

PowerZone Before School, After School & Holiday Programme



**PowerZone Christchurch Trust
285 Cashel St, Christchurch**

PowerZone Afterschool Programme Policies and Procedures (February 2019)

PROGRAMME ENVIRONMENT

STANDARD: The programme provides a safe and positive environment with child-focused activities. There is adequate and appropriate space for active indoor and outdoor recreation.

POSITIVE AND CHILD-FOCUSED ENVIRONMENT

PowerZone Christchurch's Trust Programme Philosophy

- The first priority is to ensure that the well-being and safety of all young people in our care is protected, and to safeguard them from any danger of abuse. The safety of the children is the paramount consideration during programme provision.
- The second priority is that we provide a Christian role-model for the young people under our care.
- The third priority is to safeguard the integrity of all after-school programme staff from potential allegations of abuse.
- The fourth priority is that we promote the inclusion and development of various cultural and ethnic groups within Christchurch.
- These policies will be reviewed bi-annually. It is the responsibility of the management board to ensure that this is done. The management board is made up of the following people-

Nu Telea (Senior Pastor/ Trustee)
Pam Farquhar (Trustee)
Robyn Stewart (Trustee)
Miriam Anderson (PowerZone Christchurch Trust Manager)

**Copies of these policies and procedures will be made available to parents at all times.
All policies are to be reviewed two-yearly and procedures are to be updated as
required to reflect current practice.**

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1. CULTURAL DIVERSITY

Policy:

Power Zone Christchurch Trust recognises that it functions within a multi-cultural environment. This requires that the organisation be sensitive and considerate about the way in which it operates and delivers its programme, and will include input from both children and their families.

PowerZone Christchurch Trust staff will work to develop and deliver programmes that are relevant and accessible to all members of the community and respond to the needs of its diverse community members, while keeping its Christian special character. This special character will be highlighted in all enrolment forms.

PowerZone Christchurch Trust will respect the principles of participation, partnership, and protection that are implicit in the Treaty of Waitangi.

Cultural sensitivity assumes an appreciation of those attitudes, values, articles and actions which constitute the cultural property and traditions of ethnic groups.

PowerZone Christchurch Trust will provide meal and snack options to meet special dietary needs upon request.

Procedures on Cultural Diversity:

- The programme will reflect the unique place of Maori as tangata whenua by the use and correct pronunciation of Te reo, use of natural materials and the observance of tikanga Maori.
- Opportunity will be made for continuing professional development for staff in cultural learning.
- Cultural background of children will be identified by staff through communication with parents and children during the enrolment process.
- Opportunities will be provided for each child to be confident in their own culture and to be respectful towards the cultures of others.

- The staff will also work with the children to help them to understand, respect, and show sensitivity for all cultures, i.e. values, attitudes, behaviour and language. Children are encouraged to respect others of all cultures.

2. BEHAVIOUR MANAGEMENT

Policy for Behaviour Management:

PowerZone programmes will be designed to ensure that all the children involved feel safe and free to be themselves, provided that this freedom does not interfere with their own, or anyone else's safety and enjoyment within the programme.

Procedure for creating programme rules:

At the beginning of each programme staff will explain the rules for the programme and discuss the consequences of breaking these rules with the children. Programme rules will be based on respect (manaakitanga) for each other, staff, equipment and facilities. Staff will encourage children by outlining what is expected of them and explaining the consequences of disobeying. A positive manner will be used at all times and a stimulating and varied programme will be provided to deter misbehaviours due to boredom. Good behaviour will be encouraged and rewarded by the use of positive words, and privileges.

Procedure for behaviour management:

When a child misbehaves or ignores programme rules staff will:

1. Remind the child in an assertive but non-aggressive way what is expected and the consequences of disobeying.
2. If the behaviour continues the child will be given consequences that are appropriate to the behaviour of the child.

Consequences must be appropriate and may include:

- Having physical play boundaries reduced.
- Not being allowed to play with a certain piece of equipment (for example, if a child continually misuses that piece of equipment).
- Missing out on special extra foods or treats such as ice cream or milkshakes etc.

n.b. PowerZone leaders may not withhold a child's usual food as punishment.

- Time – Out. This will be 5 minutes of alone time in a designated area away from other children and equipment. PowerZone leaders will clearly explain to a child why they have been put into time-out before setting a timer and leaving them for 5 minutes.
- 3. Whilst issuing a consequence for misbehaviour, staff members must always have a conversation with the child containing the following points:
 - Ensuring the child understands why they are being punished
 - Ask the child to reflect on why they behaved the way they did
 - Discuss other, more positive ways a child could have behaved in the situation
 - Ask the child how we as leaders can help them behave better in the future.
 - Ensure the child knows they are still cared about
- 4. If a child is violent, aggressive, intentionally damaging equipment, using extremely hurtful words/language, or out of control, this behaviour will be reported directly to the child's parent/caregiver and recorded in the PowerZone staff communication book. An incident report form may also be recorded if there has been an injury to other children/staff.
 - The PowerZone Coordinator and Manager reserves the right to suspend a child for up to 2 days due to excessive behaviour.
 - The PowerZone coordinator and manager reserves the right to remove a child permanently from the programme due to excessive bad behaviour.In both these instances the manager will communicate with the parent/caregiver as to why this decision has been made. They will also be provided with any documentation (reports/records) made regarding the child's behaviour during their time at PowerZone.

At no time will punitive discipline be used. This includes punishing children by physically force, withholding standard food or drink (Breakfast or afternoon tea foods), being isolated from the group for excessive amounts of time; or abusive, demeaning or condescending comments.

At all times, staff will maintain a fair, consistent and positive approach to children's behaviour.

When children are in conflict with each other, staff will encourage the children to resolve the situation themselves and aid them by making suggestions on how to do so. If children cannot resolve the conflict they or the equipment causing issues will be removed from the situation, for example they will not be allowed to play with the toy or each other.

Children will only be physically restrained if their immediate safety, or that of another child is at risk and verbal commands have failed.

3. ACTIVITIES AND SPACE

Policy on Activities:

Before School Care:

Door will be opened from 7am Monday to Friday during school term. (Programme may be offered during select school holidays)

The programme will not operate on public holidays.

The programme will take place in the Main PowerZone space.

The following activities will be offered on a daily basis:

- Breakfast
- An organised sport or active game
- An organised group quiet game or activity
- Free use of games and equipment

Afterschool Care:

The programme will operate from 3:00pm until 5:30pm, Monday to Friday during the school term. The programme will not operate on public holidays.

The After School programme will take place in both the main PowerZone space as well as the Street side space off Cashel Street.

The following activities will be offered on a daily basis:

- Afternoon tea time
- An organised sport or active game
- An organised group quiet game or activity

- Opportunity for homework and study time
- Free use of games and equipment

Once a week the programme will also make available “one off” activities. These will include options such as arts and crafts, cultural activities, cooking, projects (e.g.) movie making, active games and sports development.

The activities will be reviewed at the end of each day by the coordinator, and an overall review and planning will be undertaken each term.

Holiday Programme:

The PowerZone Holiday programme will run weekdays 8am-5.30pm during school Holidays. The programme will not operate on public holidays.

The following activities will be offered during the programme:

- An organised sport or active game
- An Organised Activity or Outing
- Free use of games and equipment
- A chance to win prizes

Set activities and outings will vary each Holiday Programme and could include something physical (Swimming, Gymnastics, Sports etc.), something cultural (Museum, Performance etc.), something creative (Craft), and something fun (Party day etc.)

Policy on children’s involvement with activities:

Children will be encouraged to participate in planned activities but may choose not to, as long as they are not being disruptive. Children may be encouraged to sit and watch the activity or support their peers.

Policy on Space:

Furniture layout in the PowerZone warehouse space will create both spaces for physical activity and quiet spaces (such as the craft/art area). Children can utilise the quiet spaces

if they do not wish to undertake the planned activity or an alternative activity. In these spaces, children will still remain under staff supervision.

The programme will be reviewed at the end of each day by the coordinator, and an overall review and planning meeting will be held every term for all staff.

PROGRAMME OPERATIONS & RECORD KEEPING

STANDARD: Programme providers have written policies to show what the organisation does and written procedures to show how those policies are put into practice.

STANDARD: Programme providers maintain records in accordance with the Privacy Act 2020 and other relevant legislation.

4. ENROLMENT

Policy on enrolment:

Enrolments must be completed via the Enrolmy online booking platform. Parents are required to register themselves as a parent by completing an online profile. This will allow them to access their personal dashboard where they can add children's profiles, check outstanding invoices, and book their child/ren into PowerZone programmes.

All parents must read the PowerZone Terms and Conditions on the Enrolmy website before enrolling children. By enrolling their children, parents are accepting all PowerZone terms and conditions.

All children must be enrolled via the Enrolmy system. Parents are required to fill out all relevant information for each child before they are able to book into any PowerZone sessions.

Once children have been enrolled, parents can then use the online booking system on Enrolmy to book sessions in the Before School, After School and Holiday programmes.

The following safety information must be completed on the Enrolmy system:

- Child's name, address and telephone number
- Parent/guardian's full names and all phone numbers (Mobile, Work, Home etc.)

- Two emergency contacts
- Names of adults authorised to pick up child
- Names of adults not authorised to pick up child.
- Health problems, allergies, special needs
- Any other information necessary to provide proper care

Procedure on enrolment:

1. All parents/caregivers must complete an online enrolment on Enrolmy.
2. All parents must read the Terms and Conditions outlined on Enrolmy. By enrolling their child, parents agree to the PowerZone Terms and Conditions.
3. Parents are required to book their children in for the beginning of each year.
4. It is the parent's responsibility to inform the supervisor of any changes to the information that is given, including changes custody/access or protection orders that relate to the child, changes in attendance arrangements and changes to information on the enrolment form. These must be amended on the Enrolmy system by the Parents.
5. The staff of PowerZone Before, After School and Holiday Programme will not be held responsible for any incident resulting from given information that is untrue or misleading in nature.
6. Once a term, information held on file will be checked by the coordinator or delegated authority.

Policy on Confidentiality and Information:

This policy outlines the procedure for maintaining confidentiality.

PowerZone adheres to the provisions of the Privacy Act 2020 to ensure personal details of staff, volunteers, children and their families are fully protected. The Privacy Officer for PowerZone is the Manager who can be contacted at miriam.anderson@chch.elim.org.nz.

In accordance with the Privacy act 2020 principal 3:

- Individuals will be notified of the purpose for collection of information
- Individuals will be notified and assured that their records and information will not be shared without the person's (whom the information is about) permission

unless required by Oranga Tamariki approval team or legislation (including Oranga Tamariki, police or persons involved in Oranga Tamariki approval process).

- All written records and information gathered on Staff, Volunteers, Children and their families is used only for the purpose it was collected, will be locked away in a secure location or on a computerised database accessible only to Administration and Management.
- All PowerZone Staff have access to Parent contact information via password in case of an emergency.

Staff/Volunteer and children's

Staff are trained in all aspects of confidentiality, including the correct procedure to follow.

Leader

↓
Supervisor

↓
Coordinator/Manager

↓ ↘ Parents →

PowerZone Trustees

- All forms, such as enrolment, feedback and staff information forms, will state why information is collected and what will be done with the information, for example, for emergencies, birthdays, health and safety of a child. 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. They will be

available to staff, the management board and families to check or change their own information.

- Authorised persons to cite confidential information should be police vetted and could include Management, supervisors, and Oranga Tamariki staff, Police and WINZ.
- All personal information shared in discussions between staff or at meetings will remain between those persons, unless such an occasion arises where that information is necessary for the protection of a child or in some other extreme circumstance.
- All sensitive and personal conversations including telephone conversations shall be held discreetly and in private.
- Parents will be notified through the enrolment forms that it is their responsibility to inform the programme of any changes to their circumstances or information.
- Once a term, information held on file will be checked by the coordinator.

Accessing, Archiving and Disposal of Confidential Information

The PowerZone After-School Care Programme will ensure child and staff confidentiality. At all times the programme will comply with the requirements of the Privacy Act 2020 and any amendments.

