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PROGRAMME PHILOSOPHY

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

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

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

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

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

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



PROGRAMME ENVIRONMENT

Bizzy Bodz will provide a safe, varied and stimulating programme that meets the developmental, emotional, intellectual and physical needs of the children.

Environment

Bizzy Bodz provides an environment where the well being of children attending is paramount. It is a safe, positive and child focussed environment, ensuring that all children and their families feel welcome, included and valued as individuals.

Programme Content

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

Each day's activities and programme plans will be displayed at the venue.

There will be varied and organized age appropriate activities each day. This will include afternoon tea, free time, 20 – 30 minutes of supervised homework time or silent reading time for those who don't have homework, planned and organized age appropriate activities and free time for After School Care.

While the supervisor will be available during homework time it will remain the parents/guardians responsibility to ensure all homework is completed and returned on time.

Holiday Care will include three onsite days and two trip days per week (based on a 5 day week). The programme will be distributed to all relevant schools at least three weeks prior to each holiday's in the forms of a brochure. This brochure outlines the location and dates of the programme, the planned activities each day, costs, enrolment information, policy information and other relevant parent information.



The programmes will cover a wide range of activities that meets children's needs in the areas of:

- Planned art, craft and baking activities
- Time on playground structures (weather permitting)
- Child directed use of art and craft materials
- Organized sport or active group game
- Organized group quiet game or activity
- Free use of games and equipment
- Free outdoor play time
- Organised excursions to approved destinations

Children will be encouraged to participate in planned activities but may choose not to, providing they are not disrupting the programme. Whenever possible, alternative activities will be provided.

All equipment will be well maintained and will be age appropriate.

The suitability and effectiveness of planned activities may be measured by way of a survey, to be carried out at the end of each term.

The survey will be a random cross section of participants from the programme.

Food

Children booked into aftercare and holiday care will be provided with a simple afternoon tea. This will follow nutritional guidelines, for example cut up fruit, crackers, popcorn, sandwiches etc. Occasionally the children may be treated with biscuits and snack food.

During the holidays afternoon tea will be offered to children booked in after 3.30pm.

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

Space

Adequate space will be provided that allows all children to engage in activities that are noisy and messy as well as space for calm and quiet activities.

Break away rooms and other spaces will be available to ensure the continuation of the programme delivery in the event of weather conditions preventing outdoor play and activities.



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

Regular hazard identification checks will be carried out to ensure that all areas continue to be safe.

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



PROGRAMME OPERATION POLICY

Bizzy Bodz will provide fun, safe, organised and above all quality out of school care for children that meets the needs of the community and the individuals who attend the programme.

Programme Hours

The Before Care programme will operate from 7.00 – 8.30am Monday to Friday during the school term.

The After School Care programme will operate from 3.00 – 6.00pm Monday to Friday, during the school term.

The Holiday Programme will operate 7.30am – 6.00pm Monday to Friday during the school holidays.

The programme will not operate on public holidays.

Enrolment

All families must complete an enrolment form for each child attending all programmes. Each form must be signed by a parent or guardian before they can participate in the programme.

The enrolment form must include:

- Child's name, address and home phone number
- Parent's name/s, address and all daytime phone numbers
- Names and contact details of two emergency contacts
- Names of adults authorized to collect child
- Any health or medical conditions, what treatment is required, and whether the child is 'self medicating'
- Access or custody instructions
- Other information necessary to provide proper care
- Days and times on which child will be attending

Any changes to the above details must be notified as soon as possible to the Programmes Manager, as outlined in the enrolment form to ensure safety of all children.



Confidentiality

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

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

Fees

The fee structure will be included on the programme information sheet distributed by the school, prior to commencement of attendance at the programme.

Fees for holiday programmes are to be paid at the time of enrolment. A 10% discount will be offered to those who enroll for all 10 days. An enrolment form will not be accepted without payment in full.

Fees for Before and After School Care are to be paid on invoice, distributed weekly in arrears on a Tuesday.

No email or telephone bookings will be accepted.

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

Payment methods include cash, cheque, eftpos, visa, mastercard and internet banking.

Holiday Care Bizzy Bodz has a no refund policy. You may choose to have fees credited to another day in the same holiday period, providing space for extra children is available on that day (conditions apply)

Before and After Care Full charges will apply where a child's absence has not been notified by 2.00pm on the day of absence to the programme supervisor. Bizzy Bodz management reserves the right to charge an administration fee where it sees fit.

