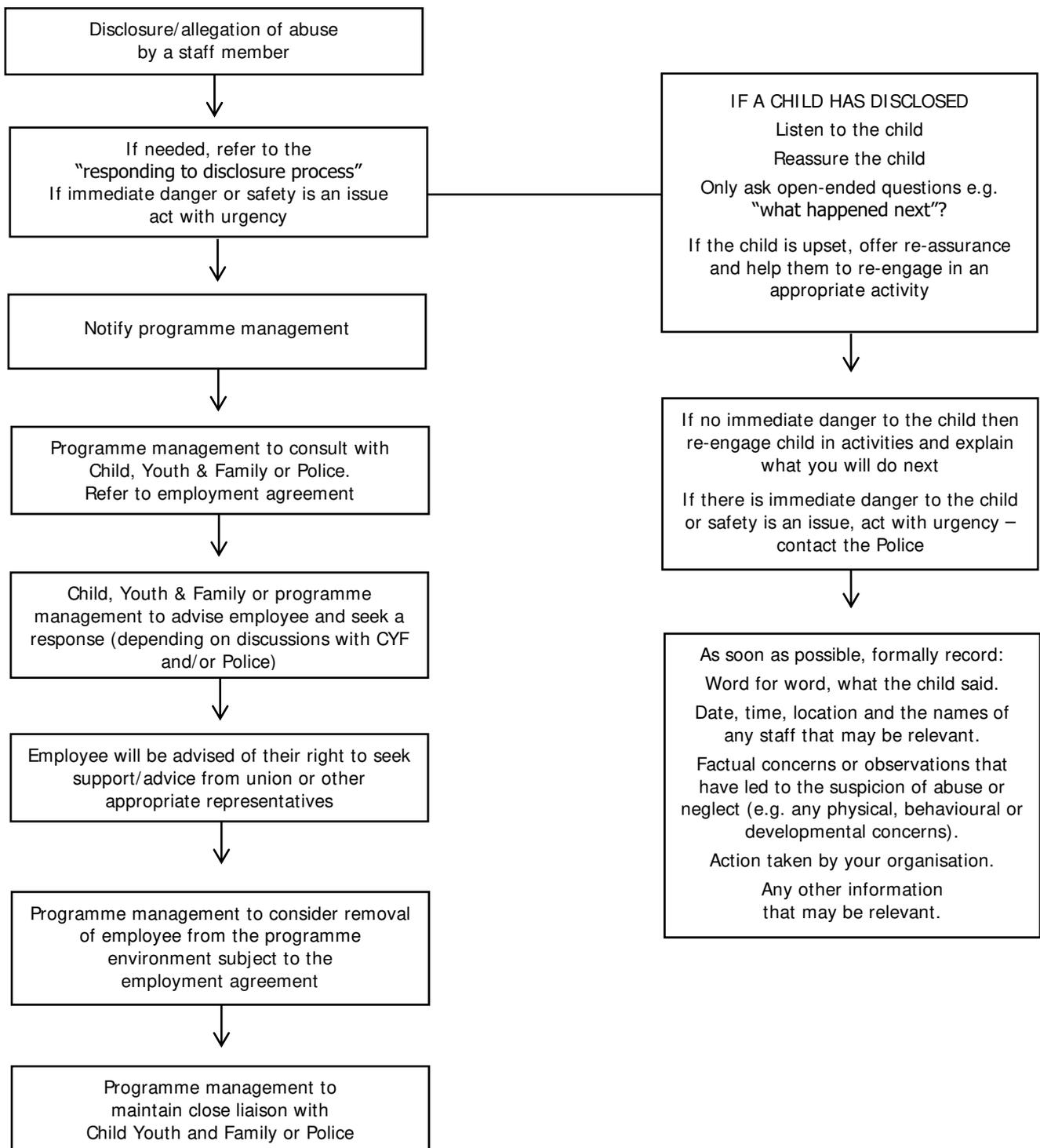
Responding to a disclosure/concern about abuse



5. When an allegation of abuse is made against a staff member

Where it is suspected that child abuse has been carried out by a staff member (paid/ unpaid in any programme role), the matter will be reported promptly to programme management.

Any children involved will be protected from possible risk or trauma. Programme management may remove the staff member from the programme environment subject to the requirements of the applicable employment contract. All actions will be undertaken with appropriate care to maintain confidentiality.



This organisation acknowledges that the use of 'settlement agreements', could be contrary to the principles of child protection. Some settlement agreements allow a member of staff to agree to resign provided that no disciplinary action is taken, and a future reference is agreed. Where the conduct at issue concerns the safety or wellbeing of a child, use of such agreements will be avoided.

6. Confidentiality and information sharing

This organisation will seek advice from Oranga Tamariki and/or the Police before information about an allegation is shared with anyone, other than the service manager or designated child protection advocate in the organisation.

In general, when collecting personal information about individuals, privacy and confidentiality will be maintained.

Staff may disclose information under the Privacy Act/Health Information Privacy Code where there is good reason to do so – such as where there is a serious risk to individual health and safety (see privacy principle 11/Code rule 11). Disclosure about ill-treatment or neglect of a child/young person may also be made to the Police or Oranga Tamariki (Child, Youth and Family) under sections 15 and 16 of the Children, Young Persons, and Their Families Act 1989.

Parents will be informed about this limitation to confidentiality in the programme enrolment information.

7. Peer abuse

This organisation 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 accepted or tolerated.

While the situation is being evaluated, the children/young people concerned will be kept separate.

