

Bizzy Bodz

Policies & Procedures Manual

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Programme philosophy

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

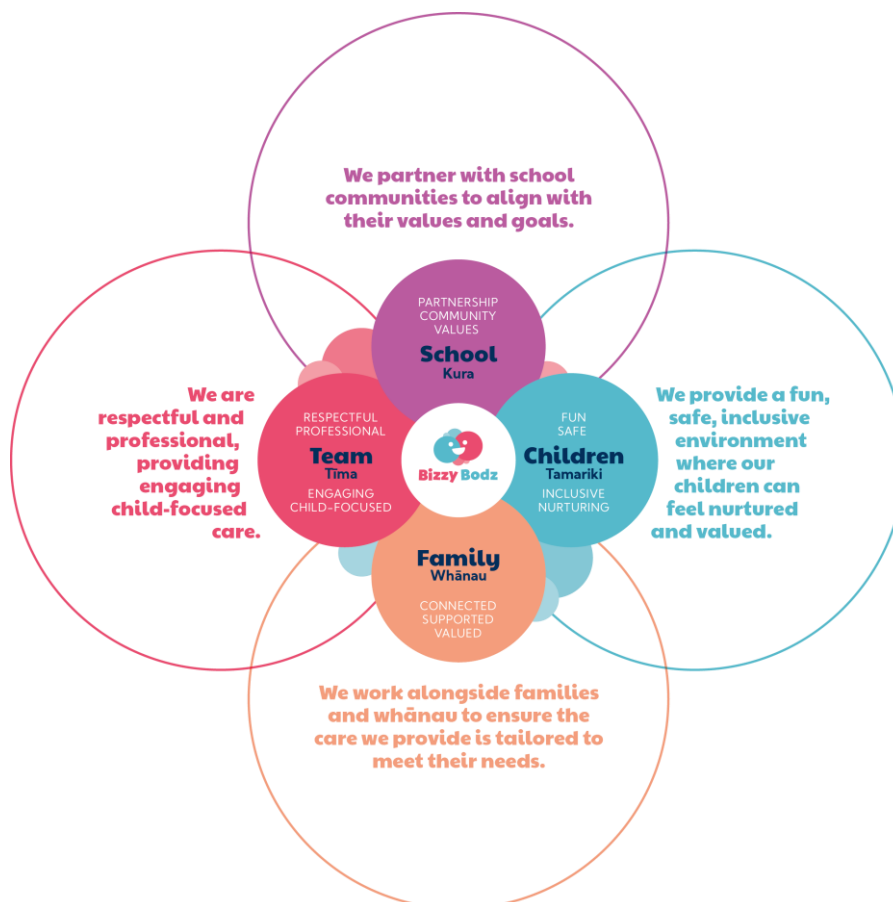
The safety and well-being of the children is the paramount consideration for the duration of the programme.

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

Bizzy Bodz staff are valued and, therefore, will endeavor 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.



Programme environment

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, and sexual, financial, or other exploitation.

Environment

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

Programme content

Programme planning will take place in 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.

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/guardian's 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 7 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.

The suitability and effectiveness of planned activities may be measured by way of a survey, to be carried out from time to time.

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

Food

Our food is guided by nutritional recommendations as per 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 AimyPlus profile and ensure they have briefed the programme staff regarding these.

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.

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.

Programme operation policy

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

Programme hours

The Before Care programme will operate from 7.00 – 8.15/8.30 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 – 6.00 pm at the latest Monday to Friday during the school holidays.

The programmes will not operate on public holidays.

Enrolment

All families must 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.

You must agree to the terms and conditions and have an online account to enrol your child.

You need to 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 on which child will be attending
- Photo (of your child where possible)

Any changes to the above details must be updated as soon as possible in your AimyPlus Portal to ensure safety of all children. These details can include custody or pick up arrangements. If you are unable to change these yourself 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 need to be done through the AimyPlus Portal where possible.

Confirmation of bookings

All children enrolled will be sent a confirmation by email once your 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, you will be on the roll and can attend the morning sessions.

For holiday bookings, any bookings made outside of office hours will not receive a confirmation email, but you may call your 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. 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 you have a regular booking and attend an extra day that is not in your regular booking, this will be charged at the regular rate.

A casual fee may be added to your account at the discretion of the Director if your enrolment is deemed to be booked on a casual day by day basis. This fee covers resources and admin fees.