- At any time a parent may ask to access any of their personal information stored at PowerZone. To do so, the parent must contact the Programme Manager. (No other staff member is authorised to do this)
- All Confidential information must be kept in a secure, locked location for a minimum of seven year.
- Confidential documents may be destroyed after seven years, using a shredding machine or using an approved, locked document destruction service.
- Should there be any breach in the Privacy Act 2020, Board of Trustees will take action to investigate the breach and make amendments where necessary. Complaints of a breach in confidentiality can be made to PowerZone Trust Chair – Fa’amanu Telea Faamanu.Telea@chch.elim.org.nz

5. COLLECTION OF AND ACCESS TO CHILDREN

Policy on collection of and access to children

PowerZone will use approved vehicles to collect children from Schools for the After School programme and drop children off for before school programme.

It is at their parent's discretion how each child makes it to the Before School and Holiday programme. It is not the responsibility of the programme to organise or supervise the children before they sign in or are picked up by PowerZone on each day they attend the programme.

Parents must inform staff if a person who is not listed on the child's registration form will be collecting the child. Staff will not release a child to a person who is not identified on the enrolment form. If an unauthorised person comes to collect the child, parents will be contacted for authorisation.

Written permission must be given for children to leave the programme unaccompanied and the supervisor will check the child signs out of the programme and leaves at the appropriate time. Communication will be made to the child's parent as to when they have left the programme.

Policy on "late fees"

Parents will be charged a late pick-up fee of \$1 per 1 minute they are late in collecting their child from the Afterschool or Holiday programme. This is at Coordinators discretion.

Procedure on Delivery of Children

1. On a child's arrival at the Programme they will sign in, a staff member will ensure this is done correctly.

Procedure on Collection of Children

1. Children will wait inside the building for collection at the end of the each day AND will be released WHEN the register has been signed by an approved collector. Children will not wait on the roadside for collection.
2. A child will never be left alone on the premises awaiting collection. Two staff members will remain with the child.
3. Parents and emergency contacts will be contacted if a child is not collected from the programme before closing. Two staff will stay with the child at the programme for 60mins after closing time and the coordinator will be notified as soon as possible. The supervisor will attempt to contact the parent/ caregiver or the child's emergency contact.
4. If there has been no contact with the parents within one hour of the programme closing, the child will remain in the care of the PowerZone Programme supervisor and one other staff member. Parents/Caregivers will be charged \$1per 1 minutes for this service. An hour following this, if there has still been no contact from a

parent, then the child will be taken to the nearest police station, of which the parent/caregiver will be notified.

If there has been no contact with the parents within 60minutes of the programme closing, the child will remain in the care of the PowerZone Afterschool Care supervisor and one other staff member. Parents/Caregivers will be charged \$1 per 1minute for this service. An hour following this, if there has still been no contact from a parent, then the child will be taken to the nearest police station, of which the parent/caregiver will be notified.

Procedure for Children who disappear from Programme

1. If a child is enrolled in any of the PowerZone Programmes and leaves the programme without the knowledge of the supervisor, the sign out sheet will be checked to see if the child has been collected and leaders and children questioned for information.
2. If the child has not been signed out and no leader or three children know their where-abouts for certain, the supervisor will contact the child's parent / caregiver then emergency contact.
3. If the supervisor is unable to establish the where-abouts of the child they will contact the school (Before and After School Programme) for help with further contact numbers for the child.
4. If the supervisor is still unable to establish the where-abouts of the child they will contact the police.

Procedure for Dealing with Children who are Expected but do not Arrive at the Programme.

Afterschool Programme

1. All children arriving at the PowerZone Programmes are required to sign in with the help of a leader on the aimyplus sytem or have their parent / caregiver sign them in.
2. The Supervisor will contact the parent / caregiver of any child who does not arrive within 10 minutes of usual School pick up time (Afterschool care). If the supervisor is unable to establish the where-abouts of the child by using the given contact numbers, they will contact the school.
3. If the supervisor is unable to establish the where-abouts of the child they will ask the school for help with further information/ contact numbers for the child.
4. If the supervisor is still unable to establish the where-abouts of the child they will contact the police.

Before School and Holiday Programme

1. Should an enrolled child not turn up to the Before School or Holiday Programme within half an hour of usual drop off time, the supervisor will take action to contact the Parent.
2. If the parent cannot be contacted, a message will be left.
3. If the parent has not made contact and the programme is leaving the premises (Before school drop off or Planned Holiday outing), a person remaining behind such as the building receptionist will be instructed to keep an eye out for the child in the event that they turn up.

6. TRANSPORTING CHILDREN & TRIPS WITH CHILDREN

Policy for transporting children to the programme

PowerZone will use approved vehicles to drop off and collect children from their schools as well as transport them to planned Holiday Programme activities. This is a free service and is limited to select schools. Parents from other schools may choose to drop their children off at PowerZone when this service is unavailable. It is at their parent's discretion how each child makes it to the programme, if not organised to be picked up by PowerZone.

- It is the responsibility of the programme to organise the safe transportation of each child when required (Afterschool pickup, Before School Drop off, and Holiday programme trips.)
- The supervisor and drivers will review the pick-up/ drop off list daily and any absent children are indicated on this list, which is on clip boards. Supervisor will cross off names of any absent children on these lists.
- Any late information (once van's have left) about a child no longer requiring after school pick-up, will be communicated via text messaging or a phone call to vans drivers' mobile phone from the supervisor or staff.
- If a child that has not made it to the specified school pick-up point, it is the driver's responsibility to make contact with the programme supervisor, via mobile phone about the missing child, then they are to make a reasonable search for the child. The driver may approach school office staff in order to locate missing child. If the school can confirm that the child was absent that day, or went home early, the van driver may continue on to the next school. If the child is not seen after

searching, the driver is to move to the next school pick-up while waiting for confirmation from the supervisor as to the location of the child. (The driver needs to move to the next school so they are not putting other children on their pick-up list at risk because they have been held up looking for the missing child). Once they have made contact with the supervisor the responsibility is the supervisors to find the child's location, by contacting parents, emergencies contacts, the school and finally police if needed. If the child is located and still needs a pick-up, the supervisor will contact the driver and inform them as to what to do, the driver will return as soon as possible to pick-up the missing or late child. The supervisor must also contact the school to inform them that someone is on the way to pick up that child.

It is the responsible of the approved Drivers to supervise the safety of the children while being transported, and ensure vans are driven in a safe and legal manner. It is the drivers responsible to make sure that every child enters the Powerzone programme safely.

Procedure for the use of vans and drivers

- All van drivers will have held their full license for at least 12 months and have no serious driving convictions.
- All drivers are required to sign and abide by the PowerZone driver's code of conduct. Should the conditions of this be broken, the driver's competency will be evaluated and a decision made by the PowerZone manager as to if the driver can continue driving the PowerZone vans.
- At all times, children will wear correctly fitting seat belts.
- When required by law, children will use approved booster seats.
- Only children over 8years old will be allowed to sit in the front seat.
- Children will always be dropped off as close as possible to the entrance of any schools/venue, to reduce risks imposed by other vehicles.
- Drivers are to ensure children are kept safe from themselves, others and the environment.
- Drivers will check in at the Powerzone office after school before picking up children, in order to receive a new pick-up List or record any changes to the current pick-up list.
- All drivers are required to carry a working cell phone.
- Drivers will immediately report back to Supervisor if any child from pick-up List is not waiting at their collection point. This is to ensure that immediate measures

can be taken to locate the child. A text message to the Powerzone mobile phone is the simplest way of immediate reporting.

- Drivers will never leave children in the van alone with keys in van or without supervision.
- Drivers will report to the Supervisor any bad behaviour from any child during transportation or at drop off at Powerzone.
- Drivers will report to the Supervisor when the van petrol/diesel level shows $\frac{1}{4}$ of a tank remaining. Petrol/Diesel levels should never fall below $\frac{1}{4}$ of a tank.
- In the case of breakdown or accident, the driver is to assure the safety of the children foremost and immediately contact Supervisor to take appropriate action. Children should never be left.
- Drivers will ensure that no food or drink is consumed in van. This will reduce risk of choking and mess in van.
- Drivers will ensure the van is kept in a clean and tidy condition.
- Drivers will ensure all children are greeted with a friendly attitude.
- Drivers will ensure driver's license and all required documentation is kept up to date.

Procedure for the use of Taxis/Uber

This procedure will be adhered to at all times when taxis/Ubers are used to transport children.

- Transportation methods of children arriving at PowerZone for the Before School and Holiday programme are at the discretion of Parents.
- PowerZone does not allow children to leave the programme via Taxi or Uber.

Procedure of breakdown

- In the event of transportation breaking down, the staff member in the vehicle will phone the coordinator who will arrange pick up and alternative transportation.
- Children are to stay inside the vehicle until collected by the alternative transportation.
- The staff member will ensure that the children are walked safely to the alternative transportation.
The staff member will ensure that there is a minimum of two children being transported in the alternative transportation at one time where at all possible

Policy for off-site transportation

The main method of transport for any PowerZone programme excursions will be van, or chartered bus. Parents will be informed before their children are transported in private vehicles. Vehicles used to transport children must comply with all mandatory legal requirements. It is the responsibility of the owner of the vehicle to ensure the transportation of children in this manner complies with their insurance policy. Owners of private vehicles drive for PowerZone at their own risk. PowerZone will not be held responsible for damage to a private vehicle while it is transporting PowerZone children. All drivers must hold a current, clean, Full NZ driver's license and must agree to drive in a safe and responsible manner.

Procedure for off-site activities

- All planned Holiday programme trip information as to where the group is will be held at the Elim Christchurch City Church Offices. Parents are required to give permission for children to participate in off-site activities. Parents give PowerZone permission to take children on excursions by agreeing to the PowerZone terms and conditions upon enrolment via Enrolmy.
- a. The staff/child ratio will be 1:8 unless the risk assessment procedures require a lower staff to child ratio for risk activities such as those involving water. Children will be put into groups with one Volunteer/staff member whose primary responsibility will be the safety of that group.
 - b. The first aid kit, cellphone and children's emergency information will be taken on all excursions. A risk analysis plan will be made of all excursions. This will include emergency procedures and staff responsibilities during emergencies. The coordinator or supervisor will carry a First Aid Kit
 - c. The coordinator will plan all outings and the coordinator or supervisor will carry a mobile phone for emergencies.
 - d. This procedure will be followed for all trips that take children off the programme's home base including the immediate environs.
 - e. Trips will be made by bus or van, where possible.
 - f. Children will not be allowed to participate on an excursion unless parents/guardians have signed a permission slip or enrolment form. Parents will be notified in advance of all activities planned away from the PowerZone warehouse and a planned schedule will be made available for parents.
 - g. Where there is access to a swimming pool or any large body of water the children will be supervised at all times by an staff member who is trained in

- water safety and resuscitation. The risk assessment procedures will determine if a lower staff to child ratio is required for activities involving water.
- h. Recognised agencies and/or qualified instructors will be used to instruct all outdoor pursuits.
 - i. Outside the Elim Christchurch City Church grounds, staff will only allow the children to go to the toilet in pairs. If using public toilets a staff member first check the facilities are safe for the use of children and will then stand outside.
 - j. A contingency plan will be prepared before all activities in case of bad weather.
 - k. The children will be organised into a “buddy system” when on walks and will walk double file with one volunteer/staff member leading and one in the rear. When it is necessary to cross a road then pedestrian crossings will be used if they are available. One adult will stand in the middle of the road to ensure that traffic is stopped before children begin to cross and will remain there until all children are safely across the road.

7. COMPLAINTS/FEEDBACK

Policy on complaints:

Parents will be informed on enrolment that there is a complaints procedure. Information on the complaints procedure is available from the programme coordinator or from the Elim Church office. This information will include the details of Child, Youth and Family, should parents wish to report a serious concern.

Procedure for complaints:

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

1. Approach the coordinator of the programme, Miriam Anderson, who will attempt to rectify the situation.
2. If the parent is still unhappy they should contact the Senior Minister of the Elim Church Christchurch City, Nu Telea.
3. Further complaints must be made in writing and must contain details of the grievance and desired outcomes. The management board will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.

CLIENT FEEDBACK

Policy on Client Feedback:

PowerZone endeavours to be a Client – Centred Organisation. Parents will always have the opportunity to provide feedback that will be reviewed by management.

