

Before and After School Care



Policies and Procedures Document

1. Programme Environment

Gulf Harbour School Before and After School Care programmes is designed to ensure that children and families experience an environment where they are safe, secure, respected and their dignity is protected.

Children who are engaged in meaningful activities and experiences are less likely to encounter difficulties with managing their behaviour.

Management will ensure:

- a. Adequate staffing ratios.
- b. Equipment provided is age appropriate and plentiful for the numbers attending the programme.
- c. A yearly budget is set for the regular purchase of resources.
- d. Strategies are in place to regularly assess the environment and programme.
- e. Staff are familiar with the GHS Behaviour Management policy.
- f. Staff are trained in child protection.

The supervisor will ensure:

- a. Activities are varied, age appropriate and enjoyable.
- b. Daily routines are well organised, appropriately timed and pleasant to participate in.
- c. Children are provided with opportunities to engage in individual, small group and larger group activities.
- d. Children are able to participate in inside, outside, active and passive play.
- e. Staff model appropriate behaviour.
- f. Children are affirmed by developing positive relationships with staff.
- g. The programme is evaluated each term.
- h. At all times, staff will maintain a fair, consistent and positive approach to children's behaviour.

Behaviour Management

Behaviour management techniques will focus on the positive encouragement of acceptable behaviour. At no times will staff engage in any practice that is detrimental to the physical and emotional well being of the children.

There will be clear rules and boundaries of acceptable behaviour which staff, volunteers and children will be aware of.

At the beginning of each term staff will remind children of the prior formulated set of rules for the programme and discuss the reasons for these. Programme rules will be based on respect for each other, staff and equipment, responsibility, resilience and kindness and will be displayed clearly in the venue.

For inappropriate behaviour staff will:

- a. Remind the child in a firm manner what is expected.

- b. If the behaviour continues the child will be reminded again and warned of the consequence that will result.
- c. If the child continues after verbal warnings and distraction techniques the consequence will be enforced.

Consequences must be appropriate and may include: (PB4L Whole School Approach)

- a. Being removed from the activity and put into 'time-out', that is the child will be made to sit away from the group in a clearly visible spot for a period of time set by the staff member. Before the child returns to the group the staff member will review with the child what behaviour is expected.
- b. Having physical boundaries reduced (e.g. when a child continually leaves the defined boundaries).
- c. Not being allowed to play with a certain piece of equipment (e.g. when child continually misuses that piece of equipment).
- d. Children may be given duties to carry out (e.g. cleaning, picking up rubbish).

If a child continually displays inappropriate behaviour, parents will be notified and will be asked to support the staff in their attempts to encourage appropriate behaviour.

If a child continually behaves in a manner that is inappropriate or endangers themselves or other children, despite the above measures, parents will be notified by the supervisor or Principal and asked to remove the child from BASC.

Personal belongings, wireless gadgets, compact discs, game boys etc.

The staff discourages personal belongings being brought to Gulf Harbour School Before and After School Care. Should they be brought, GHS Before and After School Care will not accept responsibility for the loss of personal belongings.

Before a device can be brought to Before or After School Care the Bring Your Own Device Agreement must be filled out and signed then returned to After School Care.

Before and After school care will provide a safe area (away from balls etc) that those wishing to use their Ipads can sit. This will be supervised by a staff member who has the duty of checking to make sure children are not trying to/are accessing inappropriate sites, or filming and/or taking pictures of other BSC or ASC children. BSC and ASC will use the school wifi which has restrictions in place for sites of an adult nature. No child will be allowed to use their personal mobile data on their devices, the school wifi must be used at all times.

Children will have the understanding that any breach of expectations will result in no longer being able to use their device at BSC and ASC.

Expectations are:

*No deliberately trying to access sites deemed inappropriate by the co-ordinator and/or supervisor

*No filming of children or staff at BSC or ASC on personal devices

*No taking pictures of BSC and ASC children or staff on personal devices

*No cyber bullying

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

Children with Special Needs

Children with special needs will not be excluded from the programme providing that the supervisor is confident that the child's needs can be catered for, without negatively affecting the other children and to ensure that the child will benefit from being at the programme. Full information about the child's requirements including medication, diet and supervision requirements must be obtained from the parents and included with the child's enrolment form.

It is the supervisor's responsibility to ensure that all staff and volunteers are fully aware of the child's requirements and that they feel confident to provide necessary care. If the child will require further special aids, for example modified facilities, extra staff or staff training the supervisor will consult the Principal who will make the final decision. Each case will be considered individually and every effort will be made to include the child within the limits of the programme's resources.

