



# KŌRAUNUI CARE CENTRE

17 Kairimu St, Stokes Valley, Lower Hutt

Kōraunui Care Centre (KCC) before and after school care and the holiday programme is governed by the Kōraunui School Board of Trustees through a KCC management group comprising of:

- The school principal
- The care centre co-ordinator
- The care centre supervisor

The Kōraunui Care Centre maintains close links with the general school operations and is viewed as an integral part of the school/community partnership in providing quality education and welfare to children in the Stokes Valley community.

## VISION STATEMENT

*To meet the needs of Kōraunui School families by providing a secure, stimulating, consistent, professional and caring environment, both before and after school (and during some weeks of school holidays), for their children aged 5 to 14.*

## Hours of Opening

The care centre is open for before and after school care from 7.00-8.15am and 3.00-5.45pm Monday, Tuesday and Thursday and 7.00-8.15 and 2.00-5.45pm Wednesday and Friday during the school term. The centre is closed on public and school holidays.

The care centre holiday programme is open for a minimum of 6 weeks per year up to two weeks of each term holiday and either 3 or 4 weeks in January, depending on the length of the summer school holiday break. Enrolments for the holiday programme are treated separately to the care centre term enrolments.

## Fees (before and after school care)

Permanent care: \$60.00 per week for the afternoon session, \$35.00 per week for the morning session and \$85.00 per week if attending both the morning and afternoon sessions.  
Part-time care: \$12.00 per afternoon session and \$7.00 per morning session or \$17.00 to attend both sessions on the same day. Placement guaranteed when a permanent booking.  
Casual care: \$14.00 for an afternoon session and \$9.00 for a morning session, placement is not guaranteed: to be negotiated with the care centre co-ordinator.

## Fees (holiday programme)

Holiday programme fees are \$5.00 per hour.

All fees are to be paid in advance of the programme beginning. This applied to before and after school care and the holiday programme.

**This document to be reviewed every two years. Next date due: Dec 2026**

# **POLICIES & PROCEDURES**

Schooldocs can be accessed at this address

<https://www.schooldocs.co.nz/Home/SchoolLogin> username and password are both **Kōraunui**

- **Cultural Responsiveness**
- **Staffing**
  - a. Appointments
  - b. Staffing ratios
  - c. Suitability of staff
  - d. Staff training
  - e. Staff personal protection
- **Programme Operations**
  - a. Enrolment
  - b. Activities
  - c. Homework
  - d. Breakfast and afternoon tea
  - e. Collection of and access to children
  - f. Unexpected non-arrival
  - g. Non-collection of children
  - h. Children with identified needs
  - i. Toilet facilities
  - j. Phone Contact
- **Health and safety**
  - a. Child Protection
  - b. Supervision
  - c. Behaviour Management
  - d. Food Preparation
  - e. Medicines/medical conditions
  - f. Animals
  - g. Smoke-free
  - h. Sun-safe
  - i. Transporting children
  - j. Hazard identification
  - k. Risk assessment
  - l. Cleaning
  - m. Complaints
  - n. Illness
  - o. Accidents
  - p. Emergencies
- **Financial Management**
  - a. Fee payments
  - b. Overdue fees
  - c. WINZ family support
  - d. Cash management
  - e. Budgets/grants/accounting
- **Confidentiality**

## 1. Cultural Responsiveness

- Kōraunui School draws from a diverse ethnic community, therefore is attentive and respectful to varying cultural attitudes and ways of living. This cultural diversity is mirrored in care centre enrolments and staff are required to be equally respectful and responsive to children from varied backgrounds.
- The strongly bi-cultural history of Aotearoa is evident and both of New Zealand's national languages (Te Reo Maori and English) will be used in the centre. Staff will be offered opportunities to develop their skill with Te Reo Maori through schoolwide staff development.
- Tikanga Maori will be respected in terms of ways of behaving. For example, children and staff will be required not to sit on surfaces on which food is served, karakia will be offered prior to eating and children will be taught not to step over another person's head.
- Staff will familiarize themselves with the cultural norms of other ethnic groups who attend the centre. Sources for this information will be through the parents, the children themselves and resource books.
- Children who have a first language other than English will be invited and encouraged to use and teach this to others in the centre.
- As with all desired practices at Kōraunui School, staff will convey respect for cultures different to their own through positive interest, personal behaviour and actions which convey understanding and acceptance of differing beliefs and ways of doing things.