Procedure for Client Feedback:

- Parents will always be given the opportunity to give feedback on the programme; via one on one conversation with the supervisor, manager, or a trustee; in writing via text message, letter or email; or via phone conversation.
- All parent feedback will be recorded, including any written comments, or documented conversation.
- All parent feedback will be passed on to PowerZone Manager to:
 - Be looked over and considered
 - Reflected upon (can we implement a change, or is it not viable? Why/why not?)
 - Any changes implemented
 - Response to be made to the Parent

- A range of parents will be asked to consult on changes to be made in the programme as part of the decision making process.
- All parents will be informed of changes and given an opportunity to comment on these changes.
- All feedback will be kept confidential and only used for the betterment of PowerZone.

Wherever possible the requests of parents will be incorporated in programme planning and design.

8. CHILDREN WITH SPECIAL NEEDS

Policy on children with special needs

Children with special needs will not be excluded from the programme, providing that the coordinator is confident that the child's needs can be catered for. The Coordinator will use the PowerZone "Policy on the Care of Children with Special Needs" to ensure that children with special needs can attend without negatively affecting the other children in the programme, ensuring that the child will benefit from being at the programme

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

If the child will require further special aids, for example modified facilities, extra staff or staff training, then the coordinator will take the matter to the management board who will make the final decision. Each case will be considered individually and every effort made to include the child within the limits of the programmes resources.

Procedures on the Care of Children with Special Needs

1. Children with disabilities will attend a trial session prior to beginning regular care at any of the PowerZone Programmes
2. During the trial session a parent / caregiver may be required to stay for the whole time.
3. The PowerZone Afterschool Care Programme staff will use the trial session as a time of assessment to see whether the child's needs are able to meet in a manner which is acceptable within the programme.
4. All children attending the PowerZone Programmes will be treated with respect and as individuals. Children's participation in activities will be encouraged to the level that their ability allows.
5. There will be a review of each child's acceptance into the programme at the end of each term.

HEALTH AND SAFETY

STANDARD: Programme providers comply with all relevant health and safety legislation to ensure that children, staff, volunteers and visitors are protected from risk.
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9. POLICY ON HEALTH AND SAFETY

1. The PowerZone programme will comply with all relevant health and safety legislation to ensure the programme is safe for children, staff, volunteers and visitors. All staff are to be trained in health and safety procedures.
2. All staff are required to read all policies and procedures on Health and Safety.
3. All staff are required to attend one of the annual training session on Health and Safety. These training sessions may be held at a staff meeting or by an organised event off site.

4. The training maybe provided by an outside training provider as long as the training, complies with relevant health and safety legislation.
5. Once a staff member has completed any training they must sign and date their training form within their staff file. This should say what was covered in the training session, date of training and who was the taking the training.

Procedures for general health and safety

1. Children will be supervised by at least two ratio staff member/volunteers (16 years and older) at all times.
2. All visitors will wear name labels. All visitors will be police vetted and also be required to sign in and out of the programme.
3. There is no 'rough and tumble' play at all.
4. Leaders physically restrain a child only if there is a risk of harm to them selves or another child, or of severe damage to property.
5. When a child is difficult to manage, staff send for a Supervisor to resolve the situation.
6. Children will never be sent to fetch or replace equipment from out of sight storage areas except in groups of two or more.
7. Leaders show respect for children by not touching them in a potentially sexual or harmful way and by not touching them at all unless in public.
8. Staff will never take a child to the toilet on their own.
9. Staff will refrain from using the programme toilets during programme hours. The staff toilet in the administration building will be used instead.
10. During the programme the toilet areas will be monitored by a supervisor at frequent intervals. To ensure that the children are not playing in them and they are clean.
11. Spit can be dangerous. Children do not share drinks or utensils. Any equipment that has been in a child's mouth must be washed.
12. At least one staff member onsite and working will hold a current first aid certificate.
13. In case of a serious incident trained staff will give emergency first aid then refer the matter to the coordinator or a supervisor for assessment.
14. In case of epidemics Ministry of Health guidelines will be followed.
15. An accident register recording accidents during the programme is to be maintained programme staff.
16. An incident register recording all incidents during the programme is to be maintained by programme staff.

10. RISK ASSESSMENT

Policy on Risk Assessment:

Risk assessment is the process of analysing the risks of an activity that may involve more risk than usual. It should be used for any off-site visit or new activities that pose some degree of risk.

Procedure on Risk Analysis:

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

- All employees will be involved in hazard identification and information on identified hazards will be made available to all staff. This includes identifying and recording all potential health and safety hazards on the site and any other venues that may be used in the course of running a programme.
- Staff will utilise the PowerZone RAMS (Risk Analysis and Management System) or SAP (Safety Action Plans) to analysis and document risks in the programme activities. These analyses should be written up, filed and reviewed each time the activity takes place. The documents should identify the risks posed by the activity, environment, people and equipment, and involves finding ways to manage these risks to ensure the safety of all concerned and plan for emergencies.
- Putting controls in place to remove or minimise the risks of such hazards. These may include outcomes such as having more supervision on a particular activity, or by providing safety equipment.
- Using health and safety work practices, and by providing staff training.
- Regular inspections by staff to check that hazards have not changed.
- Compliance with all relevant codes of practice and regulations
- Using the sun-safe procedure which must be followed by children and staff.
- Regular recorded safety checks of facilities and equipment used.

It is the responsibility of the coordinator to ensure that all procedures are in place to guarantee the safety and staff at all times.

11. HAZARD IDENTIFICATION

Procedures on Hazard Identification

There are some obvious hazards on in the PowerZone warehouse space that need to be considered in all risk assessment and a plan made to manage them:

- No trailing electrical cords
- All heaters secured

- Cleaning agents and chemicals securely stored
- Adequacy of lighting both interior and exterior
- Floor coverings firmly attached
- Access to streets, roads or parking areas monitored
- Unused equipment securely stored
- No dangerous toys
- Toys and equipment appropriate and safe for the age of the children

Health and Safety information is to be discussed at staff meetings where staff will be informed of all health and safety policies and procedures.

Procedure on Hygiene

1. Always wash your hands:
 - before preparing food
 - before eating (wash children's hands too)
 - after toileting yourself or a child
 - before and after changing underpants
 - before and after giving first aid
 - after wiping a child's nose or sneezing in your own hand
2. Towels must not be shared by staff or children for wiping hands or faces, or after bathing.
3. Wash blood, faeces and urine off skin with warm water and soap.
4. Clean up any spilt blood or faeces by first removing the bulk of the spill with disposable towels and soapy water then follow this by disinfecting the surface.
5. Disposable gloves should be worn whenever dealing with faeces, urine or blood.
6. Cover any cuts on your skin or a child's skin.
7. If you get blood splashed in your eyes or on your face, rinse with running water for several minutes.
8. Soak any bloodied clothes (1:10 for 1 hour) or implements used for first aid (1:5 for 0.5 hour) in a bleach solution.

12. ACCIDENTS AND INCIDENTS

Policy on Accidents and Incidents

A record MUST be kept of every accident to children, staff and visitors in the accident register. This register will help the PowerZone programme identify any risks, hazards or trends which they can act on to reduce their reoccurrence.

All accidents to staff and children, including near misses, will be recorded and investigated. An accident will be investigated as recommended in the *Approach to Accident Investigation* brochure. Any accident involving serious harm will be reported to

OSH as soon as possible after its occurrence and the prescribed accident form submitted to OSH within seven days.

Policy on First Aid Certificates

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

Procedure for Accidents

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

1. The trained staff member will attend to injuries following normal first aid procedures.
2. Gloves will be worn if bodily fluids are involved.
3. Injuries (involving children or staff) will be recorded in the accident register and signed by the person who applied the first aid.
4. A serious injury, (likely to require further first-aid or medical treatment) will require an accident/incident report be completed. Each report must be photocopied for medical professional's use, and include the following details:
 - Child's / Leaders name
 - Nature of injury
 - When did it occur?
 - What first aid was given?
 - When was the Parent/ Caregiver notified?
 - Signature of the first-aider
5. Parents/ Caregivers of children will be notified of minor injuries when they arrive to collect their children. If a child / leader are seriously injured, or receives any injury to the head, the Parents/ Caregivers will be notified as soon as possible. If the Parent/ Caregiver are unavailable the emergency contact person will be contacted. Medical / emergency services will be contacted as necessary.
6. In the case of a serious injury where the Parent / Caregiver or emergency contact person cannot be reached a staff member will accompany the child / leader to the nearest Medical Centre or the Emergency Department or an ambulance will be called.
7. In the occurrence of a notifiable injury/illness to any individual, reports will be made as soon as possible, to Worksafe NZ as well as the Ministry of Social Development as required by the Health and Safety Work act 2015.
8. Permission is requested on the enrolment form for staff to seek medical aid for the child in an emergency.

Procedure for Emotional Trauma

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

1. Staff will calm the child
2. Parents will be contacted.
3. The Child Adolescent & Families Mental Health Service will be contacted.

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

13. FIRST AID KIT

Policy on First Aid Kit

A first aid kit will be kept at the PowerZone warehouse and taken on excursions along with emergency contact numbers. The first aid kit will be stored out of reach of the children. It is the responsibility of the supervisor to ensure that it is maintained and well stocked.

14. TOILETS

Policy on Toilets

Staff will never take a child to the toilet on their own

Procedures on Toilets

- 1 Staff will refrain from using the programme toilets during programme hours. The staff toilet in the administration part of the Elim Church Christchurch City building will be used instead.
- 2 During free play periods the toilet areas will be monitored by a supervisor at frequent intervals.
- 3 PowerZone toilets may not be used by members of the public during programme hours.
- 4 Outside the Elim Church Christchurch City grounds, children must ask permission to go to the toilet. Staff will only allow the children to go to the toilet in pairs. If using public toilets a staff member first check the facilities are safe for the use of children and will then stand outside.
- 5 Staff and children must always wash their hands after toileting.
- 6 Children should not be present when staff use the toilet or bathroom facilities.

15. FOOD PREPARATION

Policy on food

Children will be provided with Breakfast during morning care and afternoon tea during after school care. This will include water, juice or flavoured water and some form of snack such as a cookie, crackers, muesli bar, fruit, etc... An appropriate alternate snack such as fruit or gluten free cookies will be provided for those with allergies. Parents are expected to brief staff fully on any food allergies or nutritional requirements that their children have.

Occasionally staff may give children chocolate or sweets as part of an activity, for example as a prize.

Parents are expected to brief staff fully if children are unable to eat sweets. Alternate prizes may be sought at the discretion of the supervisor.

All rubbish created by the preparation or consumption of food will be disposed of in the large rubbish containers on the site.

Procedure on food preparation

PowerZone staff are expected to follow all guidelines outlined in the Food Act 2014.

1. A specific food preparation area has been set aside in the space. This space is to be kept clean for this purpose.
2. Washing hands thoroughly is a proven way to reduce the chance of contaminating food with microorganisms. All staff assisting with food must wash their hands thoroughly:
 - Before preparing or serving food
 - Before handling utensils/crockery
 - After having contact with unclean equipment and work surfaces, soiled clothing and dishcloths
 - After contact with rubbish
 - After using the toilet or returning from all breaks
 - After blowing their nose or touching ears, mouth, or other parts of the body
3. An important way to prevent food contamination is to maintain a high standard of personal hygiene and cleanliness. All staff working with food must:
 - Be wearing gloves while preparing food
 - Wear clean clothes
 - Not touch their face or hair
 - Cover cuts and sores with waterproof dressings and wear a glove where possible
 - Wash hands according to (2)

- Not cough or sneeze over food or food preparation areas
 - Not eat or drink in food preparation areas
4. Staff are expected to correctly store food and must ensure
 - All refrigerated food is labeled, refrigerated in the Powerzone Kitchen with the date of storage.
 - Before the use of any food the 'Used by dates' will be checked for out of date foods and thrown away if they have expired.
 - All non-refrigerated food is to be stored in airtight containers.
 5. Disposable cups will be used for drinks.
 6. Plates, cutlery and all other food preparation utensils will be sanitized in the dishwasher.
 7. Food prepared early is to be covered until required.

16. MEDICATION AND ILLNESS

Policy on unwell children

If a child becomes ill during the day they will be made comfortable, put into a quiet area, and their parents will be notified and asked to collect the child.