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

Drop off and pick up

Parents are expected to sign their child in and 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, please contact the programme Team Leader directly.

The following steps will be taken 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
- If parents are unavailable, emergency contacts will be telephoned
- The school will be notified and asked if the child is already on site
- If, after a reasonable time 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:

- 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 within one hour of the programme closing, the child will be taken to the nearest police station by the Team Leader. A note will be left at the centre indicating where the child has been taken.

Staff will not release a child to a person who is not identified on 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 (see Independent Sign Out Policy below).

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 in and out their child, however parents are still required to drop off and pick up their child to a staff member at Bizzy Bodz. Children are not authorised to walk themselves into the programmes unsupervised unless the correct paperwork has been supplied.

If parents prefer to use the programme QR code they are required to do so when they are on-site and have collected their child.

Fees

General

The fee structure will be included on the programme brochure available at the school, aftercare programme 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 picks up or drops off before or after their child/ren's designated booking time an additional fee will be charged.

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.

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.

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 that week. If a booking is for the current week or a casual booking, payment is required immediately.

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, please contact the programme Team Leader directly.

Notifications are required to be made to the Head Office in **writing** if;

- Notified absence is within five business days of enrolled day, full charges will apply
- Notification of absence is received five business days or more prior to absence, a 50% holding fee will apply
- For children who 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. Two weeks' notice in writing to the Bizzy Bodz Head Office is required for this service to be applied.
- **"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 booking rates.

For days where Bizzy Bodz runs programmes to support parent teacher conferences, additional prices will apply before after care starts at 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.

All enrolments must be submitted through our Bizzy Bodz AimyPlus portal.

To cancel a regular booking, we require five business days' notice in writing to the Bizzy Bodz Head Office as all programmes are staffed and resourced for the week in advance.

Holiday care

Fees for holiday programmes are due at the time of booking and can be made via AimyPlus.

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

All day-to-day bookings can be made via the website and will need to be paid in full prior to or when dropping off your child.

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.

All bookings must be made through AimyPlus. Changes to existing bookings can be accepted by email to Head Office.

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

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

No credits or refunds will be issued for the holiday programme, and these cannot be transferred to after school care.

All Holiday brochures can be found on our website, the programme, or the school.

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
- Please provide your child with appropriate clothing e.g., jumpers, sunhat, lunch, drink etc

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.

Risk management plans will be completed by the management team before each outing and will be signed and reviewed by programme Team Leaders at the end of the trip.

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

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 Oranga Tamariki accreditation Team Leader 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 must be made in writing on a Bizzy Bodz complaint form and must 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.

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.

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.

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 will need 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 all staff and volunteers are fully aware of the child's requirements and that they feel confident to provide the necessary care.

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

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

Cultural awareness

Bizzy Bodz will endeavour to identify and meet any cultural needs of children enrolled in the programme. Identification of cultural needs and requirements will be collected via AimyPlus, prior to children starting with Bizzy Bodz.

Any information around cultural and religious requirements and any food requirements will be catered for in AimyPlus.

This information will then be communicated to all relevant staff prior to the child starting the programme.

Any existing and unique characters of the programme will be communicated to parents prior to children starting at the programme.

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.

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. 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.

Programme 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

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 MoSD requirement that all parents/guardians must 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 out

This is for parents who are asking for their child to sign themselves into or out of the Bizzy Bodz programme. Children are required to have written permission on our

Independent Child Sign Out form before children can be approved to sign themselves out.

This form will only be valid for the duration of **one** school term/holiday period.

If you are requesting for your child to do this, please be aware of the following information:

- 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 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 in/out time shown on the tablet by your child will be the correct time they arrive/leave the programme. This means that if your child does not sign themselves in or out according to their booked time you will be charged accordingly
- Children under the age of 10 years will not be permitted to sign themselves in or out of the Bizzy Bodz programmes unless they are accompanied by an older sibling
- It is in conjunction with the Head Office for the Team Leader to allow children under the age of 10 years to sign themselves in or out
- Children must advise the Team Leader before leaving the programme
- Children signing themselves in or out need to be set up by their parents as an authorised pick-up option in the AimyPlus Portal to allow them to sign in or out using their own names

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.

Health and safety policy

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

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

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.

Accidents and incidents

In the event of any accident 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 by staff and parents notified upon pick up.

