



Programme Policy & Procedures

The National Association for Out of School Care and Recreation

We believe the children and young people of Aotearoa/New Zealand have the right to care, recreation and leisure activities in their "out of school time" which are safe, fun, age and culturally appropriate.

We believe the families and whanau of Aotearoa/New Zealand have the right to safe, accessible, affordable, quality out of school care and recreation services within their own communities. These services provide constructive opportunities for children to use their leisure time creatively in a caring and positive environment.

Programme Philosophy

The YMCA for Out of School Care and Recreation programme aims to provide a safe and stimulating range of recreational activities and experiences for children of different ages, sex and cultural backgrounds, developing them mentally, spiritually and physically while attempting to encompass individual needs and interests.

At all times the programme will operate according to the minimum standards as recommended by Child Youth and Family Services and the National YMCA Code of Practice 2006.

Bicultural Statement

The YMCA acknowledges that Te Tiriti O Waitangi was an agreement between two people's Tangata Whenua and Tau Iwi and sought to establish the principle of partnership in life of Aotearoa. Association structures and administration processes, policies and procedures support this goal. Actions and activities will seek to reflect this partnership. The YMCA also believes that the perspective of people is holistic in that it addresses the uniqueness of Mind - Body - Spirit of each and every individual and is preserved through emphasis on unconditional acceptance of each other without compromise to the self.

YMCA therefore, is committed to the pursuit of equity. The Treaty of Waitangi, in particular Article 3 serves as our foundation, to conduct training and education initiatives so we may be responsive to the needs of Maori and other cultures.

Programme outline

The Before Breakfast Club Operates Monday to Friday during school days from 7:30 am to 9 am in the Y Kids Childcare facility. Children are dropped off and signed in by parents/caregivers, we provide them with a nutritional breakfast and quite play then they are transported to their designated school.



The Kaiti School Before Breakfast Club (Kaiti School Students Only) Operates Monday to Friday during school days from 7:30 am to 8:45 am in the Kaiti School Hall. Children are dropped off and signed in by parents/caregivers, we provide them with a nutritional breakfast and quite play then they are released in the school grounds.

After School Care Operates Monday to Friday during school days between the hours of 2:30 to 5:45 in the Gisborne YMCA and Kaiti YMCA facilities. Children are collected from their designated schools, marked off on the pick up list, transported to the YMCA and provided with snack and activities until they are collected by their parents/caregivers.

After School Care for Kaiti School Students only Operates Monday to Friday during school days between the hours of 2:30 to 5:30 in the Kaiti School Hall. Children are required to walk over to the school hall where they will be marked on the attendance form and provided with snack and activities until they are collected by their parents/caregivers.

Holiday Programme Operates Monday to Friday during the school holidays from 9am to 3:45 pm or 9am to 5:45 pm in the Gisborne YMCA or Kaiti YMCA facilities. Children are dropped off and signed in by their parents/caregivers then collected and signed out at the end of the programme. The activities range from swimming, movies to sports and games with an emphasis on having fun and using values in a safe environment. Programme flyers and registrations are available on the sixth week of every school term and parents/caregivers are expected to read the holiday terms and sign the registration before they can be accepted onto the programme. Parents/caregivers are required to supply morning tea and lunch for their children when attending the holiday programme.

Camp Programme Operates every holidays for a one week period of up to 5 days. Children will be dropped off and signed in at the Gisborne YMCA, briefed about the programme content and risk management then transported to the designated venue. On collection at the end of the programme the parents/caregivers are required to sign the children off. The activities will range from swimming, kayaking to trekking and games with an emphasis on promoting basic life skills and having fun in a stimulating environment. Programme flyers and registration will be available on the sixth week of every school term and parents/caregivers are expected to read the camp terms and sign the registration before they can be accepted onto the programme. A 'what to bring list' is provided with contact and emergency details for parents/caregivers.

1. Programme Hours

The Before Breakfast programme will operate from 7.30 am – 9 am Monday to Friday during the school term. The Kaiti School Before Breakfast programme 7:30 – 8:45 am Monday to Friday during the school term.

The After School programme will operate from 2.30pm – 5:45pm Monday to Friday during the school term. The Kaiti School After School programme will operate from 2:30pm – 5:30pm Monday to Friday during the school term.