## 2. Staffing

### a. Appointments

- The school board will delegate all appointments to the school principal.
- Appointments of the co-ordinator and supervisor positions may involve a panel of the principal, a board representative and either the current co-ordinator/supervisor (depending on the position that is vacant)
- At least 2 referees will be contacted prior to an appointment, if the person is not already a staff member of Kōraunui School and employed by the Kōraunui School Board.

### b. Staffing ratios

- The staff/child ratio for before and after school care is 1:10
- Occasionally, in cases of a parental emergency and at the discretion of the school principal, this ratio can be increased.
- The holiday programme staff/child ratio will be 1:10, excursions will be 1:8 and any activities around water will be 1:6 as a maximum, or a lower ratio if required to meet risk assessment needs.
- Catering for children with identified learning, physical or health needs may require a lesser ratio. This to be decided by the KCC management team.
- There will be a minimum of 1 staff member on duty at all times. This person will be the supervisor or 2IC.
- Staff will be employed by the school board, with individual agreements, following the OSCAR recommendations for employment schools support staff collective agreement.
- Volunteers are not included when organizing the appropriate adult:child ratio. The definition of volunteer is outlined in the Health and Safety at Work Act 2015 and will include members of the school board and any governance sub committees or management committees that may be created. Volunteers helping at Kōraunui Care Centre (KCC) before and after school care and the holiday programme will sign a KCC Volunteer Code of Conduct before taking part in the programme or activities.

### **c. Suitability of staff**

- The school board of trustees will ensure quality care is provided through fair and consistent recruitment procedures, and the supervision and training of all staff, including relievers and volunteers. All relevant legislation will be adhered to.
- The selection and recruitment of staff is the responsibility of the school principal as per delegations and in consultation with the school board..
- All KCC staff (principal, co-ordinator, supervisor, 2IC, paid assistants, voluntary assistants 16 years +) will undertake a police vet every three years and follow the Kōraunui School policy and procedures for police vetting. Should the police vet identify any concerns of a nature detrimental to the staff member starting or continuing in the position, the principal will notify the staff member of this and follow the Kōraunui School policies and procedures for police vetting.
- Under no circumstances will any person, paid or voluntary, who has had a conviction for sexual crimes or any offence involving the harm or exploitation of children, be involved in the operations of the care centre.
- At least one member on site must have (or be in the process of obtaining) a current first aid certificate.
- All staff will be given a written contract.
- The management and overall site supervision must be carried out by a person over 20 years, therefore those appointed to positions of co-ordinator and supervisor must be at least this age.
- All staff will be provided with a job description.
- An annual appraisal will take place for all care centre staff, involving both self and peer assessment. (Refer to Appendix 3 for details) This will be the responsibility of the co-ordinator. The sole intention of this is to increase awareness of personal performance and set goals for self-improvement and necessary support and guidance. Should any issue of competence be identified, this will be the responsibility of the school principal to carry through, using the set guidelines for all school staff.
- A code of conduct is outlined in Appendix 4, to be read and adhered to by all KCC staff.
- Volunteers: From time to time, volunteers will work in the KCC programme. Such volunteers will be required to work to the same code of conduct as employed staff and, if over 16 years of age, undergo police vetting. Voluntary workers must be approved by the KCC management team and will be actively supervised at all times by care centre staff. Volunteers will at no time have sole responsibility for any child.

### **d. Staff training**

- All staff will be paid for any training time outside their normal working hours.
- Regular term staff meetings, will help staff identify training needs. Minutes will be kept for meetings held.
- Training may be given in the following areas as available and required
  - First Aid
  - Choice Theory/behaviour management
  - Child abuse: Oranga Tamariki field officer
  - Hazard identification and safe work practices
  - Emergency procedures
  - Programme planning and execution
  - Te Reo Maori

#### **e. Staff personal protection**

- The centre encourages staff to keep their personal and working lives separate, which is particularly important for those whose children attend the centre.
- Staff need to maintain visibility with other staff if there are 2 or more staff working within the centre and outside play areas. If staff are rostered on by themselves, they are to ensure they are in the main room where we have a camera operating for the safety of the staff member and children attending.