In some cases, where the abuse has occurred at the programme, immediate suspension of a child may be appropriate, as outlined in the behaviour guidance policy.

This organisation will keep personal information as private as possible. Parents will also be asked to keep all information confidential to allow proper investigation and resolution.

All parents/caregivers will be kept informed about how the programme is responding to concerns, including meeting with staff to discuss these concerns. It is a policy of the programme to discourage interaction between the different parents involved and between parents and other children in the programme, while a concern is being investigated.

8. Child and staff safety – supervision and conduct guidelines

These specific guidelines are concerned with minimising the risk of allegations of inappropriate conduct. They should be read in conjunction with the Staff Code of Conduct, which outlines a wider range of staff behaviour guidelines.

All staff should be aware of situations where they could be alone with children. These situations will be avoided as much as possible.

An open door policy for all spaces should be used as much as possible (i.e. not for toilets). Staff will be aware of where all children are at all times and check to ensure what they are doing is appropriate.

Staff will watch for situations where children are out of sight together (play huts, storage areas, toilets, etc.) and intervene to reduce the risk of inappropriate behaviour.

Staff will avoid being alone when transporting a child or young person, unless an emergency requires it.

Except in an emergency (or as specified in the late collection policy), children and young people will not be taken from the programme by staff without parent consent.

Visitors to the centre will be monitored at all times by programme staff.

All volunteers and outside instructors will be monitored by the paid programme staff.

As outlined in the Code of Conduct: “Staff will provide physical comfort or reassurance when needed by children, but exercise caution and restraint when initiating physical contact or displaying signs of affection.” Staff will not allow children to climb on them or sit on their laps.

If activities require a higher degree of physical contact (i.e. classes in swimming, gymnastics, dance etc.) parents and caregivers will be informed.

Unless requested by children or parents there is usually no need to assist school aged children with toileting. If the situation arises, staff will ensure that another staff member knows who is assisting the child. Parents will be informed.

In some situations a child or young person may require more regular physical and or personal care assistance. Advice and assistance will be requested from parents/caregivers and specialist personnel. Programme management will negotiate with all involved regarding appropriate procedures for giving this assistance.

OSCAR Staff Code of Conduct

OSCAR services aim to create environments for children that are stimulating, fun, caring and safe. We recommend that all staff commit to these guidelines that cover, in general terms, conduct and professional relationships.

This document should be read in conjunction with a relevant job description and employment agreement that explains the requirements of the particular workplace.

Please refer to the policies and procedures of your programme for specific guidelines on behaviour management, child protection, health and safety and employment matters.

Treat all children with dignity and respect

It is essential that all staff appreciate the important role that OSCAR services play in children's development, especially how they shape children's social and interpersonal skills, and their sense of self-worth.

This means:

- *recognise that all children have the right to feel safe and to be safe*
- *do not physically punish children or in any way intentionally harm children either physically or emotionally e.g. by ridiculing, threatening, or abusive behaviour*
- *provide physical comfort or reassurance when needed by children, but exercise caution and restraint when initiating physical contact or displaying signs of affection*
- *clearly communicate programme rules and boundaries to children and be fair and consistent when responding to misbehaviour*
- *take care to ensure any activity suits the age and ability of the children participating*
- *encourage and assist, but do not force children into an activity*
- *consistently monitor children's changing needs during the programme session and respond appropriately*

Always be aware of safety and "duty of care"

Staff have a professional and legal obligation to consistently monitor and assess the safety of children and to act to reduce or eliminate unacceptable risks. This is a "duty of care" and it continues for the entire time that children attend the programme, until they are released to the care of a parent/caregiver or other authorized person.

This means:

- *when supervising children, give this task your complete attention*
- *if a situation is unsafe, act immediately and get assistance if required*

- if a you see any possibility that an activity could cause an accident or injury, stop the activity immediately
- monitor yourself and others (staff/visitors) to avoid situations where an adult is alone with a child
- keep other staff informed about your whereabouts and immediate duties
- act promptly to report any observations or concerns regarding child abuse or mistreatment, following processes in the relevant programme policies
- discuss incidents where safety was a concern with other staff in order to raise awareness and improve practices

Be an effective and respectful team member

Staff relationships need to be positive and supportive, both to ensure the smooth running of the programme and to create a positive environment for children.

This means:

- work co-operatively with other staff towards programme goals
- practice polite and calm communication at all times
- support other staff to become more confident and skillful in their work
- demonstrate a commitment to professional development, including regular child protection training
- ask for help and advice whenever it is needed and you can expect to get help and to not be criticised for seeking help
- when conflicts arise within the team, you seek to resolve matters constructively and if formal procedures are implemented, all parties co-operate throughout the process

Maintain appropriate personal conduct at all times

Staff are expected to behave in a professional and responsible manner, while not losing sight of the need to promote fun, enjoyment and friendly, informal relationships with children and staff.

This means:

- ensure you understand your job description
- provide an appropriate role model for children's behaviour
- be punctual and ready for work at the required time
- dress appropriately and be "fit for work"
- no smoking at the programme
- do not discuss adult topics around children
- have friendly and courteous interactions with parents

- maintain professional boundaries with children – if there any personal relationships with children at the programme, you need to keep personal matters confidential and ensure all children are treated without bias or favouritism
- respect the confidentiality of any conversations with parents about their children
- respond appropriately to any complaints about the programme and if you have any concern or grievance yourself, report this using the appropriate procedure

Fit for work

Staff should turn up for work, ready and fit to perform their role in a safe and professional manner.