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

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

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.

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

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

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.

Sun protection policy for childcare



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

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

Health and wellbeing policy

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

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

General

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.

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.

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

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

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

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.

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.

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

Where staff and programme management suspect child abuse has occurred and a child is unsafe, programme management is committed to promptly reporting the matter to the Police or the Department of Oranga Tamariki.

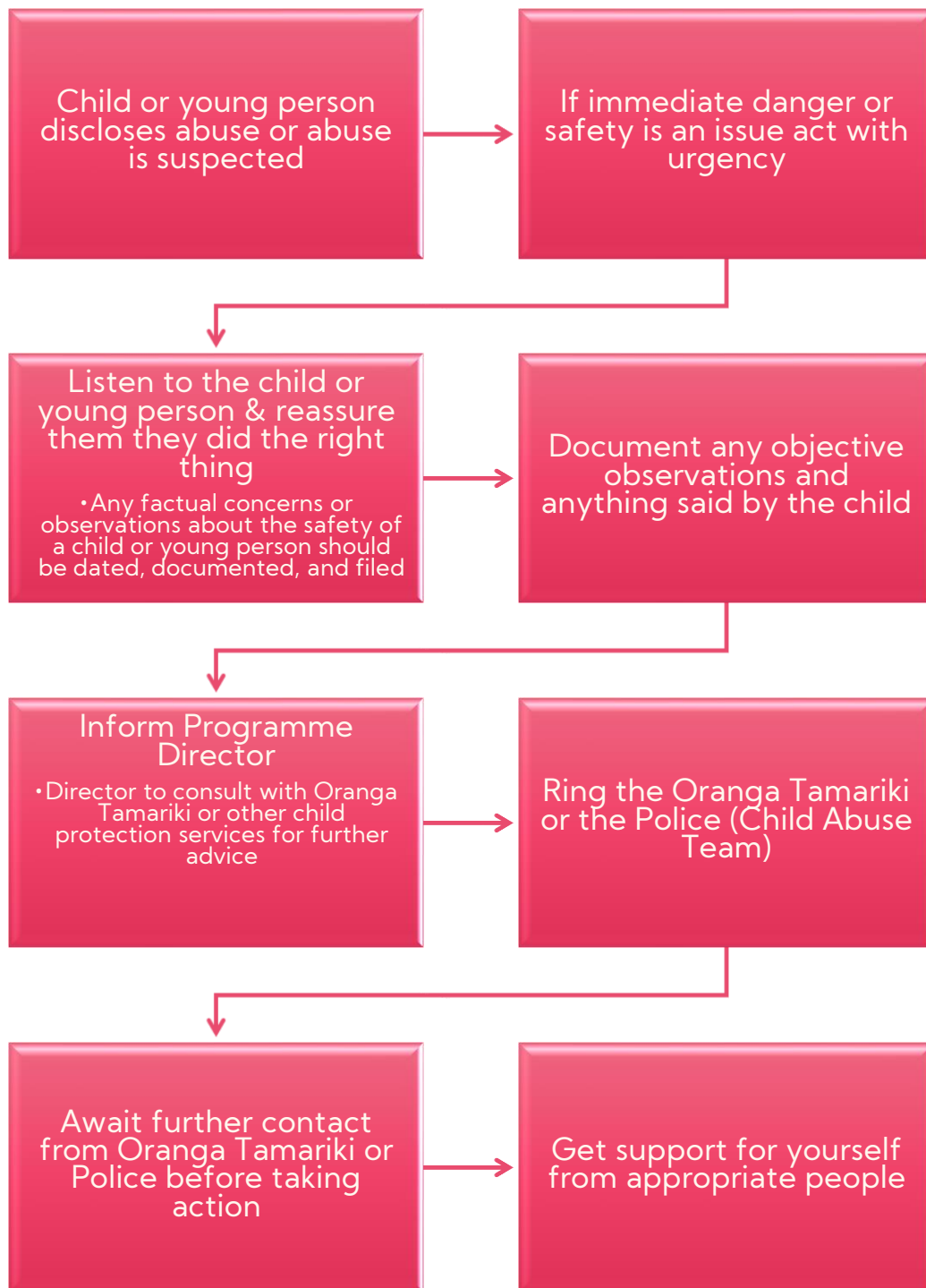
Staff involved in cases of suspected child abuse are entitled to have support.