### **3. Programme Operations**

#### **a. Enrolment**

- KCC welcomes all enrolment applications from current and prospective pupils of Kōraunui School. This includes children who have moved through our school on to intermediate and college, up to the age of 14.
- Children must be 5 years old to attend care.,
- Parents can obtain an enrolment form from the school office or the care centre during work hours, or may request that a form be sent home.
- Should there be no place available on receipt of application, the family will be placed on a waiting list.
- The waiting list will give priority to children who already have siblings attending the centre. For new families, the waiting list is strictly in order of receipt of the signed application. The only exception to this is where facilities/staffing or combination of children may affect enrolment of a child with significant needs, which will need to be planned on a case-by-case basis.
- An enrolment form must be completed and signed by parents/caregivers before a child can participate in the programme.
- KCC's policies and procedures will be accessible from the care centre and at the school office. These will outline their rights and responsibilities.
- KCC will display a notice reminding parents that they must advise the co-ordinator or the supervisor of any changes to enrolment information and any other information which may affect KCC's role in providing care for their child(ren).
- Parents are responsible to inform the KCC supervisor or co-ordinator directly, verbally or in writing of:
  - Changes to information given on the enrolment form;
  - Any custody or access arrangements or protection orders that relate to the child;
  - Changes to attendance arrangements. e.g. The child attending an extra session or not attending as expected.
- **Parents must provide two weeks notice of withdrawal from the centre.**

#### **b. Activities**

- The KCC staff will provide a safe, varied and stimulating programme that meets the developmental, emotional, intellectual and physical needs of the children.
- A calendar of planned activities for the current week will be displayed on the KCC notice board. The suitability of activities will be reviewed by staff when planning the following week.
- The following, but not limited to, planned and free choice activities will be offered:
  - arts and crafts activities
  - sports and active play activities
  - quiet group and individual games
  - closely supervised cooking and baking activities
  - opportunity to do homework in a settled, focused and supported environment
- Children will be encouraged to participate in planned activities but may choose not to as long as they are not disruptive. Whenever possible, alternative activities will be available.

- Children will be required to look after equipment, treating it respectfully and tidying up an activity before moving on to the next.
- Activities will be refreshed regularly through the KCC budgeting process. This will take into consideration the age range within the centre.

#### **c. Homework**

- The KCC staff have no responsibility for ensuring homework is done but will provide opportunity for this.
- Each afternoon, Monday to Thursday, a quiet time of 30 minutes may be undertaken to enable children to work on their homework.
- KCC staff will encourage, but not insist, that children do their homework at this time. Should a child choose not to do homework, they must engage in some quiet activity to allow others to concentrate.
- Year 4-9 children may also attend the school's staffed study centre, in the library adjacent to the care centre, from 3.00pm-4.00pm Monday, Tuesday and Thursday and 2.00- 3.00pm Wednesday. If more than 8 children go to study centre, a KCC staff member may accompany them, depending on the ratios at the time in both care centre and study centre.

#### **d. Breakfast and afternoon tea**

- The programme will provide nutritious afternoon tea, offering a range of food (including fruit) every day; water is provided for drinks.
- Children are encouraged but not required to finish any food brought from home, not eaten while at school.
- Afternoon tea is eaten either in the main room of the centre or, on fine warm days on the centre porch.
- Water will be available at all times from the centre kitchen.
- Due to the early start of some, children are welcome to have breakfast at KCC. It is the parent's responsibility to provide the food for this. Children will make their own breakfast and clean up afterwards with the help of staff. Milk, sugar and spreads are provided.
- It is the parent's responsibility to inform the KCC co-ordinator or supervisor in writing of any food allergies or nutritional requirements the child may have. This information should be given in the enrolment form and updated as necessary.

#### **e. Collection of and access to children**

- Parents must ensure that the names of all adults (over 14 years) authorized to deliver and collect children are named on the enrolment form and that this information is kept up to date.
- KCC staff will not release children to any person who is not identified on the enrolment form as an authorized person.
- It is vital that parents keep the co-ordinator or supervisor fully informed of any custody or access issues. A copy of court orders must be supplied to ensure KCC staff are able to give evidence that a parent does not have the legal right to remove their child.
- Parents (or the designated caregiver) must sign their children out when collecting them.
- Children may be released to leave unaccompanied if the parents have signed the Unaccompanied Release Form (Appendix 10). A register will be kept of children who leave unaccompanied.