Being “fit for work” means:

- being dressed appropriately (refer to Dress Code if relevant)
- do not bring children or siblings with you unless the Programme Manager has agreed to this
- not being under the influence of drugs, alcohol or other substances that reduce your ability to perform programme duties

Serious Misconduct

Acts of serious misconduct may result in staff having their employment with the programme terminated without further notice or formal warning.

Examples of serious misconduct:

- failure to disclose criminal convictions
- abusive or offensive behaviour to any other person in the course of employment
- theft, vandalism, or unauthorised use of property belonging to the programme, another staff member, or any other person
- falsification of programme records
- bringing into or consuming at the programme, non-prescribed drugs, or other dangerous substances
- the disclosure to unauthorised persons of any confidential information belonging to the programme or concerning any child, family or staff member
- failure to record and report any work place accident
- harassment of programme staff or families

Signed

Date

MSD Level 3 Social Sector Accreditation Standards (SASS)

Staffing

All processes for staffing at Highland Home Christian Camp will comply with relevant legislation including the Vulnerable Children Act 2014, Health and Safety at Work Act 2015, Privacy Act 1993, Human Rights Act 1993, Employment Relations Act 2000, Holidays Act 2003 and other applicable employment laws.

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

To ensure quality care and a safe environment at Highland Home Christian Camp, staffing procedures include:

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

Staff recruitment – application / interviewing

- Appropriate channels for advertising will be used at the discretion of programme management and may include advertisements; local and professional networks as well as word of mouth contacts.
- All applicants will be advised of the programme commitment to protecting all children from abuse and mistreatment.
- All applicants will be required to submit a cover letter and CV with referees.
- All applicants short listed for the positions will be interviewed.
- Interviews will be carried out by a board representative and management representative and will consist of a predetermined set of questions, as well as enquiry and follow up on matters raised during the interview.
- Interview questions will be fair and non-discriminatory, in respect of human rights and privacy laws.
- Employment history will be confirmed and discussed as required during the interview, with appropriate follow up after the interview, to establish clearly the previous five year history of each applicant.
- Notes will be kept on each interview, including any areas for follow up and comments from the interviewing group.

Staff safety & background checking and appointment

For the purposes of screening and safety checking, “staff” in this policy, includes paid and unpaid staff, both in casual and permanent roles, as well as other people in the organisation that could have access to children in the programme, including people in both management and governance roles.

All staff working at Highland Home Christian Camp are considered a “Core Children’s Worker” for the purposes of screening and vetting under the Vulnerable Children Act

- All applicants will be required to provide the names of at least two referees. A member of the interviewing group will contact the referees for verification of the applicant’s work history and suitability to work with children.
- Before appointment, all staff must agree to being vetted with the New Zealand Police. All staff vetting is conducted in accordance with the provisions of the Criminal Records (Clean Slate) Act 2004 and Vulnerable Children Act 2014.
- The programme will confirm identity of any applicant prior to vetting, in accordance with Police Vetting requirements, specified on the vetting consent form.
- All information and checks on applicants will be recorded in a written risk assessment and presented to Highland Home and Kids Camp programme management for approval. This will include careful consideration of any convictions disclosed, gaps in employment history and verification of any qualifications presented.
- Applicants will be informed of the appointment decision in writing / email.
- All staff will sign a declaration that they have no impending charges and agree to notify the programme if this changes.
- All new appointments will additionally be subject to a trial period, as permitted under current law.
- Any person with an offence specified in the “workforce restriction” in the Vulnerable Children Act 2014 will not be allowed to work in the programme, nor serve in a management or governance role.
- The police vetting result will be retained in staff files and may be viewed by MSD Approvals staff.

All employees will sign a written employment agreement clearly setting out wages and conditions of work. The employee will also be given all information to meet the requirements of the Employment Relations Act 2000 and other current employment law. Sign off on the Staff Code of Conduct and the job description will be part of this agreement.

All volunteers will sign a service agreement, including any conditions regarding reimbursement of expenses.

Copies of CV’s and interview records will be kept for all successful candidates. In storing personal information the programme will comply with The Privacy Act 1993.

Police vetting will be repeated for all staff, every three years.

Staff are expected to notify the Site Manager and Programme coordinator if they have impending criminal charges or are convicted of a crime. The Site Manager and Programme coordinator will discuss the matter with the staff member and undertake a risk assessment, which will include consulting the current workforce restriction under the Vulnerable Children Act. *The Board of Trustees will also be informed.*

Staff induction and support

Prior to appointment, staff will be provided with a job description that states tasks, responsibilities and who they are accountable to.

Staff induction will be carried out by the Site Manager and Programme coordinator, using the induction checklist, over an appropriate time period and in a manner best suited to the individual staff member. Other staff members may assist in this process and the induction checklist updated at all stages.

Staff are required to sign off on key stages in the induction: health & safety, child protection (including "section 15"), paramountcy principle, behaviour guidance, duty of care, staff code of conduct (refer to staff induction checklist)

New staff will have the opportunity for regular feedback and coaching from senior staff

Volunteer staff will always work alongside paid staff and be under their supervision.

For volunteer staff members, induction will include a brief orientation to their role including key health and safety requirements. Volunteers will have a lesser degree level of responsibility than paid staff. They will be included in staff meetings and training opportunities, as appropriate and feasible.

Staff training

The site manager and/or programme coordinator is responsible for ensuring that all staff are sufficiently trained in first aid, emergency procedures, safe practices and other programme procedures, to ensure the safety of the children at all times.