Policy on Medication

Medicine will only be administered by programme manager or supervisor and will not be administered unless parents have signed a consent form. This form must include dosage and be signed by the supervisor who administers the medication. A secondary staff member must witness the administering of medication and sign the register also. Parents must check this form daily. All medicine must be labelled showing the child's name and stored out of reach of all the children.

All staff must wear disposable gloves when preparing food and administering first aid. Staff who has notifiable diseases must take appropriate precautions to prevent cross infection, and they will not participate in administering first aid.

Procedure for the Medical Register

1. Names of children requiring medication and/or with a medical condition are entered in the Medical Register.

2. Supervisors attending children in need, are to check the medical register and if required take the appropriate action.
3. When administering medication, one staff member must act as a witness as the supervisor or manager administers medication.

Procedure for the Administration of Medication by staff in Non-Emergency Situations:

'This does not refer to emergency situations. Under the Crimes Act 1961, Section 151, everyone has a duty to provide the necessities of life, which could include first aid until medical professionals arrive or until parents/guardians are contacted.'

1. Medication will be administered at the parent's request and under a doctor's instruction.
2. Medication quantity will only be supplied a week at a time.
3. Storage will be safe and secure at all times.
4. Prescribed medication will only be administered by a supervisor or manager once the Parents /Caregivers sign the form which states: 'I agree to the staff administering the medication as prescribed in the medication consent form.'
5. Arrangements for the administration of medications are to be noted and alternative arrangements to be made in case the person usually responsible for the medication is absent.
6. Each time the medication is administered a register will be signed by the supervisor. A separate staff member will act as witness to the administering of medication.
7. It will be the parent/guardians responsibility to inform the Manager / Supervisor of any change in the child's medical circumstances.
8. Parents / Caregivers must be contacted before any non-prescription medicines, such as Paracetamol, are administered to children.

17. ANIMALS

Policy on animals

No animals will be allowed into the PowerZone space.

Procedure for dealing with a dangerous animal

1. Upon discovering a dangerous animal, on site, the Property Manager will be contacted immediately. The Property Manager will contain and remove the animal. If the Property Manager is unavailable the Christchurch City Council Animal Control Unit will be contacted. Children will be kept indoors until the animal is removed.

2. Upon discovering a dangerous animal, off site, the Christchurch City Council Animal Control Unit will be contacted. Children will be kept away from the animal until it is removed.

18. CLEANING

Policy on cleaning

The coordinator and building owner will devise a daily cleaning plan to ensure that all parts of the site that are used for the PowerZone Programmes are kept clean, sanitised and free of rubbish. Any dangerous cleaning materials are to be stored so that children do not have access to them.

Procedure for cleaning

The main cleaning responsibility of the staff will be to ensure that all areas used for the programme are left tidy and equipment is clean. That may include the following-

Daily:

- Emptying rubbish
- Washing dishes
- Wiping all kitchen benches/surfaces where food is prepared
- Disinfect all surfaces using disinfectant spray

Weekly:

- Cleaning fridge and any areas where food is stored
- Disinfecting/Cleaning all drink bottles.
- Sorting/checking/cleaning all equipment used for the programme.

Each Term:

- Washing floor, cushions, soft toys and dress ups.

Children may be asked to assist with tidying and cleaning of the warehouse space under staff supervision.

19. SMOKING

Policy on being a smoke free site

Elim Church Christchurch City is a smoke-free environment. Smoking is not permitted in the premises or the surrounding grounds, including the PowerZone warehouse. Smoke-free signs and the current laws against smoking inside a public venue ensure that the public are aware of the smoke-free status of the PowerZone Afterschool Care Programme venues.

Procedures on keeping a smoke free site

1. Any person smoking in the premises or the surrounding grounds will be asked to extinguish their cigarette.
2. Any person who is non-compliant with a request to extinguish their cigarette will be asked to leave the premises.

20. SUNSAFE

Procedures on keeping sunsafe (October-April)

1. Children playing outside or going on outdoor trips, including walking to a venue, will apply sunblock under the supervision of staff before leaving and every two hours while outside.
2. Children will be encouraged to be in the shade to eat / play whenever possible.
3. Children are required to wear a hat and protective clothes when outside for any sustained length of time. If there is no hat worn, no playing outside during summer months.

21. ALCOHOL AND MIND ALTERING SUBSTANCES

Policy on alcohol and mind altering substances:

Alcohol and illegal substances are not permitted on the Elim Church Christchurch City premises. Any person found under the influence of alcohol or an illegal substance, are not permitted on the premise.

Procedure on alcohol and mind altering substances:

1. In the event of a child being collected by a person suspected of being under the influence of alcohol or other mind altering substances all effort will be made to deter them from collecting the child:
 - It may be suggested that an alternative person is called to collect the child.
 - If serious concern for the child and/ or adult occurs and the adult resists alternative suggestions, the police may be called.
2. A staff member or volunteer who is suspected of being under the influence of alcohol or mind altering substances will dealt with severely:
 - The staff member / volunteer will be asked to leave the premises.
 - They will be referred to a counselling service

- The staff member / volunteer will be assessed by the Coordinator and the Manager to ascertain whether or not they are suitable to continue in their position of employment.

22. AGGRESSIVE AND VIOLENT INDIVIDUALS

Policy on dealing with aggressive or violent individuals:

PowerZone will ensure all children and staff are kept safe from individuals who display aggressive, violent or non-compliant behavior.

Procedure on alcohol and mind altering substances:

In the event that a person becomes aggressive or potentially violent towards any child or staff during the Powerzone programme, the Supervisor will take steps to try and calm the individual and diffuse the situation.

- The supervisor will insist the individual step into another room away from children. When possible the supervisor will be joined by another staff member.
- Once away from children, Supervisor will attempt to calm the individual and deal with the issue.
- If the individual is non-compliant or fails to calm down, the individual will be requested to leave the premises. If the individual refuses, the police may be called.
- If the individual displays any violent behaviour which causes serious concern for the children and/or staff, and the person resists alternative suggestions, the police may be called.
- Staff may not release children into the care of an aggressive or violent individual. An alternative contact should be arranged to pick up the child.

23. CHILD PROTECTION

STANDARD: The organisation is committed to the recognition and the prevention of abuse of children and young people.

This section covers how the PowerZone programme makes referrals under section 15 of the CYP&F “Act and includes a guide on how to make referrals.

Section 15: reporting of ill-treatment or neglect of child – Any person who believes that any child has been, or is likely to be harmed (whether physically, emotionally or sexually), ill-treated, abused, neglected or deprived may report the matter to a social worker or a member of police.

Child Protection Policy

The PowerZone programme is committed to the prevention of child abuse and to the protection of children and those associated with children, with the well-being and safety of the children our primary goal. The following policy and code of behaviour are in aid of achieving this.

The interests and welfare of the child will be the prime consideration when any decision is made about a child suspected of being abused. This organisation supports the roles of statutory agencies i.e.: the Police and Child, Youth and Family, in the investigation of abuse and will report cases of suspicion of abuse to these agencies.

This organisation will maintain a good working relationship with Child, Youth and Family and will be familiar with the law that serves to protect children from abuse. We will consult with the Department and with other appropriate agencies that have specialist knowledge. We will not assume responsibility beyond our own level of expertise.

The PowerZone staff will annually attend CYFS, OSCAR Network trainings, or another outside education, on the topic of child safety. The PowerZone coordinator will ensure all staff are aware of the policies and procedures surrounding child safety.

Response to suspicion circumstances

This organisation will respond to suspicions of child abuse or abuse of any person associated with a child by recording all observations, impressions and communications about children suspected of being abused or witnessing abuse, using the “Responding to suspicions of child abuse” flowchart.

While a staff member can act alone about suspicions, it is PowerZone Christchurch Trust’s policy that staff members consult with senior staff who will be committed to taking action and arranging for consultation with appropriate agencies.

The immediate response to consult Child, Youth and Family over any suspicions circumstance will be inline with the Child abuse flow cart and will be immediate. This immediate response to consult Child, Youth and Family will be within 24 hours of the first suspicion raised or of any report of suspicion or disclosure report from staff.

Suspicion may include either being that of child abuse outside of Powerzone or within Powerzone, exposure of any pornographic or explicit material within or outside the programme, explicit language being use by the children indicating suspicion of abuse, signs of physical abuse or neglect.

Staff members having any suspicion of abuse towards Powerzone supervisors or co-ordinators may contact trustees or board members who will immediately communicate their concerns to Child, Youth and Family.

Staff members are not to question a child after disclosure or if there is suspicion of abuse. Any concerned of abuse must be directed to the supervisor or Coordinator.

This organisation will act on recommendations made by relevant agencies and Child, Youth and Family concerning the official reporting of the suspected abuse and on the consulting of families. At no time will we regard ourselves as having the child's parent's permission to consult or report.

If we individually or collectively suspect that a staff member or other person within our organisation has perpetuated child abuse, we will not collude with, or protect that person or the organisation but promptly report the matter to the management and statutory authorities. The suspected member of staff will be prevented from having further access to children during any investigation and will be fully informed of their rights. A staff member suspected of abuse will be advised of their rights to seek independent legal counsel.

Children, families and staff involved in the investigation of allegations of child abuse will have support and we will refer them to the appropriate support agencies in the community for support. All parties will be instructed to keep allegations and any related discussions in confidence until all proceedings are concluded.

The programme employment procedures include a thorough examination and checking of each applicant's previous work history and we make contact personally with both referees and some past employers. This will be done with the applicant's consent. Our prime consideration in choosing staff will be ensuring that they have skills and attributes which contribute to the children's safety and health, physical, emotional, intellectual, spiritual and social development, and that children will not be put at risk of abuse.

This organisation will ensure that their staffs are well supervised and visible in the activities they perform with children. Children will not be taken on outings without parental approval in writing or by phone and will be accompanied by more than one volunteer/staff member. In the case of an emergency every attempt will be made for a child to be accompanied by two volunteers/staff members. All volunteer/staff working in our organisation will be made aware of these rules. Apart from toilets and bathrooms the programme will have an open door policy and staff should be aware of where all children are at all times. We will, on a regular basis, collectively review our child abuse policies and evaluate our performance in meeting the standards outlined by them. All adult visitors to the programme need to sign in and out of the programme and will be supervised and visible to staff onsite.

