



# **Policies & Procedures Manual**

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# Bizzy Bodz 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 striving to encompass individual needs and interests.

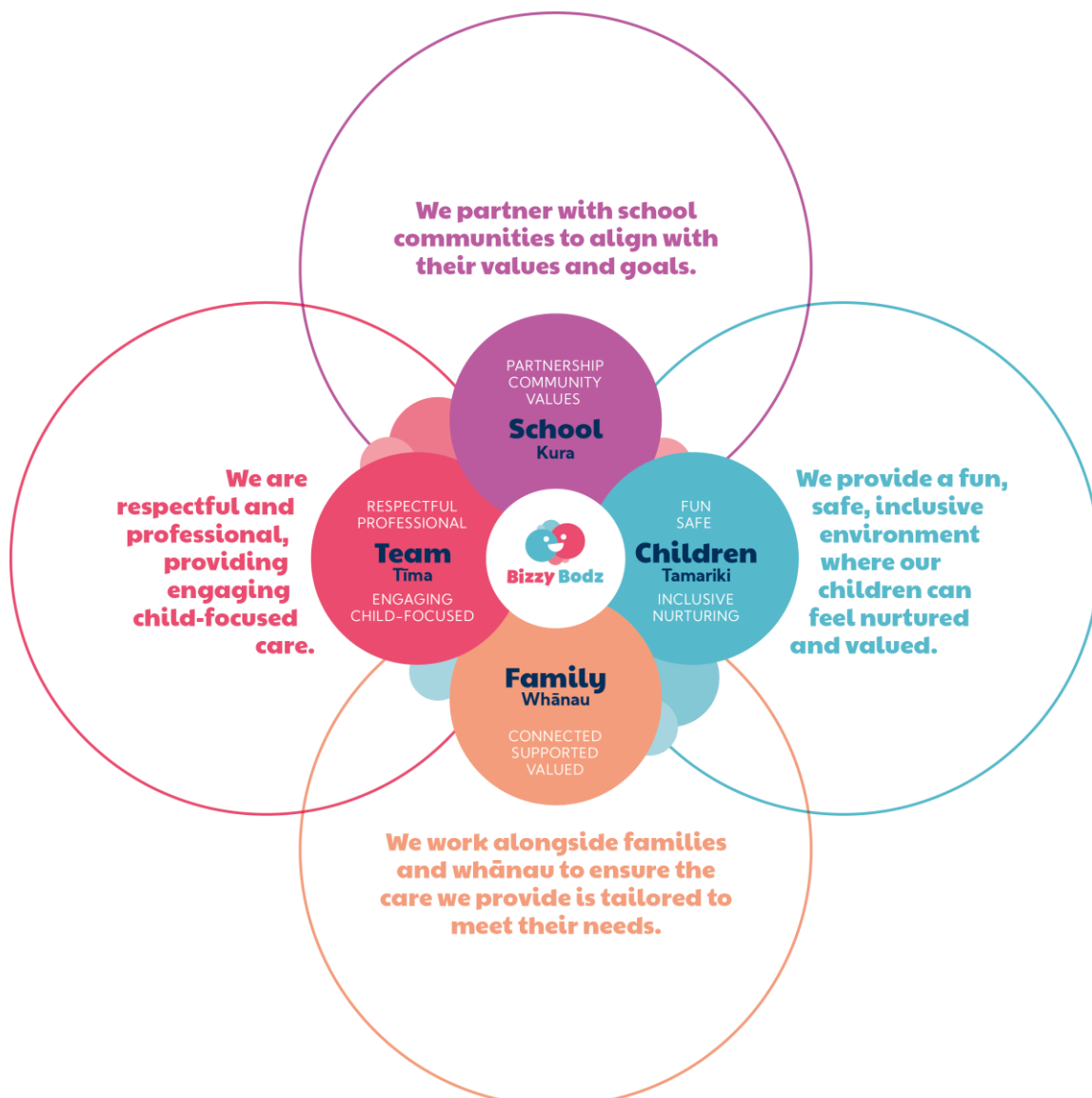
The safety and well-being of the children is the paramount consideration for the duration of the programme.

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, we will endeavour to provide a thriving work environment, which meets all staffing requirements.

The policies will be reviewed annually. Management will 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.



# Client Services & Programmes

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 – 8.15/8.30 am Monday to Friday during the school term.

The After-School Care programme will operate from 2.30/3.00 – 6.00 pm Monday to Friday, during the school term.

The Holiday Programme will operate at the earliest 7.00/7.30 am – 5.30/6.00 pm at the latest Monday to Friday during the school holidays.

The programmes will not operate on public holidays.

## Enrolment

All families are required to have an AimyPlus Account for each child attending any Bizzy Bodz programme to secure a place in the programme.

Parents with shared custody are required to have separate Bizzy Bodz profiles on AimyPlus. Bizzy Bodz will not be responsible for making sure both parties do not book the child/ren on the same day.

Parents must agree to the terms and conditions.

Details will include:

- Child's name, address, and home phone number
- Child's classroom number
- Parent's name/s, address, and all daytime phone numbers
- Names and contact details of two emergency contacts (who are not parents)
- Names of adults authorised to collect child
- Any health or medical conditions, what treatment is required, and whether the child is 'self-medicating'
- Allergies and food information
- Access or custody instructions
- Cultural awareness
- Other information necessary to provide proper care
- Days and times when child will be attending
- Photo of your child (where possible)

Any changes to the above details must be updated as soon as possible in the AimyPlus portal to ensure safety of all children. These details can include custody or pick up arrangements. If parents are unable to change these themselves, these need to be notified by email to the Bizzy Bodz head office immediately to allow for safe practices.

Parents are expected to contact the Bizzy Bodz head office directly if there are any cancellations or changes to booked hours. All casual bookings must be made through the AimyPlus Portal where possible.

## Food

The food choices offered for afternoon tea, are guided by nutritional recommendations as per Ministry of Education (MoE) Healthy Heart guidelines.

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, biscuits, chips etc. Occasionally the children may have the option of treat foods such as lollies.

Parents are expected to advise of any food allergies, cultural or specific nutritional requirements on their AimeyPlus profile. This will be checked by the Head Office support team and programme team leaders will be advised by email.

Children will be reminded to wash their hands before they eat or drink, after using the toilet, after playing outside etc. Team Leaders will be encouraged to follow basic food safety practices such as correct handling and storage. All programmes will have an allergy list available. It is the programme team leader's responsibility to ensure they are aware of all children with food allergies. This information is available via the AimeyPlus remote access portal.

## Confirmation of bookings

All enrolments will be confirmed by email once the booking has been approved.

For before and after school care, any bookings made outside of office hours will not receive a confirmation email until 9.00am next business day. However, the booking will be reflected on the roll and children can attend the morning sessions.

For holiday bookings, any bookings made outside of office hours will not receive a confirmation email, but parents may call the programme directly during operational hours for immediate confirmation.

## Regular & casual structure

### Regular

A regular booking is classified as a booking that repeats the same hours and days each week or continues an alternating pattern throughout the term. Regular bookings also include bookings where booked days may vary week to week but the number of days is consistent. A regular booking must be booked at least four weeks in a row or until the end of the school term to qualify for regular fees.

Bookings made less than four weeks in a row, will be classified as a casual booking, and will be charged accordingly.

### Casual

A casual booking is as a one-off booking when required OR a booking that holds no pattern e.g., hours or day between weeks.

If an extra day is added to a regular weekly booking, this will be charged at the regular rate.

An administration fee may be added to an account at the discretion of the Director if the enrolment is deemed to be booked on a day by day basis. This fee covers resources and admin costs.

All casual bookings incur an additional charge. Please refer to Fees policy for more information.

Casual bookings are non-refundable.



## Child Pick Up

Bizzy Bodz staff will be present in the junior playground every day and will collect all year 0-2 children from their classrooms.

Year 3 – 6/8 will walk themselves to the Bizzy Bodz programme.

All intermediate or children coming to Bizzy Bodz from other schools will be required to complete an Independent Sign In form.

## Drop off and pick up

Parents are expected to sign their child in and/or out of the programme every day that they attend to comply with Ministry of Social Development (MoSD) requirements. If a child is not signed in or out from After Care, extra charges may apply.

If a child is going to be absent from the programme, parents are expected to notify Bizzy Bodz head office before 2.00pm on the day of attendance. If notification needs to be made after 2 pm, Team Leaders can be contacted directly.

The following steps will be taken by the Team Leader if a child is not signed in for Before School Care:

- Parents will be contacted via phone to check the whereabouts of the child/ren no more than 10 minutes after the start of the booking.
- If parents are unavailable, emergency contacts will be telephoned.
- The school office will be notified and asked if the child is already on site.
- If, after a reasonable time the child has not been located, in conjunction with the school, Programmes Manager and Director, local police will be contacted by the Team Leader and/or school.

The following steps will be taken by the Team Leader if a child does not arrive for After School Care:

- The school will be contacted to check if the child attended that day; and/ or
- A physical check of the school grounds including the classroom will be made; and/or
- Parents will be contacted via phone to check the whereabouts of the child/ren
- If parents are unavailable, emergency contacts will be telephoned
- If, after a reasonable time the child has not been located, in conjunction with the school, Programmes Manager and Director, local police will be contacted by the Team Leader and/or school.

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

- Two Bizzy Bodz staff members will stay onsite with the child at all times and exercise duty of care and continue this obligation until the parent/caregiver collects the child.
- Parents and/or emergency contacts will be contacted via phone
- If there has been no contact with the parents or emergency contacts within one hour of the programme closing, the Director will be contacted by telephone to obtain further instructions.
- Staff will not release a child to a person who is not identified on AimyPlus as an authorised pick-up. If an unauthorised person comes to collect the child, parents will be contacted for authorisation. If contact cannot be made with parents, we will not release the child. Bizzy Bodz will release the child once the parent has authorised the pick-up. Applicable late fees may apply.

No child/ren will leave the programme unaccompanied unless a current Independent Sign Out permission form has been received and signed by the parent/guardian.

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

## Contactless sign in & out

Where appropriate Bizzy Bodz may choose to use a contactless sign in and out QR code to support health and safety protocols as directed by the Ministry of Health.

We ask that all parents use this code to sign their child in and out. Parents are still required to drop off and pick up their child in person. Children are not authorised to walk themselves into the programmes unsupervised unless the correct paperwork has been supplied.

If contactless sign-in/ out is activated parents are required to do so when they are on-site and have collected their child.

## Attendance

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

## Fees

### General

The fee structure will be included on the programme brochure available at the school, programme venue, or from Bizzy Bodz office.

Payment methods include direct debit, Eftpos, Visa, MasterCard, and internet banking.

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.

If a parent drops off before, or collects after, their child/ren's designated booking time an additional fee of \$5.00 will be charged. Generally, Bizzy Bodz offers a 5-10 minute grace period occasionally.

### Before and After School Care

Fees for Before and After School Care are to be paid on receipt of invoice, distributed weekly in advance, on a Monday for the following week. Unless prior arrangement is made, payment is due by the Friday of the week prior to care. If a regular booking is added for the current week or a casual booking is made, payment is required immediately.

If preferred invoices can be sent fortnightly, monthly or termly. Parents can email [admin@bizzybodz.co.nz](mailto:admin@bizzybodz.co.nz) to advise of their preference.

If children are to be absent from the programme, parents are to inform Bizzy Bodz head office before 2.00pm on the day. If notification needs to be made after 2.00 pm, parents are required to contact the Team Leader directly.