Where relevant and feasible, staff members will be offered external training opportunities in behaviour guidance, child protection and other topics. Staff will train internally together as a team, on topics prioritised by the Site Manager or Programme Coordinator, a minimum of four times per year. Prior to each holiday programme, staff will meet for planning purposes. This meeting will also have a training component. Notes will be kept of who was present and outcomes.

Staff will have regular opportunities to up skill and train on-the-job, with coaching and support from other experienced staff.

Staff training needs will be reviewed during staff appraisals or as required and opportunities provided for further training as needed.

The co-ordinator will outline staff training in an annual training plan. All training undertaken will be logged and copies of training certificates will be kept in staff files.

Performance appraisal

Appraisal of Kids Camp staff is the responsibility of the Programme coordinator.

Appraisals of the Site Management staff is the responsibility of the Board of Trustees.

Performance appraisals will be carried out for each staff member after one year of service.

The appraisal will be based on the staff member's job description. It aims to recognise strengths and identify areas for personal and/or professional development. It will consist of a self-appraisal and an interview with the Programme coordinator/ BOT representative. Professional development goals will be set for each staff member for the following year.

A record will be kept of the outcome and all appraisals will be confidential.

Resolving problems and complaints

The Site Manager or Programme Coordinator is responsible for investigating/resolving problems and complaints, and ensuring that these processes are conducted fairly, in accordance with relevant legislation.

If a staff member is not performing adequately the Site Manager or Programme Coordinator will initially meet with the person to clarify the problem and steps to resolve it. The staff member will be offered training/coaching to improve performance.

If the problem persists the staff member will be given a written warning clearly stating the problem, improvement needed and a time frame for this to occur. At any meetings, the staff member is entitled to have a support person present.

If there is not sufficient improvement the staff member will receive a second written warning. If the problem continues the staff member may be dismissed. A staff member may only be dismissed with the agreement of the Site Manager and Programme Coordinator.

Paid staff may be suspended on full pay pending further investigation if there is an allegation of

- any form of abusive behaviour
- failing to observe programme rules so that a child is injured or placed in serious danger
- other serious misconduct as outlined in the staff code of conduct

Where an incident of serious misconduct is witnessed, the staff member may have their employment agreement terminated immediately.

Following any instance of serious misconduct, the coordinator will review the circumstances and note any changes that may prevent the situation occurring again.

Staff complaints/concerns should usually be first raised with the person/s concerned or programme coordinator. If there is not a satisfactory resolution, the programme coordinator will investigate further. All parties to the complaint will have the opportunity to speak on the matter and have support people present at any meeting.

If no resolution can be reached, or the complaint concerns the Programme coordinator, the complaint may be referred to Site Manager or BOT.

Employment documents/forms

- Application form
- Job description - manager/ supervisor/ assistant
- Staff code of conduct
- Interview questions
- Interview notes
- Referee checks*
- Police vetting result*
- Risk assessment (prior to appointment)
- Employment offer letter*
- Employment agreement*
- Volunteer service agreement*

- Staff personal information/declaration (re-convictions)*
- Induction checklist*
- Performance appraisals*
 (* filed in individual staff files of employees)

Staff files to also include:

- CV
- qualifications (where relevant)
- Identity documents
- Drivers licence (where relevant)
- Staff complaints / disciplinary action
- Tax code / pay rate / holidays / leave owing etc.

MSD Level 3 Social Sector Accreditation Standards (SASS) **Health and safety**

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MSD Level 3 Social Sector Accreditation Standards (SASS)

Health and safety

At Highland Home Christian Camp, the safety and wellbeing of children is a paramount concern. The programme's procedures will comply with all relevant legislation and professional standards, including the Health and Safety at Work Act 2015 (HSWA).

Highland Home Christian Camp will, as far as reasonably practicable, provide a safe environment for all staff, children, parents and others involved in the programme. The main safety procedures implemented by the programme concern:

- Actively managing the risk of harm through effective supervision, regular safety checks and risk assessment
- Providing staff with appropriate information and training, as well as regular opportunities to participate in safety planning and to discuss incidents or concerns
- Informing everyone in the programme about safety precautions – children, parents etc.
- Regular recording and reporting of safety checks, incidents and concerns, including consultation or co-ordination as required with key stakeholders (BOT, MSD, OSCN etc.)
- Regular monitoring and review of safety practices in all areas of the programme
- Reporting to governance board on health and safety matters
- Appropriate planning and preparation for emergencies, including natural disasters

Programme safety procedures

All facilities used by the programme will be subject to a risk assessment to identify potential hazards and safety issues. Facilities will comply with relevant building codes and regulations. The programme will maintain a hazard register, to record hazards identified and steps taken to reduce the risk of harm.

The site manager/programme coordinator will ensure that a staff member checks the programme environment at the beginning of each week (ASC), (using the Venue and Hazard Check form). Programme management will regularly review these records at least twice per year.

In addition to these regular safety checks the programme will complete a risk assessment form (RAM) for excursions and other activities that pose particular safety risks, including any activity in water. The site manager/programme coordinator will complete the risk assessments with input from programme staff. Risk assessments will be filed and available for programme staff whenever these activities are going to occur.

All planned activities will meet relevant industry standards and be supervised by suitably qualified specialist staff where this applies, e.g. canoeing, rock climbing, gymnastics.

Parents can access our H & S policies on our website. If there are activities that have a significantly higher safety risk parents will be informed. Written parental consent is given on the enrolment form for all activities undertaken by Highland Home during Kids Camp.