If a child is collected after 6.00pm, a late fee of \$1.00 per minute will be charged, as strict observance of the finishing time will be adhered to. (see fee structure).



Drop Off and Pick Up

Parents are expected to sign their child in and out of the programme. If a child is not signed out from After Care, the full afternoon fee of \$15.00 will apply.

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

The following steps will be taken if a child is not signed in during the morning session and/or does not arrive at the programme.

- Parents will be telephoned
 - If parents are unavailable, emergency contacts will be telephoned
 - The school will be notified and asked if the child is already on site
 - If, after a reasonable time to allow for unforeseen circumstances by the parents, and in conjunction with the school, local police will be contacted by the Programme Director and/or school.

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

- Two staff members will stay with the child at all times and exercise duty of care, and continue this obligation until the parent/caregiver collects the child.
- Parents and emergency contacts will be contacted
- 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 by the Programme Director. A note will be left at the centre indicating where the child has been taken.

Staff will not release a child to a person who is not identified on the enrolment form. If an unauthorized person comes to collect the child, parents will be contacted for authorization.

No child/ren will leave the programme unaccompanied, unless a permission form has been received and signed by the parent or guardian.

All staff will undertake to ensure that every child is signed out by their parent/caregiver before leaving the programme.

Excursions and Transport – Holiday Care Only



Parents are to make their own arrangements to ensure children arrive at the programme safely.

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

The staff/child ratio on excursions will be 1 adult to 8 children. Children will be put into groups with an adult whose primary responsibility will be to supervise that group. At least two staff members are to carry mobile phones during any excursions.

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

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

The daily timetable will be displayed on a board in the reception area and there will be no significant departure from the planned itinerary, unless an emergency requires it.

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

To ensure complete safety of children at all times, only reputable and recognized bus companies will be used to transport children. These companies must meet the legal requirements for operating a bus company. Checks will be made to ensure all drivers hold a P licence, a requirement of which includes a full police vet procedure and all vehicles hold a current Warrant of Fitness.

No staff member is to transport any child, except in the case of an emergency and only then are they authorized to take the child straight to the nearest accident and emergency facility. If this situation arises, parents must be notified immediately by the Programme Director.

A list of all children participating in the field trip will be with the programme supervisor at all times, including emergency contacts for each child.

Excursions and Transport (cont'd)



A First Aid kit is to be taken on field trips.

At least two staff members will have on their person a mobile phone. One will be the property of Bizzy Bodz and the other, the property of a staff member. If the staff member is required to use their phone in an emergency, full reimbursement of all relevant costs will be made by Bizzy Bodz as soon as is practical.

Risk management plans will be completed by the Programme Supervisor before each outing

Appropriate planning & preparation will include:

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

Complaints

Bizzy Bodz has a complaints procedure. Parents will be informed of this on the information sheet they receive at time of enrolling and it will also be clearly displayed at the centre. This information will include contact details for Child, Youth and Family, should parents wish to report a serious concern.

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

- Approach the programme co-ordinator who will attempt to rectify the situation
- If the parent is still unhappy they should then contact the Programme Director
- Further complaints must be made in writing on a Bizzy Bodz complaint form and must contain details of the grievance and desired outcomes. The Programme Director will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought

The programme co-ordinator will keep the Programme Director informed of any verbal complaints received.

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

Children with Special Needs



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

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

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

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

HEALTH AND SAFETY POLICY



Bizzy Bodz will ensure that all staff are adequately trained in health and Safety procedures and that staff comply with all relevant health and safety legislation including OSH requirements.

Safety Checks

For the safety and enjoyment of children at the programme, programme management will ensure that staff conduct regular hazard identification and safety checks of the venue and programme environment.

A staff member will check the programme environment at the beginning of each day, using the Daily Venue and Hazard Check form. The supervisor will collect and file completed check lists. Programme management will regularly review these records at least twice per year.

Hazard Identification

Any hazards which may cause injury or harm will be identified, including the venue, equipment and regular activities. These will be evaluated to assess their significance and will be managed by minimising, isolating, or eliminating.

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

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

Telephones

Bizzy Bodz will supply each programme with a mobile phone to ensure that adequate phone service is available at all times. This phone is for the sole use of the supervisor on site and is not permitted for personal use.



Risk Assessment

In addition to regular safety checks, Bizzy Bodz will complete a RAMS Form for activities that pose particular safety risks.

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

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

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

- Swimming Pools
- Playgrounds
- Roller Blades, Bikes, Skateboards
- Use of Craft Knives or Hot Glue Gun
- Staff Use Chemicals or any Corrosive Cleaner Fluids

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

Accidents and Incidents

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

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

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

Minor injuries will be recorded by staff and parents notified at the end of the day.