2. Programme Operations

Gulf Harbour School Before and After School Care will provide a well managed service that meets the needs for all children of all ages.

Programme Hours

The GHS Before School Care programme will operate from 7:00 am to 8:30 am every school day. The programme will not operate on public holidays.

The GHS After School Care programme will operate from 3:00 pm to 6:00 pm every school day. The programme will not operate on public holidays.

Enrolment Procedures

All families must complete an enrolment form and sign a parent contract before the child can participate in the programme.

An Enrolment form must be completed for permanent and casual children. It is the parent's responsibility to inform the supervisor of any changes to information on the enrolment form.

Extra days and casual days

If the roll allows, children are able to attend on the days that they are not usually at GHS Before or After School Care. Parents will need to organise extra days in advance, by phoning or emailing the supervisor.

Similarly, GHS Before and After School Care will allow children into the programme on a casual basis if the roll allows. The supervisor will need to know this in advance so that an enrolment form can be completed.

Drop off/ Pick up

Adults authorised to drop off children must sign their children into the Before School Care programme.

Adults authorised to pick children up must sign their children out of the After School Care programme.

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

- a. A staff member will remain with the child.
- b. Parents and emergency contacts will be contacted.
- c. If there has been no contact with the parents within one hour of the programme closing, the child will be taken to the nearest police station. A note will be left at the school indicating where the child has been taken and the principal will be informed.

Parents may be charged a late pick up fee of \$1.00 per minute of lateness, even if it wasn't the parent's intention to be late.

After school care staff has the right to refuse a parent/caregiver collection of a child if the staff member suspects that the parent/caregiver is under the influence of alcohol and/or drugs that has impaired the parent/caregivers cognitive and rational ability. In this circumstance another person on the collection list will be phoned to collect the child and if appropriate the authorities will be notified (if the parent is operating a motor vehicle). An incident report will also be written to keep on file and a copy handed on to the principal to take further action if needed.

Alternative Pick up of Child

Parents must inform staff if a person who is not listed on the child's enrolment 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 prior to releasing the child. Staff will explain this to the unauthorised person before phoning the parent, to ensure there is no misunderstanding.

Written permission from parents must be given to leave the programme unaccompanied. This will only be permitted for our Year 6,7 & 8 children, and not authorised for after 4.00pm. No child will be permitted to leave the holiday programme unaccompanied. All children must be signed in at the beginning of each day.

Absences

Parents need to notify the supervisor if a child is absent from the programme. This can be done by telling the supervisor in advance or phoning the school before 2.30 pm to advise their child will not be attending.

Non-Arrival at After School Care

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

- a. Staff will conduct a thorough search of the immediate area, including their classroom and will check with their teacher.
- b. The school absence information will be checked.
- c. Parents will be telephoned.
- d. If parents are unavailable, emergency contacts will be telephoned and school informed.
- e. Local police will be contacted.

Child Not Collected

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

- a. A staff member will remain with the child.
- b. Parents and emergency contacts will be contacted.
- c. If there has been no contact with the parents within an hour of the programme closing, the local police station will be notified.
- d. Parents may be charged a late pick-up fee of \$1.00 per minute, the supervisor will record this on the lateness record and the parents will need to sign to acknowledge this.

Confidentiality

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

All forms, e.g. enrolment and staff information forms will state why information is collected and what will be done with the information i.e. emergencies, birthdays, health and safety of the child. No information is shared except with the owner's permission or as required by legislation, e.g. Health and Safety Act.

All files holding confidential information will be duly secured and kept away from the access of unauthorised persons.

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

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

3. Health and Safety

The programme will take place in a safe and healthy environment, suitable for the care of children and for the needs of the staff and volunteers. At all times the well being and safety of the children is first and foremost. All relevant legislation will be adhered to.

Attendance

Formal attendance checks and head counts will be made regularly. If a child is missing, the following procedure will be followed:

- a. Staff will conduct a thorough search of the immediate area, including classroom and ask teacher.
- b. The school absence information will be checked.
- c. Parents will be telephoned.
- d. If parents are unavailable, emergency contacts will be telephoned and school informed.
- e. Local police will be contacted.

Food Handling

The Management and Staff of Gulf Harbour School Care will be providing supplementary food and drink for children to maintain their energy, health and state of well being. The Management and Staff endeavour to maintain high standards of cleanliness in all areas and the following guidelines will be followed.