#### **f. Unexpected non-arrival**

- It is the parent's responsibility to advise the supervisor or the co-ordinator if their child will not be attending the programme on any given day. As much notice as possible would be appreciated. "Parents of all known unaccompanied children will be contacted if their child does not arrive by their specified arrival time as recorded on their enrolment form.
- In the mornings, all children are to be delivered to the centre and are to be 'signed in' by their parent.
- At the end of the school day (2.50pm Monday, Tuesday and Thursday) and (1.50pm Wednesday and Friday), the KCC staff member responsible for collecting children will get the pickup list from the office then children are collected from their classrooms where a roll will be called. If

children are missing, they will check with the teacher and then the office for more information. Teachers will have a KCC list for permanent attendees so they are aware who should be going each day. Upon arrival at the care centre, the roll is called again. If a child is expected but does not arrive, the supervisor will talk first to the school office to see if the child's whereabouts is known, then contact the parent. Should the child's whereabouts still be unknown, the procedure outlined under *Health and Safety: b: Supervision* will be followed through.

#### **g. Non-collection of children**

- If a child is not collected by 5.45pm, the following applies:
  - Staff members must remain with the child while an attempt to locate the parent is made, or if a parent has made contact to explain a delay. At this point alternative arrangements for emergency care can be made between the supervisor and the parent.
  - If unsuccessful, other people authorized to collect the child will be contacted.
  - If unsuccessful and the child has not been collected by 6.45pm, the supervisor can leave the child with school senior management, if still on site, or take the child to the Lower Hutt Police Station, leaving a note at the care centre explaining where the child has been taken.
  - The co-ordinator and the school principal will be informed of this action and this will be written in the incident register.
- A fee of \$10 per 5 minutes per child, or part thereof, will be charged for such delays in collection.

#### **h. Children with identified needs**

- The centre currently has wheelchair access, however if disability toileting and showering facilities are required, disability facilities are available in Kauri Block next to KCC.
- The term 'identified needs' includes, but is not limited to, children with physical, emotional and mental disabilities that may require specialist intervention (e.g. daily medication, ongoing grief-counselling, official medical diagnosis)
- KCC welcomes the inclusion of children with identified needs, depending on limitations out of management's immediate control such as lack of facilities, suitable staffing and 'loading' of other children with identified needs, which may delay a child's attendance.
- All efforts will be made to modify care centre facilities to accommodate disability needs that may affect enrolment.
- The identified needs of a child and the ramifications of this will be determined by information gained from the enrolment form, dialogue between the parent and the co-ordinator/supervisor and, with permission of the parent, dialogue with school teaching staff involved with the child to develop consistency of approach with school, home and KCC.
- Adequate staffing levels will be provided to reflect individual needs, 1 to 1 if necessary.
- Staff, having been made aware of all need requirements (e.g. eating, seizure activity, toileting, medication) will be given specific training for any procedures necessary.
- Any staff concerns will be addressed as they arise to ensure all have as much confidence in caring for children with additional needs as with any other child.

#### **i. Toilet facilities**

- The care centre will provide safe and clean toilet facilities for the children and staff.
- The centre currently has two toilets available for use, which are situated within the centre. They are clearly marked male and female.
- Staff will not use toilets until the toilet area is clear of children.
- Children are to advise a staff member that they are going to the toilet. This staff member then checks that the child has returned in a timely manner.
- Only one child is given permission to go to the toilet at a time.
- The toilets are cleaned every day.
- Warm water, soap and roller towels are available for use.
- Children can use an additional basin located outside the toilet cubicles for general hand-washing.

Children are encouraged to wash and dry their hands properly to reduce the risk of cross-infection.

#### **j. Phone Contact**

- There are two possible ways of contacting the care centre by phone; Land line through the school phone system and care centre cell phone. The landline is located within the centre.
- The landline number is 04 939 9707 x 723.
- The cell phone number is 027 241 3028.
- Most care centre staff have personal cellphones. These are used when on holiday programme trips to maintain contact between groups. The care centre cell phone is carried on all trips.

