



Playball Holiday Programme

Policies and Procedures

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1. Programme Philosophy

Playball provides safe, fun and organised out of school care during the school holidays for children aged 5 to 13 years. Playball's philosophy is cater for the varying interests, ages, genders, and cultural backgrounds of children enrolled in the programme to ensure each child spends their school holidays having fun, developing friendships with others and learning new sports skills. The programme aims to provide age-appropriate activities for children. The safety and well-being of each child is of utmost importance throughout the duration of the programme.

Staff are carefully selected by the Programme Director to ensure the high standards of care, programme delivery and instruction are met. Staff are selected based on their ability to provide a safe, positive, and supportive environment for children of various ages and backgrounds. Playball staff are encouraged to contribute ideas to improve the enjoyment of the programme for those enrolled.

The policies will be reviewed annually by Playball Dunedin.

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

1.1 Programme Environment

Playball provides a safe, fun and structured programme that children find interesting and that challenges the emotional, intellectual, physical and developmental needs of each child. Playball provides an environment where the well-being of each child is of the utmost importance. This environment is safe, supportive, positive and child-focused while also ensuring each child and their family feels welcome, included, and valued.

1.1.1 Programme Content

The Playball Holiday Programme will run during the school holidays in two week blocks. Each day different activities will be scheduled to ensure that children are exposed to a variety of different activities. The schedule for each day will be provided to parents online prior to enrolment, and also will be available on location for parents and children to review.

The Holiday Programme will be onsite the majority of the time, with two half-day trips where practical. Programme brochures will be available online and also will be distributed to all relevant schools as soon as possible prior to each holiday period. The brochure will outline the location and dates of the programme, the activities planned for each day, costs, enrolment information, policy information and other information that may be relevant.



The Holiday Programme will provide a wide range of activities that meet the needs of children in the following areas:

- Child-directed use of art and craft materials
- Organised sport or active group games (e.g., Playball lessons, treasure hunt)
- Organised group games or activities (e.g., Singstar, movie)
- Time on Playground structures (weather permitting)
- Free use of games and equipment
- Free outdoor Play time
- Organised excursions to approved destinations

Children will be encouraged to take part in the planned activities, but may choose not to, providing they are not disrupting the programme. Alternative activities will be available at all times on-site should children wish to do something other than the planned activity.

All equipment will be well-maintained and age-appropriate, including additional supervision or assistance by a staff member where necessary.

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.

1.1.2 Food

Children are expected to bring their own lunch and snacks each day. However, additional snacks will be on hand. Snacks will be nutritionally appropriate. For example, cereal, fruit, popcorn, sandwiches. Occasionally the children may be treated with biscuits or snack food.

Parents are expected to brief staff fully regarding any food allergies, intolerances or nutritional requirements that their children have. It is expected parents will provide this information in writing when completing the enrolment form.

1.1.3 Space

Adequate space will be provided that allows children to engage in activities that are noisy and messy, as well as space for quiet and calm activities. Separate rooms and other spaces where be available where possible to ensure the comfort and enjoyment of children who may be engaging in conflicting activities at one time.

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

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



A quiet area, suitable for free time, will be made available where possible if a child wishes to remove themselves from the programme or not take part in a planned activity. This area will be suitably supervised if required.



1.2 Programme Operation Policy

Playball will provide fun, safe, organised care during the school holidays. This care will meet the needs of the community and the children who attend the programme.

1.2.1 Programme Hours

The Holiday Programme will operate at the earliest 7.00am – 6.00pm at the latest, Monday to Friday during the school holidays. The programme will not operate on public holidays.

1.2.2 Enrolment

All families must complete an enrolment form for each child attending the programme to secure a place for their child. Spaces may be reserved online, via email or phone. However, all parents will be required to complete a hardcopy enrolment form prior to or on the first day of the programme before the child can participate in the programme.

The enrolment form must include:

- Child's name, address and home phone number
- Parent's name/s, address, and all daytime phone numbers
- Names and contact details of two emergency contacts
- Names of adults authorised to collect the child
- Any health or medical conditions, what treatment is required, and whether the child is 'self-medicating'
- Any behavioural issues and how parents would like this to be managed
- Access or custody restrictions
- Cultural awareness
- Other information necessary to provide proper care
- Days and times the child will be attending

Parents are expected to notify the Programme Director to any changes in the above details to ensure the continued safety of all children.