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.

Response to suspicions or disclosure of child abuse



Education and training for Programme Staff

Programme Management will be designated as the child safety advocates and should be trained in child abuse management

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

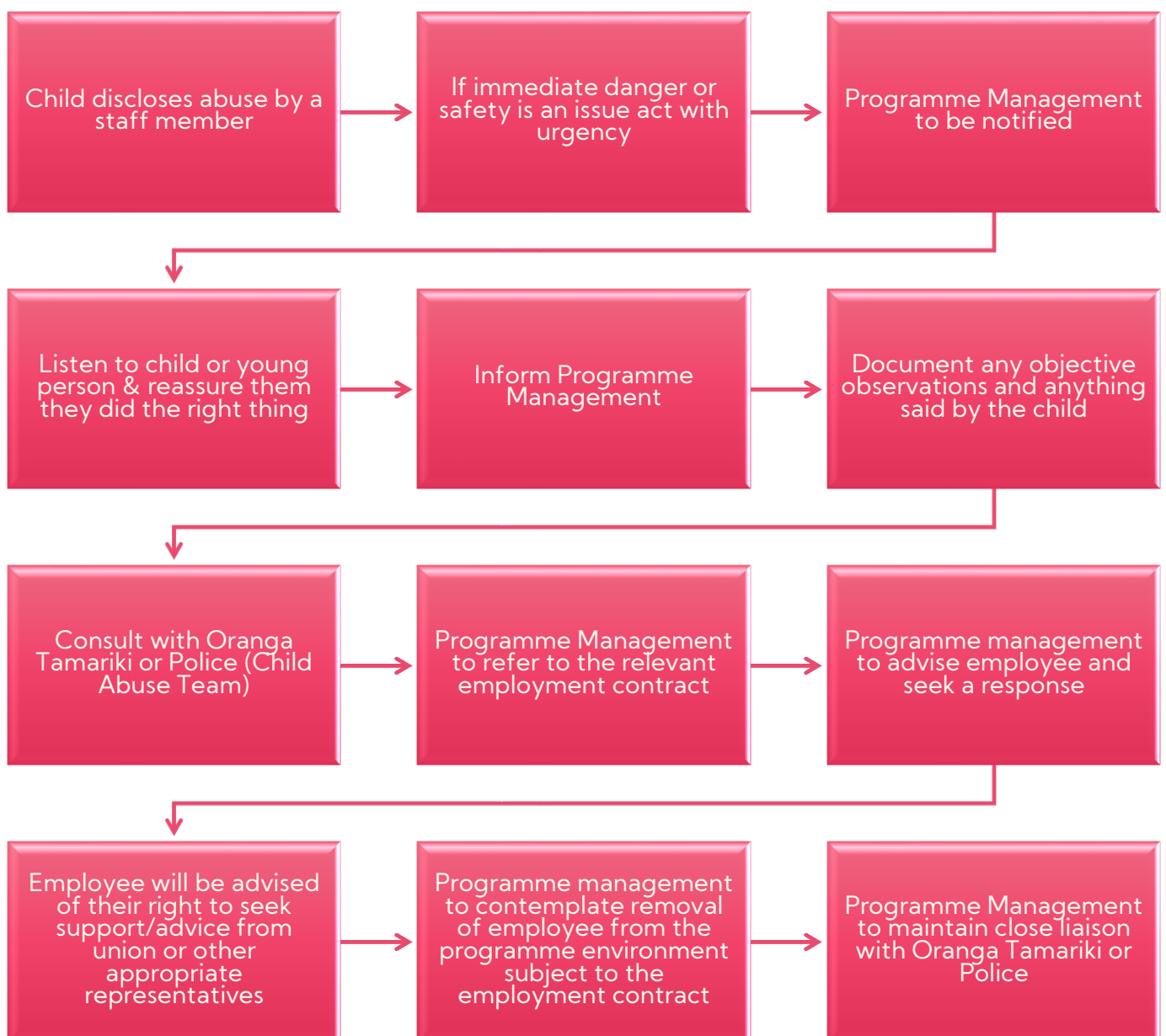
Where it is suspected that the child abuse has been perpetrated by a staff member or other person assisting with the programme, the matter must be reported promptly to the Programme Director.

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:



Staff and management policy

Bizzy Bodz will ensure quality care is provided through fair and consistent recruitment procedures, and the supervision and training of all staff, including relievers and volunteers.