### **4. Health and safety**

#### **a. Child Protection**

- Kōraunui Care Centre will follow the Kōraunui School Child Protection Policy and Child Protection Framework.
- The interests and welfare of the child will be the prime consideration when any decision is made, should abuse, from whatever source, be suspected.
- All volunteers and adults visiting the centre will be supervised by care centre staff and required to remain in view of a staff member at all times (except when using the toilet).
- Any suspicions will be reported to the supervisor or co-ordinator and recorded in the incident register.
- The supervisor or co-ordinator will pass this information on to the school principal, who will then follow the school policy and framework for reporting suspected child abuse. (See Appendix 1)
- Should any parent or staff member have any suspicion of abuse occurring within the centre, an expression of concern should be made to the centre co-ordinator or the school principal, preferably in writing. Any dialogue of this nature will be recorded by the person receiving it and will be acted on immediately by the school principal by:
  - Reviewing the evidence given and, based on this, either
  - Address the concern with the staff member, follow up with advice and guidance and, if necessary, give a written warning;
  - Suspend the staff member concerned pending further investigation and;
  - Notify a higher authority of the situation to decide on further action, which at an extreme level of concern would involve notifying the police and the staff member's union.

#### **b. Supervision**

- The programme supervisor, or in their absence the 2IC (person who is second in charge) who will assume supervisor duties, will be in attendance at the programme during operational hours.
- Children will be regularly informed of the boundaries they are expected to stay within. These will also be shown on a map displayed in the foyer.
- Children will be in full view of staff at all times, except when toileting.
- Children will notify staff when they are moving from one area to another (including going to the toilet).
- Formal attendance checks will be made when being collected from class and at the start of each afternoon session, during term time. The supervisor will check on the whereabouts of any children expected that do not arrive.
- After the morning session, children will be released to the playground at 8.15am, when school staff will assume responsibility for their supervision.
- If a child is missing the following procedure will be followed as the situation becomes more serious:
  - Staff will conduct a thorough search;
  - School office and parents will be informed;

- Police will be informed.
- All incidents of a child missing will be recorded in the incident register (see Appendix 6).

### **c. Behaviour Management**

- Children will experience positive, consistent, caring and firm relationships from all KCC staff.
- In alignment with Kōraunui School procedures, staff will endeavour to use KORAU Values and apply CHOICE Theory principles at all times. These encompass expecting from children:
  - Care for self and others;
  - Speaking courteously and positively;
  - Looking after property;
  - Taking responsibility for actions;
  - Playing fairly and safely;
  - Staying within designated boundaries.
- Children will be encouraged to demonstrate the above through staff modelling, affirmation, role-play, solving circles, individual and group discussions.
- Children will be held accountable for inappropriate behaviour, which may involve a range of actions by KCC staff:
  - Hold a solving circle to establish with a group how they can move forward positively.
  - Divert or remove a child from an activity for a period of time.
  - Be directly supervised by a staff member for a period of time.
  - Reduce the physical boundaries for the child for a period of time
- All children are at different stages of self-management and maturity and may require consideration of their needs and limitations. This will be particularly pertinent to children with additional needs
- Significant verbal or physical abuse toward another child or a staff member which may affect physical or emotional safety will require more serious action. This should be referred on by staff to the supervisor to carry through. The episode will be recorded on the incident register (see Appendix 6) and the parent informed. Immediate action could include:
  - Separation to another room in the care centre and supervised away from the other children.
  - Removal from the care centre for a period of time and supervised at the school office by a member of the school management team, if available.
  - If very serious, the parent contacted to collect the child immediately. Should this action be required a meeting with the parent, child and KCC management team to be held as soon as possible and before the child can return to the care centre.
  - Repetition of such behaviour may result in the child losing a place in the care centre for a short period of time or permanently. This decision to be made by the management team.

### **d. Food Preparation**

- Staff will maintain a high standard of hygiene when preparing and storing food.
- Hands must be cleaned with hot water and soap prior to preparing food.
- Hair must be tied back.
- Children may cook under close supervision.
- All food items will be stored hygienically and appropriately.
- Food items must not be used past their use-by date.
- Cooking equipment, crockery and cutlery must be cleaned and stored in the same session they are used.