- a. All persons handling food within the ASC are required to wash their hands thoroughly using warm water and soap before and after handling food. Paper towels are provided for drying hands.
- b. All food for consumption is to be prepared in the kitchen area or under supervision by staff if the children are preparing their own food, baking etc.
- c. All food is to be covered once prepared and while waiting to be given to the children eg; paper towels, cling film. All meals and drinks for children should be kept refrigerated until ready for use and returned to the refrigerator if unused.
- d. Leftover food from meals, unless in an unopened container, is to be discarded.
- e. Soiled cutlery, dishes, mugs etc are to be washed in the dishwasher or may be washed in the sink using hot water and dishwashing liquid, then rinsed off with hot water before drying and being stored away in the appropriate place.
- f. All food scraps are to be placed in the waste bin in the kitchen area. This bin is to be lined with a plastic liner and the lid is to be kept closed when not in use.
- g. The bowls, utensils, plates, mugs etc in the kitchen area are for purpose of food preparation and serving only. They are not to be used for play unless supervised by a teacher for the purpose of baking, or within the context of the curriculum. .
- h. All reasonable care must be taken to avoid contamination from nuts, dairy products or any other possible sources that may cause an allergic reaction in a person suffering from an allergy condition.
- i. Water is available for the children to drink throughout the day. Children are encouraged to have a drink with their snacks and meals. Children are encouraged to wash their hands before eating or drinking.

- j. Children are to remain seated while eating. No child will be left unattended while eating.

Hazards and Risk Management

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

- a. Identifying and recording all potential health and safety hazards at the centre and any other venues used.
- b. Assessing the risk to staff and programme participants of all identified hazards.
- c. Putting control in place to remove or minimise the risks, e.g. providing safety equipment.
- d. Using healthy and safe work practices together with staff training.
- e. Regular inspections by staff to check that hazards have not changed.
- f. Compliance with all relevant codes of practice and regulations.
- g. A sun-safe policy will be in place which must be followed by children and staff.

It is the responsibility of the supervisor to ensure all procedures are in place to ensure the safety of staff and children at all times.

It is the responsibility of the co-ordinator to notify the principal of any action required to remedy the situation. Other staff will also be informed of identified hazards.

Health and safety information will be discussed at staff meetings where staff will be informed of all health and safety policies and regulations.

Sun Safe

Children attending Gulf Harbour School After School Care are to be protected from skin damage by harmful UV radiation of the sun.

As a part of general sun protection strategies GHS After School Care will:

- a. Provide SPF30+, broad sun spectrum, water resistant sunscreen for all staff and children's use.
- b. Ensure children wear hats that protect the face, neck and ears when they are outside.
- c. Encourage and inform children to cover in when in the sun.
- d. Encourage children to play in the shade, particularly when they do not have their hats.
- e. Regularly reinforce this sun protection policy in a possible way through meetings with children and staff meetings.
- f. Ensure that when children are playing around water that they use a water resistant sunscreen which should be reapplied every two hours if they are playing in the water.
- g. Explain and inform children about using sun protection even on cloudy days and it takes 30 minutes for the chemicals in the sunscreen to start working, so make sure children have sunscreen on before they go outside.
- h. GHS After School Care staff will act as role models by acting on the above to encourage children to do the same.

When enrolling their children parents will be:

- a. Informed of the sun protection policy
- b. Requested to ensure a suitable hat is in their child's bag during the summer months
- c. Encouraged to provide extra SPF30+, broad spectrum, water resistant sunscreen in their bag
- d. Asked if their child has any allergic reaction to sunscreen

4. Child Protection

Gulf harbour School Before and After School Care will ensure children's safety at all times and treat all allegations of abuse with respect.

Management will ensure that staff and other adults visiting or working at the programme are well supervised and visible in activities with children.

A minimum of two staff will supervise the programme at all times.

1.Visitors

Visitor's names will be noted at the bottom of the daily attendance register under the heading 'visitors.'

- a. All visitors will be under the supervision of two staff members at all times and only with prior permission from the supervisor.
- b. The visitor is only there for the reason of visiting the programme to ascertain how the programme is run, in the event their child might attend, the child may accompany the visitor, who's name will also be noted down.
- c. The visitor will be given a specific period of time to stay at BSC/ASC, after which the visitor must sign themselves out and leave the programme.
- d. The period of time the visitor will stay will be a time that the supervisor has come up with that is appropriate for the reason for the visit.

Programme staff will be provided with a copy of ASC policies and procedures in order to make themselves familiar with the code of behaviour. Copies of the policy document will be held at the programme.

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

1. All incidents and observations will be recorded.
2. Any suspicion that abuse is occurring will be reported to the supervisor.
3. The supervisor will inform the principal.

Staff will be given training in identifying the signs of abuse whether physical emotional verbal or sexual abuse and neglect.