“Staff” is defined as anyone involved in Bizzy Bodz 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
- All appointments are at the discretion of the Director when appointing a Team Leader
- All appointments are at the discretion of the Head Office when appointing assistants
- 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 two years, or sooner at Management’s discretion.

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 Ltd 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 Head Office with support from the Team Leader and will be fully documented.

The Head Office in consultation with the Team Leader will follow up any issues identified.

The performance appraisals for Team Leaders will be conducted by the Head Office in consultation with the director.

The Head Office in consultation with the Director will follow up any issues identified.

Staff code of conduct

Bizzy Bodz Ltd 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.

Treat all CHILDREN WITH DIGNITY AND RESPECT

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

This means:

- you recognise that all children have the right to feel safe and to be safe
- you will not physically punish children or in any way intentionally harm children either physically or emotionally e.g., by ridiculing, threatening, or abusive behaviour
- you provide physical comfort or reassurance for children through touching or cuddling but do not force on children any unwanted affection or touching
- you do not seek physical contact from children in order to meet your needs

- you take care to ensure any activity suits the age and ability of the children participating
- you can encourage and assist children but do not force children into any activity
- you communicate programme rules and boundaries clearly and are fair and consistent with children who misbehave
- you consistently monitor children's changing needs during the programme and respond appropriately.

Always be aware of safety

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

this means:

- when supervising children, you give this task your complete attention
- if a situation is unsafe, you act immediately and/or get help
- if you see any possibility that an activity could cause an accident or injury you must stop the activity immediately
- you talk with the Programme Supervisor about incidents where safety was a concern
- keep staff informed of your whereabouts and immediate duties
- Act promptly to report any observations or concerns regarding child abuse or mistreatment, following process in the programme policy

Act professionally

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

This means:

- you read and make sure you understand your job description
- you remember that they are role model for children's behaviour
- you are punctual and ready for work at the required time
- you are dressed appropriately and are "fit for work"
- you do not smoke at the programme
- you do not use your personal mobile phone during shift
- you do not discuss adult topics around children
- you do not allow yourself or other staff / visitors to be alone with a child
- you are friendly and courteous to parents
- you respect the confidentiality of any discussions with parents about children's behaviour, check with the Programme Supervisor – they should be present when the issues are more serious
- Any observations/ concerns regarding child abuse must be conveyed to the Programme Supervisor.
- maintain professional boundaries with children – if there any personal relationships with children at the programme, you need to keep personal matters confidential and ensure all children are treated without bias or favouritism
- Complaints about the programme must be referred to the Programme Supervisor.
- If you have a any concern or grievance, you may also discuss this with the Programme Supervisor or management representative.
- There is policy for behaviour management, child protection, health, and safety. If you have questions or concerns about any situation then talk to another staff member and refer to these other policies. You are expected to follow these policies and procedures at all times.

Work as a team

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

This means:

- Staff help each other to do their job whenever possible
- work co-operatively with other staff towards programme goals
- You ask for help and advice whenever it is needed. For instance, when there is a task that's not understood or situation where you don't know what to do
- when anyone asks, they get help as soon as possible and are not criticized for seeking help
- practice polite and calm communication at all times
- support other staff to become more confident and skillful in their work
- demonstrate a commitment to professional development, including child protection training
- when conflict arise within the team, you seek to resolve matters constructively and if formal procedures are implemented, all parties co-operate throughout the process

"Fit for Work"

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

Being "fit for work" includes:

- being dressed appropriately (refer to Uniform Policy)
- Not bringing children or siblings with you unless expressly agreed to by the Programme Director.
- Not being under the influence non-prescriptive drugs, alcohol or other substances that reduce ability to perform duties
- you must advise the Programme Manager if you are using prescription drugs that may have the potential to impair performance