Notification of absence is required to be made to the Head Office in writing if:

- Absence is within five business days of enrolled day – full charges will apply
- Absence is received five business days or more prior to absence – 50% holding fee will apply
- Where children are expected to be absent from the programme for a period of five days or more, Bizzy Bodz will keep their place open for a retention fee of 50% of the normal applicable fees. Five days' notice in writing is required otherwise full charges will apply
- "Five business days" will commence the day after notification has been received

In line with normal business and commercial practices, statutory (public) holidays which fall on normal school days, including teacher only days, school closures etc will be charged at normal rates.

For days where Bizzy Bodz runs programmes to support parent teacher conferences, additional session charges will apply prior to 3pm. All children enrolled in aftercare that day will incur normal charges.

Teacher Only Days and Parent Teacher Conferences are run upon request from our schools.

If a child is dropped off before opening hours or collected after 6.00pm, a fee of \$1.00 per minute will be charged, as strict observance of the start and finishing times must be adhered to as per MSD policy.

All enrolments and bookings must be made through the Bizzy Bodz AimyPlus portal.

To cancel a regular booking, five business days' notice in writing to the Bizzy Bodz Head Office is required. All programmes are staffed and resourced for the week in advance based on enrolment numbers at the time of publishing staff rosters.

## **Holiday care**

Fees for holiday programmes are due at the time of booking.

All bookings should be made via the AimyPlus and will need to be paid in full via to the commencement of the holiday period

Bookings are not confirmed until payment has been received in full.

For parents applying for a WINZ OSCAR subsidy, a 25% deposit is required to secure a place in the programme. This amount reflects the portion of fees not supported by WINZ.

Bizzy Bodz holiday programmes have a no refund/credit policy. Staff are employed and programmes are resourced based on the number of children enrolled for that day.

Parents can swap any intended absence day to another day in the same holiday period, providing space is available on that day. No refunds or credits will be available for price differences however extra fees may apply.

## **Excursions and transport**

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 a minimum of 1 adult to 8 children unless the activity carries a higher risk, and a smaller ratio is required.

Children will be put into groups with a staff member whose primary responsibility will be to supervise that group.

At least two staff members are to carry mobile phones during any excursion.

On walks the children will be organised into a buddy system and will walk double file with at least one staff member at the rear and one staff member leading. Where there is a road to cross, pedestrian crossings will be used if available. One staff member 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 accept that upon confirmation of their booking request and receipt of payment they have provided consent for their child/ren to attend the excursions booked during this period

Children should be provided with appropriate clothing e.g., jumpers, sunhat, lunch, drink etc

Risk management plans (RAMS) will be completed in consultation with the Team Leaders prior to every excursion and will be reviewed post excursion.

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

Where appropriate, contingency arrangements may need to be made by Bizzy Bodz for the holiday programme. Parents/Caregivers understand that activities may change without notice due to unforeseen circumstances or weather conditions.

To ensure complete safety of children at all times, only reputable and recognised bus companies will be used to transport children. These companies must meet the legal requirements for operating a bus company.

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

Details of all children participating in the excursion will be with the programme Team Leader at all times, including emergency contacts for each child.

A First Aid kit is taken on field trips.

The Team Leader will have on their person a mobile phone which will be the property of Bizzy Bodz.

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.

Appropriate planning & preparation will include:



- Ensuring access to a phone while away from the venue
- Implementing a system as and when needed to ensure safety of children at all times
- 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

## Van Run Policy

### LAND TRANSPORT & MOE REGULATION

- Adult to Child ratio's will be maintained whilst in the vehicle. This ratio will be a minimum of 1:5.
- Parent/Guardian permission will be obtained prior to travel taking place for transport purposes.
- Children will be restrained as per the Land Transport Regulations;

AGE OF CHILD	THE LAW SAYS YOU MUST:
Until their 7th birthday	<ul style="list-style-type: none"> <li>▪ Correctly secure your child in an approved child restraint</li> </ul>
International best practice recommends the use of an appropriate child restraint (or booster seat) until your child reaches 148 cm tall or is 11 years old. Child restraint and medical professionals recommend that you keep your baby in a rear-facing restraint until as old as practicable, at least until they are 2 years of age.	
Approved child restraints include:	<ul style="list-style-type: none"> <li>▪ <b>Booster Seats:</b> for preschool and school-aged children</li> <li>▪ child safety harnesses (used with or without a booster seat) for school-aged children.</li> </ul>

AGE OF CHILD	THE LAW SAYS YOU MUST:
<p>All approved child restraints display standard markings to show they are approved. Look for a child restraint that shows:</p>	<ul style="list-style-type: none"> <li>▪ A tick mark (indicates the restraint meets the joint New Zealand/Australian Standard AS/NZ 1754)</li> <li>▪ An 'E' mark (indicates the restraint meets the European Standard ECE 44 or ECE 129) – the number on the circle will vary depending on the country of certification.</li> <li>▪ Or, look for a restraint that complies with the United States Standard FMVSS 213. The restraint must also show the New Zealand Standard 'S' mark indicating it is certified for use here.</li> </ul> <div style="text-align: right;">    </div>

### CENTRE VEHICLE & DRIVERS – PICK UPS/DROP OFFS/EXCURSIONS

- The programme vehicle will have a current Registration and Warrant of Fitness.
- Full insurance will be supplied for the vehicle.
- Parents may be required to supply child restraints for their child/ren for transport. Bizzy Bodz will have spare child restraints on hand if required for transport.
- A First Aid Kit will be in the vehicle at all times and checked monthly.
- The Driver will be an employee of Bizzy Bodz with a safety check.
- All drivers collecting and dropping off children will hold a current New Zealand full licence.
- Any drivers not carrying children must hold a minimum of a restricted licence and abide by NZ Laws.
- Drivers must carry their licence with them at all times
- Drivers will be required to carry their own cell phone.
- For transport via the vehicle a current child information list i.e. phone numbers, addresses etc will be taken with the driver. This will be updated on a regular basis and kept in the programme when no transport is taking place, this will not be left in the vehicle for privacy reasons.
- The Driver will hold a current First Aid Certificate.
- The Driver will ensure all children are walked safely to the Bizzy Bodz carpark and secured into their car seats. They can be assisted by other staff if needed.
- While driving, the Driver will ensure they are not distracted by music, cell phone or anything else that may distract them from driving.
- No food will be consumed in the vehicle.
- Ensure the vehicle is kept free from rubbish/personal belongings at the end of each trip.
- Bizzy Bodz Staff are required to check proper installation of child restraints prior to leaving the centre.

### TRANSPORT SUPPORT: PICK UP & DROP OFF

- Vehicles pick up and drop offs are arranged at a time to suit school times. This may change from time to time, but parents of these children will be informed.
- The Driver is required to pick up and drop off children only. They are not to use the vehicle for any other use unless prior arrangements have been made with the Head Office.
- The Driver will check with all staff before leaving in case of cancellations or change of pick-up address.
- Parents are asked to still check in with the programme through phone, email, or txt regarding any important information.
- All driver's names will be included in the permission form.

Parents are required to ring the programme if their child/ren is not requiring pick up or drop off. This needs to be told to the programme ASAP and before the car leaves for the morning drop off or afternoon pick up.

## **Loss & Damages**

Bizzy Bodz staff and volunteers will be free and clear of all liability if any injury, damage, or loss is sustained to any child/ren or to their personal effects.

Any damage, wilful or accidental, to Bizzy Bodz or school equipment or property caused by a child/ren will be the liability of the parent/s and will incur an additional charge.

# Client-Centred Services

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

**Bizzy Bodz services are delivered free from any discrimination, coercion, harassment (sexual or financial) or other exploitation.**

## 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.

All teacher aides and caregivers that attend the programme to support a child with special needs are required to be police vetted.

Full information about the child's requirements, including medication, diet, and supervision, must be obtained from the parents, and be included on the child's AimyPlus profile. It is the programme Team Leader's responsibility to ensure that this information is shared via the 'one-minute meeting' and 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. However any final decision on any child continuing in the programme rests with the Programme Director.

Every effort will be made to include the child within the parameters of the resources and safety procedures of the programme.

## Cultural awareness

Bizzy Bodz will endeavour to meet any cultural needs, as identified by parents, of children enrolled in the programme. These details will be collected via AimyPlus, prior to children starting with Bizzy Bodz.

This information will be communicated to all relevant staff prior to the child starting the programme via the AimyPlus platform – Team Leaders will access this information on site via the remote AimyPlus access.

## Programme content

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

Term plans will be created by Team Leaders in conjunction with feedback and input from their programme 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.

## 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 where possible, 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.

Daily 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 where possible if a child wishes to remove themselves from the programme. This area will be suitably supervised if required.

## After care

Each day's activities and programme plans will be displayed at the venue. There will be varied and organised age-appropriate sports, activities or crafts each day.

This will include afternoon tea, free time, 20–30 minutes of supervised homework time or silent reading for those who do not have homework, planned and organized age-appropriate activities and then free time for the rest of After School Care.

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

## Holiday care

Holiday care will include three/four onsite days and one/two trip days per week as appropriate. The programme brochures will be distributed to all relevant schools by week, ideally by week 5 of the school term.

This brochure outlines the location and dates of the programme, a brief description of each day's activities, costs, where and how to book and any other relevant parent information.

The programmes will cover a wide range of activities that meet 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. Bizzy Bodz will encourage all children to participate fully in the programme however will fully supervise children who choose not to participate.

Whenever possible, alternative activities will be provided.

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



# OSCAR Specialised Standards

## Supervision Policy

Bizzy Bodz will operate to strict supervision guidelines always ensuring the safety and well-being of children.

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 always within sight and sound of a staff member.
- Bizzy Bodz will not employ staff under the age of 16
- At least one person, commonly the Programme Team Leader, 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 always within sight and sound of staff member, boundaries will be set at the beginning of the programme. Staff supervising specific areas will be aware of where children are always
- 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
- The overall boundaries of the programme will be explained at the beginning of each day

All staff will be active in their supervision. They will interact and encourage children and ensure all children can be always seen. 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; these are in line with the MoSD guidelines.

- Onsite ratio guidelines are minimum 1:10
- Excursion ratio guidelines are minimum 1:8 or 1:6 ratio around water.

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 Team Leader.

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.

## Sign in/sign out

It is a Ministry of Social Development requirement that all parents sign their child/ren in and out each day on the tablet provided. There are no exceptions to this requirement.

All staff are responsible for ensuring parents adhere to this.

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

## Request for child sign in & out

Parents who require their child to sign themselves into or out of any Bizzy Bodz programme, are required to complete an Independent Child Sign Out form before children can be approved to sign themselves out.

These forms are only valid for the duration of one school term/holiday period.