Parents are expected to contact the programme directly if there are any changes to the booked hours, or for casual bookings.

To make a casual booking the Programme Director must be contacted by 5.00pm prior to the day the child is attending. A completed enrolment form is required prior to casual bookings. All casual bookings will incur an additional charge.



1.2.3 Fees

The fee structure will be included on the programme brochure available at the school or from Playball Dunedin via the Facebook page. Payment methods include cash, cheque, 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.

Fees are due at the time of enrolment. Payment options will be detailed on the brochure and in a confirmation email sent to parents after registering enrolment.

An enrolment form will only be accepted with payment due in full before the programme commences, unless applying for the WINZ OSCAR subsidy. In this case, a 20% deposit is required to secure a place in the programme.

Overdue Fees: From the first day of the programme commencing there will incur a weekly \$10.00 penalty fee until paid in full (unless alternative arrangements have been made).

Bookings will be accepted via phone, email, or the online booking form at www.playball.co.nz. All bookings will receive an email confirming a space has been booked and outlining payment options.

Playball Dunedin has a no refund policy as staff are employed based on the number of children enrolled. If less than five days' notice is given (e.g., on the day), parents may choose to swap the absent day to another day in the same holiday period, providing space for extra children is available on that day.

1.2.4 Drop Off and Pick Up

Parents are expected to sign their child in and out of the programme.

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

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

- Parents will be telephoned
- If parents are unavailable, emergency contacts will be telephoned
- If, after a reasonable time to allow for unforeseen circumstances by the parents, local police will be contacted by the Programme Director.

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



- Playball Dunedin staff will stay with the child at all times and exercise duty of care, and continue this obligation until the parent/caregiver collects the child.
- Parents and emergency contacts will be contacted.
- If there has been no contact with the parents within one hour of the programme closing, the child will be taken to the nearest police station by the Programme Director. A note will be left at the centre indicating where the child has been taken.

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

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

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

1.2.5 Excursions and Transport

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

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

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

On walks the children will be organised into a buddy system and will walk double file with at least one 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.

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

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

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



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

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

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

A first aid kit will be taken on field trips.

At least two staff members will have on their person a mobile phone. Should any staff member be required to use their personal mobile phone in an emergency, full reimbursement of all relevant costs will be made by Playball Dunedin as soon as is practical.

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

Appropriate planning and preparation will include:

- Ensuring access to a phone while away from the venue
- Implementing a buddy system as and when needed – children will be put into pairs and made responsible for their buddy.
- Scheduling of regular roll checks
- Ensuring staff have adequate knowledge of the 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

1.2.6 Complaints

Playball Dunedin has a complaints procedure. Parents will be informed of this on the brochure at the time they enrol and it will also be clearly displayed at the centre. This information will include contact details for Child, Youth and Family Approvals Team Leader and the Department of Labour, 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 Director who will attempt to rectify the situation.
- If the parent is unsatisfied with the outcome, a further complaint can be made in writing on a Playball Dunedin complaint form and must contain details of the



grievance and desired outcomes. The Programme Director will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.

If a staff member receives a verbal complaint from a parent, they will be pass this message on to the Programme Director and inform the parents of this process.

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

1.2.7 Confidentiality

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

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

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

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

1.2.8 Children with Special Needs

Playball 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 the safety of the other children and staff. Playball Dunedin will also endeavour to ensure the child will benefit from taking part in the programme.

Full information about the child's requirements, including medication, diet and supervision, must be obtained from the parents and included with the child's enrolment form. It is the Programme Director'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.



1.2.9 Cultural Awareness

Playball Dunedin 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 the enrolment form, prior to children starting the programme.

Any information around cultural and religious requirements and also any food requirements will be requested via the enrolment forms. Parents are expected to provide this information in writing via the enrolment form.

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 the parents prior to children starting the programme.



1.3 Health and Safety Policy

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

1.3.1 Safety Checks

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

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

1.3.2 Hazard Identification

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

All hazards will be recorded on a Hazard Identification Sheet and will be monitored by the Programme Director 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 Director for documentation and follow up.