The supervisor will go through what the indicators are and what is expected of the staff member should they suspect abuse is occurring and also what to do if a child verbally discloses information of this nature. This will be carried out with all new staff in their induction for BSC/ASC.

Responding to Suspicions of Child Abuse

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

If a staff member suspects abuse is taking place in the home e.g. through unusual bruising, acting out (wetting, inappropriate speech or actions) withdrawn or any unusual behaviour that is of concern to the staff member, all suspicions are to be handed over to the supervisor who will then take the necessary steps to ensure that the child is protected and inform the principal immediately..

If it is believed that the child is to be in immediate danger, the police and CYFs will be phoned for advice. The advice given will be followed.

If there is a suspicion of abuse but unsure, the principal who is our designated go to person will be informed and her advice will be followed. The principal will then contact the relevant agencies and the supervisor will then follow up with the principal as to the outcome.

If a staff member receives a disclosure of abuse from a child the staff member who is talking with the child must not ask leading questions but listen and ask non leading questions “how come?” for example to see if there is any other information the child wants to share. This is to be recorded in written form at the earliest opportunity after informing the supervisor. This will be kept with the incident report to be given to CYFs and the police who will be contacted immediately after the disclosure.

An incident report will be completed with the details of what has been observed in all situations of suspected abuse and staff members will not act alone or do or say anything to anyone without consulting the supervisor.

6. Programme Supervision

Gulf harbour School Before and After School Care will adhere to minimum guidelines of supervision as set out by Child Youth and Family at all times.

Ratios

The staff/child ratio will be as follows:

- At the Centre 1:10
- On excursions 1:8

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

The staff/child ratio around water will be:

- 1:3 children that cannot swim.
- 1:5 children that are under the age of 8 that can swim 50 m without stopping.
- 1:8 with children that are over 8 and can swim 100 m without stopping.

Excursions

Children will not be allowed to participate on an excursion unless parents/caregivers have signed a permission slip. Parents will be notified in advance of all activities planned away from the centre and a planned schedule will be posted at the centre. Parents will be informed of the mode of transportation.

A first aid kit and children's emergency information will be taken on excursions.

A risk analysis will be made of all excursions. This will include emergency procedures and staff responsibilities during emergencies.

A contingency plan will be prepared beforehand for all excursions in case of bad weather.

When on walks the children will be organised into a "buddy system" and will walk double file with at least one adult in the rear and one adult leading. Where there is a road to cross pedestrian crossings will be used if available: one adult will stand in the middle of the road to ensure traffic is stopped before children begin to cross and will remain there until all children are safely across the road.

Parents will be informed before their children are transported in private vehicles. Vehicles used to transport children must comply with all mandatory legal requirements. All drivers must hold a current, clean drivers licence and must agree to drive safely and maturely.

When on an excursion a list of the children participating will be left at the centre along with a note describing the group's whereabouts and expected time of return.

Roster

The supervisor is responsible for ensuring that staff is rostered so that all children are supervised at all times. Children will be in view of staff at all times when appropriate. Children will be informed of the boundaries they are expected to stay within at all times and must inform an adult when they are going to leave the area (to go to the toilet etc).

7. Emergencies

Accidents/Emergency Procedures

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

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

- a. Staff will immediately inform the supervisor.
- b. Appropriate first aid will be administered.
- c. If a child needs medical attention, parents will be contacted to ascertain if they would prefer to take the child themselves or would they prefer staff to take them to the medical centre of their choice. If parents or alternative contacts are unavailable, the child will be taken to the nearest available medical facility.

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

- a. Staff will calm the child.
- b. Parents will be contacted.
- c. The Child Adolescent and Families Mental Health Service will be contacted if required.

First Aid Kit

A first aid kit will be kept at the centre and taken on excursions along with emergency contact numbers. The first aid kit will be stored out of reach of the children.

The supervisor will be responsible to ensure that the First Aid Kit is restocked on a regular basis.

A list of contents will be kept inside the cabinet and this will be checked fortnightly. The supervisor will write any requirements on the shopping list. The first aid kit will be kept secure so that no child can gain access to it.

Illness

Children and adults who are sick will not be at GHS Before or After School Care. This will include vomiting, diarrhoea, high temperatures, conjunctivitis, school sores etc. The Health Department Schedule 1996 will be adhered to. A member of staff has the right to contact a parent to collect their child if they deem the child to be unwell.

Children who may have illnesses, which are not infectious or noticeable, shall not be discriminated against and shall have the same rights as other children attending.

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

Administering Medication

Medicine will only be administered on written instructions from parents. This must include child's name, name of medicine, dosage, date and times to be administered, and parents signature.