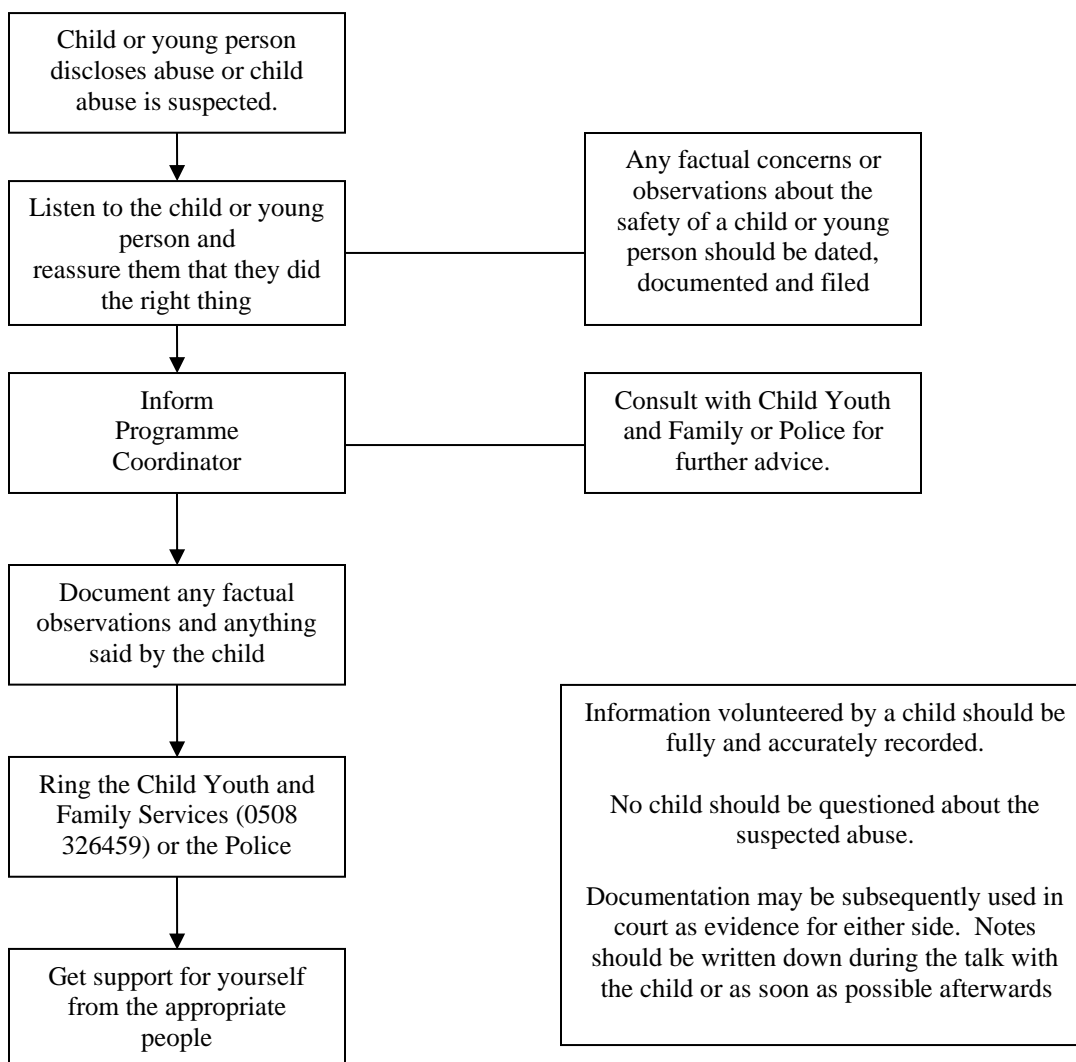
Parents and family are welcome to visit the programme at any time. Our child abuse prevention policies will be made available to all parents. If parents have any concerns about the treatment of a child by any staff they are encouraged to make these known. We will ensure that the matter is investigated fully and acted on if necessary. We will use an advisor and mediator from outside the organisation if independent investigation or arbitration is required.

Procedure for responding to suspicions of abuse towards a child or of person's associated with a child

The programme staff will act on all suspicions of child abuse:

- Record incidences and observations and at the same time-
- Report suspicions to the coordinator (or directly to the management board)
- The coordinator will then report to the management board
- The programme coordinator will then consult with relevant agencies, including Child, Youth and Family, to ascertain what steps will be taken.

The steps to be taken when responding to suspicions of child abuse are recorded on the flowchart below:



Child Protection Procedures

PowerZone is committed to the prevention of any type of abuse and to the protection of children. This commitment means that the interests and welfare of the child are the prime considerations when any decision is made about suspected abuse. The PowerZone Afterschool Care Programme supports the roles of the Police and Child Youth and Family Services (CYFS) in the investigation of suspected abuse and will report suspected abuse to these agencies. When appropriate the PowerZone Afterschool Care Programme will

consult with CYFS and other agencies that have specialist knowledge and resources. We do not assume responsibility beyond the level of our own expertise.

1. The PowerZone Programme staff will watch children for behaviour, play and language that cause concern, in terms of possible neglect or abuse.
2. Volunteers and staff must report any suspicions of abuse to the Coordinator.
3. The Coordinator will record and keep any likely indications of abuse (date, time, signs, e.g. bruises, conversations/ disclosures, etc). Each entry shall be countersigned. If not substantiated the record will be filed.
4. Coordinator will consult with the appropriate agencies. When we suspect that the child might be unsafe we are committed to making a report to the Police or CYFS.
5. Where staff are suspected of abusing a child an internal investigation will be carried out by the Coordinator and Business Development Manager of Elim Church. The staff member concerned will be suspected until the investigation is complete. If necessary the information will be passed onto the Police.
6. Job applicants work history and police record will be checked, with the applicants consent, prior to their appointment. In choosing staff we require skills and attributes that will enhance the children's development and safety.
7. The PowerZone Programme will ensure that the staff and other adults are well supervised. Children will not leave the programme with anyone other than those nominated on the Childs enrolment form, except in an emergency. The PowerZone Programme has established rules about acceptable touching of children.
8. The PowerZone Programme makes parents welcome at any time. If parents have concerns about the treatment of a child by our staff they are encouraged to make these known to the Coordinator who will ensure the matter is investigated and acted on, using an advisor from outside the service if this is necessary.

Procedure for dealing with a complaint made by a Young Person, their Family or their Advocate

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

1. Approach the supervisor who will attempt to rectify the situation. (The Coordinator may be approached initially if preferred.)
2. If the parent/ caregiver is still unhappy they should contact the Coordinator.
3. Further complaints must be made in writing (see address below) and must contain details of the grievance and desired outcomes. The Board of Trustees,

Manager or Coordinator will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.

The Supervisor will keep the Coordinator informed of all complaints and a written record will be kept.

When necessary the staff member concerned will be informed of the complaint.

If the allegation involves sexual or physical abuse or some illegal activity the Police or other relevant authority will be notified within 48 hours. They will then set the procedure for dealing with the complaint.

While the matter is under investigation the worker may be asked to step down. This decision will be made by the PowerZone Programme Coordinator and the Chairperson of the PowerZone Christchurch Trust in consultation with the Police and/or other relevant authorities.

Proof or admission of guilt will result in instant dismissal and referral to the Police and/or other relevant authorities and a competent counsellor.

Powerzone Programme tries to provide children and their families with the best service we can. If you feel there is something that is not right, please let us know. We value your concerns because it helps us improve our service.

Please note:

Points of contact for parents/ caregivers with question or concerns about the PowerZone Afterschool Care Programme:

Chairperson:

P O Box 13-110
Armagh St
Christchurch 8141

TRAINING

All staff will receive training in recognising indicators of abuse and in programme policy and procedures for dealing with suspected abuse.

1. The PowerZone programme will comply with all relevant child protection legislation to ensure the programme is safe for children, staff, volunteers and visitors.
2. All staff are to be trained in Child Protection policy and procedures within this document. This train will include reading and discussion of Policy within staff meeting time.

3. All staff are required to read all policies and procedures on Child Protection policies.
4. All staff are required to attend one of the annual training session on Child protection. These training sessions may be held at a staff meeting or by an organised training event off sight.
5. Once a staff member has completed any training they must sign and date their training form within their staff file. This should say what was covered in the training session.

POLICY ON HUT AND STRUCTURE MAKING.

All huts and any structure made within the Powerzone space, where children can hide together need to have the following rules.

1. They all need to have a permanent opening where staff can see into them at all times and the children must be visible at all times.
2. They need to be safe from suffocation or injury.
3. If the rules are broken the hut building will be withdrawn from the programme for a period determined by the staff and supervisor.

POLICY ON MOBILE PHONES, TEXT MESSAGING AND USE OF PERSONAL TABLETS

Staff will make clear to the children the rules of using phones and tablets at Powerzone. If a child/ren using text messaging for bullying or offence communication, staff will ask the child/ren involved to put the phones away and will speak to the parent or care giver about the phone behaviour and inform as to the appropriate use of mobile phones at Powerzone. Mobile phones can be barred for misuse for the period set by the Supervisor. Personal Tablets may be used at PowerZone, however, staff need to inform children of the rules about the suitability of the content they are watching, listening to and playing. Content must be appropriate for all ages represented in PowerZone. If inappropriate content, decided by supervisor, is being played, the child will be told to put tablet away.

POLICY ON INTERNET AND COMPUTER USE SAFETY

The computer/laptop being used in the programme that has access to the Internet must have constant staff supervising.

- The computer/laptop screen must be visible at all times, by at least one staff member at any one time.
- The supervisor must approve all software programmes used on a computer.
- Any software programme brought into the programme needs to be approved by the supervisor.

- Children are not permitted to access the internet. Only leaders are allowed to access appropriate content on the Internet.
- Only programmes with a G, PG, rating may be played in the programme.
- If the supervisor deems that the material, language, images or content is inappropriate for the programme they may ban the use of it at any time.

POLICY ON USE OF OUTDOOR SPACE

The back carpark may be used as an outdoor space for running around games, skateboards and scooters, as well as some sports games. Parents must give written permission for children to leave the PowerZone warehouse space. Usually via the enrolment forms.

- Outdoor space may only be used if no cars are present and the space is visibly coned off.
- Staff must be supervising children in the outdoor space at all times.
- While walking to and from outdoor space, children must be supervised at all times.
- Children may not climb on the fences in the outdoor space.
- Children must stay inside the coned area at all times.

SUPERVISION

STANDARD: Children are always supervised by a minimum of two staff and are within sight and sound of a staff member at all times

24. SUPERVISION POLICY

The staff/child ratio will be as follows:

On site: 1:10

Minimum of 2 staff in each programme space.

On excursions: 1:8

Excursion in water/pool/beach ratio 1.5

There will be a minimum of two staff on duty at all times in each of the Programme spaces (including 1 supervisor/coordinator). All staff under 16 must be actively supervised by older staff and do not count in the staff/child ratio. At least one person 20 or over will be in charge on site.

If there are less than 2 staff members (over the age of 16) in each area, one area must be closed off and all children must remain in the same space.

Children will be informed on the first day they arrive in the programme as to the boundaries and the where they are expected to stay within at all times. The children are not to exit the warehouse space while they are signed into the programme unless written consent from parents has been given and children are supervised at all times (Holiday programme and outdoor activities).

The doors immediately entering the warehouse space via the roller door on the east side of the building and the doorway leading in the Elim Church will remain closed at all time and no children will exit these doors while the programme is running, unless supervised by staff members. All staff members will monitor these doors for children trying to exit. The roller door may be left open for parents to pick up children

The Immediate Car park space will never be used for any play or activity but will be used in case of emergencies i.e. Fire or Earthquake.

The Back car park space may be used (if written permission is given from parents), as an outdoor play area as long as no cars are present and the area is visibly coned off. Staff must actively supervise children at all time while they are outside and as they walk between the Powerzone warehouse space and the back carpark.

It is expected that all staff will fully participate in activities, encourage child participation and maintain general supervision.

The supervisor is responsible for ensuring that staff are rostered so that all children are supervised at all times. Children will be within sight and sound of a staff member at all times. A minimum of 2 staff members must be present in each of the PowerZone spaces. If less than 4 staff are rostered on, one space must be closed off and all children are to remain in the main PowerZone space.

Through the sign in process, staff will be able to have clear daily attendance records. This will ensure that staff know at all times who is at the programme and where children are.

Staff ratios will be maintained by limiting roll numbers to the appropriate ratio for the number of rostered staff onsite. There will also be police vetted oncall staff available if required.

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

Programme staff will be provided with a code of behaviour, copies of which are to be held at the programme. This code outlines appropriate behaviour, supervision, discipline and the prevention, detection and reporting of child abuse.

The programme management will ensure that the number of assistants under 16 years old who will be requiring supervision from older staff does not negatively impact on the programmes ability to adequately supervise the children on the programme.

EMERGENCIES AND BUILDINGS AND FACILITIES

STANDARD: All staff and volunteers are trained in fire, earthquake drills and other emergency procedures.

STANDARD: Premises are safe and comply with all relevant legislation, as well as local city or district requirements

STANDARD: Potential hazards to the safety of children are repaired, removed or made inaccessible.

25. FIRE

Procedure on fire

On discovering a fire:

1. Raise the alarm immediately by operating the nearest fire alarm.
2. Call the fire brigade – DIAL 1 – 111
3. Follow the procedures on hearing a fire alarm

On hearing a fire alarm

4. On hearing the sound of the fire alarm, all persons will leave the premises immediately by the nearest means of exit available and assemble in the car park.
5. All leaders must escort the children to the car park.
6. On the way out, one designated staff member for each area will be in charge of checking the space including kitchen and toilets before leaving the space.
7. Supervisors will check the children off against the sign-in sheet. Any children not accounted for will be reported to the Fire Warden, at the fire board outside DVS (part of 285 Cashel St).
8. Move quickly and quietly, DO NOT RUN. Do not collect personal belongings from any part of the premises.
9. No person is to re-enter the building until instructed to do so.
10. Children are to be supervised by staff until the all clear is given.
11. Staff may take children into the outdoor area of the Preschool where they are fenced in and safe from cars in the carpark.
12. Should the building be unsafe to return to Parents/Caregivers will be contacted to collect their children. Staff will remain with children until they are collected by a guardian.

