

# Holiday Programme

## POLICIES & PROCEDURES





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# 1. OBJECTIVES & APPROACH

## PROGRAMME ENVIRONMENT & APPROACH

The PACT Holiday Programme aims to offer an outstanding school holiday programme for children aged 7 to 13 years old (targeting children aged 8 to 12 years)

- We provide a fun, safe, positive and caring environment for children to socialize, learn and develop, utilising quality indoor and outdoor play areas, equipment and resources.
- We offer a well-planned, stimulating and age-appropriate programme that enables children positive interaction with other children, adults and the environment.
- We encourage children to be their best at all times.
- We empower children to make choices and give them ownership of their programme.
- We employ high quality staff who are both experienced in dealing with children and have a love for working with children.
- We will recognise the needs of children so that all children feel comfortable and safe in the programme.
- We communicate with parents through our promotional flyer, parent information sheet, and programme notices. The Holiday Programme Coordinator is available to deal with parent queries at collection times. Parents are encouraged to contact our Programme Coordinator with any queries at any time. Our policies are available for parents to read.
- Our staff are non-sexist and non-racist and are sensitive to the special needs of children appreciating their values, customs and culture.
- We provide an environment that acknowledges children with special needs providing support for them and their parents/whānau.
- The PACT Holiday Programme embodies the Christian values of love, service, forgiveness, peace and justice in all its dealings with families and children. These beliefs and values are communicated by the staff to the best of their ability through role modeling and interaction.

## PROGRAMME PLANNING

The PACT Holiday Programme aims to provide a well-balanced, interesting and varied programme where children can be occupied in a safe, enjoyable and constructive manner.

Programme planning will be undertaken prior to each programme and will provide a varied choice of activities, relevant to the children attending the programme. Taking into account children's ages, interests and developmental levels and offering a range of activities - group and individual, active and passive, indoor and outdoor.

Programmes will be planned as a co-operative team effort ensuring programmes are enriched with the special skills, strengths and interests of staff.

The full week holiday programme will include one full day and at least two part-day outings.

The overall programme will be planned to:

- Foster positive self-esteem
- Develop social skills
- Encourage children to develop self-responsibility
- Develop a climate of respect and inclusiveness for cultural diversity

## **PACT BUILDING LAYOUT**

### **Policy**

The Holiday Programme will operate with adequate open spaces that allow the children to play freely and engage in all activities in a supervised safe environment.

### **Procedures**

- Staff will ensure the arrangement of furniture and equipment does not greatly reduce the available space of indoor areas.
- Staff will consider what spaces are available when planning activities and set up activities accordingly.
- Staff will complete regular Safety Checks to ensure that all spaces remain safe and useable.
- Rooms or spaces not part of the main venue space (eg, kitchen, storage, break-out rooms) will be 'Staff Only' unless children have permission from a staff member to access the space and are supervised by a staff member.
- A Quiet Zone will be set up for children to enjoy quiet activities. Children will be made to feel comfortable to use this quiet zone whenever they wish to. A quiet zone space will include cushions, seats, blankets and books and have clear boundaries with a Quiet Zone Sign.
- Weather permitting there will be regular opportunities to engage in outdoor supervised activities on the field outside

## **BEHAVIOUR GUIDANCE**

### **Policy**

PACT will manage behaviour in a positive way that will help children's development and self-esteem.

## Procedures

1. As part of Induction, all staff will have training on Behaviour Guidance.
2. The Holiday Programme has Rules that connect to our Respect Values that will help set expectations and promote positive behaviour.
3. The Holiday Programme uses a Behaviour Guidance Strategy, it focusses on prevention of inappropriate behaviour.
4. The Behaviour Guidance Strategy outlines the best practice approach of different techniques that can be used in the programme, and how to deal with inappropriate behaviour if it does arise. Every child and situation is different, so the Behaviour Guidance Strategy may not necessarily be the best to follow in the moment, and approaches or responses may need to be adjusted accordingly.
5. Other tools that PACT will use are:
  - Think Sheets (used to help a child reflect on their own behaviour, what may have caused it and so that they and their caregiver knows what might happen if the behaviour continues).
  - Behaviour Agreement (if a child has had to leave the programme early – either in the current programme or a previous programme). This can be a good way to document goals for the child, strategies that may help and consequences for repeat behaviour. It's a great way to make sure that everyone is on the same page.
6. Under no circumstances will a staff member physically punish, physically discipline, use physical force, or treat a child in a way that is degrading, humiliating or causes them fear or anxiety.
  - Staff may only use physical force as a last resort, and only if he or she reasonably believes it is necessary to prevent imminent harm to the child or another person. The restraint must be reasonable and proportionate in the circumstances to prevent that child, or others, being injured. Situations where it may be appropriate include: breaking up a fight; preventing a child from running onto a road; stopping a child who is throwing objects close to others that could cause them to be injured.
  - If physical force is used by a staff member, the Serious Incident Register is required to be filled out, signed by the child's parent or caregiver, and provided to the PACT Director within 48 hours of the incident.
  - Significant incidents where a child breaks a programme rule, a staff member will complete the Accident and Incident Register. If applicable, the Behaviour Guidance Resources discussed in the Behaviour Guidance Strategy will also be used. In all circumstances the Holiday Programme Coordinator will be informed.
  - Parents/caregivers will be informed of their child's actions if they are involved in a significant incident or repeated incidents that break programme rules.
  - Staff are trained to:
    - Focus on the behaviour not the person
    - Maintain the child's self esteem and dignity at all times.
    - Not shout and to manage their own frustration with the child.



## To prevent behavioural incidents



### CREATE A SAFE ENVIRONMENT

To create a safe environment that supports good behaviour we will:

- Display our programme rules.
- Go through the programme rules and our Respect Values on the first morning of the Holiday Programme.
- Keep our rules updated and use rule-based language in the daily running of the programme.
- Provide ongoing training and ensure staff use active listening, positive reinforcement, and active supervision.
- Use regular team talks or other strategies to give kids a safe space to raise issues and reflect on rules.
- Help children practice interpersonal skills through relevant games and activities.

## If a child's behaviour is serious or severely disruptive



Even after one incident it may be appropriate to send a child home early or for the rest of the programme. If you think a child's behaviour warrants this, discuss this with the Holiday Programme Coordinator. They will seek advice from the PACT Director if needed.



## If a child is returning from being sent home early



### CREATE A BEHAVIOUR STRATEGY

Work with the child and their caregivers to:

- Write a Behaviour Agreement outlining behaviour goals, specific consequences if the unwanted behaviours continue, and strategies to help manage the behaviours.
- Discuss what will happen if the child's behaviour does not improve.



## If a child breaks the programme rules



### REINFORCE RULES

#### **The first time a child breaks a rule (no strikes unless it's a serious incident):**

Calmly remind the child of the rules and what will happen if they keep breaking them. If appropriate then give a relevant consequence.

#### **If a child breaks the rules a second time (strike one):**

Take them quietly aside, get on their level, and ask them why they keep breaking the rules. Let them know that we will be notifying their parent next time they break a rule

#### **If a child breaks the rules a third time (strike two):**

- Record the incident on the appropriate form (Accident and Incident Register)
- Help the child use a Think Sheet to reflect on their behaviour.
- Agree with Holiday Programme Coordinator if the child should be picked up early. Either phone the caregiver or discuss the child's behaviour with the caregiver at pick-up time and show them any documentation.

#### **If a child still continues to break the rules (strike three):**

- Record the incident on the appropriate form (Accident and Incident Register)
- Contact the Caregiver to collect their child and show them any documentation.

### Some appropriate consequences for rule breaking are:

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Even after one incident it may be appropriate to send a child home early or for the rest of the programme. If you think a child's behaviour warrants this, discuss this with the Holiday Programme Coordinator. They will seek advice from the Director if needed.



## 2. CULTURAL REQUIREMENTS & UNIQUE CHARACTER

### Policy

PACT Holiday Programmes will recognise and respond to any needs of cultural diversity within programmes. PACT's unique character will be clearly communicated.

### Procedures

- Space will be on the Enrolment Form where parents/caregivers can identify any special cultural needs a child may have.
- Any special cultural needs for a child will be noted by the Holiday Programme Coordinator.
- If a child has significant special cultural needs, parents/caregivers of the child and programme staff will consult to discuss how the programme can best incorporate the child's needs.
- If required, training will be given to staff on specific cultural needs
- PACT is a Christian organisation and there will be some Christian content in the Holiday Programme. This is made clear in the communications with parents/caregivers.

## 3. ENROLMENTS

### Policy

PACT requires that an Enrolment Form is completed before a child can attend a PACT Holiday Programme.

### Procedures

- Parents/caregivers are required to complete a PACT Enrolment Form. A link will be sent to parents/caregivers. Other than the details of the primary contact for the child, a minimum of 2 emergency contacts must be provided.
- Parents/caregivers will electronically approve the Enrolment Form including the Terms and Conditions.
- Parents/caregivers are responsible for notifying PACT via email, phone or in person of any:
  - Changes to information given on the booking form
  - Custody or access arrangements that relate to their child (if a parent/ guardian is marked as 'not authorised' to collect a child, evidence must be provided – i.e. a Parenting or Court Order)
  - Protection orders that relate to their child
  - Change to attendance arrangements
- A deposit must be made to secure a child's place in the programme with the balance being payable on day 1 of the Holiday Programme.
- Consent to attend trips will be included in the Enrolment Form.