The Holiday Programme will operate from 9 am – 3:45 with extended care of 7am – 9 am and 3:45 to 5:45 pm Monday to Friday during the school holidays.

The Camp Programme will operate once a week every school holidays for up to 5 consecutive days.



2. Fees

The fee structure will be announced prior to the programme and will be clearly shown and described on the programme parent contract.

All parent fees are due on production of an invoice and are non refundable unless arrangements are made with the CEO. Should payment not be made within 10 days following the issue of the weekly invoice the parent hereby agrees to pay all costs of collection prior to and post legal action incurred by the YMCA, including collection agency costs, court costs and solicitors fees, regardless of judgment. A late payment or non-payment fee of 5% of the amount outstanding is payable by the parent to the YMCA should payment not be made within 10 days following issue of the weekly invoice.

The programme will not operate on public holidays or between the following days 25 December to 02 January.

Absences: there will be a daily charge of before breakfast \$5.00, After School \$5.00, Holiday Programme \$12, Camp \$50 for absences with notification and the following charges will be given for non-notification of child absence Before breakfast \$5.00, After School \$9.00, Holiday Programme \$25 and camp \$120. However change to bookings forms can be obtained from reception if absence is required for 5 days or more i.e.; Family trips. These will need to be completed 10 days prior to the child being absent.

3. Enrolment Procedures

All families must complete a parent contract/enrolment form and have a discussion with the Manager before the child can participate in the programme.

If you require casual attendance the parent/caregiver is responsible for contacting the YMCA before 9:30 am on or before the day required for attendance. This will be recorded in the daily book.

If you require a change to your bookings a form is available for changes to be made, 10 days notice is required before changes are accepted.

If care is no longer required you must give the Programme Manager 10 days written notification to withdraw from the programme, forms are available.

Contracts and registrations are to be renewed every year.

All Before Breakfast and After School registrations need to be updated annually. Holiday and Camp Programme registrations need to be completed in every school holidays.

3A. Enrolment Procedures for children with disabilities and special needs

When approached to enrol a child with special needs into the OSCAR programme we need to find out as much as possible about the child and their disability. This will ensure that the child will receive best possible care and that the programme is able to cater for that child's needs.

All enrolments will be initially on a trial basis for children with disabilities and special needs.



All families must complete an enrolment form and sign a parent contract before the child can participate in the programme.

Information required from parents for children with special needs enrolling in the programme are as follows:

- Does the child have a diagnosed disability?
- What are the details of the disability?
- How does the disability affect the child?
- Does the child have any medical conditions and what implications does this have for providing care?
- What can the programme do to minimise the chance of these occurring?
- What are the symptoms and what steps have to be taken to control these?
- Does the child have any dietary restrictions?
- What is the child's health history?
- Is there any activities the child should avoid for medical reasons?
- Does the child take any medication?
- Does the child have any problems with behaviour in associating with other children?
- Do you have a behaviour plan?
- Is there anything specific that upsets the child?
- What methods are used to calm the child should they get overexcited or have problems with their behaviour?
- How will the child cope being with a large group of children?
- Do they tend to wander off?
- Do they require any specialised equipment?
- Do they require assistance with eating, washing, and toileting? Have they been in a programme before?
- What activities does the child like?

4. Financial Procedures

All YMCA financial accounts including OSCAR accounts are audited annually.

OSCAR invoices are completed every Monday for the previous week's attendances. Invoices are kept at reception and parents/caregivers on completing the sign out sheet on the next attendance day should take the invoices held. Payment is required upon receipt of the invoice. Any arrangements for late payment must be made with the Programme Manager.

The Manager reviews all OSCAR accounts weekly. Meetings are held each Monday between the Manager and the CEO to ensure that the programme:

- (a) Is meeting budgets as set annually together with the YMCA Annual Plan
- (b) To peruse the weekly breakdown of income and expenditure including comparisons to the previous years figures.

No petty cash is held by the OSCAR programme. All expenditure required for the programme must be authorised and approved by the CEO. The CEO holds all petty cash.

Casual OSCAR children are to pay on a daily cash basis. Reception is to receipt payments made and payments are to register through the cash till register.



Payments made by way of direct credit to the YMCA's National General Account – Bank statements are obtained daily from the National Bank. Daily checks are made by reception and clients' payments are written into the cash payment book held at reception. Manager checks the cash payment book daily and records payments made through the computer "QuickBooks" accounting programme.