We will practice the above procedures once a term.

We will use this fire evacuation plan to evacuate for the following reasons:

Building damage due to:

- Volcanic eruption
- Cyclone
- Flooding
- Bomb/weapon threat
- Major chemical incident – under advice from the Fire services

26. EARTHQUAKES

Earthquake procedure

- Staff will call out **earthquake – drop and be turtle safe** (Crouched on elbows and knees with hands covering the head)
- Inside staff will help and encourage children to quickly resume the turtle position under a table or in a safe doorway,
- Outside staff will help and encourage children to face the back fence so that they are not facing the building and to resume the turtle position.
- Staff and students will remain in the turtle position until the shaking stops and a staff member calls out **all clear**.
- After the drill or earthquake children will be encouraged to talk about any fears or questions that they may have.

We will practice the above procedures once a term

Procedure on when earthquake subsides

- Staff and volunteers are to immediately assemble children in the middle of the back carpark away from fences and buildings.
- The supervisor to check the toilets, and warehouse space main floor. The remaining staff will check the children off against the sign-in sheet.
- Children are to be supervised by staff in the car park until the all clear is given.
- Medical attention will be sought for anyone who is hurt, either at the church office or appropriate medical facilities.
- If necessary, assistance would be available from the staff in the church office to care for the children.
- Attendance sheets must be taken with staff during an evacuation
- Parents/Caregivers will be contacted to collect their children. Staff will remain with children until they are collected by a guardian.

27. EMERGENCY AND DISASTERS

Both fire and earthquake drills will be carried out once a term for the before and after-school programmes and once during the holiday programme period (as per the PowerZone Earthquake and Fire Evacuation Procedures). These procedures also include a plan of action for emergencies involving either fire or earthquake which will be clearly displayed in every room and which includes -

- How to recognise the nature of an emergency
- How and where children will gather outside
- Ensuring everyone is accounted for
- How to recognise the emergency is over

The coordinator is responsible for:

- Keeping a record of each drill, including the names of the volunteer/staff members present
- Ensuring that new staff/ volunteers are trained in the procedures.
- Notifying the local fire department 7 days before a fire drill

All staff will be trained in the programme's emergency procedures.

Elim Christchurch City Church staff are responsible for turning off water, electricity and gas.

Staff training for fire and earthquake drills

All staff will receive training in fire and earthquake drills written in these programme policy and procedures.

- The PowerZone programme will comply with all relevant safety legislation to ensure the programme is safe for all children, staff, volunteers and visitors.
- All staff are required to read all policies and procedures on Fire evacuation and Earthquake drill procedures.
- All staff will be taken through the procedures prior to the fire evacuation and earthquake drill. These training sessions may be held at a staff meeting or prior to the start of the daily programme. Drills will be held within a programme while the majority of children are present.
- The practise fire evacuation and earthquake drills procedure will be explained to the children prior to the actual drill practise on the day. Question and answer times will be made available prior to and after the drills.

- Once a staff member has completed any training or drill they must sign and date to confirm drill and training has taken place in the After school proof Fire evacuation and Earthquake drill form
- Drills will be at least once a term.

Lockdown Procedure

Should any situation arise that compromises the safety of PowerZone children and staff, a lockdown procedure will be initiated. This is at the discretion of the programme supervisor. Lockdown will occur as per the following:

- All external doors to the Building at 285 Cashel street will be locked.
- Children will be moved into the main PowerZone space away from all windows and out of site from anyone outside.
- Sheets/blanket will be used to cover windows as needed. These are located in the PowerZone storeroom.
- Children will be encouraged to be quite whilst being comforted and cared for by PowerZone staff.
- Staff are required to stay as calm as possible.
- One staff member may be asked to keep an eye on communication coming in from the news, social media, government agencies or programme manager regarding the situation.
- Children will have all phones or devices removed to avoid them accessing disturbing or upsetting content.
- Supervisor will be in communication with parents if at all possible.
- Lockdown will only cease if given the all clear by appropriate governing agencies e.g. NZ police, Ministry of Social development, trustworthy news sources etc.
- PowerZone will ensure all children are doing well post lockdown, providing children and their families with options for trauma counselling if required.

State of Emergency

In the event of a state of emergency, should the PowerZone space be deemed unsafe to remain by onsite supervisors or officials, the children will be taken to the nearest Sector Post at Christchurch East School where Staff will care for them until they are collected by their parents/ caregivers. Children will be transported using approved PowerZone vans, or by walking as a group.

28. PHONES

Procedure on phone access

1. The PowerZone Christchurch Trust cellphone must be charged and available during all PowerZone Before School, Afterschool and Holiday Programme activities. The cellphone must be taken on all offsite activities.
2. Lack of cell phone coverage for an 'off site activity' in the event of an emergency; Cash and the Powerzone credit card will be carried for public pay phone in the event an emergency. It will be noted in the SAP report if there is no cell coverage. Also notes will be taken of the nearest available public phone, Service station, shop or dairy.
3. The coordinator will have custody of the cell phone outside PowerZone Programmes in case parents need to contact the Trust.
4. In the event of a disaster where there is no cellphone or landline coverage, the coordinator will go to the closest Civil Defence Post or fire station to contact emergency services.

29. BUILDINGS AND FACILITIES

It is the coordinator's responsibility to check that the programme centre has a current building warrant and that it complies with other relevant fire and safety requirements. The final responsibility lies with the owner of the building. The coordinator will liaise between the owner and the management board in the event of any problems.

30. CAMPS

PowerZone Christchurch Trust will not run any camps.

31. STAFF AND MANAGEMENT

STANDARD: The programme has a sufficient body of qualified and competent staff to both deliver and support the service.
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Policies on the employment of staff

The purpose of this procedure is to outline how staff are employed at PowerZone Trust. This is to be read in conjunction with the Employment Relations Act 2000 and Vulnerable Children's Act 2014.

Definition

PowerZone Christchurch Trust defines Staff as anyone who PowerZone Trust relies on to deliver its services. This includes the Manager, Coordinators, Administrators and Supervisors, volunteer leaders and Board of Trustee members. For these policies and procedures staff refers to paid employees such as the Manager, Coordinators, Administrators and Supervisors and volunteers refer to unpaid workers in the programme which are volunteer leaders.

The Manager, Coordinators, Supervisors and volunteer leaders are defined as children's workers. The Manager, Coordinators and Supervisors are defined as core workers while the volunteer leaders are defined as non-core workers.

Procedure on the employment of Staff and Volunteers

Job Descriptions

1. Job descriptions will be compiled by the coordinator in consultation with the management board, based on the daily requirements of the programme.
2. Job descriptions will be included with all employee's employment agreements.
3. The coordinator will go through the job description with all new staff

Recruitment

PowerZone Christchurch Trust will provide quality care through the enforcement of thorough and consistent recruitment practices.

1. The selection and recruitment of staff is the responsibility of the coordinator, in consultation with the management board.
2. The coordinator or delegated authority will arrange advertising of the vacancy. All vacancies will be advertised.
3. The coordinator or delegated authority will ensure advertising – both verbal, written and visual is non-discriminatory.
4. All Children's workers will be vetted under the regulations of the Children's Act 2014.

Selection and appointment

1. The coordinator will develop non-discriminatory interview questions. These questions will be based on the vacancy's job description that will be made available to all prospective applicants. Notes will be taken based on the answers provided by applicants to the questions and recorded on file.
2. Interviews will be conducted for each position, using the interview questions. The coordinator and at least 1 member of the management board will conduct interviews.

3. Selection will be made based on the applicant's risk assessment to be completed by coordinator/manager, interview and background, including their level of maturity, experience and training. The PowerZone Afterschool Programme will employ staff with skills and attributes that will enhance children's development and ensure their safety.
4. Job applicants work history will be checked and all applicants will be required to provide the names of at least two referees. It is the responsibility of the coordinator or a member of the management board to contact the referees for verification of the applicant's experience and suitability to work with children. All reference checks will be recorded using the PowerZone Referee Check.
5. A risk assessment form must be completed for every prospective staff member based on the information supplied through application pack, references, interview process, and police vetting.
6. The coordinator or a member of the management board will inform all applicants of the final decision (including unsuccessful applicants).
7. All prospective staff must agree to a Police Vetting check required under the vulnerable children's act 2014. co-ordinator or a member of the management board must site and hold a copy on file suitable photo identification.
8. Every staff member (including volunteers) is to have a signed employment agreement and be police vetted before commencing work.
9. All supervisors are to be no younger than 20 years old and to be deemed responsible enough to supervise staff and children.

Training and staff development

1. All staff will be "trained" that they have a 'duty of care' and this obligation continues until the parent/caregiver collects a child.
2. All staff will have their areas of responsibility, work expectations, behaviour expectations and work limitations explained by the coordinator.
3. The coordinator will ensure provision of training activities in basic skills
4. The coordinator will provide induction for all employees
5. The coordinator will identify training needs for specific staff (where needed).
6. Training notes will be kept of all training provided to staff.
7. At the end of each day (once all the children have left the programme) the staff will discuss any misbehaviour or observations made from that day's session. Any serious issues arising (to be determined by the Supervisor) will be logged in the debrief book with outcomes and necessary action needed to be taken or action that has been taken. The supervisor will use this debrief time for staff training in correct policy and procedure according to this document. This is considered part of the ongoing personal developing and training of staff.

Procedure on Police Vetting

1. All staff, management, trustee and volunteers will be required to fill in a Police Vetting form at the point of application or at the point of requesting them to apply for any position.
2. Police Vetting (through the Police Licensing and Vetting Service Centre) is required for all staff, volunteers, and management of the programme and anyone who has regular contact with the children (ie administrative staff).
3. Should a police Vet result return stating the individual has had a prior conviction, the Manager and Board of Trustees will discuss the nature of the offence, and the possible risk to our staff, children or parents that the individual might still pose. The results of this discussion will be recorded on the Risk assessment form filled out for the applicant.
4. Offers of employment, offers to the management board and offers to trustees cannot be finalised until police vetting confirms a candidate's suitability.
5. Police vetting must be completed every 2 years
6. Police vetting forms will be duly secured and kept away from the access of unauthorised persons. Authorised persons to cite the confidential police vetting information include the PowerZone manager, the management board, Ministry of social development representative (audit purposes), and Oranga Tamariki
7. The programme will not employ any person (paid or voluntary) including those in governance or management positions, who has a conviction of sexual crimes or for any offence involving the harm or exploitation of children.

32. TRAINING

Policy on staff training

The PowerZone Christchurch Trust recognizes a responsibility to enhance the staff employee's opportunity to develop skills and abilities for full performance within the position and for career advancement.

Procedure on staff training

1. The following training is mandatory for all employees:
 - New employee induction on all policies and procedures (including those around suspicions of abuse, behaviour management and health and safety and emergencies).
 - This training will be undertaken through a variety of different mediums including reading the specific policies and procedures documentation, discussion on the policies and procedures, scenarios (such as writing a RAM or SAP for a specific activity/group of activities) and role playing.

- The Staff debrief book may also be used for the purpose training and informing new staff and volunteers as to how to deal with specific children and situation unique to Powerzone.
 - This induction training will be documented on the programme policy and procedures induction training record sheet and will be signed by both the new employee and the coordinator.
 - The Induction Training Record sheet will be kept with individual staff training notes along with ongoing training records.
2. Through the appraisal process, an assessment is made of the training and development needs of the Trust and individual employee. The training and development needs of individual employees will be met by either:
- Developing and presenting training courses, and
 - Offering training material/funding to attend courses, as to applicable methods for achieving training objectives.
 - Training notes will be kept of all training provided to staff (including certificates and details of external courses).

33. PERFORMANCE MANAGEMENT SYSTEMS

Procedure for staff appraisal

1. All Powerzone Before School, Afterschool Care and Holiday Programme paid staff will be appraised at least once every 12 months to assess whether they are meeting the requirements of their Job Description and are meeting the goals set in previous appraisals.
2. Appraisals will be in the form of a written report following a half-day observation. Appraisal will be goal orientated with expectation of improvement in staff performance and in the overall running of the programme.
3. The coordinator or appointee will be the appraiser of all staff. An appointed member of the trust will appraise the coordinator.