There will be quarterly reporting to governance board on health and safety matters including any changes or improvements made to health and safety in the programme and outcomes from health and safety reviews.

The programme provides a smoke free environment. Staff who smoke are not permitted to do so anywhere in the programme facility or grounds. This policy is displayed for parents at the sign in/out area.

Programme supervision

The staff/child ratio will be as follows:

- At Highland Home 1:10
- On excursions & water 1:6

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

All staff counted in the ratios are 16 years or older. The programme supervisor will be 20 years or older and will be required to remain on site during the programme hours. All staff will have the appropriate level of maturity and experience to effectively supervise (refer to: staffing policy)

Swimming activities and other situations that pose a higher risk may have a lower number of children per staff member, which will be determined by a risk assessment process.

A minimum of one qualified first aider will be on-site at all times.

Staff will usually be allocated specified areas and/or activities to supervise (based on rosters) and staff will be within sight and/or sound of the children they are supervising. The programme requires active supervision. When staff are supervising they will be constantly observing *all* children in the area/activity they are responsible for.

Staff will position themselves so they can best see all the children. Staff will not join in on an activity if they will be unable to maintain good supervision.

Staff will not leave the area they are supervising without ensuring it is safe to do so by asking another staff member to supervise the area or moving the children to another place where they will be properly supervised

Staff will take a roll twice per day and do a head count occasionally and watch boundaries constantly (children are to be made aware of these beforehand).

If a staff member sees any possibility that an activity could cause an accident or injury, they should stop the activity immediately and not allow it to re-start until it can continue safely.

In an emergency, staff will ensure that they respond in a way that does not create a risk of further injury or leave children without adequate supervision. Stay calm and seek help immediately.

Staff will inform the site manager and/or co-ordinator as soon as possible if there are any injuries, incidents, dangerous behaviour, and unsafe equipment etc.

Toilets

- Children will inform a staff member when they are going to go to the toilet.
- If using public toilets a staff member will be monitoring outside the toilet.
- Staff will not use any toilets in use by children. At the programme facility there is a designated staff toilet.

Attendance / sign in-out

A programme roll is maintained daily that records children attending.

The programme coordinator is responsible for the roll during the programme, which will be kept in the lounge kitchen. In any emergency evacuation the roll will be retrieved and taken to the assembly point.

The roll call is done twice per day and other informal attendance checks will be made regularly during the session – eg prior to excursions.

Names and emergency contacts for all children, will be available to staff at all times. This is kept secure in the kitchen.

Parents are expected to sign children in and out of the programme and provide a list of adults authorised to collect their children (on the enrolment form). Children will not be allowed to leave with an unauthorised adult.

Missing children

Holiday programme policy:

IF A CHILD WHO IS EXPECTED AT THE PROGRAMME HAS NOT ARRIVED: the coordinator will attempt to contact the parents. Due to the cost of mobile phone calls it is not a priority to reach parents in this situation. The coordinator will inform the staff of any unexpected absences.

Parents are expected to inform the coordinator if they will be dropping children off late or picking them up early. If the group is not at Highland Home (e.g. outdoors in playground) parents must make sure that the staff know their child has been dropped off.

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

- Staff will check their head count and buddy check to be certain the child is missing.
- Check programme sign in/out records.
- Notify programme coordinator and consult about next steps.
- Check with children and staff about when the child was last seen.
- Check all toilets thoroughly – enter and check cubicles. Check other possible hiding places such as cupboards and rooms.
- Search programme grounds and immediate locality.
- If the child is not found, parents and/or emergency contacts for the child will be contacted.
- The coordinator may also follow up on information and conduct a wider search.
- If the child can still not be located, the Police will be notified.

Late Collection of Children

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

- Two staff members will remain with the child – it may be necessary to call the site manager for assistance.
- Parents and emergency contacts will be contacted and programme management informed.
- If there has been no contact with the parents within 1.5 hours of the programme closing, the child will be kept at Highland Home with the site manager until the family can be contacted

Staff induction, participation and training in health and safety

As part of staff induction, relevant health and safety procedures will be explained including:

- duty of care and the staff code of conduct
- programme hazards and safe use of equipment and facilities
- programme rules and boundaries
- programme supervision
- emergency procedures
- sign in/out requirements
- medical and special needs, including food allergies
- food hygiene

As part of their induction, new staff will be monitored and receive regular feedback on health and safety practices. New staff will not be placed in roles above their level of experience and competence – in particular supervising playgrounds and water activities. In these situations new staff will be supervised by an experienced staff member.

There will be regular staff meetings. These will be minuted. Health and safety will be a regular agenda item for these meetings. Any concerns and safety issues can be raised and discussed. Staff will also be informed that they may raise concerns at any time with the programme supervisor or programme management.

All paid staff will participate as a group in an annual health and safety review, which will be recorded and filed.

Paid staff will be encouraged to participate in external health and safety training.

Accidents and First Aid

A first aid kit will be kept at Highland Home and taken on excursions along with emergency contact numbers. All first aid kits are checked at the end of each term. Checks are recorded in the first aid cupboard.

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

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

1. Staff will immediately inform the programme coordinator/ site manager
2. Appropriate first aid will be administered
3. If a child needs medical attention, parents will be contacted to ascertain if they want to take the child themselves or would prefer staff to take them to the medical centre or hospital of their choice. If parents or alternative contacts are unavailable the child will be taken to the nearest available medical facility. Site Manager will also be informed of the situation as soon as possible.