## **DROP-OFF & PICK-UP OF CHILDREN**

### **Policy**

PACT will ensure the safety of the children while on and when leaving the programme.

### **Procedures**

- Children will only be released to authorised people (parents/caregivers/ emergency contacts/ alternative pick-up people) that have been identified on the Enrolment Form, or as advised by parents.
- Staff will remain with children until they are collected.
- Children are required to be signed in and out from the programme every day.
- The Daily Attendance Form will be easily accessible at the front entrance.
- Parents/caregivers will be advised of the sign in and out process.
- If a child is going to be collected by someone other than identified on the Enrolment Form, parents/caregivers must PACT in advance by email, phone or in person.
- If an unidentified person arrives to collect a child, staff will contact parents/caregivers to gain approval before the child is released from the programme. If contact cannot be made with parents/caregivers, then staff will contact the child's emergency contacts to gain approval. The child will not be released until contact is made with the child's contacts.

## **CHILDREN NOT ARRIVING AT THE PROGRAMME WHEN EXPECTED**

### **Policy**

PACT will attempt to locate and confirm the safety of all children that do not arrive at the programme when expected.

### **Procedures**

If a child does not arrive within 30 minutes of the start time for the day when no notification of the child absence has been advised. Staff will contact the parents/caregivers to confirm that child's attendance on the programme. If no contact can be made, messages will be left with the main parent/caregiver to contact the Holiday Programme Coordinator.

## CHILDREN NOT COLLECTED BY THE END OF THE PROGRAMME

### Policy

PACT will ensure every child is collected safely at the end of the programme.

### Procedures

- When a child that is expected to be collected is not collected by the scheduled end of the programme, a staff member will wait for a minimum of 10 minutes.
- If a child is still not collected after waiting for 10 minutes, staff will contact parents/caregivers. If contact is made and the parents/caregivers of the child are close by, staff will continue to wait up to a maximum of 30 minutes, a staff member will remain with the child/ren at all times.
- If contact with parents/caregivers cannot be made, then emergency contacts will be contacted and asked to collect the child.
- If contact with emergency contacts cannot be made or if they are unable to collect the child, staff will contact the Director.
- After another 30 minutes of waiting, the PACT Director will decide if police need to be notified.

## TRANSPORTING CHILDREN

### Policy

PACT will ensure children are transported safely during programme outings.

### Procedures

- If hired transport is required, PACT will use reputable established transport providers that are well-known within the community.
- Any vehicle used to transport children will have a current Warrant of Fitness, current registration and adequate insurance cover.
- In the instance where buses are used, all children will be seated on seats for the duration of the trip. Maximum occupancy numbers for buses will not be exceeded. Where safety belts are available on the bus, the Programme Supervisor is responsible for ensuring all children are appropriately restrained. Children under the age of seven years old will not sit in the front seat(s) of the bus.

- In the instance where a private staff vehicle is used, the staff member driving will have a current NZ full driver's license and abide by all road rules. Staff will ensure there is a minimum of two children in the vehicle and the appropriate child restraint is worn at all times. The following processes will also apply:
  - Parents/caregivers of children under seven years of age must provide the appropriate child restraint for their child's age and size.
  - Children aged seven must use an approved child restraint (if one is available) and if not, any child restraint or safety belt that is available. Parents/caregivers are encouraged to provide booster seats for their child until they reach 148cm tall, or is eleven years old.
  - All other children must wear a safety belt.
  - Staff will not transport children in their vehicle if an approved child restraint is not available.
- If an accident or breakdown occurs that will cause children to be late back to the venue, all parents/caregivers will be contacted and informed.
- Consent to travel to outings in private and hired transport will be included as part of the Holiday Programme enrolment form.
- The driver should be an example to children in their vehicle in their driving behaviour and their attitude towards other drivers.
- If a leader commits a driving offence with children in their car, they may not be permitted to transport young people for one year, at the discretion of the PACT Director.

## FEEDBACK & COMPLAINTS

### Policy

PACT aims to provide a quality Holiday Programme that meets the expectations of children, parents/caregivers and the community.

### Procedures

- Caregivers/parents will be invited to complete an end of programme survey at least every second Holiday Programme.
- All complaints will be taken seriously. Feedback is always welcome and will be handled confidentially if requested.
- If a complaint is made verbally, the complainant will be encouraged to put the complaint in writing.
- If a child makes a complaint directly to staff, a staff member that is not directly involved in the complaint will assist the child to put the complaint in writing using the child's words. The child's parents/caregivers will be informed of the complaint when the child is collected that day.

- If the complainant has special needs or a disability that makes it difficult for the complainant to fully convey their complaint, The Health and Disability Advocacy Service (HDAS) can support the complainant to express and try to resolve their concerns. HDAS can be contacted by email at [advocacy@advocacy.org.nz](mailto:advocacy@advocacy.org.nz) or by phone on 0800 555 050. If the staff member receiving the complaint deems that the complainant requires this support, they are to make the complainant aware of HDAS, or contact KGNZ Head Office (09) 427 9377 for referral guidance.
- All complaints will be passed onto the PACT Director.
- PACT is committed to the provision of a fair, healthy and safe workplace in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated.
- If a staff member wishes to make a complaint, they should do so directly to the Holiday Programme Coordinator or PACT Director.
- The Holiday Programme Coordinator or PACT Director will address all complaints within 48 hours.
- Both sides will be given the opportunity to make their views known and/or answer allegations.
- The complainant will be informed of any actions taken resulting from their complaint. If the complainant is not happy with the actions taken they can contact the PACT Board of Trustees. If they feel the issue is still not resolved they can contact the Ministry of Social Development.
- The PACT Director will be responsible for maintaining a Complaints Register.
- The Complaints Register will be kept in the PACT office for the remainder of the year they were given, or filed in the appropriate email folder. To help us continually develop and improve our programme, this feedback will be consistently reviewed to ensure appropriate

## CHILDREN WITH SPECIAL NEEDS (INCLUDING BEHAVIOURAL)

### Policy

PACT will endeavour to offer a Holiday Programme in a manner that will ensure the inclusion of all children, while still maintaining the wellbeing and safety for all children and staff within our programmes.

### Procedures

- At the enrolment stage, it is the responsibility of the parents/caregivers to PACT in writing if their child has any special needs.
- PACT will include children with special needs onto the programme whenever possible.
- The Holiday Programme Coordinator will discuss each special needs child's enrolment application on a case by case basis with the child's parents/ caregivers. A trial period may be used to assess if a certain child with special needs can be included into the programme. If a child has a teacher aide during school hours, it is expected that this child will need additional care at our programmes and there could be an additional cost associated with this.
- Staff will be informed of children with special needs that are going to attend the programme and will be provided with additional training, if required, and where practicable.

- The Holiday Programme Coordinator will stay in close communication with parents/ caregivers for a child with special needs.
- The Programme Coordinator will consider the requirements of any special needs children when planning programme activities and food for afternoon tea and snacks. Wherever possible, PACT will provide modified activities for special needs children to help ensure their enjoyment in the programme.
- At any time, PACT feel that they can not provide the level of care required to ensure the safety and wellbeing of a child with special needs or the situation is having a negative impact on the staff or other children at the programme, a child may be stood down from attending.

## **ELECTRONIC DEVICES (INCLUDING USE OF CELLPHONES AND WATCHING TELEVISION)**

### **Policy**

PACT will ensure children are engaging in age appropriate activities and participating in a variety of activities.

### **Procedures**

- Children can only bring a personal electronic device to the Holiday Programme on Thursday or by explicit permission given and in discussion with the parent/caregiver.
- Where children are permitted to bring personal electronic devices to the programme, they do so at their own risk and must follow these rules:
  - Devices are only permitted to be used during the times communicated by the Holiday Programme Coordinator.
  - Devices are to be used in such a way that staff members can monitor the material that is being accessed/viewed (e.g. sitting on a chair/at a desk with the device facing outwards towards the middle of the room)
  - Devices are to be stored in the child's bag at all other times when not in use
  - Recording and taking photos of children, staff or any area where the programme is operating is not permitted
  - Only age appropriate material is to be accessed/viewed/ played on the devices
- If children fail to follow these rules, it will result in confiscation of their device. The device will be returned to the child's parent/ caregiver when they are signed out that day.
- Staff will not interfere with the device settings and information.
- PACT will limit the time spent watching television. Where any of these activities take place, they should be scheduled as an activity (displayed on the weekly planner), and not take place on a regular basis. Only age appropriate content will be viewed.



## 4. HEALTH & SAFETY TRAINING

### Policy

PACT will operate a safe environment and staff working at a PACT Holiday Programme will receive a Health and Safety Briefing as part of their induction.

### Procedures

- The Holiday Programme Coordinator/Programme Supervisor will help guide staff through questions they have after receiving a Health and Safety briefing.
- All staff will know how to identify a hazard. These will be reported to the Holiday Programme Coordinator/Programme Supervisor who will add it to Risk Assessment Form that is part of the Safety Plan.
- All Risk Assessment Forms will be kept in the programme folder.
- At the beginning of each Holiday Programme, staff will address any ongoing Health and Safety issues during staff meetings.
- Ongoing staff Health and Safety training will be provided when deemed necessary by the PACT Director. Training will be documented and held on file.
- Staff will notify the PACT Director if they have pain, discomfort or stress relating/resulting from their work at the PACT Holiday Programme. The Director will work with the staff member to take manageable steps to minimise these from occurring. The staff member will be referred to either their own or a medical practitioner selected by the company, for assessment and treatment. PACT reserves the right to engage/contract in an Occupational Health Nurse/Practitioner to assist and advise with the rehabilitation of the employee.