Payments made on invoice must not be processed through the cash till register. All payments must be recorded in the daily cash payment book and receipts given to the clients. Cheques and cash must be kept in a separate cash box that is locked securely at reception in a locked drawer. The Accounts administrator checks the cash payment book daily and records payments received in the "QuickBooks" accounting programme.

5. Drop off & Collection of Child

Any child/children dropped off have to report to programme supervisors to be recorded on the daily attendance register and appropriate staff will be advised of drop off.

An attendance call will be taken as soon as the last collection from drop off has arrived. Parents/caregivers will be contacted for children whom are absent without explanation. Drivers will notify Manager via cell phone of unexplained absence so as not to cause any delays with the contact of Parents/Caregivers.

A Non-collection form will be left with the School Office for unexplained absences as well.

Any no contactable parents/caregivers not receiving a message; will be left with nearest relative/colleague.

Parents/caregivers are expected to contact the YMCA if a child is to be absent, this will be recorded in the daily book. Any absences not explained will be charged at full rate.

Parents are expected to sign their children off the programme every day that they are booked into the programme.

If a child is uncollected at the end of a programme, the following procedure will be followed:

1. A staff member will remain with the child.
2. Parents and emergency contacts will be contacted.
3. If there has been no contact with the parents within one hour of the programme closing, the child will be supervised until a suitable caregiver is located.

Parents will be charged a late collection fee of \$5.00 per 10 minutes after the programme hours of closure.

Parents must inform the Programme Manager or head Supervisor if a person who is not listed on the child's enrolment will be collecting the child.

Staff will not release a child to a person who is not identified on the enrolment form unless authority has been given.

Caregiver identified on registration form must be contacted by staff for approval of release of child.

Written permission must be given for children to leave the programme unaccompanied. This means when biking, walking or taking the bus/taxi.



Written permission is also required for children biking, walking or coming on another bus or taxi, being dropped off by parents/caregivers to the YMCA.

Should a child not be collected from the programme they may be delivered by staff to the local police station?

6. Programme Content

The programme will be structured in such a way as to ensure:

- Children feel safe, receive care, attention and support from staff
- Children are treated fairly, with dignity and respect
- Opportunities are provided for children to play and enjoy themselves
- Organised activities will be stimulating and will reflect the age, interest and background of the children participating.

Planning will ensure that, on a daily basis, the following is offered:

- A planned arts and crafts project.
- The children directed use of arts and crafts material.
- An organised sport or active group game.
- an organised group quiet game or activity
- the free use of games and equipment
- free outdoor play
- appropriate DVD or play station game
- Cooking and use of cooking utensils

Children will be encouraged to participate in planned activities but may choose not to, as long as they are not bored and disruptive. Whenever possible alternative activities will be provided. I.e. Trip to the Library (This requires permission slips to be signed by Parent/Caregiver and returned to the YMCA before excursion)

Equipment will be well maintained and will be age appropriate

7. Food

Afternoon tea will be provided for children.

Preparation of food will be done in an area that is food hygiene safe and meet the requirements for food preparation. In the kitchen where access to hot water is available and surfaces are clean.

Easy rubbish disposal being a bin in the kitchen area and Heating of food done with the microwave if required which is clean and well maintained.

Food is offered/served to children by way of clean utensils/crockery daily. Plastic cups are more commonly used. And food not eaten

A staff will acquire a food hygiene certification.



Occasionally staff may give children sweet treats as part of an activity, e.g. sweets for prizes.

8. Programme Supervision

The staff/child ratio will be as follows:

At the Centre – 1:10

On excursions – 1:8 for 7 and under, 1:08 for 8 and over. 1:4 for 7 and under around or in water.

There will always be a minimum of two staff.

All staff that are included in the ratios will be 16 years and over.

All Team Leaders or Head Supervisors will be 20 years old and over.

Children will be in view of staff at all times when appropriate. Children will be informed of the boundaries that they are expected to stay within at all times and must inform a supervisor when they are going to leave the area (to go to the toilet etc).

Children will be accompanied by one staff member and one other when away from the group (to go to the toilet etc).

Formal attendance checks and head counts will be made. If a child is found to be missing the following procedure will be followed:

1. Staff will conduct a thorough search
2. Programme Manager will be contacted
3. Parents will be contacted
4. If necessary the Police will be contacted.