### **Sign Out**

You will supply your child's name and child sign out time as well as acknowledging that;

- Bizzy Bodz is not liable for your child once they leave the programme venue after signing themselves out.
- Bizzy Bodz staff are not in charge of reminding your child when to leave the programme
- The sign out time shown on the tablet by your child will be the correct time they leave the programme, this means that if your child does not sign themselves out according to their booked time you will be charged accordingly
- Children under the age of 10 will not be permitted to sign themselves out of the Bizzy Bodz programmes.
- Children need to talk to the programmes Team Leader before leaving the venue to ensure we know that they will no longer be in our care.
- Children signing themselves out need to be set up by the account holder as an authorised pick-up option in your Aimy+ Portal to allow them to sign in or out using their own names

### **Sign In**

You will supply your child's name, agreed arrival time, child contact number, school & year level as well as acknowledging that;

- If your child is signing themselves in, Bizzy Bodz is not responsible for them until they are signed into the programme.
- Bizzy Bodz is not liable for your child between when they leave your car/home/school or before they arrive to the programme until they sign themselves in.
- The sign in time shown on the tablet by your child will be the correct time they arrive at the programme, this means that if your child does not sign themselves in according to their booked time you will be charged accordingly
- Children under the age of 10 will not be permitted to sign themselves into the Bizzy Bodz programme.
- Children need to talk to the programmes Team Leader once arriving at the venue to ensure we know that they will be in our care.
- Children signing themselves in need to be set up by the account holder as an authorised pick-up option in your Aimy+ Portal to allow them to sign in using their own names
- Independent sign in forms are only relevant for one term and do not include the school holidays

### **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 Head Office will be informed as soon as possible
- Parents will be contacted
- If necessary, the police will be contacted

### **Electronics & devices**

We discourage the use of electronic devices and/or smart watches during programme hours. However, we understand that some children need to use devices to complete their homework.

Bizzy Bodz is not responsible for any inappropriate use of devices. If devices are used to access non homework related material, we reserve the right to revoke the privilege.

Children are not permitted to have mobile phones in the programmes.

It is at the Team Leader's discretion to allow devices during the holiday programme morning or afternoon session.

Any devices brought to the programmes are at your own expense and Bizzy Bodz is not liable for any broken, damaged, or misused devices.

# Community Wellbeing

## 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.

Every child will be:

- Treated with respect and dignity
- Given positive guidance to encourage appropriate behaviour
- Given positive guidance using praise and encouragement and avoiding blame, or harsh language
- Encouraged to take responsibility for their behaviour by being offered choices and the use of consequences, including, if necessary, the involvement of parents

Focus will be given to the behaviour, not the child.

### Behaviour

Inappropriate behaviour is defined as but not limited to:

- Biting, hitting, kicking, spitting, throwing sand/bark/toys, yelling inside, pushing, shoving, pulling hair, bad language, intimidating others or damaging their creations.

Appropriate behaviour is defined as:

- Respecting other people, their creations and equipment.

### Children rights

Children have:

- The right to be safe and feel safe
- The right to receive care, attention, and support from programme staff
- The right to be treated fairly by the staff and the other children
- The right to play and be included in activities
- The right to enjoy recreation and relaxation

### Rules and responsibilities

Bizzy Bodz has clearly defined rules that use children's language to ensure that the children understand what the rules are.

The staff and children may choose to formulate a set of rules for the programme and discuss the consequences of breaking these rules.

Positive reinforcement will be used as much as possible. Rewarding good behaviour will promote good behaviour.

The rules will cover the following:

- Moving around and everyone's safety
- Boundaries – behaviour and physical

- Tidiness
- Consequences
- Rewards
- Positive language

Children are also responsible for:

- Keeping the programme clean and tidy
- Packing up toys and equipment when they have finished using them
- Helping with the daily tidying at the end of the day
- Looking after the programmes' property and resources
- Using their WITS guidelines (walk away, ignore, talk it out, seek help)

## Guidelines

Steps to be taken in managing behaviour include:

- Redirection
- Removing the child from the situation
- Warning the child with "Don't do ... please do ..." OR "(Child's name) I don't like you doing ... because ..."
- After the second warning you can use "No xxx ..." OR "I don't like you doing .... Stop now or ..." OR "I feel ... when you do ..." OR "How do you think xxx feels when you do ..." OR "How would you feel if xxx did ... to you".

Staff will, always, model the required behaviour, and will be available to assist children to manage their behaviour.

A stimulating and varied programme will help ensure against boredom which can in turn lead to inappropriate behaviour.

## Conflict resolution

Conflict between children is normal. Staff will use appropriate methods and problem-solving skills to help children manage their conflict.

Children will mostly respond to a stern reminder of the rules they should be adhering to.

When these rules are ignored, staff will use the least intrusive approach possible to rectify the situation.

- Time out may be used, to allow children to cool off, but not isolated from view or from others
- Children will be allowed time to talk about what happened, express their feelings and what the conflict was about
- Ask open ended questions such as "What happened?" or "Can you tell me ..." rather than "Did you ....?"
- Listen reflectively. "You're saying ..." (paraphrasing what the child has told you, using their words)
- Acknowledge feelings as well as facts. "Sounds like you're feeling....because..." and acknowledge if appropriate
- Avoid making judgments or judging children's solutions. Respect their opinions and attempts to rectify the situation and offer alternatives
- Children will be asked how the situation could have been managed differently – brainstorm to assist children to problem solve

- Children may need help understanding the consequences of their choice of behaviour. "What do you think you could have done differently?"
- Set expectations with children on how they will re-join the group and, reiterate expectations using positive re-enforcement where possible and appropriate
- Remind the children of expectations if you see the behaviour emerging again

### **Serious misconduct and exclusion**

- Unacceptable behaviour will be recorded on the Behaviour Incident Report
- All unacceptable behaviour will be reported to the parent/guardian
- If unacceptable behaviour continues, parents will be asked to meet with the Team Leader and all avenues will be explored and a behaviour management plan will be prepared.
- If no improvement is made, it is a last resort of the Head Office, in consultation with Team Leader to exclude the child from the programme, either for a short time, or possibly permanently
- All discussions and recording of children's behaviour will be entirely confidential

### **Staff conduct**

- No child will be hit or in any way be physically, verbally, or emotionally abused by staff members
- Staff will address behaviour calmly and assertively and will not shout, threaten, or intimidate children
- There will be no unusual confinement and food and drinks will not be withheld from children
- No physical restraints will be used on children. If a child is exhibiting violent behaviour and other children are at risk – the other children will be evacuated and supervised to ensure their safety. Staff will remain with the child and engage in appropriate calming techniques
- If there is an immediate issue of safety for the child or other children, and direct verbal commands have not been effective, staff have the right to appropriately restrain the child until the immediate danger has passed
- 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

## Child Protection Policy

All bookings made online by parents are the responsibility of the parents and not Bizzy Bodz.

Bizzy Bodz will not disclose any information regarding a child to anyone other than the account holder unless required to or requested to in accordance with our legal obligations under the Vulnerable Children's Act 2014, the Children and Young People's Act 2014 or Young People's Well Being Act 1989 or other relevant legislation.

Parents are not permitted to speak to or admonish another child in any Bizzy Bodz programme.

### Shared care arrangements

Parents who are separated, divorced, or have shared care arrangements, are required to have separate accounts with Bizzy Bodz.

The parent who makes the booking is responsible for any payment related to this booking and will be invoiced accordingly, regardless of who is collecting the child/ren.

Bizzy Bodz will not be responsible for making sure both parties do not book the child/ren on the same day.

### Custody arrangements

Parents and caregivers MUST advise Bizzy Bodz of any informal and formal custody arrangements which exclude one or other parents, family members or caregivers having access or limited access to children including any changes to those arrangements.

Custody arrangements or changes with children must be notified to the Bizzy Bodz office and programme Team Leader as soon as they become active.

If custody is due to court arrangements these forms need to be provided to Bizzy Bodz as soon as possible.

### Child abuse

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 Oranga Tamariki) 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 six 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 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
- Cyber bullying is usually perpetrated using social media networks, online games, and mobile phones. This can include spreading rumours, posting nasty, embarrassing, or intimidating messages, images and/or videos

### Abuse

The harming (whether physical, emotional or sexual), ill-treatment, neglect or deprivation of any child

#### Physical

Any acts that may result in the physical harm of a child or young person. It can be but is not limited to; bruising, cutting, hitting, beating, biting, burning, causing abrasions, strangulation, suffocation, drowning, poisoning, and fabricated or induced illness

#### Sexual

Any acts that involve forcing or enticing a child to take part in sexual activities, whether or not they are aware of what is happening. Sexual abuse can be but is not limited to;

Contact Abuse: touching breasts, genital/anal fondling, masturbation, oral sex, penetrative or non-penetrative contact with anus or genitals, encouraging the child to perform such acts on the perpetrator or another, involvement of the child in activities for the purposes of pornography or prostitution

Non-Contact Abuse: exhibitionism, voyeurism, exposure to pornographic or sexual imagery, inappropriate photography or depictions of sexual or suggestive behaviours or comments.

#### Emotional

Any act or omission that results in adverse or impaired psychological, social, intellectual, and emotional functioning or development. This can include;

Patterns of isolation, degradation, constant criticism, or negative comparison to others. Isolating, corrupting, exploiting, or terrorizing a child can also be emotional abuse



<p style="text-align: center;"><b>Neglect</b></p> <p>Persistent failure to meet a child's basic physical or psychological needs, leading to adverse or impaired physical or emotional functioning or development. This is the most common form of abuse and although the effects may not be as obvious as physical abuse it is just as serious.</p>	<p>Neglect can be;</p> <p><b>Physical</b> Not providing the necessities of life, like a warm place, food and clothing</p> <p><b>Emotional</b> Not providing comfort, attention and love</p> <p><b>Neglectful Supervision</b> Leaving children without someone safe looking after them</p> <p><b>Medical Neglect</b> Not taking care of health needs</p>
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Other Terms	Definition
<b>Child</b>	Any child or young person under the age of 17 years, who is not married or in a civil union
<b>Child Protection</b>	Activities carried out to ensure that children are safe in cases where there is suspected abuse or neglect or the risk of abuse or neglect
<b>Disclosure</b>	Information given to a staff member by a child, parent or caregiver or third party in relation to abuse or neglect
<b>Oranga Tamariki (O.T)</b>	The agency responsible for investigating and responding to suspected abuse and neglect and for providing a statutory response to children found to be in need of care and protection
<b>NZ Police</b>	The agency responsible for situations where a child is in immediate danger and for working with Oranga Tamariki in child protection work including investigating cases of neglect or abuse where an offence may have occurred
<b>Family Violence</b>	<p>Has been defined by the NZ family Violence as violence and abuse against a person whom that person is or has been in a domestic relationship with. This could include sibling against sibling, child against adult, adult against child and violence by an intimate partner against another partner</p> <p>As defined by Te Rito and NZ Family Violence Prevention Strategy this covers a broad range of controlling behaviours commonly of a physical, sexual and/or psychological nature that typically involved fear, intimidation, or emotional deprivation.</p>

**Training**

Bizzy Bodz is committed to maintaining and increasing staff awareness of how to prevent, recognise, respond, and report abuse through appropriate training. As part of their induction, new staff will be made aware of the child protection policy and process for reporting concerns. This policy training will be refreshed yearly.

All Team Leaders will complete a certified Child Protection training course at a minimum of every two years.

## **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. Bizzy Bodz has a Suspected Abuse form that will be filled in when there is any suspected abuse. These will then be given to the head office for assessment and given to the appropriate agencies.

No staff member will act alone if child abuse is suspected, but will consult with the Programme Director.

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 on a suspected child abuse form.

No child should be interviewed or in any way questioned about the suspected abuse, particularly sexual abuse.

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 Oranga Tamariki.

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.

## **At risk situation**

Bizzy Bodz cares about the community and its peers and endeavours to be a part of keeping it safe for all. If Bizzy Bodz hears, sees, or is told about a situation directly or indirectly affecting a child, neighbour, or community member in a negative manner, this will be noted on an At-Risk Situation Record and will be shared with any and all appropriate authorities.