1.3.3 Telephones

The Programme Director will carry a mobile phone at all times to ensure adequate phone access is available at all times. At least one other staff member will be required to have a mobile phone on site. Should the staff member have to use their mobile in an emergency, full reimbursement will be provided as soon as is practical.

Use of personal mobile phones is not permitted during shift hours. Phones must not be carried by staff on their person, unless on an excursion.

1.3.4 Risk Assessment

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

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



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

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

- Swimming pools/beaches
- Rollerblades, bikes, skateboards
- Playgrounds or parks

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

1.3.5 Accidents and Incidents

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

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

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

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

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

1.3.6 First Aid Kits

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

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

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



1.3.7 Toilet Facilities

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

Where possible, only one child at a time is permitted to use the toilet. Before using the bathroom children will be required to ask for the 'bathroom card' from staff. Once they have finished in the bathroom the card must be returned to staff.

Staff will ensure that if the bathroom card is being used, other children must wait until that child has finished and returned the card before allocating it to another child.

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

Toileting facilities must be included in RAMS forms.

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

1.3.8 Cleaning

The Supervisor will ensure that regular cleaning of the venue is carried out each day by all staff on a roster basis. They will ensure that all parts of the venue 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 disposed of
- Safety cleaning equipment will be made available to all staff, including gloves

Weekly

- Cleaning fridge and any areas where food is stored

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



1.3.9 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.

1.3.10 Smoke-Free

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

1.3.11 Sun Safety

The Cancer Society advises early childhood services adopt SunSmart policies during the months of September through to April, especially between 10am and 4pm. As advised by the Cancer Society, Playball Dunedin will encourage sun safety through the attached policy “Sun Protection on School Excursions and Outdoor Activities” (attached).

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

Parents are expected to notify staff via the enrolment form if their child has any allergy to sunscreen. The programme will use its own sunscreen. Parents may provide their own sunscreen if they wish to do so.

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

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

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

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

Children will be encouraged to play in the shade, particularly if they did not bring a hat.



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



1.4 Health and Well-Being Policy

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

All staff of Playball Dunedin will respond immediately and appropriately if illness or medical issues arise at the programme.

1.4.1 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 on the enrolment forms and all staff are made aware of these.

Details of the nearest medical emergency centre will be kept at the venue and easy accessible to staff. Such details will include its location, hours and contact details.

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

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

1.4.2 Food Handling and Hygiene

Staff and children will wash hands before handling any food.

Children will regularly be reminded to wash their hands after using the toilets, before eating etc.

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

1.4.3 Unwell Children

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

If staff are concerned about the health of a child and feel the matter is urgent, they will first ring the parent/s. If the parents 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.



1.4.4 Medicines

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

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

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

All medical records kept by the programme are strictly confidential.

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

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



1.5 Child Protection Policy

The well-being and safety of children and young people is an essential goal for Playball Dunedin. To ensure the well-being and safety of children enrolled in the programme Staff will not assume responsibility beyond their level of experience and training. Playball Dunedin is concerned with the prevention and awareness of child abuse, either from caregivers, staff members or between children.

The best interests of the child and their welfare is the primary consideration when any action is taken about suspected abuse. Playball Dunedin supports the roles of statutory agencies (i.e., the Police and the Department of Child, Youth and Family Services) in the investigation of abuse and will report cases of suspected abuse to these agencies according to the process outlined below.

Playball Dunedin 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. Playball Dunedin will also consult with these and other agencies which have specialist knowledge to help protect children from abuse.

This policy guides the actions of Playball Dunedin staff whenever there is a concern about the abuse of children. This includes recording concerns, what to do if a child discloses abuse, suspected abuse by a staff member or suspected abuse between children at the programme. This policy provides guidelines for staff to help minimise the risk that they may be subject to an allegation of abusive behaviour.

1.5.1 Definition of Child Abuse

“Child abuse means the harming (whether physically, emotionally, or sexually), ill-treatment, abuse, neglect or deprivation of any child or young person” (Section 2, Children, Young Persons and Their Families Act 1989).

There are five types of child abuse:

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

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

Emotional abuse is when a child’s self-esteem is attacked by somebody to coerce the child into doing what the abuser wants them to do, or when a child is subjected to verbal insults and threats.