### **e. Medicines/medical conditions**

- Staff will administer medication only if consent forms have been filled in by parents. (See Appendix 5)
- Medication will be stored safely away from children.
- Should staff believe medication is causing unwanted side-effects, parents will be contacted immediately and a medical opinion will be required before further medication is administered.

#### **f. Animals**

- Animals will not be kept permanently as pets at the care centre.
- Animals for study, such as insects, may be kept at the care centre temporarily as long as the animals are housed appropriately for their needs and the basics of life (food, water, shelter) are provided.
- Parents delivering and collecting children may bring dogs as long as the dog has a history of safety with children and is leashed. Dogs are to be left outside the centre tied up, unless express permission from the supervisor has been given to let them come in. (e.g. a new puppy to show the children)
- Animals encountered on out of centre trips: Staff will survey the area for loose animals prior to children disembarking vehicles and, if necessary, move to another location if there is any indication of risk.
- Visits to animal centres will be pre-assessed and RAMS developed to manage risk.

#### **g. Smoke-free**

- The entire school, including the care centre is smokefree at all times.
- Staff must leave the school grounds and go somewhere out of sight of the children to smoke.
- Staff may only smoke during their designated break times.

#### **h. Sun-safe**

- The wearing of sunhats and the application of sun block will be compulsory when children are playing outdoors, between 1 November and 30 April.
- Parents are to provide a named full brim or legionnaire style sunhat for their child, to be kept at the care centre.
- Parents must advise the supervisor of any skin allergies that may be affected by sunblock, and provide an alternative sun-block product if one is suitable for use.

#### **i. Transporting children**

- Holiday programmes frequently involve off-site activities. Children may be transported by staff cars (usually not necessary), hire van and/or bus.
- Staff drivers must show evidence of a suitable drivers' licence and a current vehicle WoF and registration.
- Children will be seat-belted at all times when traveling in cars or vans.
- Two adults will be present in all vehicles.
- Children are expected to behave responsibly and courteously, to avoid distraction to drivers and present a positive image to the general public.
- Transport hazards will be identified in trip RAMS.
- Parents will be advised of all activities involving transport to enable them to give informed consent on enrolment to holiday programmes.

#### **j. Hazard identification**

- It is the school's board of trustees' responsibility to ensure that buildings the centre uses comply with all relevant fire and safety requirements.
- All areas used by the care centre, indoor and outdoor, will have potential hazards identified and eliminated or minimized in a timely manner. Areas will be checked regularly as part of the school-wide checks (at least once a term).
- Staff will be required to use safe work practices, with training provided as necessary to ensure this.
- Should a planned activity be deemed unsafe due to a temporary change in conditions (e.g. workmen on site, extreme weather), staff will err on the side of caution and not proceed with the activity.

#### **k. Risk assessment**

- All trips away from the care centre will be thoroughly planned and possible risks identified through the exercise of preparing RAMS sheets.
- Should an activity be deemed to carry risks greater than those a prudent parent may accept, the activity will not take place.
- The conditions on the day will govern whether or not an activity should proceed for all or some. Conditions could be, but are not exclusive to, such areas as weather conditions, changes to the environment, behaviour of individual children, availability of trained instructors.
- RAMs will be developed by the supervisor and co-ordinator at least one week prior to an activity and approved by the school principal.

#### **l. Cleaning**

- The KCC staff will carry out a daily/weekly cleaning roster (see Appendix 2). This will be checked by the co-ordinator.
- Daily: Rubbish cleared, toilets and handbasins cleaned, floors vacuumed/swept, food preparation areas cleaned, dishes washed and put away, table tops wiped down, cloak bay areas tidied.
- Weekly: Vinyl floors mopped, tea towels/cleaning cloths washed, fridge and microwave cleaned, resources sorted, ledges dusted
- The KCC staff will carry out a major clean at the end of each term, following the holiday programme in Terms 1, 2, 3 and prior to and post the holiday programme in January: Storage areas cleaned, carpets shampooed, paintwork washed, oven cleaned, dishwasher put through cleaning cycle, cushions/soft toys/dress-ups laundered, decks and steps scrubbed.

#### **m. Complaints**

- Kōraunui Care Centre will follow the Kōraunui School Complaints Policy
- All complaints will be dealt with in a fair and equitable manner acceptable to all parties.