## RISK ASSESSMENTS

### Procedures

- Holiday Programme Coordinator/Supervisor will be trained on how to use a Risk Assessment Form that will be signed and dated by them and the PACT Director. The assessment will include:
  - Identifying the risk
  - People factors that could lead to the risk
  - Equipment factors that could lead to the risk
  - Environment factors that could lead to the risk
  - Actions taken to eliminate, or where this is not reasonably practicable, minimise the risk
  - Emergency plan to manage the risk if it does occur
  - Minimum skill required by staff (if appropriate)
  - Any staff comments

- The Holiday Programme Coordinator is responsible for ensuring a Risk Assessment Form is completed at the beginning of each term and for each holiday period, for all outings and any on-site activities that pose some degree of risk.
- On holiday programme trip days, the Holiday Programme Coordinator will obtain any relevant Risk Assessment documentation that is specific to that trip day venue, location or activity.
- The Holiday Programme Coordinator is responsible for ensuring staff read and understand Risk Assessment Forms.

## BUSINESS CONTINUITY & DISASTER RECOVERY

### Policy

The Holiday Programme is committed to providing a continuity of service, as feasible and appropriate. If an alternative venue is required:

- Te Kāhui Kāhu will be notified as soon as a potential venue has been identified and the programme will follow the advice of MSD staff to secure Accreditation at the new facility. This will include a risk assessment process for the new facility. Relevant Work and Income staff will also be advised.
- Parents will be advised of new facility and any new arrangements re- arrival or releasing children from the venue.
- Children will be gradually orientated to the new facility as part of the programme activities.
- The programme will liaise with other local/community groups to act in a coordinated manner when re-establishing. Staff will be assisted to access appropriate support when the programme is re-establishing after a significant event such as natural disaster. The programme will offer the option to negotiate a period of leave to help staff through this transition. As finances permit, the programme will retain a reserve of funds to assist with re-establishing the programme after a significant disruption



## SAFETY CHECKS

### Procedures

Prior to the commencement of each Holiday Programme the Holiday Programme Coordinator will check the following:

- Electrical cords and appliances are regularly checked for safety.
- All heaters are secured.
- Fire and smoke alarms are installed.
- Adequate lighting is supplied.
- Floor coverings are firmly attached.
- Pathways are not obstructed by vegetation.
- First aid kits and cleaning equipment are well stocked and stored safely
- Cleaning agents and medicines are kept in cupboards inaccessible to children.

During the week the Holiday Programme Coordinator will regularly check on the following:

- Equipment is in a safe, usable condition
- The venue is clean and clear
- That food areas, equipment and surfaces have been adequately cleaned
- That food storage and preparation guidelines are being followed
- Toilets are clean and have sufficient supplies
- Outside play areas are in a safe condition
- Permission is gained in writing to take children on trips.
- Children are instructed clearly before commencing trips or other projects.

## ACCIDENT INCIDENTS

PACT will respond immediately to all accidents and incidents and continually assess accidents and incidents to reduce future occurrences.

### Procedures

- If an accident, incident or near miss (of serious harm) occurs, staff will immediately attend to the needs of the child or staff member involved. Qualified staff (with a current first aid certificate) will be responsible for administering any first aid attention required.





- If urgent medical care is required, the Programme Coordinator or Supervisor will:
  - Call emergency services and the child's parents, caregivers, or emergency contacts.
  - Stay with the child until their parents, caregivers, or emergency contacts arrive.
  - If emergency contacts arrive before parents/caregivers the Programme Supervisor may need to go with the child to the hospital.
  - The Holiday Programme will arrange extra staff to maintain staff:child ratios at the programme.
  - The incident will be documented and communicated to the PACT Director.
- All accidents, incidents and near misses (of serious harm) will be recorded by staff on an Accident and Incident Register. Including anytime first aid/ first aid equipment is used to assist children or staff. Behavioural incidents that are recorded on the register are to be recorded on a separate form (for privacy reasons).
- The Programme Supervisor is responsible for ensuring Accident and Incident Forms are completed, signed off by parent/caregiver and are kept in the programme folder until the next accident, incident & near miss review.
- At the end of each term or holiday period, the PACT Director, Holiday Programme Coordinator and Supervisor, will review any accidents and incidents that have occurred. Appropriate actions will be taken by the Programme Coordinator (if they haven't been already) to reduce the risk of that accident or incident occurring again, and any actions will be documented on this form.
- The PACT Director will alert WorkSafe New Zealand of any notifiable injury, illness, or incident as defined in the Health and Safety at Work Act 2015 and in accordance with this Act by phone as soon as possible and in writing within 7 days after the incident.
- The PACT Director will be responsible for alerting the New Zealand Police of any criminal activity discovered through the operations of the programme.

## TOILET FACILITIES

### Procedures

#### PACT Toilets

- Staff and children will be use different sets of toilets (staff will use the Disabled Toilets).
- Staff will ensure they do not use the toilet facilities at the same time as children.
- Toilets will be cleaned on a daily basis.
- The Programme Supervisor is responsible for ensuring there is adequate toilet paper, soap, hand towels and a sanitary disposal bin available during operation hours.
- If a child requires assistance from a staff member when using the toilet, staff will ensure there is at least one other child or staff member present.

#### Toilets on Outings

- For each outing, the Holiday Programme Supervisor will specify a toilet procedure including which toilets children will use.
- Staff will complete a check of safety and toiletry supplies in toilets before children enter.
- To help with safety and orientation of children while using an unfamiliar toilet, staff will ensure a buddy system is used so there is at least two children in the toilets at all times.
- Staff will wait outside when children are using the toilet and then supervise the child as they return to the group.

## FOOD PREPARATION

PACT Holiday Programme will provide snacks only at Holiday Programme. PACT has a fully equipped kitchen that is kept clean and is specifically for preparing and storing food.

### Procedures

- Staff will wash hands well and dry them before handling food
- Disposable gloves will be used when preparing or serving food
- All surfaces and table tops will be cleaned before and after food is served.
- Rubbish and discarded food is placed in rubbish bins
- If food needs to be defrosted it will be defrosted in the fridge, not on the bench-top.
- Raw and cooked foods will be kept separate in the fridge.
- Raw meat will be stored in the bottom of the fridge well-wrapped.
- The sterilizer will be used to sterilizer dishes that have been washed.
- Dishcloths and tea towels will be cleaned regularly.

- Any leftover foods will be cooled and covered as quickly as possible and only stored for two days before reheating.
- Dry foods will be stored in sealed, air-tight containers, in a cool area (away from direct sunlight).
- Children's bags (with lunchboxes) will be kept away from direct sunlight.
- Before serving food, staff will check that it has not passed its expiry or use by date.
- Staff and children will always wash and dry their hands prior to handling or eating food. Hands should be washed with soapy water (for 20 seconds), if this is not practically possible for children, a hand sanitiser may be used.
- Staff who are sick will not handle food (they should be given a different job within the programme to do).
- Cleaning equipment and products, or other non-food items, will be clearly labelled to ensure they don't appear edible (i.e. not stored in empty food containers).
- If there are children in the programme that are highly allergic to certain foods, that food will not be served in the programme, or an action plan will be created/provided from the child's parent/caregiver (i.e. they will provide and eat their own foods).
- Rubbish bins will be available throughout the programme venue and cleared daily. Rubbish bins will be kept in such a position so they don't contaminate the food preparation or serving areas, and be covered to help control pests.
- Children are not allowed in the kitchen.

## MEDICATION

### Procedures

- Parents/caregivers are required to indicate on the programme registration form, if their child has any medical conditions and if medication is required. It is the responsibility of the parent/caregiver to provide any medication their child requires, and give appropriate instructions to the Holiday Programme Coordinator.
- Medication will not be given to a child without parent/caregiver written consent.
- Any medication provided to staff must be clearly labelled.
- Staff will store medication as directed on the packaging and ensure this storage place in a safe area away from children.
- Children are free to use their own asthma inhaler when needed without a medication consent form.
- The Holiday Programme Coordinator will inform staff of any child's medical conditions that may affect the child while on the programme.
- Staff can ask a parent/caregiver to sign in/out medication so that there is a clear record of when the medication is received and returned.

## ANIMALS

### Procedures

- Animals will not be permitted to be brought along to the programme by staff, children, parents/caregivers or visitors; no matter how small or tame the animal is.
- If a stray animal comes into the programme area, staff will remove children from that area immediately. Staff will then encourage the animal away from the programme area. If this is unsuccessful then staff will contact the local council.
- On outings, the above procedure for dealing with stray animals will apply.
- If animals are going to be part of planned structured activity, a Risk Assessment Form will be completed.
- The Holiday Programme Coordinator will notify all parents/caregivers and children in advance if animals are going to be part of a planned structured activity.