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



First Aid Kits

A first aid kit will be kept on site. Kits are checked before each term and recorded on Daily Venue Check sheet.

A First Aid Checklist form will be completed by the Programme Supervisor, prior to the commencement of each week.

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

Toilet Facilities

Children will use toilet blocks attached to the hall. In the event that children are using other areas of the venue, they will be made aware of where the nearest toilet block is.

In the event that children are required to use public toilets and bathrooms whilst off-site, a staff member must be notified. That staff member must check the toilets for anything unusual, including strangers, before allowing the children to enter. The staff member must stay positioned outside the toilet block to ensure the children come out safely.

Toileting facilities must be included in RAMS forms.

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



Cleaning

The Supervisor will ensure that regular cleaning of the venue is carried out each day by all staff on a roster basis. They will ensure that all parts of the centre are kept clean and free of rubbish. This plan includes:

Daily

- Emptying rubbish
- Wiping kitchen benches and surfaces where food is prepared
- Washing kitchen cloths and tea towels regularly
- Toilets must be checked during the day and any rubbish must be disposed of
- Safety cleaning equipment will be made available to all staff, including gloves

Weekly

- Cleaning fridge and any areas where food is stored

All cleaning products will be stored out of the immediate reach of children. If children are allowed to assist with tidying and cleaning, this must be carried out under adult supervision. No child will use cleaning products.

Animals

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

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

Smoke – Free

All venues used by Bizzy Bodz are smoke free during the operational hours. Staff may not smoke while on duty or on site. Staff may not smoke in sight of children. “No Smoking” signs will be displayed in indoor areas, at the discretion of the venue owner.



Sun Safety

The Cancer Society advised that the most dangerous time for sunburn coincides with summer daylight saving. So this policy will apply to those months of the year.

This policy will be applied in conjunction with the Cancer Society Guidelines "Sun Protection on School Excursions and Outdoor Activities" (Attached.)

The staff will follow the recommendations of the Cancer Society to protect children from harmful UV rays. All staff are required to read the attached policy outlined above.

When enrolling children parents are expected to notify staff if their children have any allergy to sunscreen. The programme will use its own sunscreen. Parents may provide their own sunscreen if they wish to do so.

The centre will provide sunscreen and this is to be applied to all children when they are going outside. Staff will encourage older children to apply their own sunscreen and will supervise all children to ensure it is applied correctly.

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

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

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

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

Parents must provide appropriate sun-coverage clothing for swimming and beach trips such as suitable t-shirts, sun suits etc. Children will not be allowed to participate in such activities without suitable clothing.

This policy will be given to every parent before each December/January holiday period and will be regularly reinforced in a positive way through newsletters and parent's contacts.



HEALTH AND WELLBEING POLICY

In order to have a fun and stimulating programme, it is important to safeguard the health and wellbeing of children, staff and others in the programme.

All staff of Bizzy Bodz will respond appropriately when illness or medical issues arise at the programme.

General

Children who are unwell may not attend the programme

Staff must be fit for work – see Code of Conduct

Information about children's medical conditions/allergies is collected on enrolment and all staff are made aware of these

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

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

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

Food handling and hygiene

Staff and children will wash hands before any food handling.

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

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



Un-well Children

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

If staff are concerned about the health of a child and feel the matter is urgent they will first ring the parent, then if the parent cannot be contacted they will ring the emergency contacts. If necessary the children will be moved (possibly by private vehicle) to the nearest medical facility and a staff member will remain with the child while parents are notified. If it is not safe or appropriate to move the child, an ambulance will be called with any costs incurred being the responsibility of the parent.

Medicines

If a child is to be administered medication at the programme, parents must confirm details of the medication in writing on the Medicine Consent form including when and how to use it. In the case of any medication the child will administer themselves, parents must specify this.

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

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

All medical records kept by the programme are strictly confidential.

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

Staff will only administer medicines in accordance with the written dosage.



CHILD PROTECTION POLICY

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

The interest and welfare of the child or young person will be the primary consideration when any action is taken about suspected abuse. Bizzy Bodz supports the roles of statutory agencies (the Police and the Department of Child, Youth and Family Services) in the investigation of abuse and will report cases of suspected abuse to these agencies according to the process outlined below.

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

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

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



Definition of Child Abuse

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

There are five types of child abuse:

Sexual abuse occurs when someone uses his or her power over the child, or takes advantage of the child's trust and respect, to involve the child in sexual activity.