Serious misconduct

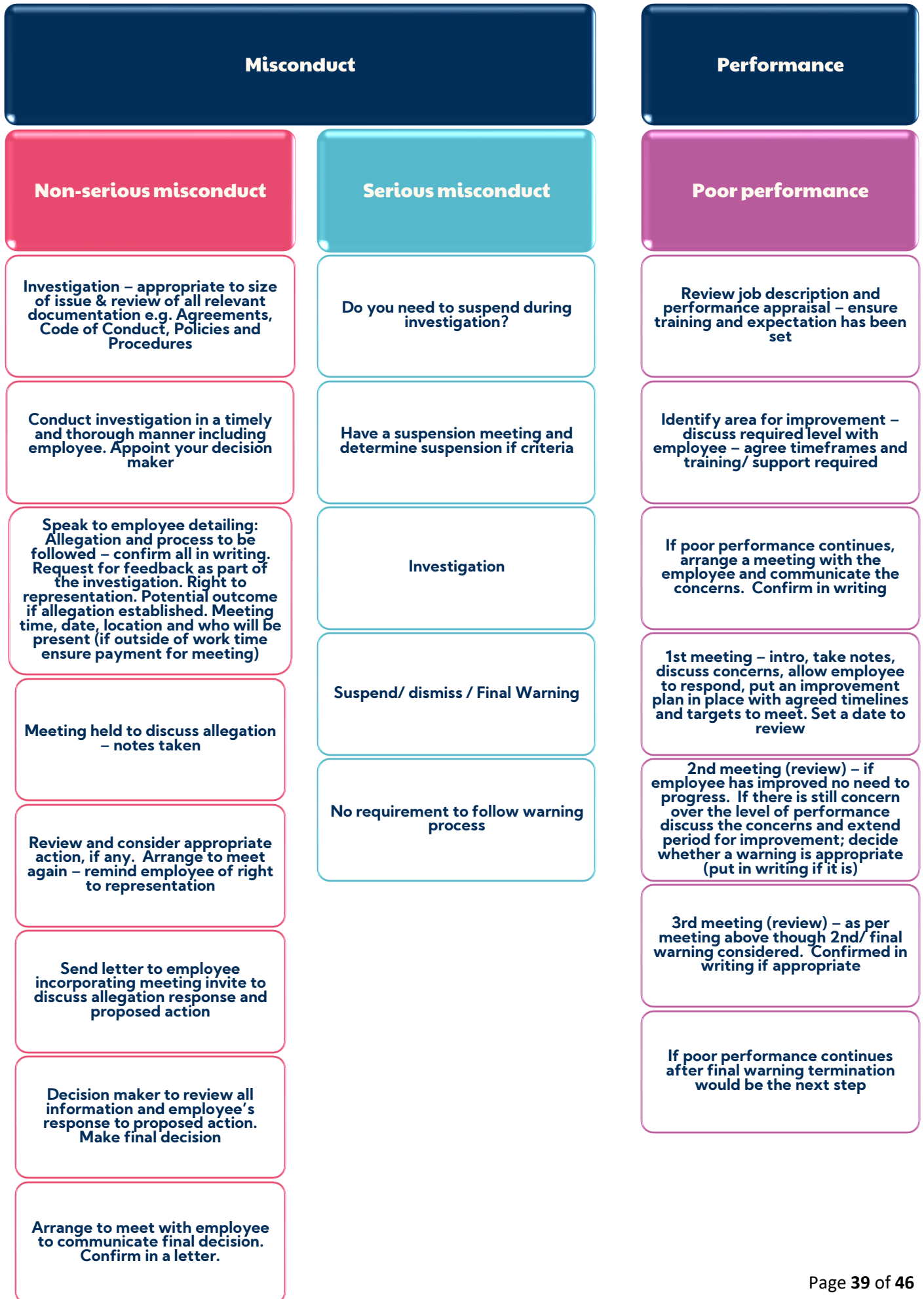
Acts of serious misconduct may result in the staff member having their employment with the programme terminated without further notice or formal warning.

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

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

Disciplinary

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



Complaints

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.

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.

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.

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

Programme management

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.

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.

All Bizzy Bodz computers are backed up daily with Tier 4.

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.

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.

Buildings and facilities policy

Building warrant of fitness

It is the Directors responsibility in conjunction with Programme Management to ensure that the venue has a current building warrant of fitness and that it complies with other relevant fire and safety requirements.

The final responsibility lies with the venue owner.

Any buildings and facility hazards, breakages and maintenance issues that are identified through the Hazard Identification process, are to notify the Head Office and 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.

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

Lockdown

- Stay indoors or find the nearest building
- Lock all doors and close windows
- Crouch in safe place, under desk
- Stay away from areas where people can see insides
- Keep quiet
- Staff/school will inform you once area is secure

Shelter in place

- 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.