## UNWELL CHILDREN

### Procedures

- If a child becomes unwell while on the programme, parents/caregivers will be contacted and asked to collect the child.
- The programme terms and conditions will state that parents/caregivers are expected to be able to collect their child at any time if they become unwell or identified as a health risk to other children or staff at our programme.
- A quiet and comfortable sick area away from the other children will be made available at the PACT Building for children that are unwell.
- If the programme is on an outing and a child becomes unwell, staff will find a quiet area for the child to sit-down.
- A staff member will stay with the child to ensure they are as comfortable as possible until they are collected.
- All incidents of unwell children will be recorded on an Accident and Incident Form.
- Parents/caregivers will not send their child/ren to our programmes if they are unwell or infectious (including head lice).
- If staff become aware that a child at one of our programmes is a health risk to other children or staff, they will notify the PACT Director. The child will be kept away (calmly and discreetly) from the other children with something quiet to do, until their parent/caregiver can collect them. The Holiday Programme Coordinator will notify parents/ caregivers of all children attending the programme that a health risk has occurred (the child/ren will not be named), and ask them to please check/ monitor their own children, treat if needed, and keep them away from the programme as required. All staff will comply with actions required by NZ Health officials.
- If staff become aware that a child at our programmes has head lice, the child will be kept away (calmly and discreetly) from the other children with something quiet to do, until their parent/caregiver can collect them. The Holiday Programme Coordinator or Supervisor will complete an Accident and Incident Form.



## SMOKE, ALCOHOL AND CHEWING GUM

- All programme venues are smoke-free (including electronic cigarettes or vaping devices), alcohol and chewing gum free.
- Staff and parents/caregivers are not permitted to smoke at or around the PACT building during operation hours.
- Any child found to be smoking while on the programme may be asked to leave the programme.

## SUN SAFE

### Procedures

- Staff will wear hats during summer months (October-April) for their safety and to be role models for the children.
- Children that have hats will be required to wear them when outside during the summer months.
- Parents/caregivers will be encouraged to provide sun hats for their children through signs at the programme venue & communication with parents/ caregivers.
- On clear sunny days, children will be provided with programme sunscreen that will have a minimum SPF 30+.
- Staff will assist children applying sunscreen if required.
- When swimming, staff will ensure waterproof sunscreen with a minimum SPF 30+, is applied a minimum of 30mins before children enter the pool, and then reapplied after each hour.
- Staff will ensure that any children with known skin allergies will only use their own sunscreen provided by the parent/caregiver.
- Staff will encourage children to play in shaded areas whenever possible.
- The Holiday Programme Coordinator will attempt to not plan outside activities during the middle of the day for prolong periods of time.
- Shade time will be enforced when children are expected to be outside for longer than one hour. (ten minutes' shade time for every one hour).
- Breaks for food will be taken in the shade.



## 5. CHILD PROTECTION/PARAMOUNCY

### RESPONDING TO SUSPICIONS OF ABUSE

PACT is committed to the recognition and prevention of abuse of children within our programmes and the community.

#### Procedures

##### **If a child tells a member of staff that they have been abused:**

- Stay calm
- Thank them for telling you
- Listen – give them space to talk
- Don't promise that you'll keep a secret, or that you won't tell anyone
- Take what they are saying as their truth
- Assure them, it's not their fault
- Offer them support
- Clarify who, what, where, when & how
- Write down exactly what the child said
- Leave investigative questions for the professionals
- Do not put words in their mouth or ask leading questions
- Clarification: Check you have heard the young person correctly by repeating back to them what you understood them to have said
- Ensure the young person's safety
- Avoid altering the suspected abuser.
- A staff member must inform the PACT Director



### **If a staff member suspects a child is being abused:**

Document any signs of abuse and anything the child has told you.

Documentation could be used as evidence in court so it must be detailed, dated and recorded as soon as possible.

### **If you believe that a child is in immediate danger:**

Call Oranga Tamariki on 0508 326 459 or the NZ police on 111

### **How PACT will respond**

- PACT will respond to alleged or suspected abuse in a manner which best ensures children's or young persons' immediate and long-term safety.
- The Holiday Programme Coordinator, Supervisor or Director will take appropriate steps in disclosing the information to the relevant statutory & voluntary authorities (Police or Oranga Tamariki etc) which are responsible for investigating alleged or suspected abuse.
- The first person to be told of the abuse may be asked to give a statement to the Police. It is important to remember that what has been disclosed is confidential & should only be shared with others on a need-to-know basis.
- It is important to remember that the best interests of the child or young person and the need for the abuse to stop, comes before the interests of PACT or the accused abuser.
- PACT also recommends that the person whom the abuse is disclosed to seeks comfort and support for themselves, and receives professional support if required.

### **Recruitment and training**

- PACT Holiday Programme Coordinator, Supervisor and Director have all undertaken external Child Protection Training (Child Matters).
- All staff receive Child Protection training as part of their induction.
- All staff and Board members are police vetted before working with children and these police vets are completed every three years.

### **Allegations against staff**

- When abuse is suspected or an allegation made by another person against a staff member, the first consideration will be to ensure the safety of the child
- If PACT suspects that child abuse has been perpetuated by a staff member, the Board members will be promptly notified
- The staff member will be notified of the allegation and advised of the action plan
- The Board will undertake an investigation and discuss and agree on an appropriate course of action, including whether a report of concern is to be made to Oranga Tamariki and/or to the police
- The suspected staff member will be prevented from having further unsupervised access to the child or young person during any investigation and will be informed fully of their rights
- The parents of the child will be informed and support provided for the family

## 6. SUPERVISION

### SUPERVISION OF CHILDREN

#### Procedures

- There will be a minimum of two staff members working on the programme at all times during operation hours.
  - When at the venue, there will be a minimum of one staff member to every ten children - 1:10.
  - When on outings, there will be a minimum of one staff member to every eight children - 1:8. Where activities are deemed as high risk as part of the relevant Risk Assessment Form, the staff: child ratio will be changed to 1:6 or 1:4 depending on the severity of the risks involved.
  - When programme activities involve being in or around water, the following minimum staff ratios will be followed in relation to the number of children involved in or near water:
    - Large public pool with lifeguards 1:6 (or more if required by the swimming pools supervision policy, e.g., 1:4)
    - Small private pool with lifeguards 1:8
    - Small private pool with no lifeguards 1:6
    - Beach swimming with lifeguards 1:6
    - Beach activities with no swimming 1:8
    - Beach swimming with no lifeguards will be determined by relevant Risk Assessment Form
    - River situations will be determined by relevant Risk Assessment Form
- These staff ratios are a minimum standard, a Risk Assessment Form should be completed for different swimming pools and take into account the staff and children's swimming abilities.
- When programme activities involve being in or around water, no running in the surrounding area or jumping into the water will be permitted.
  - If a child is deemed to be too unwell/unable to swim, or participate in a planned outing, the parents/caregivers will be notified and the child can do a quiet activity under supervision of the staff.
  - The Programme Coordinator will ensure at least one staff member on the programme has a current First Aid Certificate on-site at all times.
  - The PACT Director will ensure at least one staff member is 20 years or older and that this person will have overall responsibility for the supervision of staff and children.
  - Staff under the age of 16 will not be counted in the minimum staff:child ratios.
  - Throughout the programme, the Holiday Programme Supervisor will ensure staff are in positions where they can easily assist and intervene in any given situation.
  - Boundaries will be determined and communicated to children prior to starting an activity.
  - Staff will be positioned so that each area within the set boundary is clearly visible.
  - If a child wishes to go outside of the set boundaries, they must request permission from a staff member.
  - Staff will remind children of boundaries regularly.



- On outings and when at PACT, staff will do regular head counts and roll calls.
- Staff will not engage in activities that may affect their supervision of children in the area.
- Staff will not leave the area they are supervising without informing another staff member of their movements and ensuring other staff can supervise their area safely.

## 7. EMERGENCIES (INCLUDING MISSING CHILDREN)

### Procedures

- The PACT Director will ensure that the PACT building has an emergency evacuation plan. A copy of the plan will be displayed near an emergency exit at all times.
- Staff will be trained in emergency evacuation procedures as part of their induction (at the building). This will include where the alarms are located, where assembly meeting points are and they will be taken through the PACT Emergency Procedures. They will also be shown where the fire hose reel and fire extinguisher are.
- The PACT Emergency Procedures will also be displayed in a visible/prominent position to be referred to during an emergency and will be reviewed at least every 12 months.
- The Holiday Programme Coordinator or Supervisor will know where to locate the mains for the water, electricity and gas supply so that they can direct emergency services.
- An emergency evacuation drill be completed every School Holiday Programme. The Holiday Programme Coordinator or Supervisor is responsible for recording when emergency drills take place in the PACT Fire Drill Log which includes: the date; name of the Fire Wardens; the time to fully exit the building; the time to check numbers. It will be signed by the person completing it.
- PACT has emergency supplies available of water, water tablet, food, torches, radio and spare batteries.
- The Programme Coordinator or Supervisor will act as the Fire Warden and shall ensure that:
  - The means of escape are kept clear of obstacles at all times.
  - Exit doors are not locked, barred, or blocked, so as to prevent occupants from leaving the building, when the building is occupied. Smoke control and fire stop doors are not kept open by methods other than hold open devices that comply with the building code.
  - Stairwells and passageways (designated specifically for means of escape from fire) are not used as places of storage, particularly of flammable liquids or materials, or places where refuse is allowed to accumulate.