Physical abuse is non-accidental injury by somebody and also includes abusive administration of drugs or alcohol to a child.

Emotional abuse is when a child's self-esteem is attacked by somebody to coerce the child into doing what the abuser wants them to do.

Neglect is a denial of the basic needs/ rights of nurturing, food and shelter, so that the child fails to thrive. It must be seen as a form of child abuse.

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

Training

Bizzy Bodz is committed to maintaining and increasing staff awareness of how to prevent, recognise and respond to abuse through appropriate training. As part of their induction, new staff will be made aware of the programme policy on child abuse.



Responding to Child Abuse

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

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

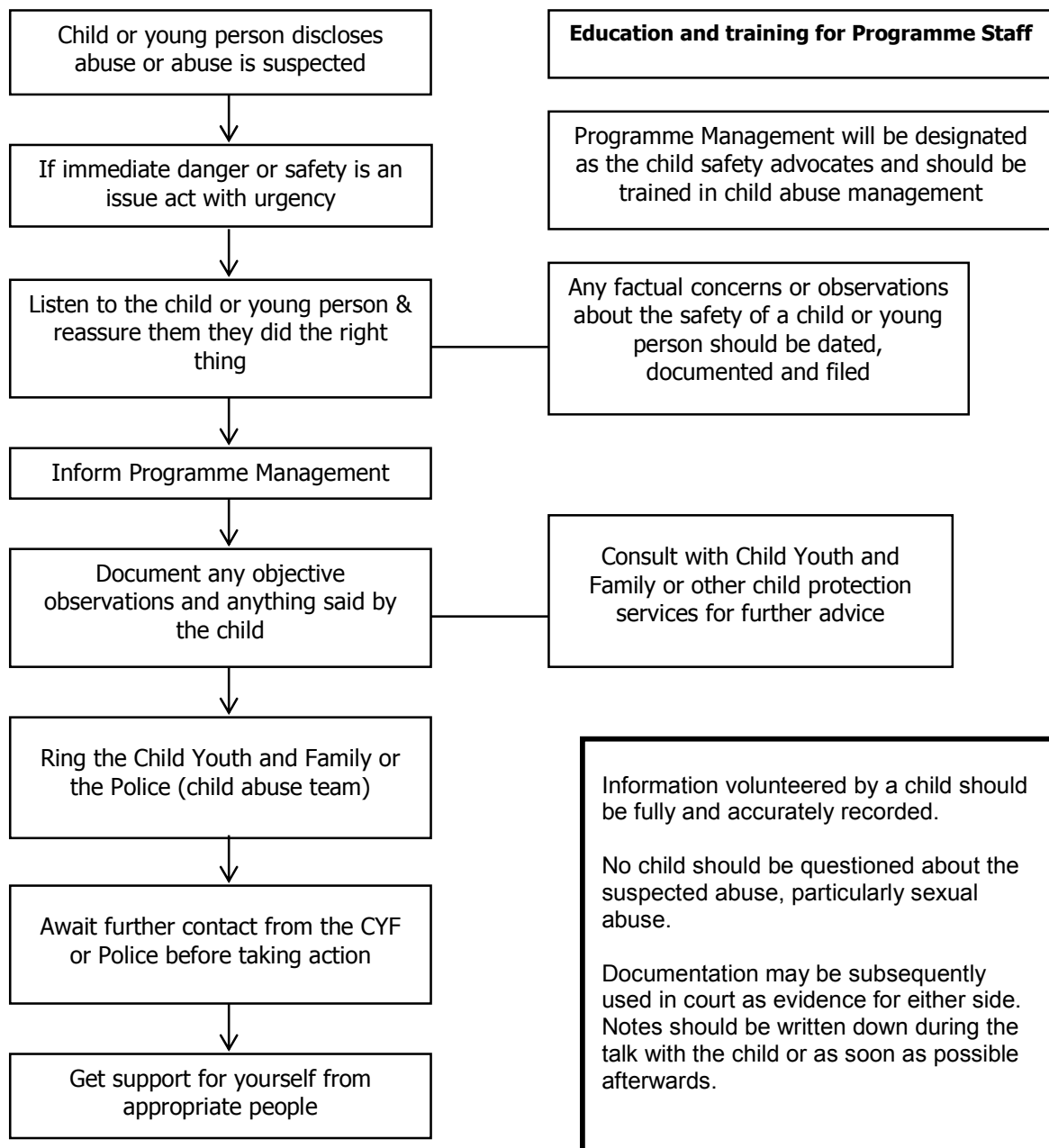
Information volunteered by a child should be fully and accurately recorded. No child should be interviewed or in any way questioned about the suspected abuse, particularly sexual abuse.