Neglect is a denial of the basic needs/rights of nurturing, food and shelter, so that the child fails to thrive.



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

1.5.2 Training

Playball Dunedin is committed to maintaining and increasing staff awareness of how to prevent, recognise and respond to abuse through appropriate training in these areas. As part of their induction, new staff will be made aware of the programme policy on child abuse, including the signs of child abuse and procedures in dealing with disclosure of abuse or suspected child abuse.

1.5.3 Responding to Child Abuse

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

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

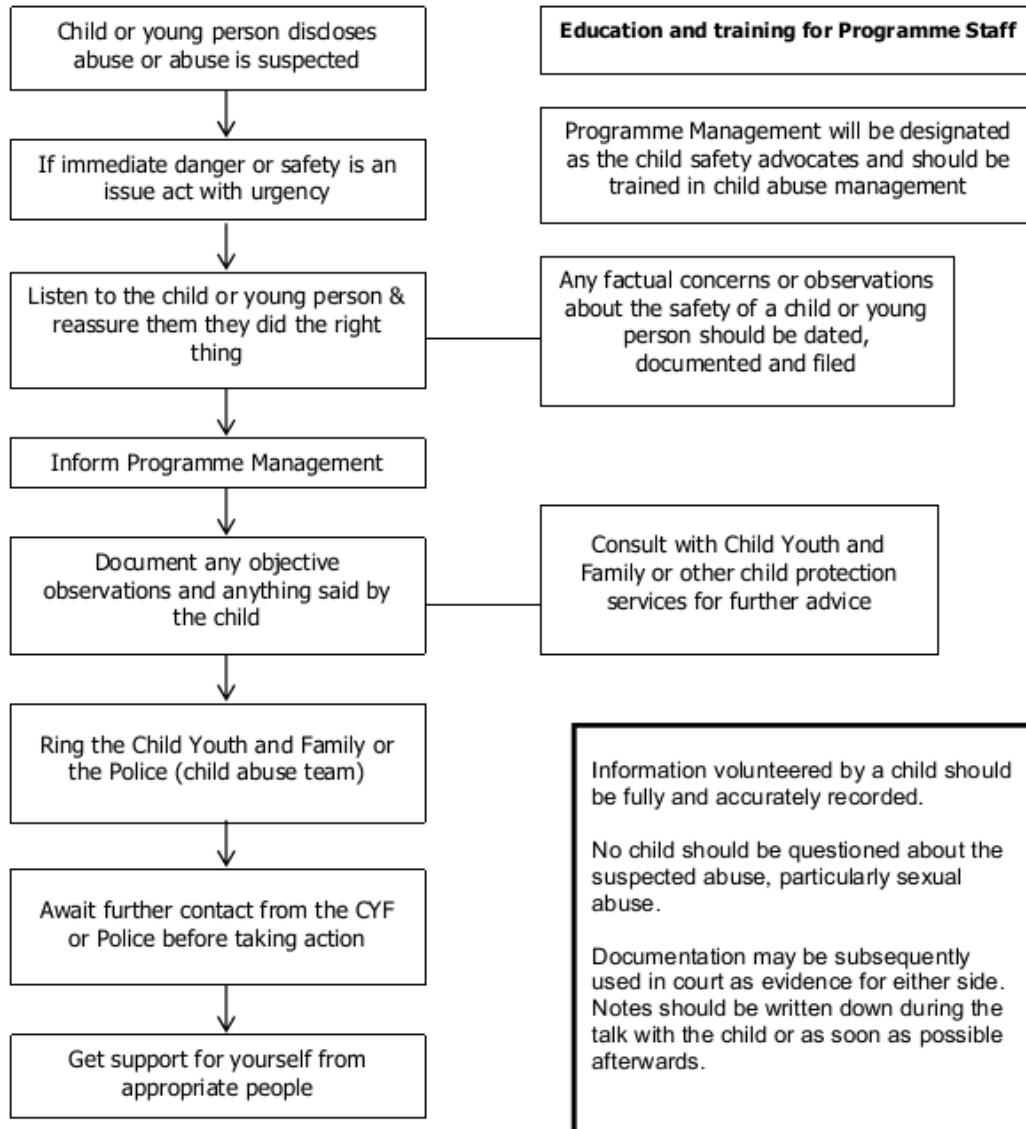
Information volunteered by a child will be fully and accurately recorded. No child will be interviewed or in any way questioned about the suspected abuse, particularly sexual abuse.