Procedure for Ongoing Staff assessment

Along with yearly Performance appraisals, a Periodic Safety Check will be completed every 2 years to ascertain the suitability of ongoing staff within their roles. The following will be assessed:

- **Update Identification documents** of the applicant (Copied and put on file)

e.g. Current Driver's license, passport, Marriage license, change of name

- Obtain and consider information from **an updated Police vet**
- **Update details** – Email address, physical address, emergency contacts, phone numbers
- **Confirm Professional Registrations** - If applicable
- **Assess and respond to any other relevant details:**
 - Assess any new medical or physical limitations that may pose a risk to the employee, children or other staff.
 - Consider and respond to any misconduct or other issues

Evaluate the above information to **assess the** applicants ability to maintain their current role and/or if they would pose any risk to the safety of children if employed or engaged as a children's worker, including categorization of the role as 'core' or 'non-core'.

Procedure for evaluation

1. Parents/Caregivers are regularly encouraged to provide feedback, advice, and suggestions.
2. All evaluative comments and feedback will be followed by appropriate action by the Powerzone Programme staff, to accentuate the positive aspects and eliminate the negative aspects of the programme.

Procedure for dealing with Staff Grievance

1. Initially a staff member is required to approach the person with whom they have an issue at the earliest opportunity. Discussion should take place out of programme time and not in front of other people. Appropriate time should be allowed for discussion.
2. During discussion staff will be expected to:
 - Listen to the other person without interrupting
 - Take turns to speak
 - Refrain from name calling, abusive language and shouting
 - Work towards gaining a resolution to the situation
3. Where one or both parties require time for reflection there should be an agreed time set for further discussion.
4. If a breakdown in communication arises or a staff member feels their concern/ complaint is of a serious nature they should then approach the Coordinator with the complaint in writing.

5. The Coordinator will then make an assessment as to the seriousness of the situation and act accordingly. They may consult with the PowerZone Programme Board of Trustees and/ or appropriate outside advisors in this assessment process.
6. If the matter IS NOT considered to be serious the Coordinator will facilitate a discussion between the staff members with the aim of resolving the issue.
7. If the matter IS considered to be serious the Coordinator should listen to the staff members individually and together to assist in a resolution. Each party can be accompanied by a support person who is not a PowerZone Programme staff member.
8. If the issue is still unresolved then the matter should be brought first to the Manager and then, if necessary, to the Chairperson of the PowerZone Programme Board of Trustees for the trustees to consider. If a resolution is reached this will be recorded in writing and signed by all parties involved. If no resolution occurs then the coordinator, management board and the chairperson should refer the matter to an appropriate agency.

Please note:

If the concern/ complaint is regarding the coordinator the management board should be approached. If the concern/ complaint is regarding the management board, the chairperson of the PowerZone Christchurch Trust should be approached.

If the concern/ complaint involve allegations of illegal activity the appropriate authorities will be called in.

If the chairperson and members of the PowerZone Christchurch Trust are unable to be contacted the Christchurch City Elim Business Development Manager may be consulted.

Procedure for the recruitment of volunteers

Volunteers:

All volunteers will be recruited and assessed the same as paid employees and offered the same training as employed staff.

All Volunteers:

- Will complete an 'Application Form', two References, Police Vetting Form, Staff Record form, given a position description.
- Will have an interview and notes taken for their Volunteers Staff file.

- Will sign agreement and code of behaviour and Position Description once given the volunteer position.
 - Will attend induction training and sign off to prove training has taken place.
 - Will be at least 14 years of age.
 - Will be assessed every 2 years.
-
- Will be selected by the Coordinator and Supervisors of the programme
 - Performance Reviews will be in line with employed staff member procedures and can be carried out by the supervisor or coordinator. This will be in the form of a written report. Part of the reporting process will be discussion based feedback and consultation; this verbal review will be in the form of a debrief and recorded.

Procedure for the Appointment of New Trustees

1. On recognising the need for a new Trustee, identify the specific skills that are required.
2. Request that Trustees and staff submit names of people that can be approached and asked to apply.
3. The applicant needs to be committed to the Christian philosophy of the PowerZone Christchurch Trust and its vision.
4. The applicant should be regularly attending Elim Cathedral of Hope except in special cases where having a representative the community is important.
5. Information to be provided to potential Trustee:
 - The PowerZone programme Trust Deed
 - The PowerZone programme Philosophy and copy of PowerZone programme Policies
 - Information about services PowerZone programme provides to the community
 - An outline of expectations of PowerZone programme Trustees
 - An idea of the time commitment involved in being a Trustee
6. An opportunity is made available for the candidate to meet with the Coordinator, Chairperson and/or Trustees prior to interview so they can gain an understanding of the role and issues involved.
7. The Chairperson and one other Trustee will interview potential candidates. Discuss points from C.V. Reference checks. Inform other Trust members of

outcome. If a candidate is suitable, invite them to the next Trust Meeting. If the Trust Board approves this person, then invite them to join the Trust. The candidate's response is needed within 7 days.

Code of Behaviour for Workers

The organisation expects staff to be supportive, non-abusive, and to present themselves as positive Christian role-models. Many children have affectionate natures and express themselves freely. Regardless of the situation and child's culture and nature, staff must avoid inappropriate physical contact.

In making physical contact with children, volunteers/staff should be guided by the principle that they will do so solely in order to meet the child's physical or emotional needs. Children should not be asked to take care of volunteers/staff members physical or emotional needs.

If a child initiates physical contact in the seeking of affection, reassurance or comfort it is appropriate to respond in a manner suitable for that child's developmental stage and needs. It is not appropriate to force any form of unwanted affection or touching on a child.

The physical contact of children during changing or personal cleaning must be for the purpose of that task only and not be more than is necessary for that job. Children should be encouraged to take care of themselves to the limits of their ability.

- Staff should avoid being alone with a child.
- Staff must be aware of where all children are at all times.
- Supervisors should ensure day volunteers and visitors are never alone with a child or group of children.
- Staff may not smoke in front of the children, or anywhere on the site of Elim Christchurch City Church.
- Clothing should facilitate job performance (i.e. be appropriate for participating in activities, be safe, be appropriate for role modelling to children).
- Personal visitors and telephone calls shall not interfere with responsibilities of supervision.
- Staff must realise their individual emotional and physical limitations and request support or relief when necessary.

- Confidentiality must be maintained at all times.
 - Staff medication must be labelled and stored out of reach of children.
 - Children should not be present when staff uses the toilet or bathroom facilities for personal needs.
 - “Adult” topics of conversation should not take place within the hearing of children.
 - Staff should maintain a professional relationship with families with respect to confidentiality, objectivity and conflict of interest.
 - Staff will use the procedure for behaviour management when dealing with discipline and children.
 - Staff will use all PowerZone child protection policies and procedures including the procedure for responding to suspicions of child abuse and child protection procedures in the prevention, detection and reporting of child abuse.
 - Staff members suspecting another staff member of abuse, need to direct their concern immediately to the supervisor or co-ordinator. If the Powerzone supervisors or co-ordinators are suspected of abuse, then the staff member need immediately contact trustees or board members who will immediately communicate their concerns to Child, Youth and Family.
-
- Staff members are not to question a child after disclosure or if there is suspicion of abuse. Any concern of abuse must be directed to the supervisor or Coordinator.
-
- Staff member or volunteer that do not comply with this code of behaviour will be asked to meet the supervisor, to discuss their behaviour and lack of compliance with the code. If the behaviour places the children at risk, the staff member or volunteer can be suspended from their duties until the matter is resolved. In the case of a serious breach of this code (suspicion of abuse) staff members will be treated in line with the Powerzone Child Protection Policies.

34. FINANCE

STANDARD: Finances are managed competently

Policy on finances

Good financial management will ensure the programme will make optimum use of funding. Income will be maximized and expenditure controlled in a manner that will ensure the achievement of all the programmes objectives.

Overall supervision of the programme is the responsibility of the coordinator/Manager who reports to the management board. The management board must approve all policy, financial reports and budgets, monitor expenditure and set limits on how much spending can be delegated.

The day to day organisation of finances is the joint responsibility of the PowerZone Manager and a chosen secondary accounts manager/finance team. The PowerZone Manager and allocated accounts manager (The finance team) are to be jointly responsible for the oversight of the following:

- Adhering to set budget
- Invoicing parents
- Processing parent payments
- Applying for Government Funding
- Applying for outside funding
- Paying Invoices for expenses
- Paying rent/amenities
- Organising staff – Payroll, Leave entitlements, pay raises (as approved by management board) etc.

Spending & accountability

The PowerZone Programme Manager is issued with a credit card with a set limit approved by the Board of Trustees and Programme accountant. The credit card limit is set to reflect the spending requirements and budget.

All general expenses are to be purchased using this approved credit card.

- Groceries
- Resources
- Petrol

Credit card receipts are to be collected and assessed for accountability by programme accountant.

A second credit card may be approved by the board and trustees and issued to a selected supervisor. This card will have a smaller limit and only be used upon consultation with programme manager if/when it is required.

Credit card receipts are to be collected and assessed for accountability by programme accountant.

Expenses that are not paid for by credit card may be invoiced to PowerZone. Invoices are signed by the programme manager and handed on to the PowerZone accountant. All invoices are approved by the PowerZone accountant and a secondary signatory before being paid.

Any one off expense that is over the limit of \$500 as set by the board of Trustees, must applied for and approved by the PowerZone Board of Trustees.

Policy on Fee Structure

Before School: \$14/Day per child

AfterSchool: \$18/Day per child

Holiday Programme: 8.30am-3pm session \$36/Day per child or \$145 for full week

3pm-5.45pm session \$18/Day per child

Financial Procedures

1. *Budget* – a budget will be prepared at the beginning of each financial year with a six monthly review. This will be prepared by the accountant and reviewed by the management board.

The budget development process will be used to:

- Provide a format of planning and balancing priorities
- Express intentions of future expenditure decisions
- Project the impact of financial and other planning decisions

The budget will be used to:

- Provide a guide for expenditure decisions
- Provide evidence that planning has taken place
- Provide a benchmark for comparison of actual results.

2. *Annual Accounts* – these will be prepared at the end of each financial year, by the finance team and audited by an outside company. These accounts will be made available on request to the public.

3. *Wages* – staff will be paid on a fortnightly basis via direct credit. Pay slips are given to relevant staff on the day of payment. Wages are authorized by the Manager before payment to ensure accuracy and confidentiality.

4. *Income from Government Agencies* – the bulk funding grants are completed by the manager and finance team with the help of the board of trustees. WINZ payments are monitored weekly by the finance team and credited directly against the parent/guardian's account.

5. *Role of the Finance Team* – **this will include the following:**
 - Keeping clear and accurate financial records
 - Ensuring government funding is accounted for separately from other funding
 - Collection of fees (including banking) and the following up of debt.
 - To be involved in the development of the annual budget and six monthly review in collaboration with the supervisor and management board.
 - To review the financial policy annually in consultation with the supervisor and management board.
 - To be responsible for all Centre financial operations (GST, PAYE, ACC).
 - To present monthly financial report to the Board
 - To monitor expenditure against approved budgets. (Bulk funding, fees, income support).
 - To supervise the management of monies and funds raised by fundraising.
 - To prepare the annual financial report and audit in collaboration with the auditor.
 - To present the annual set of accounts and financial report.

Procedure for the Payment of Fees

1. Fees can be paid at Elim Christchurch City and can be paid by, EFTPOS, credit card or internet bank.
2. All fees for permanent bookings are paid continuously every week throughout the period of each school term, whether the child(ren) are sick, absent or on holiday. All enrolments are considered permanent unless written notice of cancellation is received by programme manager.
3. All fees are non-refundable.
4. The enrolment is for a child(ren) and cannot be given or sold on to another child or family.

5. In the event of overdue fees, the Finance team and PowerZone management will contact parents/caregiver to discuss further action.
6. If no payment plan can be agreed upon, PowerZone reserves the right to withdraw children from the programme.
7. If fees owing are disputed and care is still required, parents are required to continue paying while the issue is taken before the management board. If the fees owing are disputed and the child is no longer in care, the issue will go before management board and they will decide on a future course of action.
8. Parents who are applying for a WINZ subsidy must get the subsidy pre-approved or pay normal fees until the centre receives the subsidy. Centre will reimburse parents for any over payment.
9. It is the parent's responsibility to ensure that a WINZ subsidy is renewed and they are liable for any shortfall incurred during this period.
10. The management committee retains the right to increase fees at any time during the enrolment period.