9. Excursions

Where there is access to a swimming place without qualified pool staff children must be supervised at all times by staff that are trained in water safety and resuscitation.

Staff will carry a cell phone for emergencies and contact details will be left with the YMCA reception. An Emergency Action plan or Safety Checklist will identify who has the phone, the type of phone used, what the phone number is and the name of the call person in emergencies. In the event that the programme is operated out of range for mobiles there will be a nominated staff member and vehicle for access to leave the programme for the emergency.

Instructors with experience and/or recognised agencies will be used to instruct all outdoor pursuits.

Walks to nearby parks and playground do not require a reduced staff ratio but all safety procedures still apply.

Staff will only allow children go to the toilet in pairs, if using public toilets a staff member will stand outside.

A first aid kit and children's emergency information will be taken along on excursions.



A Risk Analysis Management Schedule and Emergency Action Plan will be made of all excursions and signed by all Staff and Volunteers as accepting responsibilities.

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

Vehicles used to transport children must comply with all mandatory legal requirements. All drivers must hold a current, clean drivers licence and must agree to drive safely and maturely.

Copies of driver licence will be held on file.

When on an excursion a list of the children participating will be left at the venue along with a message with supervisor describing the group's whereabouts and expected time of return.

10. Health and safety

The programme will be a safe and healthy work place for staff and a safe and healthy environment in which programme participants can develop new skills.

Hazard Management will be ensured through:

- Identifying and recording all potential health hazards at programme venue.
- Assessing the risk to staff and programme participants of all identified hazards.
- Putting controls in place i.e. providing safety equipment.
- Using healthy and safe work practices together with staff training.
- Regular inspections to check that hazards have not changed, with staff involvement.
- Compliance with all relevant codes of practice and regulations.

An assessment of all environments accessed by the OSCAR Programme will be recorded on the safety checklist. Any identification of hazards will be documented on the Hazard Identification form that clearly states the hazard, action and review to identify, evaluate and eliminate/isolate/minimise the significant hazard.

All employees will be involved in hazard identification, and information on identified hazards will be made available to all staff

Staff will be aware of and comply with the emergency and disaster procedures. There will be at least two education procedures carried out each term by staff.

The programme will practice evacuation drills once every term and every fortnight during the Holiday Programme

Health and safety information will be discussed at staff meetings where staff will be informed of all health and safety policies and regulations.

Programmes facilities will be kept clean and orderly.



If a child is missing during the programme a thorough search will be made and all staff will be questioned. The daily book and sign out book will be checked then a phone call made to the parent/caregiver. If child has not been recovered the right authorities will be called.

When staff and children are in the sun, every precaution is taken to ensure sun block is applied by a staff member to all the children, staff must also apply sun block to themselves, and reapply to both children and staff every 2 hours or more often if need be. The use of hats, rash shirts, appropriate clothing and shade is sought where ever possible. Under no circumstances are children and staff to be exposed to the sun for more than 2 hours.

At no time at all will any animals be permitted on the premises and the YMCA will only use authorised and approved organisations when children and staff are on excursions. If children and staff are at a Park or the Beach laws pertaining to animal owners will be enforced. On the event that the children or staff may encounter an animal near or around the programme the following procedures will be maintained:

1. The safety of the children is paramount, the children will be removed from the area
2. Staff will supervise the children in a safe area until the all clear has been given
3. Staff will contact the Programme Manager to discuss the situation and refer the incident to the appropriate authorities i.e. District Council for Dog control
4. Programme Manager to advise of procedures for the safety of the children to either remain at the site until the 'all clear' is given or to return back to the YMCA

11. Accidents/Emergency Procedures

A first aid kit will be kept at all centres and taken on excursions along with emergency contact numbers.

In the event of any accident to either children or staff, the following procedure will be followed:

1. Staff will immediately inform the supervisor.
2. Appropriate first aid will be administered.
3. If a child needs medical attention, Programme Manager then parents will be contacted to ascertain if they would prefer to take the child themselves or would they prefer staff to take them to the medical centre of their choice. If parents or alternative contacts are unavailable the child will be taken to the nearest available medical facility.
4. If serious injury occurs, parents will be notified and an ambulance called. If it is not possible to call an ambulance, children may be transported in a private vehicle.