## **UNCROC**

Bizzy Bodz acknowledges the role United Nations Convention on the Rights of the Child (UNCROC) plays in the development of children and young people and will always advocate for the wellbeing and safety of the children in our care.

## Potential Possible Abuse or Neglect Signs

This is not all possible signs but some of these may be present

Indicators Of Sexual Abuse	Indicators Of Neglect
<p><b>Physical Indicators</b> Some examples of this are:</p> <ul style="list-style-type: none"><li>▪ Torn, stained or bloody under clothing</li><li>▪ Bruises, lacerations, redness, swelling or bleeding</li><li>▪ Sexually transmitted disease</li><li>▪ Unusual or excessive itching or pain in the genital or anal area</li></ul> <p><b>Behavioural Indicators</b> Some examples of this are:</p> <ul style="list-style-type: none"><li>▪ Age-inappropriate sexual play with toys, self, others</li><li>▪ Bizarre, sophisticated, or unusual sexual knowledge</li><li>▪ Comments such as "I've got a secret", or "I don't like uncle"</li><li>▪ Fire lighting by boys</li><li>▪ Fear of certain places e.g., bedroom or bathroom</li></ul> <p>Some examples of this in <b>older children</b> or young people are:</p> <ul style="list-style-type: none"><li>▪ Eating disorders</li><li>▪ Promiscuity or prostitution</li><li>▪ Uses younger children in sexual acts</li><li>▪ Tries to make self as unattractive as possible</li></ul> <p><b>Indicators In Adult Behaviour</b> Some examples of this are:</p> <ul style="list-style-type: none"><li>▪ May be unusually over-protective of a child or young person</li><li>▪ Is jealous of a child or young person's relationships with peers or other adults or is controlling of the child or young person</li><li>▪ May favour the victim over other children</li><li>▪ Demonstrates physical contact or affection to a child or young person which appears sexual in nature or has sexual overtones</li></ul>	<p><b>Physical Indicators</b> Some examples of this are:</p> <ul style="list-style-type: none"><li>▪ Inappropriate dress for the weather</li><li>▪ Extremely dirty or unbathed</li><li>▪ Inadequately supervised or left alone for unacceptable periods of time</li><li>▪ Malnourished</li></ul> <p><b>BEHAVIOURAL INDICATORS</b> Some examples of this are:</p> <ul style="list-style-type: none"><li>▪ Demonstrates severe lack of attachment to other adults</li><li>▪ Poor social skills</li><li>▪ May steal food</li><li>▪ Is very demanding of affection or attention</li><li>▪ Has no understanding of basic hygiene</li></ul> <p><b>Indicators In Adult Behaviour</b> Some examples of this are:</p> <ul style="list-style-type: none"><li>▪ Fails to provide for the child or young person's basic needs, such as housing, nutrition, medical and psychological care</li><li>▪ Is overwhelmed with own problems and puts own needs ahead of the child or young person's needs</li></ul>

## Indicators Of Emotional Abuse

### Physical Indicators

Some examples of this are:

- Frequent psychosomatic complaints (e.g., headaches, nausea, abdominal pains)
- Prolonged vomiting or diarrhoea
- Dressed differently from other children in the family
- Has deprived physical living conditions compared with other children in the family

### Behavioural Indicators

Some examples of this are:

- Severe symptoms of depression, anxiety, withdrawal, or aggression
- Severe symptoms of self-destructive behaviour – self-harming, suicide attempts, engaging in drug or alcohol abuse
- Overly compliant; too well-mannered; too neat and clean
- Displays attention seeking behaviours or displays extreme inhibition in play
- When at play, behaviour may model or copy negative behaviour and language used at home

### Indicators In Adult Behaviour

Some examples of this are:

- Constantly calls the child or young person names, labels the child or publicly humiliates the child
- Continually threatens the child or young person with physical harm or forces the child to witness physical harm inflicted on a loved one

## Indicators Of Physical Abuse

### Physical Indicators

Some examples of this are:

- Unexplained bruises, welts, cuts, abrasions
- Unexplained burns
- Unexplained fractures or disclosures

### Behavioural Indicators

Some examples of this are:

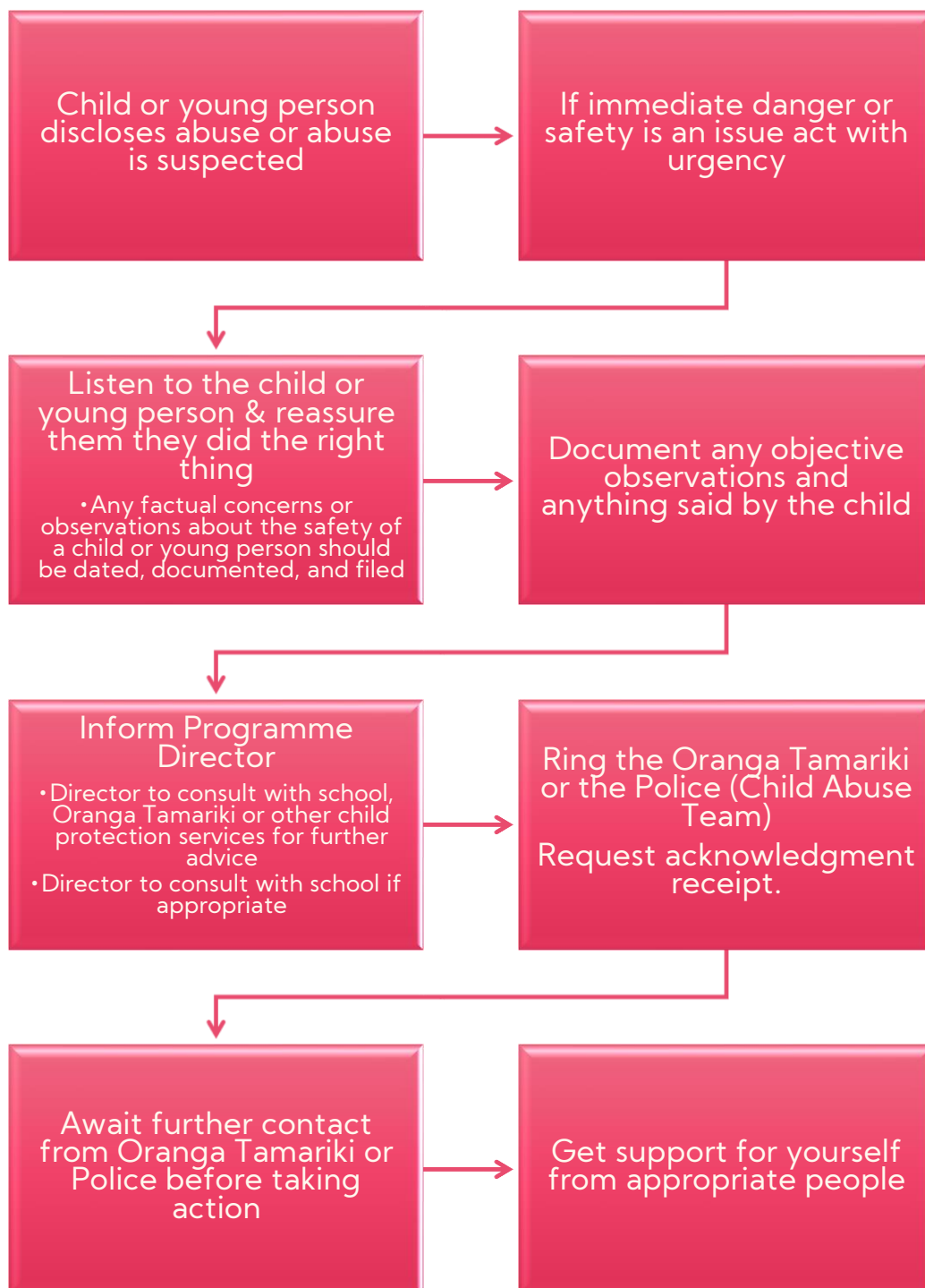
- Is wary of adults or of a particular individual
- Is violent to animals or other children or young people
- Is dressed inappropriately to hide bruises or other injuries
- May be extremely aggressive or extremely withdrawn
- Cannot recall how the injuries occurred or gives inconsistent explanations

### Indicators In Adult Behaviour

Some examples of this are:

- May be vague about the details of the cause of injury and the account of the injury may change from time to time
- May blame the accident on a sibling, friend, relative or the injured child or young person
- Shakes an infant
- Threats or attempts to injure a child or young person
- Is aggressive towards a child in front of others
- May delay in seeking medical attention for a child or young person

## Response to suspicions or disclosure of child abuse



### Education and training for Programme Staff

Team Leaders will be designated as the child safety advocates and should be trained in child abuse awareness

**Information volunteered by a child should be fully and accurately recorded.**

**No child should be questioned about the suspected abuse, particularly sexual abuse.**

**Documentation may be subsequently used in court as evidence for either side. Notes should be written down during the talk with the child or as soon as possible afterwards.**

## Peer abuse

Bizzy Bodz will ensure that the safety of the child or young person is paramount. 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 people 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 management 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.

## 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 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 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 are not permitted to transport a child on their own at all times, unless an emergency requires it

## Allegation of abuse against a staff member

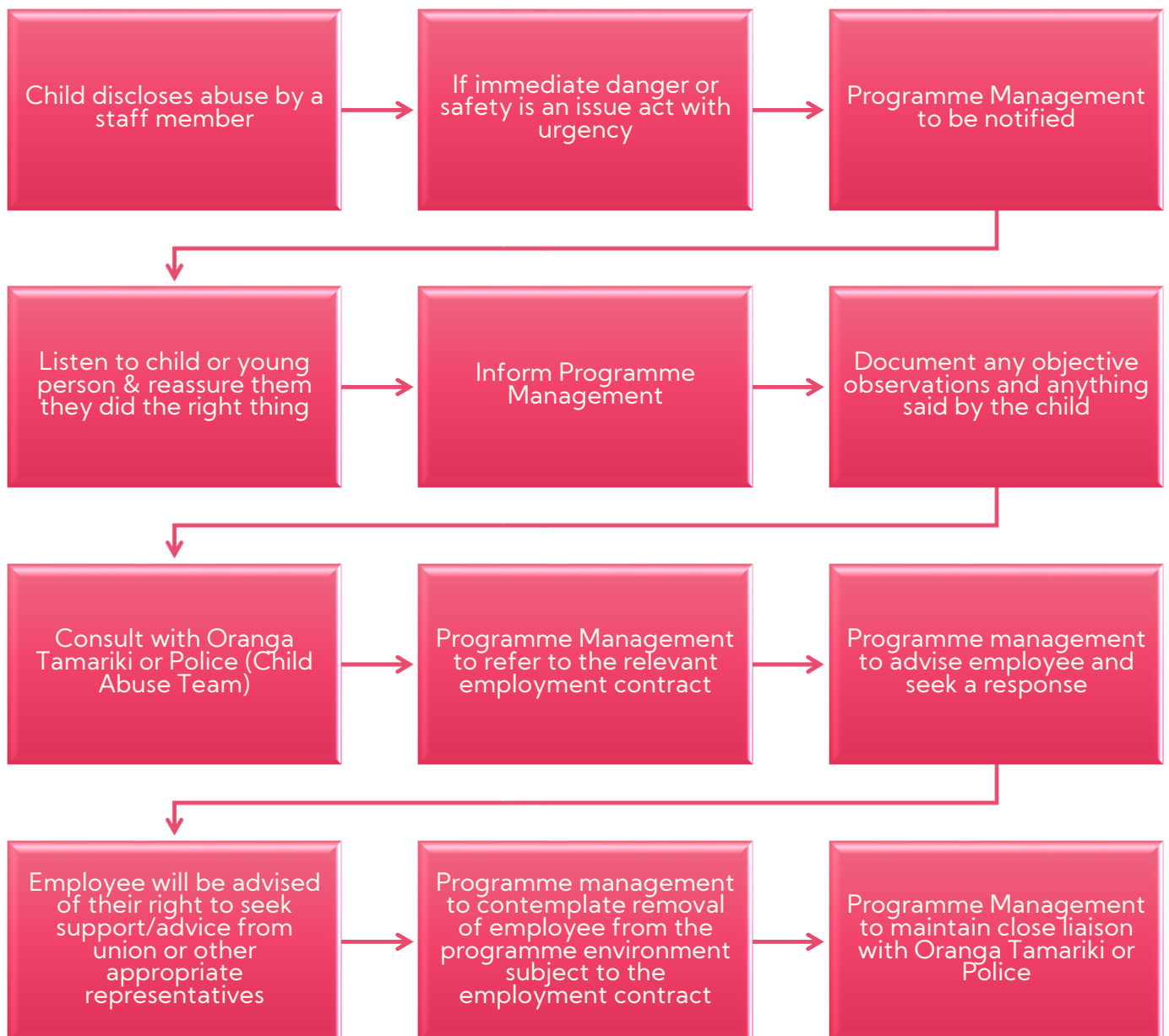
Where it is suspected that the child abuse has been perpetrated by a staff member or other person assisting with the programme, the matter must be reported promptly to the Programme Director.