No staff member will act alone about suspected child abuse but will consult with the Programme Director. Where staff and programme management suspect child abuse has occurred and a child is unsafe, programme management is committed to promptly reporting the matter to the Police or the Department of Child, Youth and Family Services.

Staff involved in cases of suspected child abuse are entitled to have support. The programme will maintain knowledge of such individuals, agencies and organisations in the community that provide support.



Response to Suspicions or Disclosure of Child Abuse



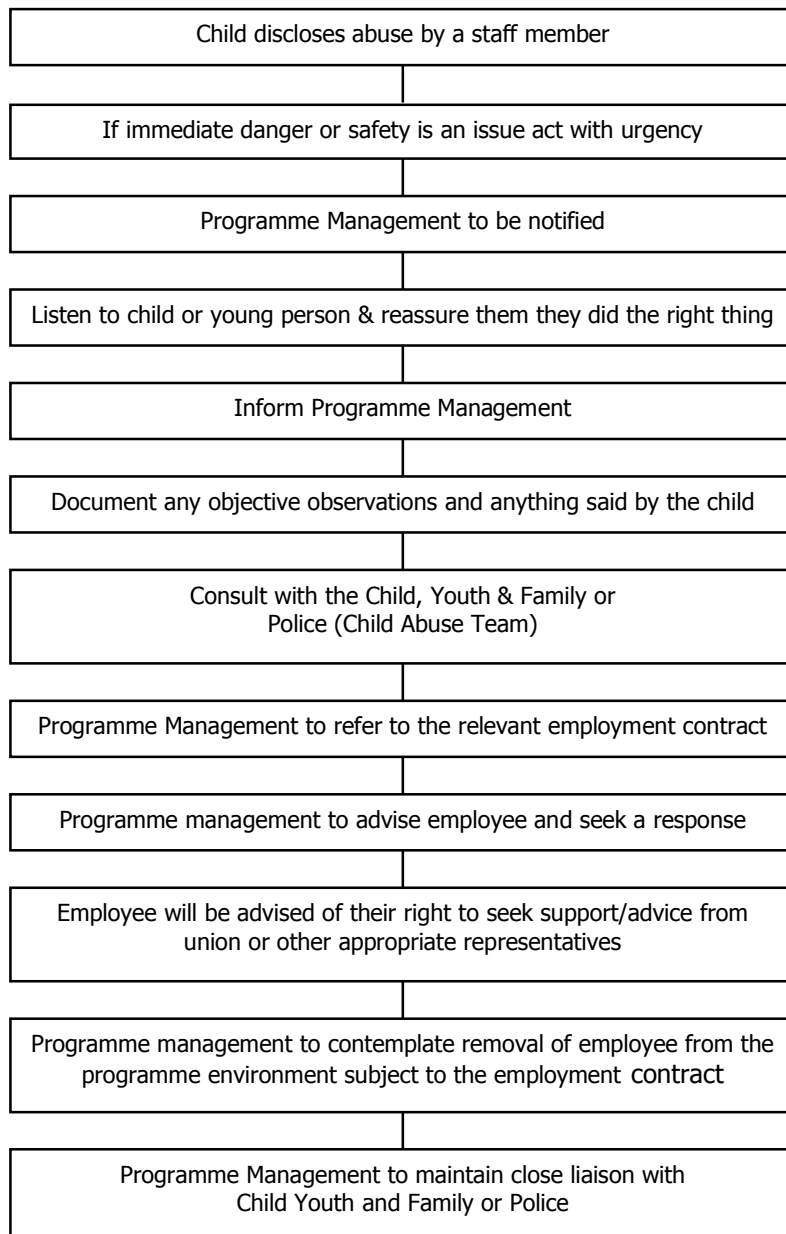


Allegation of Abuse Against a Staff Member

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

Under no circumstances should the child making the allegation be exposed to unnecessary risk. This may require programme management to contemplate the removal of the employee from the programme environment subject to the requirements of the applicable employment contract. All actions will be undertaken discretely and as confidentially as possible.

Programme management will ensure the following process is undertaken:





Peer Abuse

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

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

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

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

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



Supervision Guidelines

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

All staff should examine the opportunities or possible situations there are for staff to be alone with children. This should be avoided wherever possible. If you are alone use extremely careful judgment.