Minor injuries will be recorded by staff in an incidents book 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.

All accidents to staff and children, including near misses, will be recorded and investigated. An accident will be investigated as recommended in the "Approach to Accident Investigation" brochure. All accidents involving serious harm will be reported to



OSH as soon as possible after its occurrence and the prescribed accident form submitted to OSH within seven days.

If the incident is one of harassment and/or threat to children by persons known and unknown to the programme the following will occur.

1. Report immediately to the Programme Manager
2. The Programme Manager will then try to contact the parent/caregiver to advise of the situation.
3. The CEO will be advised of the situation and on discussion, will determine whether police involvement is necessary.
4. The situation will be thoroughly documented and every care taken to ensure confidentiality of all parties involved.

Every precaution will be taken to ensure incidences of the above do not happen to any children while in the care of the YMCA, through proper supervision.

Use of sun block and body covers will be encouraged and/or provided.

At least one staff member must hold a current first aid certificate.

If a child is traumatised the following procedure will be followed:

1. Immediate safety/consoling of child by staff.

2. Contact Programme Manager.

For trauma of staff, the manager will ensure that professional counselling is made available.

Emergency Procedures outlining - missing child, confrontation, fire alarm, first aid, hazardous material alert, unauthorised visitor/criminal activity/news media, abduction/hostages, cardiac arrest/medical emergency, fire – internal emergency, bomb/arson threat, external disaster, evacuation procedure will be displayed around the facility.

For Civil Defence emergencies during programme operation the children and staff will evacuate to the nearest post, St Marys Catholic School, Corner of Roebuck Road and Childers Road, Gisborne 8688332. The daily attendance and registration forms will be taken and the staff will be confident:

- To first ensure their own safety, so they can then care for the children.
- To remain with the children until all have been collected by a parent or other responsible adult.
- To keep children inside after an emergency, unless premises are obviously unsafe.
- To prevent danger and further damage by turning off electricity, water and gas at their mains after an emergency.
- To learn First Aid, and keep this training up to date.
- To know how to use the fire extinguishers.
- To keep a note, on the roll, of who has collected which children after an emergency.
- To know where the nearest Civil Defence Emergency Centre is located, in case help is needed.

Information regarding the emergency action plan will be posted on the front door of the facility to notify of where to locate the group and contact phone numbers.



12. Illnesses and Medication

In the event of a child having any infectious or notifiable illnesses, a child will not be permitted to attend the centre, e.g., conjunctivitis/foot and mouth

If a child becomes ill during the day they will be made comfortable, put into a quiet area and the parents will be notified.

Children with a life threatening illness will not be prevented from attending the programme.

Medicine will not be administered unless parents have signed a consent form. This includes dosage. All medicine must be labelled showing the child's name and dosage and stored out of reach of all children

13. Behaviour Management

Programmes will be designed to ensure that children and families experience an environment where they are safe, secure, respected and their dignity is protected.

Programme rules will be based on respect for each other, staff and equipment. Staff will encourage children by outlining what is expected of them and explaining the consequences of abusing the guidelines. Positive reinforcement will be used at all times and a stimulating and varied programme will be provided to ensure against boredom.

Staff will provide total supervision at all times.

When a child misbehaves or ignores programme rules staff will:

1. Remind the child in an assertive but non-aggressive manner of what is expected of them and the consequences of ignoring a programme rule.
2. If the child continues with the behaviour he/she will be reminded again and warned that to repeat the behaviour will result in a certain consequence.
3. If the child continues to misbehave consequences for misbehaviour will be enforced, this includes such things as:
 - Being removed from the activity and put into "time-out" that is the child will be made to sit away from the group in a clearly visible spot for a period determined by the supervisor (usually about five minutes). "Time out" shall be inclusionary rather than exclusionary. Before he/she returns to the group the staff member and child will review what is expected of them (e.g. for disruptive behaviour).
 - Having physical play boundaries reduced (e.g. when a child continuously leaves the defined boundaries).
 - Not being allowed to play with a certain piece of equipment (e.g. when a child continuously abuses that piece of equipment).



3A. A '3 Strike' system will be put into place

- 1) Time out in a designated area away from the children
- 2) They will sit with the Manager who will discuss the situation with the child and then they will remain in time out
- 3) The parent or guardian will be contacted.