No staff member will act alone in regards to 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 will promptly report the matter to the Police or the Department of Child, Youth and Family Services.

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



1.5.4 Response to Suspicions or Disclosure of Child Abuse



1.5.5 Allegation of Abuse Against a Staff Member

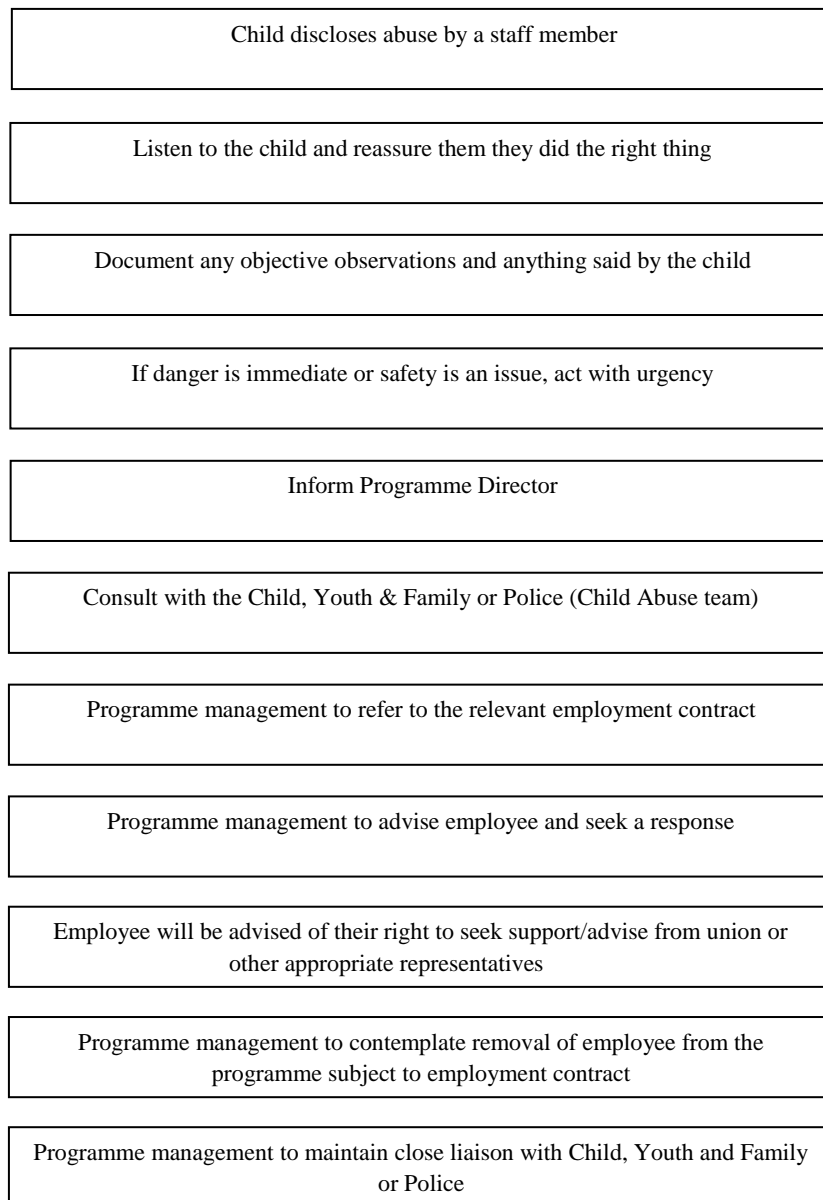
Where it is suspected that the child abuse has been perpetrated by a staff member or other person assisting with the programme, the matter must be reported promptly to the Programme Director.

Under no circumstances should the child making the allegation be exposed to unnecessary risk. This may require the 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 followed:



1.5.6 Peer Abuse

Playball Dunedin will ensure that the safety of the child is of the utmost importance at all times and that no form of physical, sexual or verbal harassment or violence from peers will be sanctioned or minimised in any way.