4. If serious injury occurs, parents will be notified and an ambulance helicopter called. If it is not possible to call an ambulance and the need is urgent, then children may be transported in a private vehicle.
5. If the situation is urgent, the coordinator will take necessary actions and inform parents and the site management as soon as possible.

All mild accidents and incidents are recorded in the folder in the first aid cupboard. Parents will sign incident reports that involve their child. (Names of other children involved will be kept confidential.)

For injuries requiring medical attention, or when a more serious injury is suspected (e.g. a head injury) a complete accident report will be filled out and signed by a parent.

The Health and Safety at Work Act 2015 defines a “notifiable event” as either a death, or notifiable illness injury or illness. The programme will as soon as possible notify Worksafe, the Ministry of Social Development (MSD Approvals) and any other relevant agency of the incident. The programme will also take reasonable steps to ensure that the site where the event occurred is not disturbed until authorised by an inspector.

- A notifiable injury or illness is one that requires the person to have immediate treatment (other than first aid) for: amputation of any part of his or her body; serious head or eye injury, or a serious burn; separation of his or her skin from an underlying tissue (such as degloving or scalping); a spinal injury; the loss of a bodily function; serious lacerations; OR to be admitted to a hospital for immediate treatment OR have medical treatment within 48 hours of exposure to a substance.
- A notifiable injury or illness also includes any serious infection to which the carrying out of work is a significant contributing factor
- A notifiable incident means that someone has been exposed to a serious or immediate risk to their health and safety because of an unplanned or uncontrolled work incident

Evacuation Drills

Staff will conduct a full evacuation drill once per camp.

The evacuation drill will include the following checks:

- All emergency exits are clearly displayed.
- Emergency exits are regularly checked to be in working order and free of obstructions.
- Evacuation procedures are displayed, clearly indicating where people can assemble safely outside the building.

The evacuation procedure will be reviewed after the drill. Any recommendations are reported to programme coordinator and site manager. The drill, time and date, is recorded on the daily register.

Emergency procedures

In all emergencies stay calm

Walk, do not run

Alarm/signals

The signal to evacuate must be made as quickly as possible.

Should any immediate danger arise, notify a senior staff person who is on hand and proceed with response.

Go to the assembly area on the bottom level of cabins. Get into cabin groups and wait for a roll call. Wait for the all clear from the programme coordinator.

NOTE: THE VENUE FIRE ALARM IS NOT MONITORED DIRECTLY BY THE FIRE SERVICE.

Staff responsibilities in an emergency

The designated emergency warden is the programme coordinator or site manager. They will oversee the evacuation by

- Contacting emergency services, as required
- Allocating staff to check toilets, homestead, lounge and cabins
- Allocating staff to supervise children during evacuation.
- Ensure everyone immediately proceeds calmly to safe assembly points, walk, and do not run.
- Collect attendance register, cell phone and emergency plan folder (including emergency contact information for all children).

The warden will remain at the safe assembly area. When all checks are complete call the roll. All children must be clearly accounted for (including children who have already left the programme), as well as visitors.

No one is to re-enter building until the all clear is given by the warden.

When on an excursion, assemble at a designated point.

The warden will ensure the evacuation is recorded / reported, along with any recommendations.

Evacuation assembly point is outside the lower level of the cabins.



Civil defence

If a civil defence emergency is occurring, all children will remain at the programme if possible and staff will await instructions from emergency agencies.

It may be possible to contact parents, but in any case staff will remain with children until they are discharged to their parents/emergency contacts or until other appropriate provisions for their on-going care are made.

If it is necessary to remain for a longer period at the programme, staff will make provision for children's comfort and warmth. The programme maintains a supply of drinking water and emergency food.

If evacuation is necessary, parents will be notified if possible. Otherwise information will be posted at the programme venue and local emergency services notified. **Highland Home is an evacuation centre so we will most likely stay put.**

It may be necessary, before leaving the building, to take steps to turn off power or water supply.

If the evacuation is non-urgent, staff will take essential supplies:

- All contact information for children
- First aid kit
- Radio
- Drinking water
- Toilet paper
- Plastic rubbish bags
- Any special medication, inhalers etc.

Fire

Raise alarm.

Evacuate.

If safe to do so extinguish the fire.

Keep children at the assembly point until danger has passed.

NOTE: THE VENUE FIRE ALARM IS NOT MONITORED DIRECTLY BY THE FIRE SERVICE.

Earthquake

If indoors:

- Staff to give clear instruction: "Earthquake, Drop, Cover, Hold."
- **Drop**, take **cover** under a desk or table and **hold** onto the legs until the shaking stops.
- Keep away from shelves containing heavy objects and other large items of furniture.
- Keep away from windows.

Stay indoors until the shaking stops and it's safe to go outside.

If outside, assemble away from power lines, trees, buildings.

Be alert for aftershocks.

It may be necessary to take steps to turn off power or water supply.

Tornado

Stay indoors.

Close windows and external doors.

Close curtains to reduce risk from broken glass.

Move to centre of the room, away from windows, or to an internal room.

Business continuity & disaster recovery

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

If an alternative venue is required:

- MSD Approvals will be notified as soon as a potential venue has been identified and the programme will follow the advice of MSD staff to secure MSD Approval at the new facility. This will include a risk assessment process for the new facility. Relevant Work and Income staff will also be advised.
- Parents will be advised of new facility and any new arrangements re- arrival or releasing children from the venue.
- Children will be gradually orientated to the new facility as part of the programme activities.

The programme will liaise with other local/community groups to order to act in a coordinated manner when re-establishing.

Staff will be assisted to access appropriate support when the programme is re-establishing after a significant event such as natural disaster. The programme will offer the option to negotiate a period of leave to help staff through this transition.