4. If a child continuously misbehaves, parents will be notified when they pick up the child and will be asked to support the staff in their attempts to encourage the child to behave. If disruptive behaviour continues parents will be asked to meet with the supervisor and manager to plan a course of action.

5. If a child continuously behaves in a manner that endangers them or other children, despite the above measures, parents will be notified and asked to remove the child.

At no times will punitive discipline be used, This includes punishing children by physically hitting, withholding food and drink, isolation from the group, demeaning or condescending comments, i.e. verbal and emotional abuse.

At all times, staff will maintain fairness, consistency and positivity.

When children are in conflict with each other, staff will encourage the children to resolve the situation themselves and aid them by making suggestions on how to do so. If children cannot resolve the conflict they will be removed from the situation, for example they will not be allowed to play with the toy or each other.

Children will only be physically restrained if their immediate safety is at risk and verbal commands have failed.

Staff will receive behaviour management training through workshops.

14. Complaints/Disputes and Grievances

If any parents/caregivers have complaints/disputes and/or grievances about the programme or staff members they should first approach the Programme Supervisor who will then attempt to rectify the situation. If they have any further complaints/disputes and/or grievances they should then contact the Programme Manager. (They may approach the Manager initially if preferred).

Complaint forms are available for staff and parents/caregivers to complete, which record the grievance and the plan of action, decided upon. The Programme Supervisor will keep the Manager informed of any complaints received. All complaints/disputes and/or grievances will be documented.

If a grievance and/or complaint relates to another staff member, please notify the Manager in the first instance of the department from which you belong and a meeting will be set up with the appropriate Manager. If for example the staffs involved belong to the same department, then the CEO will be notified with the view to resolving the issue and appropriate feedback in writing given to both staff members. If situation still unresolved, refer steps 5, 6 and 7 below.

Steps to take in the event of complaint/dispute and/or grievance being where the situation has not been rectified satisfactory.

1. Advise in writing to Programme Manager the concern/complaint.



2. Complete complaints form (available from Reception)
3. Programme Manager will seek to rectify and also advise CEO.
4. Person making complaint will be advised in writing of outcome.
5. If still unsatisfied, complaint will go to the Board of Trustees.
6. If a meeting is required with Board of Trustees a Mediator will be appointed.
7. All correspondence will be documented.

15. Child Protection

In addition to the general safety policies outlined, the programme will ensure that the staff and other adults visiting or working at the programme are well supervised and visible in Activities performed with children. Staff and children are not permitted to use toilet facilities at the same time. Children will be supervised when using public toilets. A minimum of two staff will be supervising the programme at all times.

Programme staff will be provided with a code of behaviour, copies of which are to be held at the programme. This code outlines appropriate behaviour, supervision, discipline, and the prevention, detection and reporting of child abuse.

The programme staff will act on all suspicions of child abuse. This includes:

1. Recording of all incidences and observations.
2. Reporting to Programme Supervisor (or directly to the Programme Manager).
3. The Programme Supervisor will then report to the Programme Manager who will then report it to the CEO.
4. The Programme Manager will call the 0508 326 459 National Call Centre Child Abuse Reporting line at Child Youth and Family Services to notify and record the incident
5. Staff involved in the incident will be debriefed and counselled for the situation

How the programme makes referrals under section 15 of the CYP&F Act.

*Section 15: **reporting of ill-treatment or neglect of child** – Any person who believes that any child has been, or is likely to be harmed (whether physically, emotionally or sexually), ill-treated, abused, neglected, or deprived may report the matter to The Manager, CEO, social worker then member of Police.*

16. Programme Management

Direct supervision of the programme will be done by the Programme Manager who reports to the YMCA Executive Director.

The programmes will be run in a manner that keeps control of day-to-day finances and shows accountability to the YMCA Auditors.

Parents/Caregivers are welcome to come and observe only their children while on any of our programmes so long as there is no disturbance and the YMCA reserves the right to ask Parents/Caregivers to leave if there are any interruptions to the facilitating of the programme, or



we feel the presence of the Parent/Caregiver affects the reactions of their child/ren or others on the programme.

17. Confidentiality Policy

The programme will ensure worker and client confidentiality.

All forms, e.g. registration forms, state why information is collected and what will be done with the information i.e. for emergencies, birthdays, health and safety of a child. No information is shared unless with the owners permission or as deemed through legislation, e.g. Health and Safety Act.