*Where a parent has a concern about; the way the programme is being run; a staff member; a child's behaviour*

- The parent should approach the supervisor or co-ordinator directly and attempt to resolve the issue.
- If not satisfied, the parent should put the concern in writing to the school principal, who will then follow-up on the concern
- If still not satisfied, the parents should then address the concern to the governing body, the school board.
- If still not satisfied with the outcome a complainant has the right to consult an independent complaint authority such as the Ombudsman.
- At all stages of the process, the parent may involve a support person, as can the person the concern is about.
- A person subject to a complaint will be supported throughout the complaints process.
- All discussions about the concern should be minuted.

*Where a staff member has a concern about a parent.*

- The staff member addresses the concern to the supervisor or co-ordinator who will discuss the matter with the parent concerned.
- If there is no solution the staff member should then follow the same process as for parents, with the next person to approach being the principal.

*Where a staff member has a concern about another staff member.*

- If possible, the staff member should address the concern directly to the other staff member concerned, using choice theory principles and in away that reflects KORAU values.
- Should this attempt to resolve the issue not do so, the staff member should follow the same process as above.

- n.b. The regular staff meeting is an appropriate time to air any minor concerns that may have developed during the week and, hopefully, resolve issues before they become more serious.

#### **n. Illness**

- If a child becomes ill during the programme, they will be made comfortable, put into a quiet area and the parent contacted to collect.
- If a child is sick at home, he/she should not be sent to care.
- If a child has an infectious illness such as vomiting, diarrhoea, measles, chicken pox or 'flu, he/she must not attend care as these illnesses can spread quickly. This also applies to contagious conditions such as headlice and scabies. The supervisor reserves the right to require a child to be collected under these circumstances.
- If there is disagreement that the child is too unwell to attend care, the supervisor may require a doctor's certificate, declaring the child fit to attend, be presented.
- In the case of an infectious illness, parents are asked to notify the supervisor or co-ordinator of this, so that staff can be alert to signs of infection in other children.
- Medication can only be administered if written consent is given. (See Appendix 5) All medication must be clearly labeled with the child's name and the dosage to be given. Medication must be stored out of reach of all children.

#### **o. Accidents and Incidents**

- At least one staff member on site will hold a current first aid certificate or be in the process of getting one.
- A comprehensive first aid kit will be kept at the centre and all staff will carry portable kits on holiday programme outings.
- In the event of an accident by children or staff, the following procedure will be followed:
  - The supervisor will be informed immediately.
  - Appropriate first aid will be administered.
  - If the person injured requires further medical intervention, family will be contacted and requested to come and collect their child/relative, or notified that an ambulance has been called.
  - Should a parent not be able to come immediately and moderate medical attention is required, a KCC staff member may be able to be released (or school staff may be called upon) to transport the injured person to a medical centre.
  - The incident will be recorded on an accident and Incident report form (Appendix 6) and signed by parents following an explanation of what happened, with copies provided to leadership, parents and filed at KCC. The report must be completed on the day and shown to parents within 24 hours where possible. A copy signed by the parents, staff member and supervisor will be provided to the parents within 48 hours. A record of accidents and incidents will be presented at each school board meeting. For serious incidents the school policy and procedures for Recording and Reporting Accidents, Injuries, and Illness will be applied.

#### **p. Emergencies**

- Fire and earthquake emergency drills will be carried out at least twice a term and each week of every holiday programme. A record will be kept on the Fire Drill form (Appendix 8) and Earthquake drill (Appendix 9)

##### FIRE:

- Upon seeing the fire, hearing the fire alarm or on instruction from the KCC staff, the children will calmly leave the room by the safest exit and walk top field outside Kauri block
- The supervisor or nominated staff member will check the roll and ensure all are present or accounted for.
- All will stay out of the buildings until the all-clear has been given.

##### EARTHQUAKE:

- Children will cover themselves as well as they can:
  - Under table, holding legs of table down and/or;
  - 'Turtle' position as taught, protecting vital organs and head, facing away from glass and stay there until the supervisor (or, if incapacitated, another staff member) gives instructions on what to do next. The next step will depend on the severity of the earthquake.
- The roll will be checked and all accounted for. Any injuries attended to as best as the situation allows. The principal advised of the situation.
- KCC staff will remain, in the correct ratio of adults:children until all children have been collected, with those staff having their own children to be able to leave first. School staff may be in a position to assist with this.
- The supervisor will maintain a record of all drills.