**On the following pages are PACT's Emergency Procedures for the following:**

**Chemical Spill, Emergency Evacuation, Fire Emergency, Earthquake Emergency, Floor Emergency, Flood in Building, Volcanic Eruption, Bomb/Arson Threat, Violence/Personal Threat, Intruder Response, Assault Response, and Missing Child Response**

# EMERGENCY CONTACTS

| ROLE                          | NAME                    | NUMBER       |
|-------------------------------|-------------------------|--------------|
| Director                      | Sarah Durham            | 027 5506 020 |
| Chairperson                   | Bob McCoskrie           | 027 5555 542 |
| Senior Community Youth Worker | Kelli Bennett           | 021 353 654  |
| Ambulance                     | St Johns                | 111          |
| Fire                          | Papatoetoe Fire Station | 111          |
| Police                        |                         | 111          |
| Electrician                   | Clash Richardson        | 027 565 7769 |
| Glazier                       | Papatoetoe Glass        | 09 298 9306  |
| Plumber                       | A1 Plumbing             | 09 278 8767  |
| Building Repairs              | Auckland Council        | 301 0101     |
| Child Youth and Family        |                         | 0508 326 459 |

## LOCATION OF FIRST AID KITS

On Site:

- On top of the fridge in the kitchen

In each of the PACT Vehicles:

- PACT van
- PACT1 van
- PACT2 Car

Further supplies may be found upstairs in the main offices

# TRAINED FIRST AIDERS

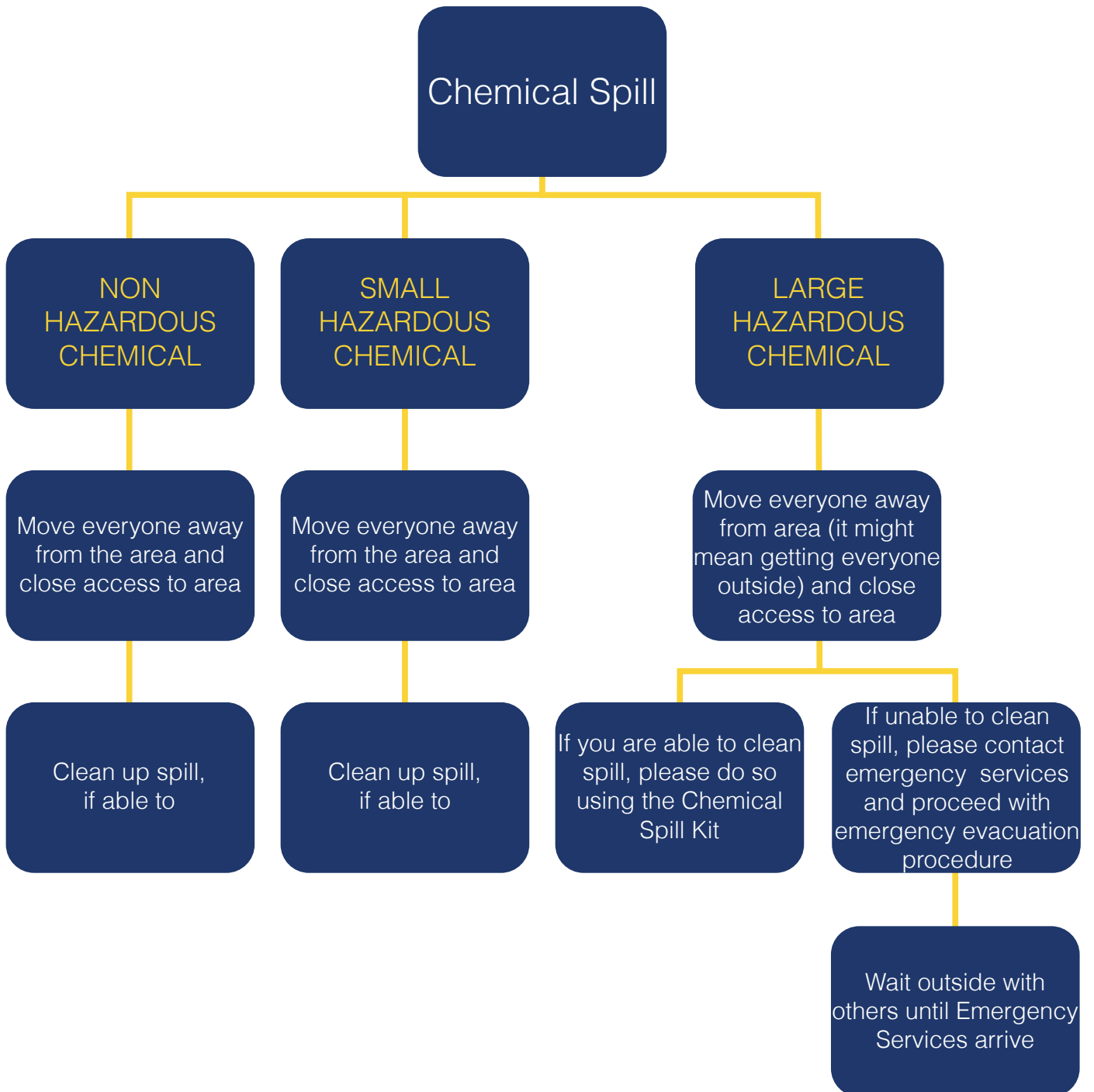
- Sarah Durham
- Kelli Bennett
- Jasmine Holmes
- Jalyssa Elia
- Ben Tou

## GENERAL EMERGENCY INFORMATION

- Welfare:
- In the event of a large emergency it may not be possible for everyone to go home immediately. In addition to those who may be injured, there may be a number of people in distress. These people will need to be looked after
- Before an emergency:
- Organise teams to assist in looking after distressed patrons. These teams will also assist in other areas e.g. catering and sanitation
- During an emergency:
- Please ensure hygiene is maintained in areas that people are gathered, provide comfort and support to people who are distressed and assist with evacuation when arranged
- Casualty handling:
- Full-time staff and volunteers are responsible for the care and transportation of injured people
- During an emergency:
- Report to the warden without delay
  - Follow all instructions given by the warden
  - Provide first aid support to those that are injured
  - Contact the Director as soon as possible to inform them of the situation
- People with Disabilities:
- People with disabilities should be assisted by able-bodied persons to evacuate the building. If they are unable to evacuate they are to be left in the attendance of an able-bodied person.
  - The warden will notify the emergency services as soon as they arrive
- Once the alarm has sounded:
- Do not attempt to return to your work station or anywhere else in the building except for the nearest exit
  - Do not return to the building until the 'all clear' has been given



# CHEMICAL SPILL RESPONSE



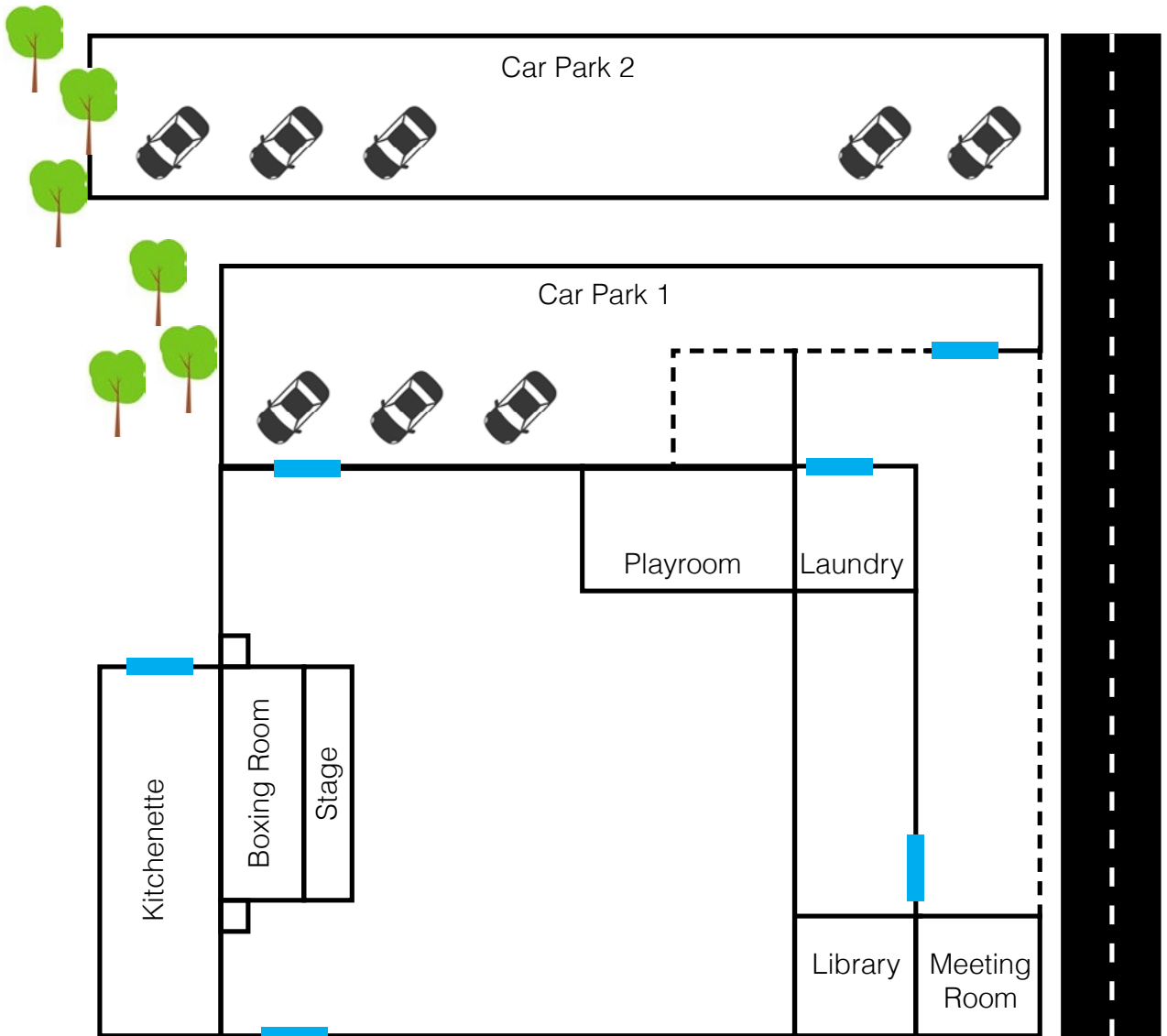
IF IN DOUBT, GET OUT – LEAVE IT TO THE EXPERTS.