Staff who witness such behaviour will record this in the appropriate register and inform the Programme Director. While the situation is being evaluated, the children concerned will be



separated to ensure the safety of the victim and to reduce possible fear and distress that may be caused by being in the presence of the abuser.

In some cases, a child who has abused another child at the programme may be immediately suspended, as outlined in the behaviour guidance policy.

Playball Dunedin will keep specific and identifying information as private as possible. Nothing will be passed onto the media from Playball Dunedin and parents will be asked to keep information as private as possible.

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

1.6.7 Supervision Guidelines

Playball Dunedin seeks to minimise the risk of actual or alleged abuse in the programme through the following policies.

All staff should be aware of 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 judgement.

Wherever possible, an open door policy for all spaces should be used (although this is 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.

Staff should be aware of situations where children are out of sight together (e.g., dens, play huts) and supervise accordingly (e.g., checking in regularly).

Visitors to the venue, including volunteers and outside instructors should be monitored at all times by 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, and that the parents are informed this has occurred.

In cases where a child requires assistance (e.g., children with intellectual or physical disabilities), seek to involve the parents/caregivers and outside agencies such as Group Special Education, Ministry of Education, to assist. If such assistance is not available, ensure that staff members are aware of the appropriate procedures when giving assistance.

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



Except in an emergency, children are not to be taken from the programme by staff without written parental consent.

Parents are required to provide the details of those who are allowed to collect the child from the programme. Should someone other than the designated persons attempt to collect or visit the child, the parents should be contacted immediately to seek approval.



1.6 Programme Supervision Policy

Playball Dunedin will operate under the following supervision guidelines to ensure the safety and well-being of the enrolled children at all times:

- There will be a minimum of two staff involved in the supervision of children attending the programme.
- Children will be supervised by a minimum of two staff and will be within sight and sound of a staff member at all times.
- Playball Dunedin will not employ staff under the age of 16.
- Staff will be employed based on their maturity, responsibility, experience and training. Staff are required to be supportive, positive and use appropriate behaviour management techniques.
- At least one person, commonly the Programme Director, over the age of 20 will be on site at all times. This person is responsible for the overall supervision of staff and children.
- To ensure that all children are within sight and sound of a staff member at all times, boundaries will be set at the beginning of the programme, and at the beginning of each day. Staff supervising specific areas will be aware of where children are at all times and will enforce adherence to these boundaries.
- Children will be allowed in specific areas at the discretion of the staff. If safety factors prevent staff from adequately supervising a specific area, this area will be off limits until it can meet supervision requirements.
- All staff will be active in their supervision. They will interact and encourage children, and ensure all children can be seen at all times. The boundaries of specific areas will be explained to children before the activity begins.
- Staff will be rostered according to the number of children enrolled and the activities planned for that day.
- The staff: child ratio will be 1:10 for on-site days. This ratio will be reduced to 1:8 for off-site activities.
- 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 Director.



- No staff member 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 end of each day.

1.7 Emergency Procedures Policy

The following policy outlines actions that will be taken in the event of an emergency. All parents/guardians must sign their child/ren in and out each day on the Sign In/Out sheets provided. All staff are responsible for ensuring parents adhere to this.

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

1.7.1 Exit and Evacuation

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

Evacuation procedures will be displayed and will clearly indicate where people can assemble safely outside the building. These will be checked and documented by the Programme Director at the beginning of each holiday programme.

All staff will be trained in emergency procedures and the evacuation plan. This will take place during the induction for new staff and will be refreshed during the pre-programme meeting for existing staff. Staff will conduct a full evacuation drill once per holiday programme. The date of this drill will be recorded on the Daily Venue and Hazard Check form.

1.7.2 Alarm (for any emergency situation)

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

1.7.3 Fire

- Evacuate as above
- Seek to extinguish a small fire. If a larger fire or the incident is deemed more serious, a staff member will call the fire brigade.
- Children will be kept at the assembly point until danger has passed.



1.7.4 Earthquake

- Stay indoors if possible
- If inside – crouch in safe place, under desk, stay away from windows and cupboards, stay away from 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 aftershocks

1.7.5 Missing Children

Formal attendance checks will be made regularly throughout the day.