All files holding confidential information are duly secured and kept away from the access of unauthorised persons.

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

All sensitive and personal discussions involving phone or between people shall be held discreetly and in private.

At all times the programme will comply with the requirements of the Privacy Act 1993.

18. Holiday Programme

All information regarding the holiday programme activities will be provided on the sixth week of every school term. Parents/caregivers are expected to read the terms and condition of the programme, complete the registration, sign the form and return it to the YMCA before the child will be accepted onto the programme.

The programme also requests permission for children to attend excursions and to be transported to the various venues as described in the programme flyer. Information regarding emergency action plan and attendance list will remain in reception during the excursions for parent/caregivers to have direct access to their children while they are out of the building.

The Holiday Programme will operate according to the standards recommended in the YMCA Code of Practice and the Oscar Policy and Procedures

19. Camp

All information regarding the camp programme activities will be provided on the sixth week of every school term. Parents/caregivers are expected to read the terms and condition of the programme, complete the registration, sign the form and return it to the YMCA before the child will be accepted onto the programme.

The programme also requests permission for children to attend the camp and to be transported to the various venues as described in the programme flyer/itinerary. Information regarding emergency action plan and attendance list will remain in reception during the camp for parent/caregivers.

The following criteria's will apply when operating a camp programme:



- A) Outdoor treks or wilderness adventures will only operate when there are Department of Conservation toilet facilities available
- B) The Head Supervisor will be named before attending the programme and will be in attendance at all times during the operation of the camp and while children are in attendance
- C) Risk Analysis Management Systems and Emergency Action Plans will be completed prior to the operation of each and every camp and signed by all staff in attendance of the programme or the activity
- D) The sleeping facilities will have segregated gender specific sleeping areas that have a minimum of 1 gender specific staff in each sleeping area or rostered to patrol the areas
- E) Children will be in a minimum radius of 20 metres of supervisor or staff at all times and will have access to contact parents/caregivers if required
- F) The children will not be permitted within 1 metre of an open flame area i.e. Gas or fires
- G) When preparing food staff will ensure the minimum standards of the Hygiene and Safe Food Handling Act will be adhered
- H) The Programme Manager will ensure that all facilities utilised for the camps will adhere to and maintain their Building Warrant of Fitness

The Camp Programme will operate according to the standards recommended in the YMCA Code of Practice and the Oscar Policy and Procedures

20. Staff

All staff that are included in the ratios will be 16 years and over.

All Team Leaders or Head Supervisors will be 20 years old and over.

All staff will have experience and/or training in school age childcare and/or recreation.

No person with a criminal conviction for violent or sexual crimes is to work or volunteer in the programme.

All staff, governance and volunteers are police checked every 6 months.

All workers, committee, volunteers and staff sign a declaration stating that they will abide by centre policies.

All persons have equal opportunities and recruitment procedures are fair and consistent. Each application for positions with the programme will be considered on its own merits and their chances will not be reduced by factors which are irrelevant to the requirements of the position i.e. gender, race, marital status, religious belief, ethical belief, colour, ethnic national origins, disability, age, political opinion, employment status, family status and sexual orientation.

Job descriptions will state responsibilities, skills, certification and standards required.

A prospective volunteer or worker must complete an authorisation form to have their records obtained from the Police Licensing and Vetting Service to be reviewed by the Programme Manager.



Copies of CV's and relevant records will be kept at YMCA Office.

Staff will be interviewed by at least two YMCA Management staff. The interview process will consist of a stated set of questions and referee checks.

Where relevant, staff will be offered training opportunities. All Staff will attend term-by-term training internal or external and will record all relevant information and materials.

Meetings with all staff and volunteers will complete on a monthly basis.

All employees must sign an employment contract.

Staffs who return to work in future programmes will be given a performance appraisal with the sole intention to increase awareness of their performance with the view to ensure an effective and high standard of quality programming.

Appraisal of the staff will be the responsibility of the Programme Manager.

Appraisal will be confidential and based on the job description and will establish individual and group strengths and identify areas for personal development. It will consist of a self-appraisal and interview with the Programme Manager. Performance will be evaluated against the job description and objectives set for the next programme. The extent of the appraisal will reflect the nature of the employment. (E.g. it will be relevant for casual employees)