The supervisor will be responsible to nominate a staff member with a first aid certificate to administer medicine.

Details will be entered on the Medicine Notification/Consent Form and signed by the staff member when it has been administered.

All medicine must be labelled showing the child's name and dosage and stored out of reach of all children.

Emergency and Disaster Procedures

Both fire and earthquake drills will be carried out once a term for After School Care and once in the holiday period.

Procedures for fire and earthquake will be displayed centrally in the programme venue.

8. Staff and Management

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

Recruitment

Before and After school care will adhere to the Vulnerable children's act and will carry out checks as required in the VCA.

The selection and recruitment of staff is the responsibility of the supervisor and principal. All paid staff will be recruited according to the following procedure:

- a. All positions will be advertised and a short list of applicants drawn up for interviewing.
 - Interviews will be carried out by the principal and co-ordinator.
 - All applicants will be required to provide the names of at least two referees.
 - It is the principal's responsibility to contact the referees for verification of the applicant's experience and suitability to work with children
 - Applicants will be informed of the decision in writing.

- b. All workers including volunteers must:
 - Release details of their police record to the supervisor. No person with a conviction for sexual crimes or crimes of violence against the person may be employed at GHS Before and After School Care.
 - Undergo a Police Vet.
 - Sign a statement that they will abide by policies.
 - A form of identification from the employee will be sighted e.g. passport or licence and a copy made for our records
 - Staff will be provided with a full job description that states responsibilities, skills, certification and standards required.

A written employment contract clearly setting out wages and conditions of work must be signed by the employee and supervisor/principal.

Copies of applications, interview records and telephone references will be kept. Where relevant, staff will be offered training opportunities. Staff will be compensated for attending any relevant staff meetings.

Training and Supervision

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

Grievances and Complaints

The principal is responsible for undertaking disciplinary action and for ensuring that it is in accordance with all relevant legislation. If a staff member is not performing adequately every reasonable effort will be made to help them understand the problem and to improve.

Performance Appraisal

Appraisal of the staff will be the responsibility of the supervisor. Appraisal of the supervisor will be the responsibility of the principal.

Staff will initially be employed for a probationary period of three months. It is the responsibility of the supervisor to inform the principal of staff performance.

Performance appraisals will be carried out annually (from the three month probationary review) for each staff member with the sole intention to increase awareness of their performance and to ensure a high standard of care at the programme.

The appraisal will be based on the job description; establish individual and group strengths and identify areas for personal development.

All appraisals will be confidential.

10. Finance

Gulf harbour School Before and After School Care will maintain strict guidelines for their fees and will ensure parents are informed of changes made to fees charged.

Fees Before and After School Care

The fee structure will be announced prior to commencement of the programme and will be clearly shown and described on all programme information flyers.

Payment

Payment is to be made at time of booking, one week in advance via the online shop, direct debit or using school bank account.

Extra days and casual days

If the roll allows, children are able to attend on the days that they are not usually at GHS Before or After School Care.

Similarly, GHS Before or After School Care will allow children into the programme on a casual basis if the roll allows. The supervisor will need to know this in advance so that an enrolment form can be completed. This is done by phoning/emailing the supervisor or arranging in person.

Casual enrolments will be issued invoices on the same basis as permanent enrolments but will be charged an extra \$2.00/\$3.00 (depending on time of day) per hour.

Absences

Fees are charged per session enrolled for permanent or casual and no reduction is made due to absenteeism for sickness, i.e. parents must pay for the days that their child is enrolled in whether or not s/he attends.

A reduction can be made by prior arrangement for extended absences. (i.e. holidays).

Late Pick up

The programme runs from 3.00 pm – 6.00 pm. Consistent lateness to pick children up will incur a charge of \$1.00 per minute, the supervisor will record this on the lateness record and the parents will need to sign to acknowledge this.

Late payment or Non-Payment of Fees

Consistent late payment or non-payment of fees may result in child being refused booking until the account is settled.

Payment

To confirm bookings we must be in receipt of the completed registration form.

Enrolments must be received at least 5 calendar days before the commencement of the programme.

Bookings and payment (cash or cheque preferred) are to be handed in to the school office, paid online, direct debit or via the school shop.

**HOLIDAY PROGRAMME
PRIORITY WILL BE GIVEN TO CHILDREN THAT ATTEND BASC ON A REGULAR
BASIS. THEN OPENED UP TO OUTSIDERS.**

Cancellations

Cancellations must be reported to the supervisor as soon as possible, this can be done by phoning/emailing the supervisor. I understand that if I make a permanent booking, I must give **2 weeks** notice or I will be charged for the outstanding days.