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

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



1.8 Staff and Management Policy

Playball Dunedin will ensure children enrolled in the holiday programme will receive quality care through fair and consistent recruitment procedures, and the training and supervision of all staff, including relievers and volunteers. “Staff” will be defined as anyone involved in Playball Dunedin’s Holiday Programme who is relied on to deliver the programme to the children. This includes management, paid staff and volunteers.

1.8.1 Recruitment

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

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

1.8.2 Police Vetting

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

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

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

Police vetting will be updated every two years.



1.8.3 Employment Agreements

A written employment contract, clearly setting out wages and conditions of work will be signed by both parties prior to commencing the role.

1.8.4 Job Descriptions

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

1.8.5 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.

1.8.6 Code of Conduct

Playball Dunedin aims to create an environment for children which is stimulating, fun, caring and safe. In order to achieve this, staff will be made aware of the following guidelines:

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

- Always be aware of safety. This means:
 - When supervising children, you give this task your complete attention
 - If a situation is unsafe you act immediately and/or get help
 - If you see any possibility that an activity could cause an accident or injury you must stop the activity immediately.
 - You talk with the Programme Director about incidents where safety was a concern

- Act professionally. This means:
 - You read and make sure you understand your job description



- You remember that you are a role model for children's behaviour
 - You are punctual and ready for work at the required time
 - You are dressed appropriately and are fit for work
 - You do not smoke or drink alcohol at the programme
 - You do not use your personal mobile phone during your 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 children and parents
 - You respect the confidentiality of any discussions with parents or management about children's behaviour. If these issues are serious, make sure the Programme Director is present for these discussions.
 - Any observations/concerns regarding child abuse must be conveyed to the Programme Director.
 - If you have any concern or grievance you may also discuss this with the Programme Director or management representative.
 - There are policies for behaviour management, child protection, health and safety. You are required to be familiar with these policies. If you have questions or concerns about any situation then talk to another staff member and refer to these policies. You are expected to follow these policies and procedures at all times.
- Work as a team. This means:
 - Staff help each other to do their job whenever possible
 - You ask for help and advice when it is needed. For instance, when there is a task that's not understood or situation where you don't know what to do.
 - When anyone asks, they get help as soon as possible and are not criticised for seeking help.
- Be "Fit for Work". This means:
 - You should turn up for work ready and fit to perform your role in a safe and proper manner.
 - Being "fit for work" includes:
 - Being dressed appropriately in uniform
 - Not bringing children or siblings with you unless expressly agreed to by the Programme Director
 - Not being under the influence of non-prescriptive drugs, alcohol or other substances that reduce the ability to perform duties.
 - If prescription drugs you are using have the potential to impair performance (e.g., induce drowsiness), you must advise the Programme Director



1.8.7 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 Playball Dunedin considers 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 any confidential information belonging to the programme or concerning any children, families or staff members.
- Failure to record and report any work place accident
- Serious harassment of programme staff or families.

1.8.8 Staff Training

All staff will preferably have experience and/or training in school-age childcare and/or sport and recreation activities, prior to commencing work for Playball Dunedin.

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

All staff training, when undertaken, will be documented.

The need for staff training will be reviewed as required and opportunities for further training will be provided as needed.

1.8.9 Performance Management

All staff will be included in a performance management system 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.

These will be conducted by programme management and will be fully documented. The Programme Director will follow up any issues identified.



1.8.10 Grievances and Complaints

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

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

Staff may be suspended without pay if they are accused of:

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

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



1.9 Behaviour Management Policy

In the interests of creating a safe and enjoyable environment for children, staff will use a clear and consistent approach to guide children's behaviour. The focus will be on behaviour (i.e., whether behaviour is appropriate or inappropriate) and not on the child (i.e., behaviour will be seen as the issue, not the individual child).

All children will be:

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

1.9.1 Behaviour

Inappropriate behaviour takes many forms and includes: bad language, yelling inside, yelling aggressively, intimidating others, damaging others belongings, insulting others, biting, kicking, hitting, spitting, throwing objects not meant to be thrown (e.g., toys, food), pushing, shoving, pulling hair, pinching.

Appropriate behaviour also takes many forms. Any behaviour that shows respect for others (including other children enrolled in the programme, and staff), other children's belongings and equipment.