Overdue invoices are carried over with a reminder. If payment is not received or an effort made to clear the outstanding amount the licensee will contact the parent/guardian to discuss any problems. Management reserves the right to refer any outstanding account to debt – collection, at the expense of the client.

35. COVID-19 RESPONSE PROCEDURE

	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
What will be done to manage risks from restarting business after lock-down?	Prior to Re-Opening <ul style="list-style-type: none"> - Clean and sterilize all surfaces and equipment - Clean and sterilize all door handles including cupboard doors 	<i>Manager and Supervisors</i>
How will you ensure all your workers know how to keep themselves safe from exposure to COVID-19?	Prior to Re-Opening <ul style="list-style-type: none"> - Hold a mandatory staff meeting where all staff are briefed on new health and safety requirements - Provide an option for feedback so staff can voice their concerns and ideas on health and safety protocols. Update health and safety requirements as needed based on feedback. Ongoing <ul style="list-style-type: none"> - Give brief overview of regulations before each shift. 	 <i>Manager</i> <i>Supervisor</i>

	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>How will you gather information on the wellness of your staff to ensure that they are safe to work?</p>	<p>Prior to Re-Opening</p> <ul style="list-style-type: none"> - Outline to all staff that they must make contact prior to arriving at work if they are experiencing any symptoms. Manager or supervisor to follow up. <p>On arrival at work</p> <ul style="list-style-type: none"> - Supervisor to question each staff member on their physical and mental health prior to shift beginning. Staff will be sent home if they are experiencing any Covid-19 related symptoms at supervisor's discretion. <p>Should any staff member experience any Covid-19 related symptoms, manager is to assist them to seek medical health and see them through the testing process. Manager to follow up.</p>	<p><i>Manager and Supervisors</i></p>
<p>How will you manage an exposure or suspected exposure to COVID-19?</p>	<p>Should there be any case of exposure or possible exposure of Covid-19 within the PowerZone staff, Children or their immediate families.</p> <ol style="list-style-type: none"> 1. We would isolate the individual and ensure they have safe transport home 2. Close the programme for a minimum of 48 hours. <ul style="list-style-type: none"> - Contact ministry of health (MOH) and begin contact tracing based on information provided by MOH. - Clean and sanitize every surface, door handle, and piece of equipment. <ol style="list-style-type: none"> 3. Follow MOH health advice as to when it is possible to re-open. Possible 14 day closure upon positive test. 4. Staff to self-isolate for minimum of 14 days. Testing required before return to work. 	<p><i>Manager</i></p>

How will you operate your business in a way that keeps workers and others safe from exposure to COVID-19?

Before programme opens

- Ensure staff are well and not exhibiting any symptoms of Covid-19.
- Reiterate to parents that they are not to send any child to PowerZone who are exhibiting cold and flu symptoms.
- Remind staff of changes to health and safety procedures.
- Double check that all surfaces had been sanitized the day before. (Check with supervisor)
- Ensure Covid-19 safety signs are up and clearly visible.

Supervisor to oversee Staff

During Programme

General

- Staff to maintain good handwashing and sanitization throughout shift
- Staff to continue reminding children of social distancing, handwashing, and good hygiene practices e.g. not putting fingers near face/mouth etc.
- Should any child exhibit cold or Flu symptoms, they are to be isolated away from others and parent called to pick them up immediately.

Food Preparation

- Breakfast will not be served in the morning as maintaining adequate food safety is difficult with limited staff.
- Food to be prepped by one staff member. Staff member should thoroughly wash hands and utilize hand sanitizer.
- Food should be prepared using gloves.
- Children are to be served on individual plates.
- Plates are to be collected by a staff member wearing gloves.
- All dishes are to be sanitized in a dishwasher each night.

Child Drop off

- A coned area will be set up at the back entrance of PowerZone. Parents are to drop their children off at the barrier (this will limit the amount of people entering the site).
- Signs will be in place explaining the procedure. Signs will be set up to remind parent to maintain 2 meter distance between themselves and others.
- Staff will assist younger children with their bags etc.
- Staff will sign in child on behalf of parents which will reduce the number of people touching the sign in tablet.

Child pick up

- A coned area will be set up at the Front entrance of PowerZone. Parents are to wait at the barrier for a staff member to collect their child/ren and their belongings (this will limit the amount of people entering the site). Signs will be in place explaining the procedure.
- Signs will be set up to remind parent to maintain 2 meter distance between themselves and others.
- Staff will sign child out on behalf of parent/caregiver which will reduce the number of people touching the sign in tablet.
- Should a parent be experiencing any cold or flu symptoms, they will be

	<p>asked to remain in their vehicle and to txt the PowerZone phone. PowerZone staff will then bring their child out to them, while maintaining physical distancing.</p> <ul style="list-style-type: none"> - For Contact Tracing purposes and child safety, PowerZone will not permit any individual who is not listed as an approved contact to pick up a child. <p>End of Day</p> <ul style="list-style-type: none"> - All surfaces and equipment must be cleaned and sanitized. - Use disinfectant wipes on tablets and other electronics - All dishes to be placed in Dishwasher for Sanitization. 	
	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
How will you evaluate whether your work processes or risk controls are effective?	<ul style="list-style-type: none"> -Adapting plans as you find better/easier ways to do things -Ensure staff have a clear way of raising concerns or solutions etc. - Conduct regular reviews of your plan, communicating changes. 	<i>Manager</i>

36. BOARD OF TRUSTEES

Appointment of New Trustees

The purpose of this policy is to outline how Trustees are appointed to the PowerZone Trust Board.

On recognizing the need for a new Trustee, identify the specific skills that are required. Request that Trustees and staff submit names of people that can be approached and asked to apply.

A potential trustee/candidate needs to be committed to the Christian philosophy of the PowerZone Trust and its vision. The candidate should be committed to Elim Church organization except in special cases where the board deems it.

Procedure on the employment of Trustees

Information to be provided to potential Trustee:

- The PowerZone Trust Deed
- The PowerZone Philosophy

- A copy of PowerZone Policies and Procedures document
- Information about services PowerZone provides to the community
- An outline of expectations of PowerZone Trustees/Job Description
- An idea of the time commitment involved in being a Trustee
- A copy of the current budget and financial report
- A copy of the minutes of the last 3 trust meetings

An opportunity is made available for the candidate to meet with the Manager, Chairperson and/or Trustees prior to an interview so they can gain an understanding of the role and issues involved.

The candidate must complete a police check and may be asked by the Chairperson to present a C.V and references to be considered for the position. Police checks are legally required to be renewed every three years, PowerZone will strive to renew police checks every two years.

The Chairperson and one other Trustee will interview potential candidates. Discuss points from their C.V. and references. If a candidate is suitable, the chairperson will inform the other trust members and seek their approval before inviting the successful candidate to join the Trust. The candidate's response is needed within 7 days.

Meetings of the Board

- The Board shall from time to time appoint from its members a Chairman who shall preside at every meeting of the Board at which he/she is present. In the absence of the Chairman from any meeting of the Board the members present shall select one of their number to be the Chairman for the purpose of that meeting.
- The first meeting of the Board shall be held immediately following the appointment of its first members and incorporation under the Charitable Trusts Act 1957, but no later than four (4) months from the date of formation of the Trust. Items of business to be dealt with at the first meeting of the Board shall include:
 - (a) appointment of Chairman;
 - (b) appointment of a Secretary;

- (c) appointment of a Treasurer;
 - (d) such other matters as the Board shall think fit.
- Subsequent meetings of the Board shall be held at such times and places as the Board determines.
- There shall be not less than two meetings of the Board in each financial year, one of which shall be designated the annual general meeting, Items of business to be dealt with at each annual general meeting of the Board shall include;
 - (a) election of a Chairman for the ensuing year;
 - (b) receipt and consideration of the reports of the Secretary and Treasurer of the Board such reports to cover the activities and financial affairs of the Board for the previous year;
 - (c) receipt and consideration of the accounts;
 - (d) the appointment of one (1) or more auditors to audit the accounts of the Board once every year and who shall make a report to the Board on the accounts and state whether the reports exhibit a true and correct record and view of the affairs of the Board;
 - (e) any other business conducive to objects of the Trust.
- special meeting of the Board may be called at any time by any member of the Board.
- Not less than two (2) clear days notice of every meeting and of the business to be transacted shall be given to each Board member then in New Zealand.
- At all meetings of the Board the quorum necessary for the transaction of business shall be two thirds of the number of Trustees then appointed to the Board but in no event shall be less than three (3).
- every question before the Board shall be determined by simple majority.

- A resolution signed or assented to by letter, facsimile, telex or telegram by the requisite majority of the members then in New Zealand shall have the same effect as a resolution duly passed at a meeting of the Board. Any such resolution may consist of several documents in like form, each signed by one or more Board members.
- The Chairman at any meeting shall not have a casting vote.
- The Board may regulate its own proceedings in such manner as it thinks fit, subject to the provisions of the Deed and to the Rules of the Board.

Reporting

The Board shall present an annual report to the annual meeting of the Elim Trust.

Board Committees

- The Board may from time to time appoint special committees for particular purposes and any person may be appointed to a special committee even if he is not a member of the Board.
- The Board may appoint any person to a special committee even if he or she is not a member of the Board.
- The Board may delegate to any special committee such of its powers as it thinks fit.
- Every such delegation shall be revocable at will and no such delegation shall prevent the performance or exercise of any power by the Board.
- Until such delegation is revoked it shall continue in force according to its tenor, even if there is a change in the membership of the Board or of any committee.
- Subject to the Rules of the Board each committee may regulate its own proceedings in such manner as it thinks fit.

Rules of the Board

The Board may by resolution make rules not inconsistent with this Deed for all or any of the following purposes:

- regulating the proceedings of the Board and of any committee of the Board and the conduct of meetings of the Board or any such committee;
- providing for the nomination and appointment of persons as Board members and Trustees;
- providing for the custody of the property of the Board and the custody and use of the common seal of the Board;
- prescribing in the manner in which contracts shall be made by the Trust;
- providing for such matters as may be deemed necessary or expedient for duly carrying out the work of the Board.

Acts of the Board

No act of the Board or of any committee thereof or of any person acting as a member of the Board shall be invalidated in consequence of there being a vacancy in the membership of the Board at the time of that act or proceeding or of the subsequent discovery that there was some defect in the entitlement of any person so acting to be a Board member or that he was incapable of being or had ceased to be such a member or that an insufficient number meetings of the Board was held in any financial year.

Functions of the Board

The general functions of the Board shall be to:

- hold the Trust Fund upon the trusts declared in this Deed and administer the Trust Fund for its general purposes;
- accept and carry out any charitable trusts attached to any grants donations bequests endowments or gifts made to or vested in the Board;

- enter into and perform any agreements with any corporation institution person or body of persons for any purposes connected with the objects of the Trust or which in the opinion of the Board for the time being shall be advantageous to such purposes;
- promote any Act of Parliament in connection with the trusts herein declared which the Board may deem desirable and to pay the costs of the promotion or passing such Act out of the Trust Fund.
- comply with the directions and guidelines (both operational and otherwise) issued by the PowerZone Trust

37. POLICIES & PROCEDURES DOCUMENT

This Policies and Procedures document is to outline the policies and procedures of PowerZone Christchurch Trust.

Access to Policies and Procedures Document

The PowerZone Policies and Procedures document is to be available to access by any individual who requests it.

Those wishing to access the PowerZone Policies and Procedures document can do this by emailing the PowerZone manager who will provide them with a digital copy.

Changes to Policies and Procedures Document

Changes/Updates to the PowerZone Policies and Procedures document may be required to reflect current practices or Ministry of Social Development requirements.

Changes to the PowerZone Policies and Procedures document may be made by the PowerZone Manager as required.

It is the responsibility of the PowerZone manager to ensure the Policies and Procedures outlined in this document align with the requirements of the Ministry of Social development, and to ensure all of these policies and procedures are implemented.