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

Be aware of situations where children are out of sight together (dens, play huts etc.) and supervise accordingly.

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

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

Unless requested by children or parents there is no need to assist school aged children with toileting. If the situation arises, ensure that other staff know you are toileting a child/young person, and that parents are informed.

Where a child or young person requires assistance, e.g. intellectually or physically disabled, if possible involve the parents/caregivers and outside agencies (such as Group Special Education, Ministry of Education) to assist. If this assistance is not available, ensure that the staff members are aware of the appropriate procedures when giving assistance.

Staff should avoid transporting a child or young person on their own at all times, unless an emergency requires it.

Except in an emergency, children and young people are not to be taken from the programme without written parental consent.



PROGRAMME SUPERVISION POLICY

Bizzy Bodz will operate to strict supervision guidelines ensuring the safety and well being of children at all times.

There will be a minimum of two staff involved in the supervision of children attending the programme.

Children will be supervised by a minimum of two staff and will be within sight and sound of a staff member at all times.

Bizzy Bodz will not employ staff under the age of 16.

At least one person, commonly the Programme Supervisor, over the age of 20 will be on site at all times. This person is responsible for the overall supervision of staff and children.

To ensure that all children are within sight and sound of staff member at all times, boundaries will be set at the beginning of the programme. Staff supervising specific areas will be aware of where children are at all times.

Children will be allowed in specific areas at the discretion of the staff. If safety factors prevent staff from adequately supervising a particular area, this area will be off limits until it can meet supervision requirements.

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

Staff will be rostered according to the numbers enrolled and the days planned activity.

The staff: child ratio will be 1:10.

The overall boundaries of the programme will be explained at the beginning of each day.

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

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

All staff will assist, to ensure that attendance records are completed by parents/caregivers at the beginning and the end of each day.



EMERGENCY PROCEDURES POLICY

Exit and Evacuation

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

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

In all emergencies stay calm – walk do not run

Alarm (for any emergency situation)

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

Fire

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



Earthquake

- Stay indoors if possible
- If inside
 - crouch in safe place, under desk
 - stay away from windows and cupboards
 - stay away from other objects that could fall
- If outside
 - assemble away from power lines and trees
 - assemble in a street and shelter using building doorways or beside parked vehicles
- When shaking stops check for injuries and any hazards
- Be alert for after shocks

All staff will be trained in emergency procedures and the evacuation plan. This will take place during the induction for new staff and will be refreshed during the pre-programme meeting for existing staff.

Staff will conduct a full evacuation drill once per term programme. The date will be recorded on the Daily Venue and Hazard Check form.

Sign In/Sign Out Sheets

All parents/guardians must sign their child/ren in and out each day on the Sign In/Out sheets provided. All staff, particularly those on duty at reception, are responsible for ensuring all parents adhere to this.

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

Missing Children

Formal attendance checks will be made regularly and often during the day.

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

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



STAFF AND MANAGEMENT POLICY

Bizzy Bodz will ensure quality care is provided through fair and consistent recruitment procedures, and the supervision and training of all staff, including relievers and volunteers. "Staff" is defined as anyone involved in Bizzy Bodz After School Care who is relied on to deliver the programme to children. This includes volunteers, management and paid staff.

Recruitment

The selection and recruitment of staff is the responsibility of the Programme Director, in consultation with the appropriate Programme Supervisor. All paid staff will be recruited according to the following procedure:

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



Police Vetting

All staff, 17 years and older, including volunteers, must sign a Consent to Disclosure of Information, which will be forwarded to the Police Licensing and Vetting Service Centre, Wellington.

Offers of employment cannot be finalised until police vetting confirms a candidates' suitability.

Any person who has been convicted of sexual offences or violence offences, in conjunction with the Clean Slate Bill, will not be employed by Bizzy Bodz.

Police vetting will be updated every two years.

Employment Agreements

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

Job Descriptions

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

Duty of Care

Duty of Care is the legal obligation each person has to take reasonable care to avoid causing foreseeable harm to another person or their property. Duty of care starts when a staff member arrives for work and ends when the last child is collected. All staff will be made aware of this responsibility in the Code of Conduct and during induction training.