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:



# Health & Safety

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.

Bizzy Bodz will hold quarterly programme audits, to ensure robust programme compliance.

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.

## Health and wellbeing

### General

Staff must be fit for work – see Code of Conduct

Children who are unwell may not attend the programme.

Information about children's medical conditions/allergies is collected when parents/caregivers create their AimyPlus profile, and all staff are made aware of these by team leaders during the one-minute meeting.

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.

Bizzy Bodz is linked to Geonet and Red Cross New Zealand for Civil Defence alerts and emergencies. We receive information and alerts regarding weather and/or natural disasters warnings or events currently occurring in the Bay of Plenty, Northland, and Auckland areas.

Bizzy Bodz will endeavour to have a civil defence manual and kit set up at each programme in case of a disaster.

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 handwashing after using the toilets, before eating and playing outside etc. Use of hand sanitiser is encouraged and will be available at the programmes at all times.

Staff will undergo training in and follow basic food safety and hygiene practices regarding correct handling and storage where appropriate.

### Un-well child/ren

If a child becomes ill during the programme, 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.

- Team Leader will ensure that all medicines are stored safely in child Medication box including those children who are allowed to self-administer e.g., asthma inhalers
- Any medication such as epi pens, which are required to be held in children's school bags, should be advised on their AimyPlus profile and medication forms are still required to be filled in
- Medication will be stored in the medication box, to avoid any risk of medication being mixed up
- All medication will be labelled with the child's name, dosage, time, and signature from the parent
- Team Leader will keep a record of all medication given and parents are required to check and sign this when and if medication is taken
- All medical records kept by the programme are strictly confidential
- Team Leaders will administer medicines in accordance with the written dosage
- Before medication is administered, a second staff member will check child and dosage details

## Exclusion from Bizzy Bodz

It is at the discretion of the Director to exclude any parent/guardian, child or family from attending any Bizzy Bodz programmes due to behavioural issues, complaints, health and safety or overdue accounts.

## Health & Safety at the Programme

### Hazard & Safety checks

For the safety and enjoyment of children at the programme, Head Office will ensure that Team Leaders conduct daily hazard identification and safety checks of the venue and programme environment.

The Programme Team Leader will check the programme environment at the beginning of each day, using the Daily Venue and Hazard Check form.

The Team Leader will collect and return to management for filing. Head Office will regularly review these records.

### 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 Management and Programme Team Leader 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 Team Leader for documentation and follow up.

### **Pandemic response**

When required Bizzy Bodz will create a Pandemic Response Plan that is relevant to the national/global pandemic. This plan will include directives, recommendations and guidelines set out by the New Zealand Government, Ministry of Health, Ministry of Social Development, and the Ministry of Education.

### **First aid kits**

A first aid kit will be kept on site.

Kits are checked each term and recorded on First Aid Checklists. These checklists will be handed to Head Office to order and supply any missing or used equipment.

A general First Aid Check will be completed as and when necessary, by the Programme Team Leader, to replace any general first aid items used for the following week e.g., plasters, Savlon etc.

One qualified first aid person will be always on site.

### **Mobile phones**

Each Team Leader is assigned a mobile phone. This must be kept on their person and always switched on during the programme and is not permitted for personal use. The programme number will be available on business cards for parents. At least one other staff member must have access to a mobile phone.

Use of personal mobile phones is not permitted during before and after school care. All mobile phones must be placed on silent whilst staff are at work.

Staff are permitted to use personal mobile phones during school holiday programmes, for emergency contact only if required.

### **Risk assessment**

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

It is the responsibility of the Management team to ensure RAMS forms are completed prior to the commencement of each programme.

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

- Swimming Pools/Beaches
- Schools
- Roller Blades, Bikes, Skateboards
- Any offsite excursion

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

In addition, Bizzy Bodz will be provided with RAMS by the external venues visited by Bizzy Bodz.

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.

A RAMS form will be completed for each venue and will be available onsite.

### **Accidents and incidents**

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

- Staff will immediately inform the Team Leader
- Appropriate first aid will be administered
- If a child needs urgent medical attention, parents will be contacted. If they cannot get to the programme Bizzy Bodz will call an ambulance
- If the need is urgent or a serious injury occurs, parents will be notified, and an ambulance called
- If the situation is urgent, the Team Leader 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 in the Minor Incident book by staff and parents notified upon pick up.

For injuries requiring medical attention, a Major Injury form will be completed which the parents are required to sign.

All injuries to the head and neck will be recorded on a Major Injury form and parents will be notified as soon as possible.

In the event of any accident to staff or visitors the following procedures will be followed:

- The Team Leader will be notified immediately
- Appropriate first aid will be administered
- If a visitor or staff member needs urgent medical attention, a staff member or alternative volunteer will take the staff member to the local accident and emergency. If there is not an available staff member and emergency contacts cannot be made, Bizzy Bodz will call an ambulance
- If the need is urgent or a serious injury occurs, the Team Leader or alternative staff member, will call an ambulance
- The Business Manager/ Director will be informed

### **Notifiable Injury or Illness**

Bizzy Bodz has a responsibility to record all work-related injuries/illnesses and near misses.

Under the Health and Safety at Work Act 2015 Bizzy Bodz must notify WorkSafe when certain work-related events occur (**notifiable events**). A **notifiable event** is an injury or incident where serious harm (illness or injury) has occurred.

The Team Leader must notify the Business Manager and/or Director immediately if a notifiable event occurs to any child, employee, or visitor to the programme.

The Business Manager or Director will notify WorkSafe and conduct a full investigation, providing a full written report including the completion of the Bizzy Bodz Incident/ Accident and Investigation form and any other supporting documentation.

### **Smoke/vape – free**

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

## Toilet facilities

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

Where possible, only one with a maximum of two children at a time are permitted to use bathroom.

Where appropriate staff will ensure that if the bathroom is being used, other children must wait until that child has finished.

If 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 area to ensure the children come out safely.

If there are no separate adult and child toilets available, staff must not use the toilets while occupied by children. Staff must display "Bathroom in use by staff. Do not enter" sign on bathroom door.

## Cleaning

The Team Leader 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
- Cupboards locked and tidy

### Weekly

- Cleaning fridge and any areas where food is stored
- Cleaned, Oven, Freezers, Microwaves etc
- Resource cupboard clean
- Full toilet and mop of floors

### End of Term & Holiday

- End of Term/Holiday checklist is required to be completed at the end of every term and the end of every holiday programme.

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.

## **Sun safety**

The Cancer Society advised that the most dangerous time for sunburn coincides with summer daylight saving. The staff will follow the recommendations of the Cancer Society to protect children from harmful UV rays. All staff are required to read the Sun Smart Policy outlined below.

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 will 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. If children do not have hats they will be provided with shade or in doors. Bizzy Bodz may provide hats for children to use if they do not have one.

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

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





The Cancer Society recognise that a balance is required between avoiding an increase in the risk of skin cancer and getting enough sun exposure for children to maintain adequate vitamin D levels, particularly in the winter months. Between May and August the UVI is 3 or under in most parts of New Zealand, especially in the South, so it is recommended that children do NOT wear hats, sunscreen or play in the shade during these months. During the winter months, encourage children to actively enjoy the sun.

This policy is adopted from November 2020 so that children attending Bizzy Bodz programmes are protected from harmful UVR from the sun.

#### Aim

**Bizzy Bodz** SunSmart policy has been developed to ensure that all children and staff are protected from damaging levels of UVR from the sun.

#### Our sun protection strategy:

All children and staff use a combination of sun protection measures whenever UV Index levels are 3 and above. Particular care is taken between September and April (between 10am and 4pm) when UV levels reach their peak.

## Rationale

Excessive exposure to ultraviolet radiation (UVR) from the sun causes sunburn, skin damage and increases the risk of skin cancer.

New Zealand, along with Australia, has the highest melanoma rates in the world. One or more episodes of sunburn in childhood and adolescence have been shown to increase the risk of melanoma later in life.

This policy should be followed whenever the ultraviolet index (UVI) levels reach 3 and above. For most parts of New Zealand this is between September and April, especially between 10am and 4pm.

## 1. Shade

There are natural shelters, such as trees and other shade areas providing enough coverage for all children playing outside. The availability of shade is considered when planning outdoor activities at the centre and excursions outside of the centre.

Children are encouraged to use available areas of shade when outside. Children who do not have appropriate hats or outdoor clothing are required to play in the shade or indoors.

As part of planning, the team will consider how to increase shade where it is lacking.





## 2. Clothing

When outside, children are to wear loose fitting clothing that covers as much skin as possible. Parents are encouraged to dress children in tops with elbow length sleeves, and if possible, collars and knee length or longer style shorts and skirts.

Some cover up clothing is provided at the centre if required.

## 3. Hats

Children are required to wear hats that protect their face, neck and ears, legionnaire, broad-brimmed (minimum 7.5 cm brim) or deep crown bucket hat (minimum 6 cm brim).

(Please note: Baseball caps do not offer enough protection and are therefore not recommended.)

## 4. Sunscreen

It is recommended that a water-resistant, broad spectrum sunscreen with an SPF of at least 30 is available for staff and children's use.

Sunscreen is applied at least 20 minutes before going outdoors and re-applied every two hours. It must not be used to extend time outside. If children are playing in water, sunscreen must also be water resistant.

This policy will form part of any risk assessment for activities/trips outside the centre.

## 5. Sunglasses

A good hat significantly reduces the level of UVR reaching the eyes. If parents want their children to also wear sunglasses, these should be close fitting and cover as much of the eye area as possible. Sunglasses should meet the Aus/NZ Standard 1067.

## Role modelling

Staff act as role models by:

- wearing sun protective hats and clothing, and sunglasses when outside
- applying broad spectrum sunscreen with an SPF of at least 30 and re-applying every 2 hours
- using shade whenever possible.