As finances permit, the programme will retain a reserve of funds to assist with re-establishing the programme after a significant disruption.

Illness and Medication

No sick children will be admitted to the programme

If a child becomes ill during the camp they will be made comfortable in a public area if appropriate or in the sick bay cabin. Parents will be notified and at the discretion of the coordinator may be asked to collect the child as soon as possible.

If a child is to be administered medication at the programme, parents must confirm details of the medication in writing on the medication form - in the case of any medication the child will administer themselves, parents must specify this.

Staff will ensure that all medicines are stored safely including those that children are allowed to self-administer e.g. asthma inhalers. There will be no risk of medicines being mixed up or tampered with by other children.

Staff will keep a record of all medication given and parents are required to check and sign this on arrival and departure.

All medical records kept by the programme are strictly confidential

All medicines must be clearly labelled, showing the child's name and dosage

Staff will only administer medicines in accordance with the written dosage

Excursions and transportation

When children are taken off site, staff are aware of the higher risk this entails and the requirement for a high standard of supervision. Staff will be made aware of particular hazards and given clear guidelines for these situations e.g. road crossing, behaviour while in vehicles, supervision around water etc.

The staff/child ratio on excursions will be 1 adult to 6 children. Children will be put into groups with an adult whose primary responsibility will be to supervise that group.

On walks the children will be organised into a buddy system and will walk double or single file (when appropriate) with at least one adult at the rear and one adult leading. Where there is a road to cross, pedestrian crossings will be used if available. One adult 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.

Written consent is gained from parents before children are taken on excursions. (registration form)

The programme will have a timetable for the excursion and there will be no significant departure from the planned itinerary, unless an emergency requires it.

The planned itinerary will include contingency arrangements for weather etc.

A list of children participating in the excursion is to be left at Highland Home prior to departure and a copy carried by the authorised supervisor, including emergency contacts for each child.

A First Aid kit is taken on all excursions.

Excursions involving boating require a higher staff to child ratio and will be under expert professional supervision. Participating children will wear life jackets at all times (public ferries are an exception).

Risk assessment documents will be consulted before each excursion.

Appropriate planning & preparation includes:

- ensuring access to phone/radio communication while away from Highland Home
- implementing a buddy system - children put into pairs and made responsible for their buddy
- scheduling of regular roll checks
- ensure staff have adequate knowledge of destination
- instructing children about safe road crossing
- revising clear safety guidelines for walking in groups on footpaths etc.
- briefing for children on behaviour and safety before they leave Highland Home and before they enter a venue

Children will only be transported in vehicles where seatbelts/restraints are available for each child (with the exception of buses). All vehicles need current WOF and a licensed driver/operator.

Where programme staff are drivers, there will be a specific induction process and record kept of this – including a period of supervised driving with an experienced senior staff member.

Food hygiene

Food is prepared by the camp cook. Only authorised staff are allowed in the kitchen.

If there is a cooking activity that will be done in the main dining room. Any cooking will be done by the camp cook. All food hygiene standards are adhered to.

These guidelines will apply when handling/preparing food

- Wash hands before handling food and wear gloves

- Cover cuts and abrasions with a water-proof dressing
- Staff who may be unwell will not be involved in food handling

All children will be reminded to wash their hands before eating.

All fruit and vegetables are washed before use.

Any food requiring heating will only be done by members of kitchen staff and there will be care to ensure proper temperature and timing.

All utensils and surfaces will be washed thoroughly after use. Unused food is stored in clean sealed containers and refrigerated as required. Food will be regularly checked for spoilage and expiration date.

Tea towels and hand towels are replaced daily and washed. Kitchen towels are separated from hand towels.

Food that has been prepared will be covered until it is served for eating. Meats and dairy produce that has been served will not be left available for children after meals.

Rubbish containers for waste food-stuffs will be emptied daily.

Cleaning equipment and chemicals are stored separately from food and food utensils.

Children are not permitted in the kitchen area.

Sun safety

The programme will identify and manage potential harm caused by excessive exposure to the ultraviolet radiation (UVR) from the sun. In particular it is recognised that children engaged in outdoor activities may have increased exposure to UVR.

Sun safe practices will apply from September until the end of April the following year, to ensure that children are protected from extended exposure to the UVR.

Children will be encouraged to wear sunscreen, appropriate clothing and hats for sun protection and renew sunscreen regularly.

Sunscreen with protection SPF 30+ or higher will be available for the use of children and adults. Sunscreen will be applied 20 minutes before exposure to the sun and re-applied every two hours.

Staff will encourage children to apply their own sunscreen and will supervise all children to ensure it is applied correctly and assist as required.

Children will need to play in the shade if dressed inappropriately for sun exposure.

Children will wear water resistant sunscreen whilst swimming and allow time for application.

Appropriate clothing for sun safety includes: shirts with sleeves and/or shoulder cover, collars and sun hats with wide brims and/or flaps.

Programme activities will be scheduled as much as possible to minimise exposure during the hottest part of the day.

Sun-safe and shaded areas at the programme venue will be utilised and children will have access to shaded play areas.

Risk assessment for excursions will include exposure to UVR as a risk factor and will minimise that risk through use of natural shade, provision of shade, access to drinking water and scheduling of activities to avoid peak UV times.

Staff will “model” wearing appropriate hats, clothing and sunscreen during the sun safe period, as well as opting for shaded areas where possible.