Your first priority is ensuring the safety of yourself and others.

You will find a basic chemical spill kit in the kitchen. If you require more equipment, contact emergency services and wait for help to arrive.

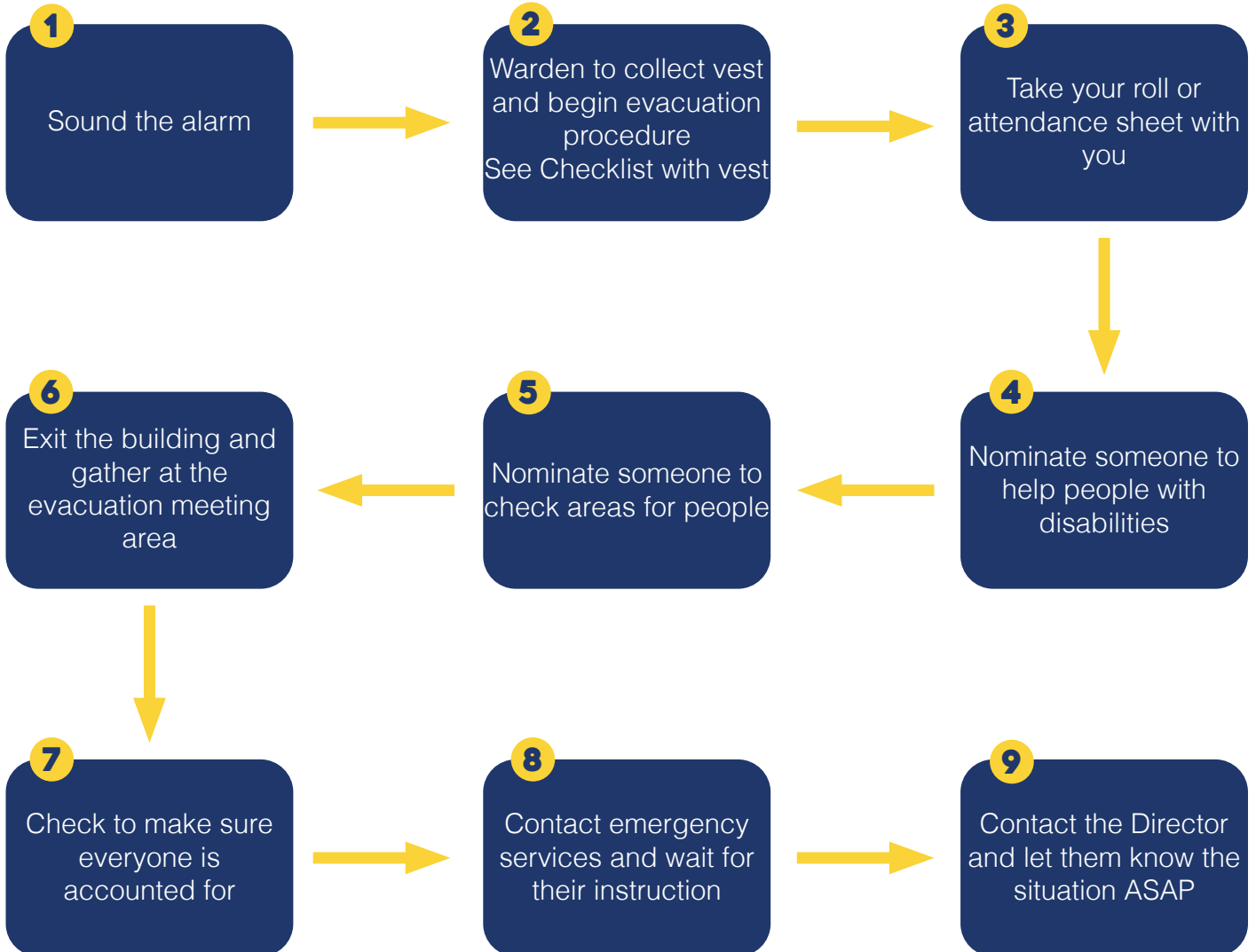
# EMERGENCY EVACUATION MAP

EVACUATION  
MEETING  
AREA

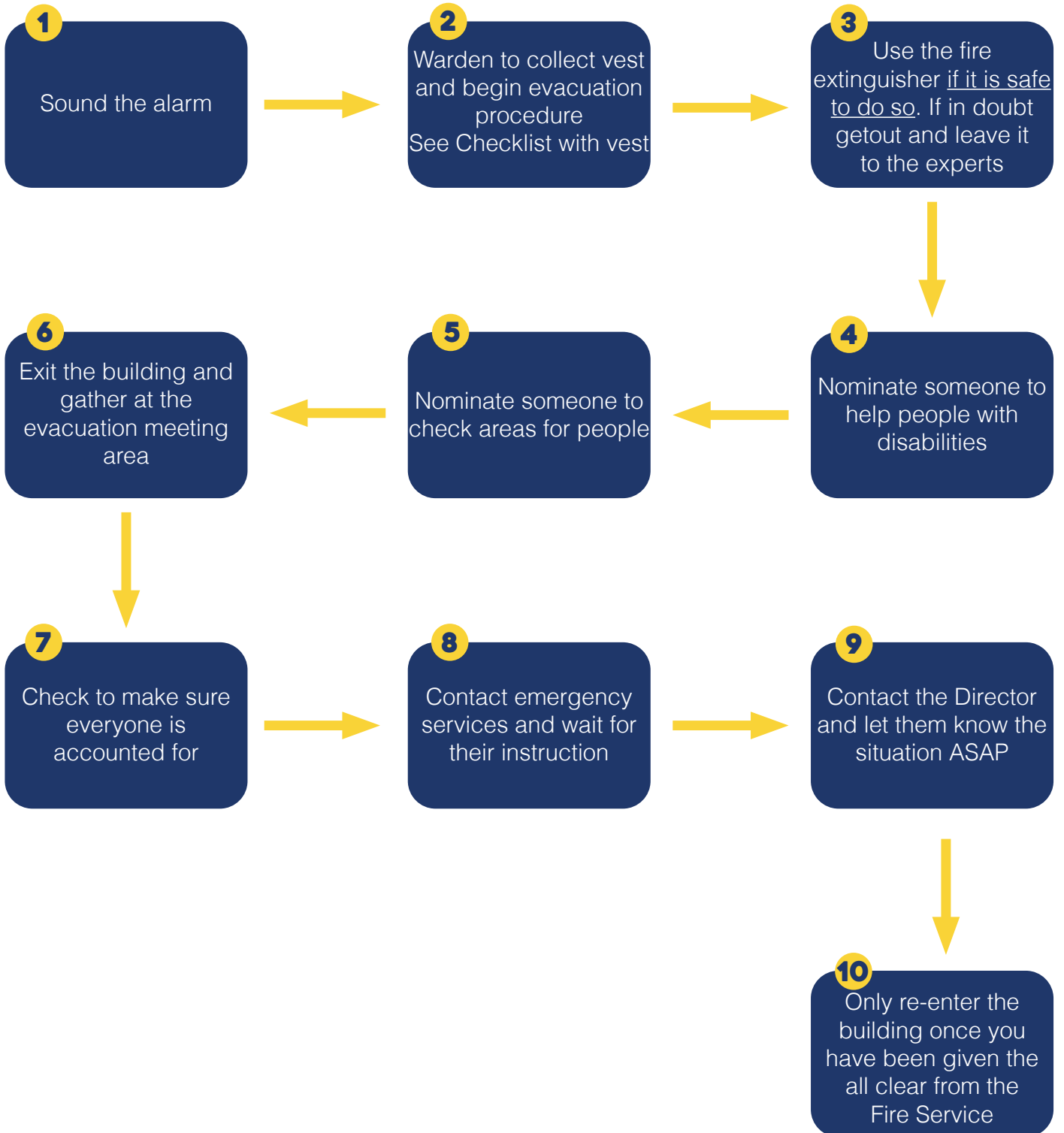


- Exit
- Gate

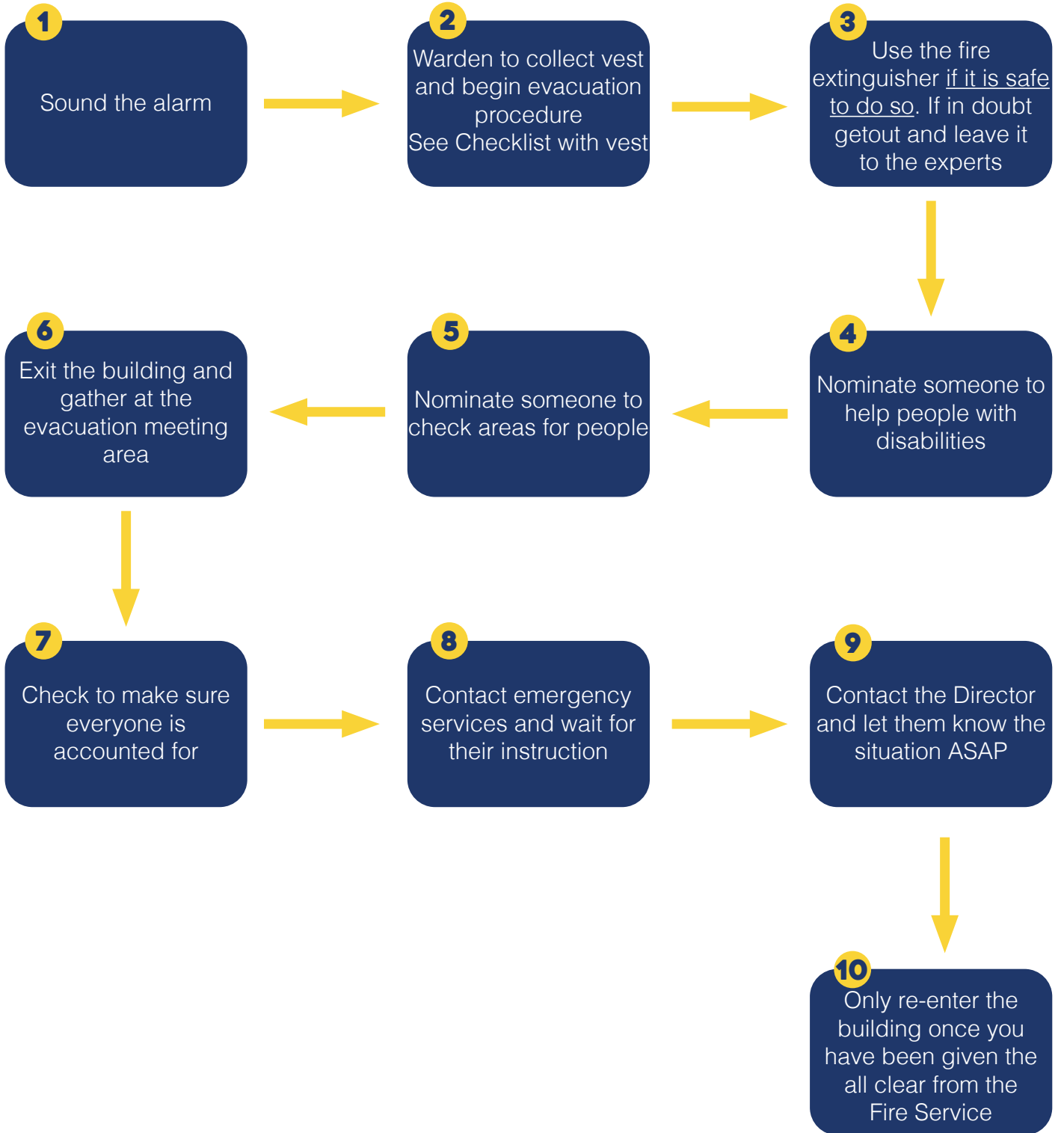
# EMERGENCY EVACUATION RESPONSE



# FIRE EMERGENCY RESPONSE



# FIRE EMERGENCY RESPONSE



# EARTHQUAKE EMERGENCY RESPONSE

## IMMEDIATE ACTION:

STAY CALM

If it is safe to do so, shut down any equipment e.g. the oven, your vehicle