## Sharing information about sun protection

The children learn about skin and ways to protect their skin from the sun. The sun protection policy is reinforced through staff and children's activities, and centre/pre-school displays. Staff and families are provided with information on sun protection at enrolment and through family newsletters, notice boards and meetings. When enrolling their child, families are:

- Informed of the centre / pre-school's sun protection policy
- Asked to ensure their child wears sun protective clothing (and to provide a suitable hat if the centre does not provide one).
- Asked to provide a water-resistant, broad spectrum sunscreen with an SPF of at least 30 for their child (if not provided by the centre).
- Required to give permission for staff to apply sunscreen to their child.
- Encouraged to practice SunSmart behaviours themselves when at the centre / pre-school and in the home environment.
- Required to provide an appropriate sunscreen if a child has allergies or sensitivity to sunscreen provided by the centre

## Review

Management and staff monitor and review the effectiveness of the sun protection policy every three years and revise the policy when required.

### Useful links

- To find out the Ultra Violet Radiation (UVR) levels in your area, check the Sun Protection Alert on the MetService website or download the free UV2Day Smartphone app which will give you an indication of the UVR over the course of the day.
- Staff and parents can learn all about why it's important to be SunSmart and how to do it by completing the free online training module:
- See the Cancer Society Early Childhood SunSmart PD module.

Tips and resources can be accessed from these websites:

- <http://www.undercovercody.co.nz/>. Undercover Cody is the Waikato/Bay of Plenty SunSmart mascot
- [www.cancernz.org.nz](http://www.cancernz.org.nz)

For further information about sun protection, please contact your local Cancer Society or email Cancer Society at: [admin@cancer.org.nz](mailto:admin@cancer.org.nz)

## Buildings and facilities policy

### Building warrant of fitness

It is the Directors responsibility in conjunction with Programme Management to ensure that each 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 head office and venue caretaker immediately.

### 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.

Evacuation procedures should be displayed, clearly indicating where people can assemble safely outside the building.

These will be checked daily via the Daily Safety Checklists and documented by the Team Leader.

## Emergency procedures policy

Exit and evacuation

All emergency exits and emergency procedure 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 Team Leader at the beginning of each term.

In all emergencies stay calm – walk do not run

### Alarm (for any emergency)

- 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
- Team Leader will call the fire brigade if the incident is more serious.
- Children will be kept at the assembly point until danger has passed.

Staff will conduct a full evacuation drill twice per term for before and after school care, and a minimum of once each week for the school holiday programme.

The date will be recorded on the Fire drill form & Daily Safety Checklist and fire drill form.

### 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

### **Shelter in place (Lockdown)**

- Stay indoors or find the nearest building
- Lock all doors and close all windows
- Turn off air-conditioning, close ventilation (if gas, fumes etc)
- Appropriate activities to continue
- Staff/school will inform you once area is secure

### **Tornado**

If inside

- If you see a funnel nearby, take shelter immediately. If you spot a tornado that is far away, help alert others
- For added protection, get under something sturdy such as a heavy table or workbench. If possible, cover your body with a blanket, mattress or sleeping bag, and protect your head even with your hands
- If there is no time to get to a lower level, try to get under a door frame or get up against something that will support or deflect falling debris

If outside

- avoid areas with many trees.
- lie down flat in a nearby gully, ditch, or low spot on the ground
- Check for injuries. Give first aid and get help for injured or trapped persons
- Taking care of yourself first will allow you to help others safely until emergency responders arrive

All staff will be trained for our emergency procedures and their programme evacuation plan.

This will take place during the induction for new staff and will be refreshed during the briefing meeting for existing staff.

### **Business Continuity Plan**

In the event of an emergency or unplanned closedown, Bizzy Bodz will follow any advice from the partner agencies, such as Ministry Of Social Development, Civil Defence New Zealand and any Government requirements, in partnership with our schools, to implement and carry out a suitable recovery plan.

Following an emergency or unplanned closedown, there a number of measures in place to ensure good communication with families, staff and schools.

The immediate emergency response requires a co-ordinated effort by the management team to ensure all parties are informed as soon as possible.

All school venues have their own emergency evacuation plans, and Head Office has a meeting point outside in the carpark.

It is the Directors responsibility to lead any communications in the event of an emergency or unplanned shutdown. The Director will communicate directly with the school Principals and any relevant Government agencies to stay up to date with current advice.

In consultation with the Director, the Business Manager will be responsible for the communication to all staff, either by email, text or both, depending on the timeline required. Phone calls directly to Team Leaders may be necessary in the first instance.

In consultation with the Director, the Operations Manager will be responsible for the communication to all families, either by email or SMS or both, via the bulk messaging functions in AimyPlus.

In the event that Bizzy Bodz is unable to access or operate from the Head Office, all management staff have the ability to work from home, with their own laptops and relevant hardware and office supplies.

All operating systems are Cloud based, including AimyPlus, Xero, PayHero and the internal shared drive documents. Bizzy Bodz operates Microsoft Teams to ensure continued contact with key personnel, as well as the wider staff team.

The Business Manager is responsible for any critical communications to staff as well as any compliance issues that may arise. In their absence, the Programmes Co-ordinator will liaise with the Director.

The Operations Manager is responsible for any critical communications to families and business partners such as suppliers. In their absence, the Customer Experience Manager will liaise with the Director.

It is the responsibility of the Director to ensure the financial survival of the business. They will liaise with any relevant government agencies to ensure access to any available financial support, and to endeavour to retain as many staff as possible during any shutdown period.

If need be, and on a case by case basis, the Director will, if possible, use personal funds to ensure financial continuity.

# Resolution of Complaints

Bizzy Bodz has a complaints procedure. Parents will be informed of this on the brochure and the policy will be displayed on site at all programmes.

This information will include contact details for Te Kahui Kahu Accreditation Team 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 Team Leader who will attempt to rectify the situation
- Further complaints should be made in writing on a Bizzy Bodz complaint form and should contain details of the grievance and desired outcomes
- If the parent is still unhappy, they should fill in a complaint form and email through to the Head Office
- The Head Office will respond to the complaint. Where possible, a mutually agreeable outcome will be sought

The programme Team Leaders will keep the Head Office informed of any verbal complaints received and will also write these on the complaints register.

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

All complaints and concerns from parent/caregiver, employee or other individual will be taken seriously and this policy will cover all parent/caregiver, employee or other individuals who wish to make a complaint or concern.

Should a parent/caregiver, employee, or other individual wish to speak with a Team Leader regarding a complaint or concern the first step would be to Listen.

Listen:

- Let the complainant have their say
- Make the complainant feel that you value them coming to you
- Write down specifics of the complaint
- Check that you have the right details
- Thank the complainant for letting you know and inform them what happens next and when to expect to hear from the Head Office.

**Concern:** A concern is any low-level query or statement by a parent/caregiver, employee or other individual which relates to an employee or management practice or decision, or other aspect of the service's policies or operations. This is most likely to be resolved by discussion, clarification, information, or very low-level corrective measures only – not disciplinary action.

**Complaint:** A complaint is a more serious statement made by a parent/caregiver, employee or other individual which relates to an employee or management practice or decision, or other aspect of the service's policies or operations that has not met that person's expectations for some reason. A complaint is more likely to require corrective measures or disciplinary action

Investigate:

- Head Office will make a judgement call on whether the complaint or concern requires an immediate action or an action over the course of investigation.
- Any immediate or investigative actions regarding complaints or concerns about employees will be at the discretion of the Director. Please see flow chart.
  - Do you need to remove any person or contact external support

- Listening to and seeking information to understand the complaint before taking action where applicable will be used to preserve interpersonal and working relationships as well as respect for the dignity and mana of the employee and the complainant.
- Bizzy Bodz will remain impartial and follow all procedures and policies to maintain a fair and equitable process.
- Employees or parents are welcome at any time during the investigation to have a support person with them.

Inform where necessary:

- The subject/person of the complaint will be told about it and any likely investigation as soon as complaint is received.
- We will keep those affected informed with clear communication.

For serious complaints involving staff, disciplinary and performance management policies and procedures will be followed.

All meetings related to the report will be documented and copies provided to the appropriate parties.

Concerns that require investigation or Complaints will have Investigation Reports completed on them and Complaints forms will be signed by the Complainant, Team Leader, and Director (if applicable).

Concerns will be dealt with in a consistent and appropriate manner with and the course of action may be a discussion with employees or management, or parties concerned.

No formal documentation may be required for concerns

Complaints will need to be in writing and submitted to the Head Office

Complaints will be discussed with the appropriate people or "People Involved" to clarify issues and to provide next steps

Complaints will be dealt with in a consistent and appropriate manner with Acceptance of Complaint being confirmed in writing and where possible via Direct communication within 2 working days. A copy of this complaints policy and their form will be provided to them in the correspondence assuring parents of the confidentiality and privacy around complaints.

Once the preliminary course of action has been determined the Head Office or Director (where appropriate) will contact the complainant to discuss the outcome of the investigation and seek feedback to whether the action will resolve the complaint. If so, the action will be noted, and the parties will sign the complaint form.

All parties will receive written documentation outlining the steps taken and agreed actions at the end of the investigation.

If the investigation confirms more serious issues or involves a member of staff the Code of Conduct and Discipline and Performance Management Policy will be followed.

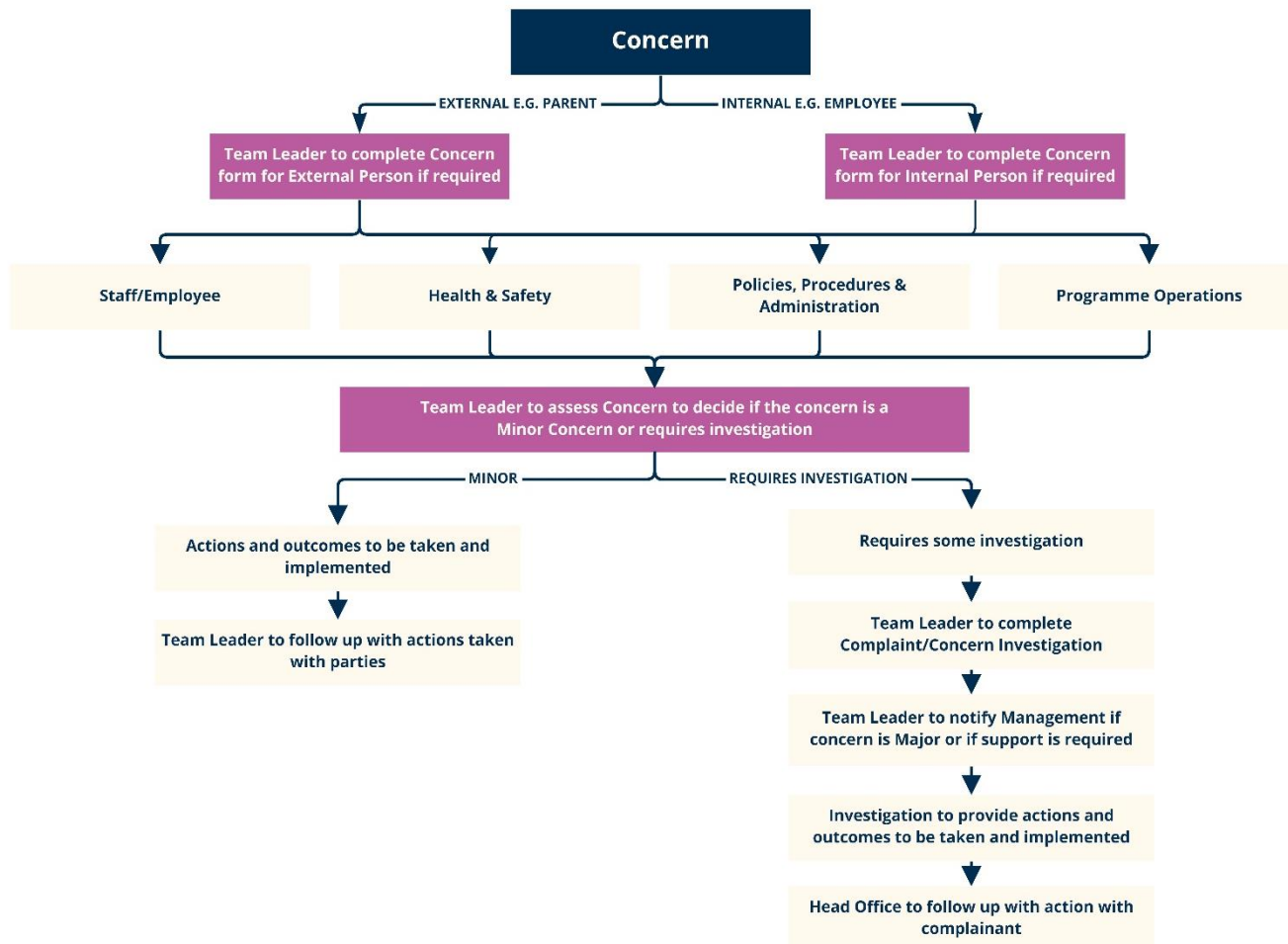
All Concerns and Complaints will take into consideration the risk to the Company, the landlord, parents, children, and community. It will also link with our Child Protection Policy and where applicable our Code of Conduct, Disciplinary and Performance Management Policies and Employment Legislation.