#### EXTREME STORM/FLOODING

- In such situations the school is normally advised to evacuate by Civil Defence. Should this become necessary, KCC staff will contact parents as quickly as possible and remain with the children until parents, or their designated caregivers are able to collect the children.
- KCC will have access to school emergency supplies, should these be necessary.
- Under no circumstances will children be sent home alone.

## 5. Financial Management

### a. Fee payments

- All fees are to be paid on time and at regular intervals.
- The preferred method of payment is by automatic payment to the Kōraunui School Board of Trustees Education Admin account.
- All cash payments are to be made to the school office, which will issue receipts immediately.
- Under no circumstances are payments to be sent with children or given to the centre staff.
- Fees will apply for any public holidays that fall on any of the child's regular days of care.

### b. Overdue fees

- All overdue fees need to be recovered because a) the fees are already part of the current budget and spending forecast and b) all parents are to be treated the same and have the same obligations to the programme.
- When fees are overdue by two weeks, the co-ordinator/bursar will advise the parent in writing that non-payment within the following 7 days will result in the principal being informed, at which time the principal will endeavour to contact the parent.
- Should non-payment continue or the debt reach \$500 the school board will be informed and the presiding member will attempt to contact the parents. After contact has been made, if there are no payments made within two weeks, the child/children will be suspended from KCC until regular payments are made to pay overdue fees. If there is no response from parents about payment, the debt may be passed on to a collection agency.
- Any cost incurred in recovering outstanding fees will be passed on to the parent/caregiver.
- Re-enrolment of the child will not be considered until all debts have been settled.

### c. WINZ Family Support

- While the KCC supervisor and/or co-ordinator can offer help and guidance, all paperwork associated with WINZ support is the sole responsibility of the parent to complete and send to WINZ.
- Should a parent receiving WINZ support neglect to complete and submit the necessary paperwork to WINZ, the resulting unpaid KCC fees will be the responsibility of the parent to meet. It is the parent's responsibility to ensure WINZ has received the paperwork, through their case manager.
- The KCC co-ordinator will advise the parent as soon as practicable if it is apparent that WINZ payments are not coming through, to enable the parent to take action.

- It is understood by the KCC co-ordinator that the timing and extent of WINZ subsidies can be difficult for parents to monitor. The co-ordinator will issue a statement of the previous term payments at the beginning of the following term and allow for the parent to make any outstanding part payments within a fortnight of receipt of this statement.

#### d. Cash Management

- No monies will be received at the care centre at any time. All monies must be taken by parents to the school office.
- Cash payments will be handled directly by the school administration staff and be receipted immediately in the parent's presence.
- Cash payments will be placed immediately in the school's register.
- All cash will be banked weekly by the school bursar.
- The co-ordinator and/or bursar will maintain a petty cash fund of \$150 for care centre incidental expenses. The supervisor will obtain a gst receipt for such expenditure and ensure this is given to the co-ordinator/bursar promptly.

#### e. Budget/Grants/Accounting

- In consultation with the KCC management team, each year the school principal and bursar will prepare a budget to cover the following financial year.
- Once the budget is prepared, the school principal will submit grant invoices for before school care, after school care and holiday programmes to MSD, by the due date in April and July as per the Funding Agreement.
- The school principal shall advise the co-ordinator of the budget, then hand over responsibility for resource purchases to her. The school principal will retain management of staffing budgets. The bursar will manage the payroll.
- The co-ordinator is authorized to proceed with all budgeted purchases. Any non-budgeted requests must come back to the KCC management team.
- The bursar will receive all purchase invoices and process payments in a timely manner.
- KCC accounts are incorporated into the wider school accounts and are audited as part of the annual school audit.
- The school financial year is January-December, therefore the bursar will prepare an annual statement, July to June to meet the reporting requirements of the Ministry of Social Development

## 6. Confidentiality

- Personal information about children, their families and staff members will remain confidential to those who have a need to know to enable them to do their work and maintain the well-being of the children in their care.
- All written information will be filed securely and accessed only by authorized personnel.
- All discussions will be held discretely and in private wherever possible. At no time should children be exposed to discussions clearly intended for adults only.