Code of Conduct

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

Treat all children with dignity and respect

this means:

- you recognise that all children have the right to feel safe and to be safe
- you will not physically punish children or in any way intentionally harm children either physically or emotionally e.g. by ridiculing, threatening, or abusive behaviour
- you provide physical comfort or reassurance for children through touching or cuddling but do not force on children any unwanted affection or touching
- you do not seek physical contact from children in order to meet your needs
- you take care to ensure any activity suits the age and ability of the children participating
- you can encourage and assist children but do not force children into any activity
- you communicate programme rules and boundaries clearly and are fair and consistent with children who misbehave

Always be aware of safety

this means:

- when supervising children, you give this task your complete attention
- if a situation is unsafe you act immediately and/or get help
- if you see any possibility that an activity could cause an accident or injury you must stop the activity immediately
- you talk with the Programme Supervisor about incidents where safety was a concern



Act professionally

this means:

- you read and make sure you understand your job description
- you remember that you are a role model for children's behaviour
- you are punctual and ready for work at the required time
- you are dressed appropriately and are "fit for work"
- you do not smoke at the programme
- you do not discuss adult topics around children
- you do not allow yourself or other staff / visitors to be alone with a child
- you are friendly and courteous to parents
- you respect the confidentiality of any discussions with parents about children's behaviour, check with the Programme Supervisor – they should be present when the issues are more serious
- any observations/ concerns regarding child abuse must be conveyed to the Programme Supervisor.
- complaints about the programme must be referred to the Programme Supervisor.
- if you have any concern or grievance you may also discuss this with the Programme Supervisor or management representative.
- There is policy for behaviour management, child protection, health and safety. If you have questions or concerns about any situation then talk to another staff member and refer to these other policies. You are expected to follow these policies and procedures at all times.

Work as a team

this means:

- Staff help each other to do their job whenever possible
- You ask for help and advice whenever it is needed. For instance, when there is a task that's not understood or situation where you don't know what to do
- when anyone asks, they get help as soon as possible and are not criticised for seeking help



"Fit for Work"

this means:

You should turn up for work, ready and fit to perform your role in a safe and proper manner

Being "fit for work" includes

- being dressed appropriately in uniform
- not bringing children or siblings with you unless expressly agreed to by the Programme Director.
- not being under the influence of non-prescriptive drugs, alcohol or other substances that reduce the ability to perform duties.

If prescription drugs you are using have the potential to impair performance, you must advise the Programme Director.

Serious Misconduct

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

The following are examples of the type of actions and behaviour that we consider to be serious misconduct:

- Failure to disclose criminal convictions to the Programme Director.
- Abusive or offensive behaviour to any other person in the course of employment
- Theft, vandalism, or unauthorised use of property belonging to the programme, another staff member, or any other person
- Falsification of programme records
- Bringing into or consuming at the programme, non-prescribed drugs, or other dangerous substances.
- The disclosure to unauthorised persons of any confidential information belonging to their programme or concerning any children, families or staff members
- Failure to record and report any work place accident
- Serious harassment of programme staff or families.



Staff Training

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

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

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

All staff training, when undertaken, will be documented.

Performance Management

All staff will be included in a performance management system to ensure staff maintains a high level of professionalism and to maintain the integrity of the programme.

A performance appraisal for each staff member will be carried out at least twice per year.

These will be conducted by the programmes Director and Supervisor and will be fully documented. The Supervisor will follow up any issues identified.



Grievances and Complaints

The Supervisor 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.

Staff will be given two verbal warnings and one written warning clearly stating the problem, the measures required to improve performance and a time frame in which this is to occur. If there is not sufficient improvement the staff member may be dismissed. A staff member may only be dismissed with the agreement of the Programme Director.

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

- Striking or sexually abusing a child
- Failing to observe programme rules so that a child is injured or placed in serious danger

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



BEHAVIOUR MANAGEMENT POLICY

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

Children have the right to be safe and feel safe, to receive care, attention, and support from programme staff and to be treated fairly, with dignity and respect.

Children will be encouraged to take responsibility for their behaviour through offering choices and the use of consequences, including, if necessary, the involvement of parents.

The guidelines outline a range of behaviour guidance steps and staff will use the least intrusive approach possible in any situation.

Guidelines, Rules and Boundaries

At the beginning of each programme, staff and children will formulate a set of rules for the programme and discuss the consequences of breaking these rules. Rules should be based on respect for each other, staff and equipment and safety of everyone.

An outline of behaviour expectations will be given to the children and an explanation of the consequences of abusing these rules. Positive reinforcement will be used at all times, i.e. rewarding good behaviour in order to promote good behaviour.

Staff will, at all times, model the required behaviour.

A stimulating and varied programme will help to ensure against boredom.