This policy is available on our website and at registration. A reminder to send children with appropriate clothing is on our gear list. When enrolling, parents will have the opportunity to tell us if their children have any allergy to sunscreen. Parents may provide their own sunscreen if they wish to do so.

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

This policy will be communicated to parents prior to each sun safe period and will be positively reinforced through notices and other communication.

MSD Level 3 Social Sector Accreditation Standards (SASS) Service operation / management

Programme hours

Holiday programme: Sunday 5pm to Friday 11am unless stated otherwise

Enrolment

All children attending the programme must be enrolled using the enrolment form by the parent, caregiver or other authorised adult.

The adult enrolling the child/ren must sign the registration form.

At least two emergency contacts must be provided.

The names of all people authorised to collect the child/ren from the centre will be listed on the form, along with a copy of any custody or access order in place.

Information regarding health conditions, special needs, and cultural background is requested on the enrolment form.

Parents must also give written consent for any off-site activities and other specific activities (e.g. swimming) when requested by the programme.

Children with special needs

We have limited spaces for children with disabilities or behaviour issues as our staff are not trained in these areas for a residential camping experience. Every effort will be made to include children with special needs at Highland Home's Programmes. All venues and programmes are selected to enable inclusion of children and families with special needs such as learning difficulty, disability and developmental delay.

The programme coordinator will discuss fully with parents, the child's requirements: medication, diet and supervision requirements, which will be recorded with the child's enrolment form.

The programme coordinator will assess how the child's needs may be catered for and discuss this approach with parents and staff. With parental consent the programme coordinator may also contact schools and other agencies who have contact with the child for more information and advice.

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

The programme coordinator will ensure that all staff and volunteers are fully aware of the child's requirements and that they feel confident to provide the necessary care. Each case will be considered individually and every effort will be made to include the child within the limits of the programme's resources.

Record-keeping and privacy

Highland Home Christian Camp maintains accurate records of current enrolments, attendance, health information and all medication administered by staff. All Information is kept in accordance with the Privacy Act 1993.

Information on each child is collected on an enrolment form directly from parents/caregivers or other authorised person. As part of the enrolment procedure parents/caregivers are advised that they are responsible for notifying the programme of any changes of details and that they can view and correct their child's information by notifying the programme coordinator.

Information collected about children is used only for providing care during the Kids Camp

Photographs of children may be used for advertising the programme, unless parents state otherwise.

Enrolment information is stored securely at the programme venue and also accessible on-line for the programme coordinator, site manager and admin staff. Enrolment information will only be kept while the child attends the programme and then will be disposed of securely. Health and safety records (such as incident reports) may be kept for a longer period and will be securely archived.

This information will not be shared with other persons or agencies without the consent of the parent / caregiver, except where there is a concern about safety and welfare of a child and as advised by the Police or Oranga Tamariki (Child, Youth and Family).

Management / Governance

Highland Home's OSCAR Programme is operated by Highland Home Christian Camp Trust

(Details of management structure and roles – refer to job description.)

The site manager will maintain in regular communication with programme staff, by being on-site at the programme and phone and email contact with the coordinator outside programme hours, and with the governance BOT, through a report after each holiday programme.

The governance BOT will review insurances annually to ensure there is appropriate coverage for significant risks.

The programme policies will be reviewed annually by the site manager in consultation with programme coordinator and report to the governance BOT.

Parent feedback and complaints will also be taken into account when reviewing policies.

A full set of policy documents will be available for parents to view by the sign in/out sheets at the programme venue.

Financial management

The Highland Home OSCAR Programme will maintain systems to keep control of day to day finances and provide accountability for expenditure of funds.

The site manager will monitor programme expenditure. All spending is restricted to amounts determined in the programme budget.

The coordinator and assistants are authorised to purchase programme consumables within the budget.

It is the site manager's responsibility to:

- Set an annual budget in consultation with the programme coordinator.

- Maintain clear, up-to-date financial records and monitor cash flow spending limits / controls
- Ensure government funding is accounted for separately from other income
- Maintain whenever possible a reserve of funds, set aside for adverse financial circumstances.

Fees

Holiday programme fees are payable prior to programme commencement. There will be no fee refunds, but amounts may be credited towards the next programme fees at the discretion of the site manager and programme coordinator.

A full schedule of current fees will be given to every parent upon enrolment, as well as information on applying for OSCAR Fee Subsidy. (Registration form)

Any parent expecting Work and Income Fee payments must show evidence of application and pay 100% of the fee until payments are received by the programme. Any credit balance at this point will be refunded to the parent.

Fee payments are preferred by internet banking. Occasional payments may be made to the site manager or programme coordinator at the programme site. These will be receipted and banked as soon as possible.

Non-payment of fees will lead to exclusion of children concerned and debt collection services will be notified.

The governance BOT must approve any changes to fee levels.

Complaints

This policy is available on our web site. This will be included in information given to parents at enrolment and clearly displayed at the centre. This information will include the contact details of MSD Approvals, should parents wish to raise the matter there.

In general, if any parents have complaints about the programme or staff members, they should:

1. Approach the programme coordinator who will attempt to resolve the matter. The site manager may be approached initially if preferred.
2. If the parent is still unsatisfied they should contact the governance BOT.
3. Further concerns/complaints must be made in writing and must contain details of the grievance and desired outcomes. The site manager or programme coordinator will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.

If a parent wishes to take the matter further they can raise it with MSD Approvals, who are responsible for granting the programme approval as an OSCAR provider.

The coordinator will keep the site manager informed of any verbal complaints received. The site manager will maintain a register of complaints – both verbal and written.