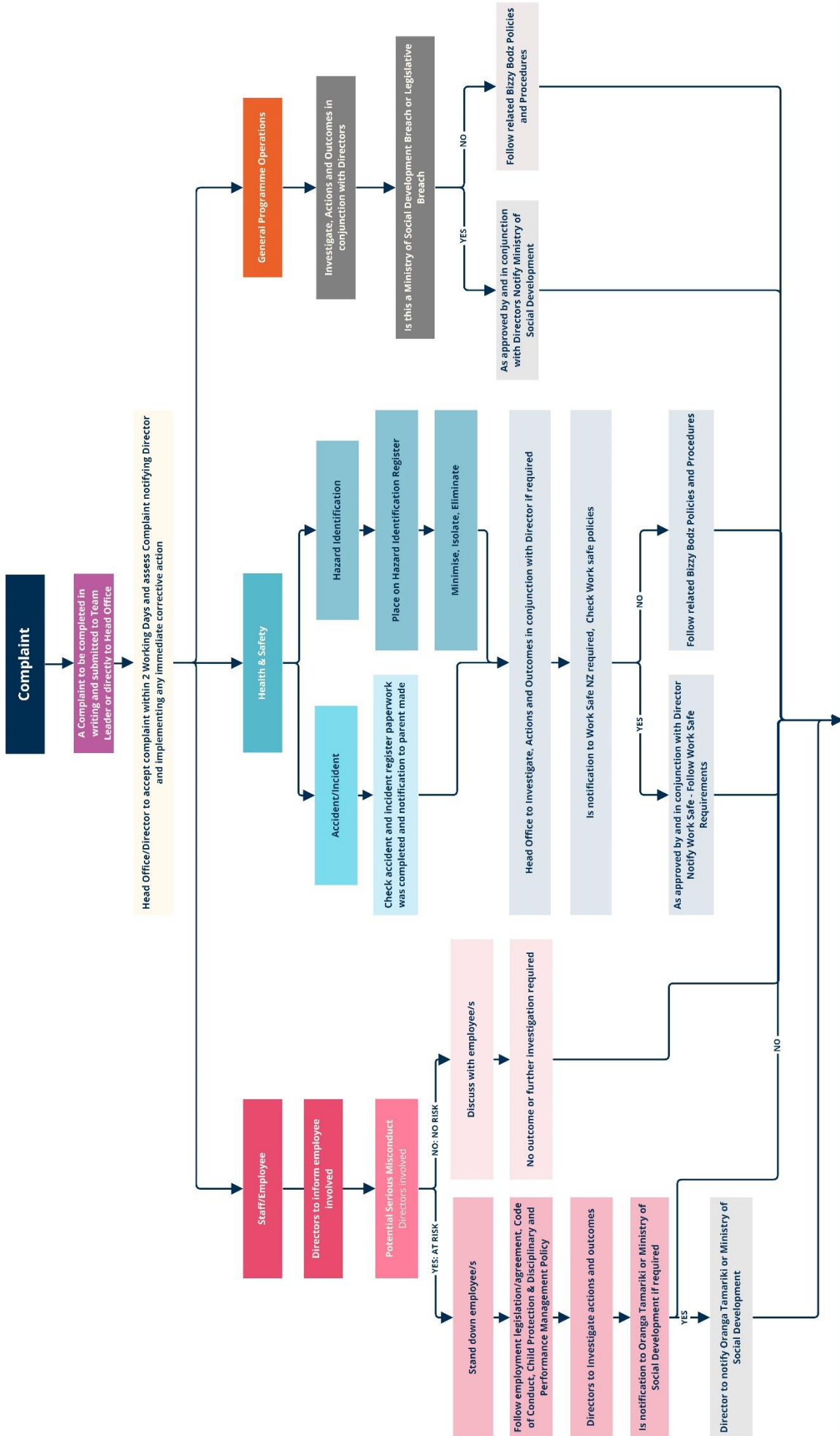
Bizzy Bodz will endeavour to provide quick responses and feedback on the outcome of the complaint or concern as soon as possible however these processes can be adapted or be made flexible to meet legislative and contractual requirements.

Affected party's confidentiality and privacy will be maintained as far as possible except where it would breach normal justice. The Privacy Act Policy will be adhered to where appropriate.

If at the end of the investigation Complainants are unsatisfied with the results and outcome, they are welcome to get in touch directly with Management who will try to resolve this issue. If management is unable to resolve this issue the Ministry of Social Development can be contacted.

All Concern and Complaint documentation will be stored securely to support and adhere to the confidentiality of the parties and those involved.





Complete investigation, Feedback to parties involved, implement approved actions, receive signed responses and completed paperwork, file away maintaining confidentiality

# Staffing

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 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 Head Office and where appropriate in consultation with the Team Leader.

All paid staff will be recruited according to the following procedure:

- All positions may be advertised, and a shortlist or applicants will be drawn up for interviewing. The Head Office 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 Head Office’s responsibility to contact two referees for verification of the applicant’s experience and suitability to work with children, prior to appointment
- When appointing a Team Leader all appointments are at the discretion of the Director in consultation with the Business Manager
- When appointing Programme Assistants all appointments are at the discretion of the Business Manager
- Applicants who have been interviewed will be informed of the decision verbally or by email
- The successful applicant will receive an offer of appointment letter or phone call
- Both parties are to sign the Employment Contract

## Police vetting

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

Bizzy Bodz requires all staff to be police vetted under the Children’s Act 2014.

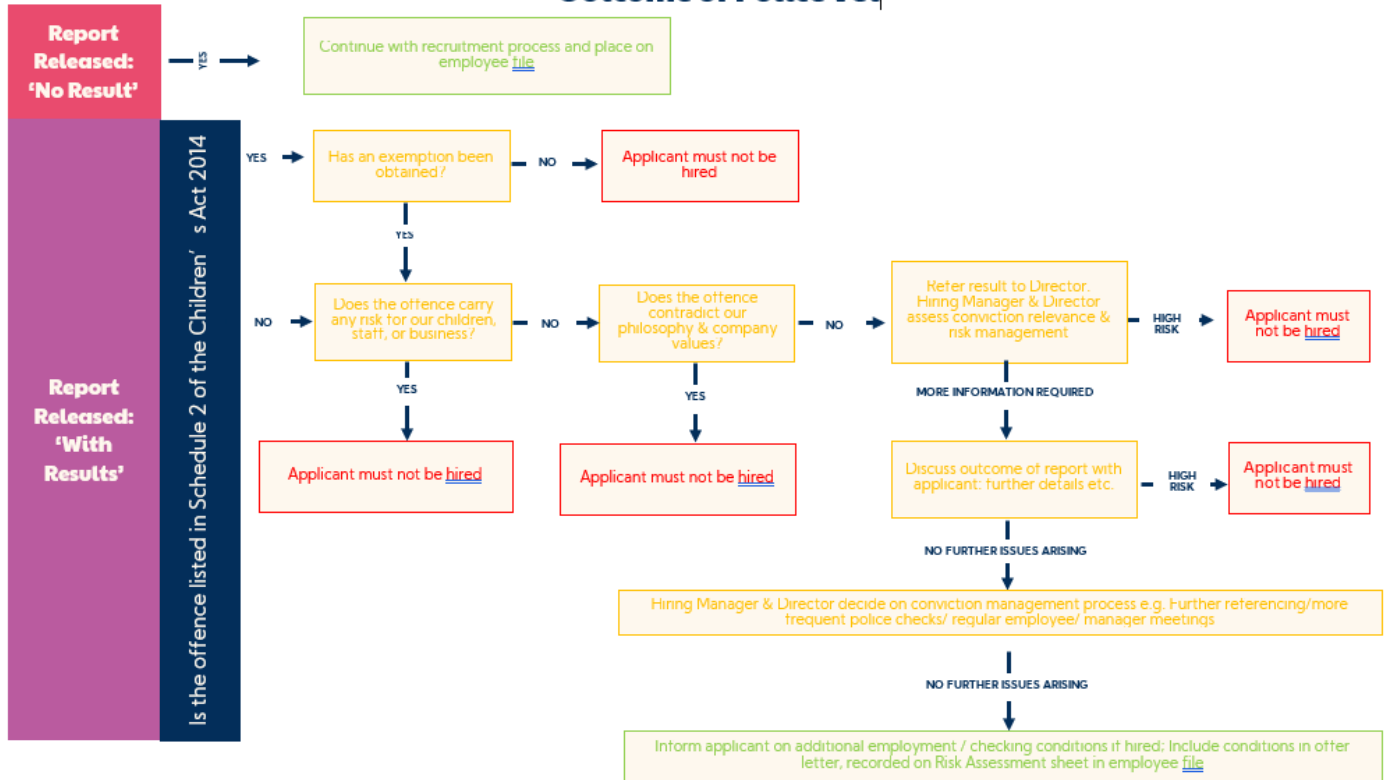
Offers of employment are not fully complete until police vetting confirms a candidates’ suitability. Employment can be terminated if employee is deemed unsuitable by police vetting records.

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

Police vetting will be updated every three years, or sooner at Management’s discretion.

In the event that a Police Vet is returned ‘with results’ the process below will be strictly followed:

## Outcome of Police Vet



## Convictions

All Bizzy Bodz employees are required to notify the Business Manager or Director of any and all charges laid, or a conviction that happened immediately. Any charges/convictions that directly impact/affect employment will follow disciplinary process if applicable.

## 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.

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

### **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 policies and procedures about the programmes, health, and safety, reporting of accidents and incidents, children, staff, and emergencies.

All staff training, when undertaken, will be documented.