1.9.2 Children's Rights

Children have the right to:

- Be safe and feel safe
- Receive care, attention and support from programme staff
- To be treated fairly by the staff and the other children
- Right to play and be included in activities
- Right to enjoy recreation and relaxation

1.9.3 Rules and Responsibilities

Playball Dunedin has clearly defined rules that use children's language to ensure that the children understand what the rules are. At the beginning of each holiday programme, staff and children will collaboratively 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 with the hope that rewarding good behaviour will promote good behaviour.



The rules will cover the following areas:

- Positive language
- Boundaries – behavioural and physical
- Tidiness
- Moving around and everyone’s safety
- Rewards
- Consequences

Children will also be responsible for:

- Keeping the programme venue 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

1.9.4 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, staff may use “No...” or “I don’t like you doing ... Stop now or ...” or “I feel...when you do...” or, “How do you think (insert name) feels when you...” or “How would you feel if (insert name) did ... to you”.

At all times staff will model the required behaviour and will be available to assist children in managing their behaviour.

A stimulating and varied programme will help ensure against boredom.

1.9.5 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. The following strategies will be followed:

- Time out may be used to allow children to cool off, but children will not be isolated from view or from others.



- Children will be allowed time to talk about what happened and what the conflict was about.
- Ask open-ended questions such as, “What happened?”, “Can you tell me...”, that than “Did you...?”
- Listen reflectively to ensure you have understood the child’s point of view and that they know you are listening e.g., “You’re saying...” or “In other words...”
- Acknowledge feelings as well as facts. “Sounds like you’re feeling...because...”.
- Avoid making judgments or judging children’s solutions. Respect their opinions and attempts to rectify the situation.
- Children will be asked how the situation could have been managed differently – Brainstorm to assist children to problem solve.
- Children will be asked how they would like to end the situation e.g., apologies, handshake, hug etc.
- Children may need help understanding the consequences of a solution e.g., “What do you think would happen if you did that?”
- Children may need help to action their solution. Ask them “What is the first thing you need to do?” or “How are you going to take the first step?”

1.9.6 Serious Misconduct and Exclusion

- Unacceptable behaviour will be recorded in the Incident Register.
- Serious or repeated cases of unacceptable behaviour will be reported to the parent or guardian.
- If the unacceptable behaviour continues, parents will be asked to meet with the Programme Director and all avenues will be explored and a behaviour management plan prepared.
- If no improvement is made, it is a last resort of the Programme Director, in consultation with management to exclude the child from the programme, either for a short time, or in extreme cases, permanently.
- All discussions and recording of children’s behaviour will be entirely confidential.

1.9.7 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 unless it is an immediate issue of safety for the child or other children, or direct verbal commands have not been effective.



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



1.10 Programme Management

The following outlines the policy in regards to how the Holiday Programme will be managed.

1.10.1 Record Keeping

Playball Dunedin will comply with the requirements of the Privacy Act 1993 and any amendments.

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

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

An enrolment form is required to be filled out by parents/guardians for all children for each holiday period, regardless of whether they have taken part in the programme previously. This is to ensure all information is up to date and accurate.

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

1.10.2 Attendance

Attendance records will be kept, including sign in and sign out forms, to ensure that the programme has an accurate record of children in attendance.

1.10.3 Finance

The Playball Dunedin Holiday Programme will be run in a manner that keeps control of day-to-day finances and shows accountability and transparency. Records of accounts will be kept by management and will be handled by JW Smeaton Limited.

All money handling and banking will be carried out by the Programme Director, Programme Supervisor and/or other management.

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

Playball Dunedin will ensure that all financial and legal responsibilities are met.

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

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



The Programme Director and/or Supervisor must keep accurate records of children's attendance by ensuring parents complete the sign in/out forms daily.

1.11 Buildings and Facilities Policy

The following outlines the policy with regards to the buildings and facilities used by Playball Dunedin throughout the duration of the Holiday Programme.

1.11.1 Building Warrant of Fitness

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

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

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

Any parents contacting the programme will, in the first instance, call the Programme Director, who will then pass on any relevant information to other staff members.

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

1.11.2 Evacuation Plans

Playball Dunedin Holiday Programme will operate according to the evacuation plan guidelines as set out by the venue.

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

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