Take shelter under safe structures – doorways, strong desks, not the 4 ball table

Beware of any falling items, shelving, unsecured equipment or glass windows

## WHEN THE SHAKING STOPS:

Check for injured persons and provide first aid

Put out any fires if it is safe to do so and turn off any equipment

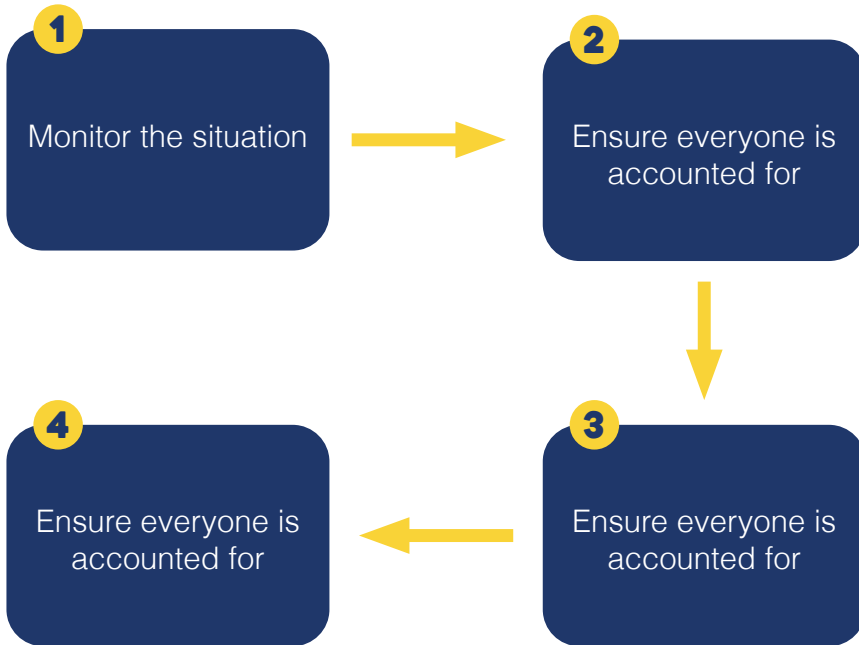
Assemble in the main hall if possible and wait for further instruction

Do not go outside unless instructed to do so. If instructed to check outside for injured persons and provide first aid

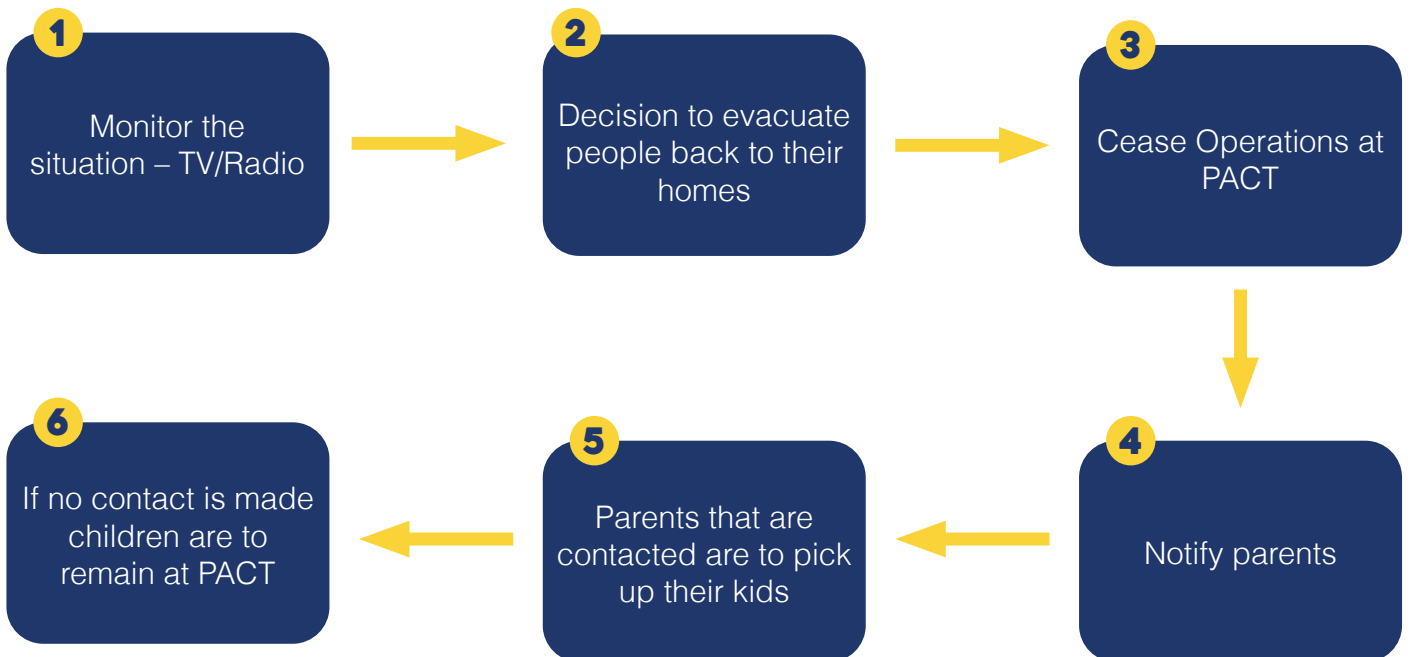
Stay alert for after shocks and begin evacuation if instructed to by the warden