When a child misbehaves or ignores a programme rule, the following will be tried:

- Remind the child in an assertive but non-aggressive manner of what is expected of them and the consequences of ignoring a programme rule
- If the child continues to misbehave remind them again and warn them that to repeat the behaviour will result in a certain consequence.
- If the child still continues to misbehave, enforce the consequence for misbehaviour. Try to make the consequence fit the misbehaviour.



Consequences

As with all incidents, staff will follow through to ensure that unacceptable behaviour results in appropriate consequences. Children need to understand and accept that consequences are important. Staff will apply consequences consistently.

Consequences may include talking to parents, loss of privileges or use of equipment, or compensating for damages.

Punitive discipline will not be used. This includes punishing by hitting, withholding food or drink, isolation from the group for period longer than acceptable time out duration, or verbal or emotional abuse.

Parents and children will be advised that a possible consequence for a serious incident is that staff may contact parents and ask that they come and remove the child from the programme immediately.

Serious Misconduct & Exclusion of Children

Serious incidents of unsafe behaviour or repeated incidents of inappropriate behaviour will be recorded and reported to parents.

Parents will be asked to meet with the Programme Director and/or Supervisor to discuss concerns and make agreement on conditions for child's continuation in the programme.

In the case of unsafe behaviour, the programme may exclude the child from the programme immediately.

In all cases, parents will be given the chance to meet with the programme staff.

In any meeting concerning a child's behaviour, the child concerned will be present and given the chance to speak.

All discussions and recording of children's behaviour will be entirely confidential.



Conflict Resolution

Conflict between children is normal. Staff will use appropriate methods to help children manage conflicts.

The following steps may be used:

- If needed, give children time to cool off
- Allow both children time to talk about what happened and what the conflict was about
- Ask how the situation could have been managed differently, assist children to problem solve
- Ask how the children want to end the conflict resolution eg handshake, apologies

Staff will also help children to recognize and express feelings such as anger in safe and appropriate ways.

Staff Conduct

No child will be hit or in any way physically, verbally or emotionally abused by staff.

Staff will address behaviour calmly and assertively and will not shout, threaten or intimidate children.

No physical restraints will be used on children unless it is an immediate issue of safety for the child or other children or staff and direct verbal commands have not been effective.

Staff will not discuss the behaviour of children outside of the programme without ensuring they protect the confidentiality of the child and the family, except in situations where child abuse or neglect is suspected.



PROGRAMME MANAGEMENT

Record Keeping

All Bizzy Bodz programmes will comply with the requirements of the Privacy Act 1993 and any amendments.

All information gathered on staff, management, families and children will only be used for the purpose it was collected. This information will be stored securely and will be made available to the individuals concerned when requested.

Any information gathered will not be shared without the owner's permission unless required by legislation.

Information will be updated and changes to circumstances noted each holiday period, with all children enrolled being required to fill in a new enrolment form.

Any changes to before and after care days and times are expected to be updated on a new enrolment form and given to the programme supervisor.

All staff will be informed that any information learned during the course of employment with Bizzy Bodz, must remain private and confidential at all times. This will be covered in the induction process.

Attendance

Attendance records will be kept, including a sign in sign out form, to ensure that in the case of an emergency, the programme has an accurate record of children in attendance.



Finance

Bizzy Bodz will be run in a manner which keeps control of day to day finances and shows accountability and transparency. The accounting system used is MYOB version 14.

All money handling and banking will be carried out by the Programme Director Programmes Manager, Office Manager and Programme Supervisors where appropriate.

All children enrolled will be sent a confirmation of enrolment and receipt letter.

Bizzy Bodz will ensure that all financial and legal responsibilities are met.

Overall responsibility of the programme is with the Programme Director. The Programme Director will approve all policy, financial reports and budgets, monitor expenditure and set limits on how much spending can be delegated.

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

The Programme Director may delegate certain tasks to the Supervisor as appropriate, for example, collection of fees.

Each programme will be assigned a 'Loaded Card' or debit card. This will be used at the discretion of the supervisors for incidentals such as bread, fruit etc. Before and After Care will have a set budget per week with which to buy afternoon tea and breakfast foods. All purchases must be receipted.

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



BUILDINGS AND FACILITIES POLICY

Building Warrant of Fitness

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

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

Each supervisor is assigned a mobile phone. This must be kept on their person and switched on at all times during the programme. The programme number will be available on business cards for parents. At least one other staff member must have immediate access to a mobile phone.

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

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

Evacuation Plans

Bizzy Bodz programmes will operate according to the evacuation plan guidelines as set out by the venue.

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

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