### **Performance appraisals**

All staff may be included in a performance appraisal process where appropriate, to ensure staff maintain 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 once per year.

The performance appraisals for Programme Assistants will be conducted by the Business Manager in consultation with the programme Team Leader and will be fully documented.

The Business Manager in consultation with the Team Leader will follow up any issues identified.

The performance appraisals for Team Leaders will be conducted by the Business Manager in consultation with the Director.

The Business Manager in consultation with the Director will follow up any issues identified.

### **Staff code of conduct**

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

All staff will be provided with a copy and return a signed copy of the current Staff Code of Conduct which includes;

- Treat all children with dignity and respect
- Always be aware of safety
- Act professionally
- Work as a team
- "fit for work"
- Serious misconduct

### **Staff Breaches**

Bizzy Bodz expects all staff to always have ethical and professional behaviour.

Where an employee on or off duty behaviour influences their ability to carry out normal duties or is detrimental to the best interests or reputation of Bizzy Bodz (this includes inappropriate or adverse comments within a social media environment, this is and will be considered a breach of Bizzy Bodz Policy).

## **Disciplinary**

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

- Suspected abuse or discrimination
- Striking or sexually abusing a child
- Failing to observe programme rules so that a child is injured or placed in danger
- Failure to adhere to policies and procedures

If the complaint is upheld, the staff member may be dismissed.

Following a dismissal of this nature, the Team Leader, in consultation with the Head Office, will prepare a follow-up report recommending any changes needed to avoid the situation recurring

The Head Office in consultation with the Team Leader are 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 in a timely manner.

Staff will be given one verbal warning in writing 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.

This flow chart is for high level guidance purposes only: please consult with EMA if required

## Misconduct

## Performance

### Non-serious misconduct

### Serious misconduct

### Poor performance

Investigation – appropriate to size of issue & review of all relevant documentation e.g. Agreements, Code of Conduct, Policies and Procedures

Do you need to suspend during investigation?

Review job description and performance appraisal – ensure training and expectation has been set

Conduct investigation in a timely and thorough manner including employee. Appoint your decision maker

Have a suspension meeting and determine suspension if criteria

Identify area for improvement – discuss required level with employee – agree timeframes and training/ support required

Speak to employee detailing: Allegation and process to be followed – confirm all in writing. Request for feedback as part of the investigation. Right to representation. Potential outcome if allegation established. Meeting time, date, location and who will be present (if outside of work time ensure payment for meeting)

Investigation

If poor performance continues, arrange a meeting with the employee and communicate the concerns. Confirm in writing

Meeting held to discuss allegation – notes taken

Suspend/ dismiss / Final Warning

1st meeting – intro, take notes, discuss concerns, allow employee to respond, put an improvement plan in place with agreed timelines and targets to meet. Set a date to review

Review and consider appropriate action, if any. Arrange to meet again – remind employee of right to representation

No requirement to follow warning process

2nd meeting (review) – if employee has improved no need to progress. If there is still concern over the level of performance discuss the concerns and extend period for improvement; decide whether a warning is appropriate (put in writing if it is)

Send letter to employee incorporating meeting invite to discuss allegation response and proposed action

3rd meeting (review) – as per meeting above though 2nd/ final warning considered. Confirmed in writing if appropriate

Decision maker to review all information and employee's response to proposed action. Make final decision

If poor performance continues after final warning termination would be the next step

Arrange to meet with employee to communicate final decision. Confirm in a letter.

# Governance & Management Structure & Systems

## Record keeping

All Bizzy Bodz programmes will comply with the requirements of the Privacy Act 2020 and any amendments.

All information gathered on staff, management, families, and children will only be used for the purpose it was collected.

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.

Any additional changes to before and after care days and times can be made through AimyPlus. Any and all cancellations are to be made through Head Office.

As per our terms and conditions photos will be taken for marketing and promotional purposes.

## Protection Of Data

Bizzy Bodz uses AimyPlus and AimyOne as its provider for aftercare services, this information is stored on their servers which have their own data protection policies.

If for any reason the internet or servers go down all Bizzy Bodz programmes have a downloaded version of children's information, contacts and bookings which can run without the use of internet on the tablets.

Payroll is run through a secured, two step authenticated payroll software called Payhero, it is backed up after logging out and is secured on their servers which is backed up daily.

All Bizzy Bodz Laptops and tablets are secured with Tier 4 Firewalls and all head office computers are linked to Tier 4 systems which is backed up and monitored securely daily.

## Back up & Information Management

As per the Privacy Policy 2020, information collected by Bizzy Bodz 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.

All Bizzy Bodz accounting and childcare systems are located online and receive a third party back up daily to secure all information and check for breaches.

## Confidentiality

The programme will ensure staff and child confidentiality. At all times the programme will comply with the requirements of the Privacy Act 2020.

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 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.

## **Storage**

All required documentation will be stored as per legislation requirements in a secured and locked environment whilst maintaining our Privacy Policy.

All online files are stored in a shared drive with password protected systems that is backed up daily by Tier 4.

## **Insurance**

Bizzy Bodz insurance is provided by PIC Insurance and is applicable to incorporates all Bizzy Bodz programmes. In accordance with Ministry of Social Development requirements, Bizzy Bodz doe have a current policy that includes Public Liability insurance.

## **Privacy policy**

### Introduction

Bizzy Bodz Ltd takes your privacy seriously and complies with the New Zealand Privacy Act 2020 (the Act) when dealing with personal information. Personal Information is information about an identifiable individual.

This policy sets out how we will collect, use, disclose and protect your personal information.

This policy does not limit or exclude any of your rights under the Act.

If you wish to seek further information on the Act, see [www.privacy.org.nz](http://www.privacy.org.nz).

### **Changes to this policy**

We reserve the right to update or correct this privacy policy at any time by uploading a revised policy onto our website.

The change will apply from the date we upload the revised policy.

### **Who do we collect your personal information from?**

- You, when you provide that personal information to us, including via the website and any related service, through any registration or subscription process e.g., AimyPlus, or payment providers, or through any contact with us (e.g. phone call or email), when you use our services or when you apply for a position at Bizzy Bodz through the application process
- Third parties where you have authorised this e.g., pre-employment referencing and police vetting checks, or the information is publicly available

### **How we use your personal information**

The information we collect and store relating to you is primarily used to enable us to provide our services.

In addition, we may use the information for the following purposes:

- To verify your identity

- When dealing with requests, enquiries or complaints and other customer care related activities
- For pre-employment checks (where you have authorised us to do so)
- To provide services to you
- To meet our contractual commitments to you
- To ensure the safety and welfare of the children in our care
- To comply with current health and safety obligations
- For education training and development requirements
- To market our services and products to you, including contacting you electronically (e.g., by text or email for this purpose)
- To review and improve our services, products, standards and procedures
- To invoice you and collect money that you owe us, including authorising and processing credit card transactions
- To refer your overdue debt to a third-party debt collection agency
- To conduct research and statistical analysis (on an anonymous basis)
- To protect and/ or enforce our legal rights and interests, including defending any claim

### **Disclosing your personal information**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information except as described in this privacy policy.

We may disclose your personal information to:

- Any company within the Bizzy Bodz Group and or Plus5
- Relevant members of staff who need to know this information to provide our services and meet our obligations to children in our care
- Any business that supports our services and products, including any person that hosts or maintains any underlying IT system or data centre that we use to provide the website or other services and products
- Third parties who deliver our services to you e.g., contractors, payment service providers and system hosting services
- A person who can require us to supply your personal information (e.g., a regulatory authority)
- An authorised person from Oranga Tamariki or MoSD for accreditation purposes
- Other parties (including government agencies) in accordance with our legal obligations under the Vulnerable Children's Act 2014, The Children and Young People's Well Being Act 1989 or other relevant legislation
- Professional advisers, for example, law firms as necessary to establish, exercise or defend our legal rights and or obtain advice on conducting our business
- Emergency services in the event of an accident

### **Protecting your personal information**

In line with the Privacy Act 2020 we will take all reasonable steps to keep your personal information safe from loss, unauthorised activity, or misuse.

### **Accessing your personal information**

Subject to certain grounds for refusal set out in the Act, you have the right to access your readily retrievable personal information that we hold and to request corrections to your personal information. Before you exercise this right, we will need evidence that you are the individual to whom the personal information relates.

In respect of the request for correction, if we think the corrections is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not

make the correction, we will take reasonable steps to note on the personal information that you have requested the correction.

If you want to exercise either of the about rights, email us at [hr@bizzybodz.co.nz](mailto:hr@bizzybodz.co.nz). Your email should provide evidence of who you are and set out the details of your request (e.g., the personal information, or the correction, that you are requesting).

We may charge you our reasonable costs of providing copies of your personal information or correcting that information.

### **Internet use**

While we take reasonable steps to maintain secure internet connections, if you provide us with personal information over the internet, the provision of that information is at your own risk.

If you post your information on the website's message board, chat or Facebook, you acknowledge and agree that the information you post is publicly available.

If you follow a link on our website to another site, the owner of that site will have their own privacy policy relating to your personal information. We suggest your review that site's privacy policy before providing personal information.

### **Cookies**

We use cookies to monitor your use of our website. You may disable cookies by changing the settings on your browser, although this may mean you cannot use all of the facilities or features on our website.

### **Contacting us**

If you have any questions about this privacy policy, our privacy practices, or if you would like to request access to, or correction of, your personal information, you can contact us at [hr@bizzybodz.co.nz](mailto:hr@bizzybodz.co.nz).

# Financial Management

## 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 XERO.

Any payment made by a parent and taken by someone other than the Team Leader is the responsibility of the Team Leader.

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

Overall responsibility of the programme is with the Programme Director.

The Director will approve all policy, expenditure, and with the help of the Head Office create financial reports, budgets, and monitor expenditure.

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

Each programme will be assigned an Eftpos card. This will be used at the discretion of the Team Leaders for incidentals such as bread, fruit etc and will be monitored by programme management.

Before, After Care and Holidays will have a set budget per week with which to buy afternoon tea and breakfast foods. All purchases must be receipted.

## Debt management

Any account holder with an outstanding balance will be unable to re-enrol in the next term or holiday programme until the account has been cleared or a payment plan has been agreed upon.

Any account holders who have an outstanding balance from the previous year will be unable to enrol in Bizzy Bodz until the amount is cleared.

Any accounts that are more than one week overdue without payment plans in place, may have their bookings suspended until the account is settled in full. Bizzy Bodz has the right to remove a parent or child from attending the programme if they have an outstanding balance or if they are past the credit limit.

Bookings with payment plans that have been defaulted, may be cancelled without further notice.

Any parents with outstanding balances at the time of cancellation will be required to pay their balance via a payment or payment plan.

We will make all reasonable attempts to contact you regarding your overdue balance. If we do not receive any correspondence from you after 3 attempts, we reserve the right to forward your overdue account to a third-party debt collection agency. Should your account be sent for debt collection, all costs incurred will be the responsibility of the account holder.



# Quality Improvement

Bizzy Bodz will review its Policies & Procedures annually or when appropriate.

Programme maintenance will take place a minimum of twice a year to help with quality control, maintenance, and improvements for the programmes.

The suitability and effectiveness of planned activities may be measured by way of a survey, to be carried out. The survey will be a random cross section of participants from the programme. Surveys will be sent out a minimum of annually to check from our customers where Bizzy Bodz can develop and improve but also to provide families with an opportunity to express ideas for future planning and activities.