# FLOOD EMERGENCY RESPONSE

Staff Action:

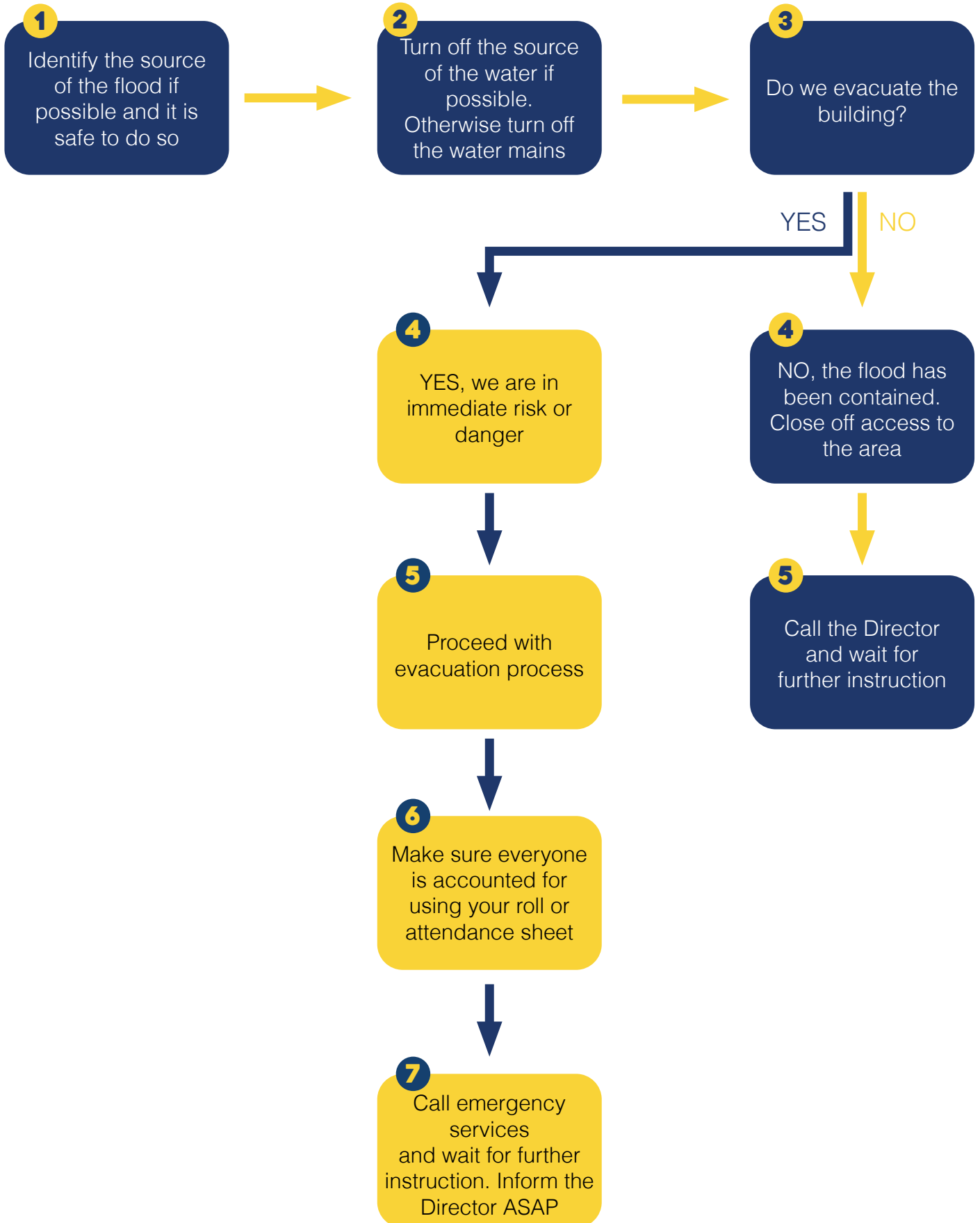


Director Action:



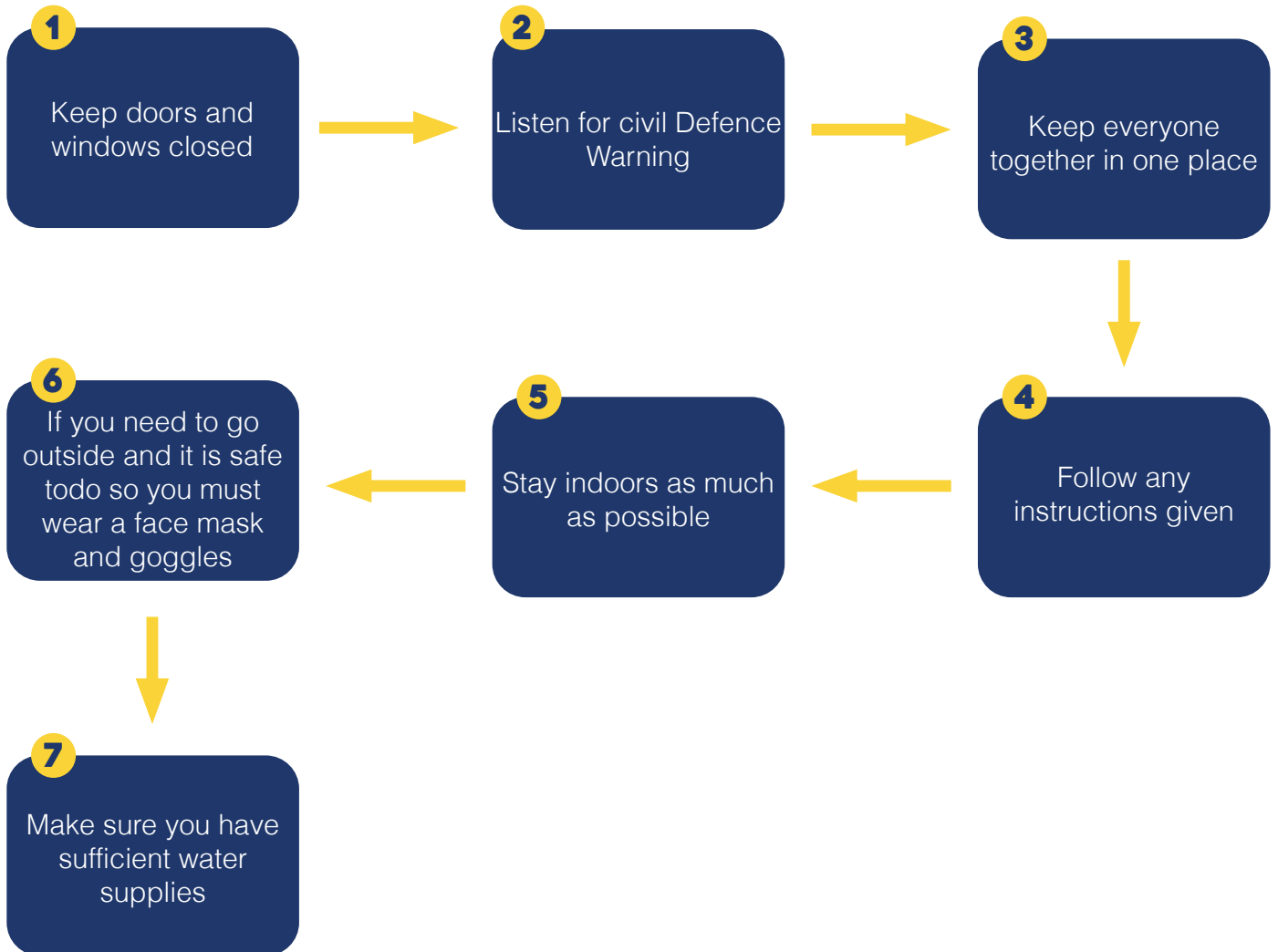


# FLOOD IN BUILDING EMERGENCY RESPONSE

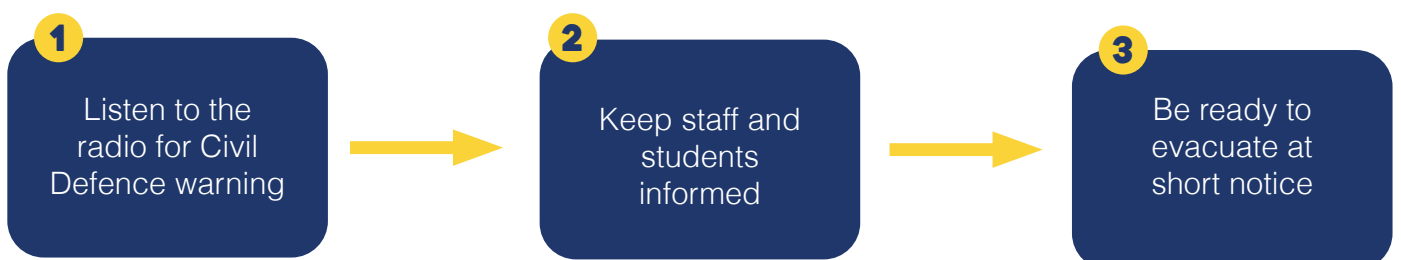


# VOLCANIC ERUPTION OR ASH FALL EMERGENCY RESPONSE

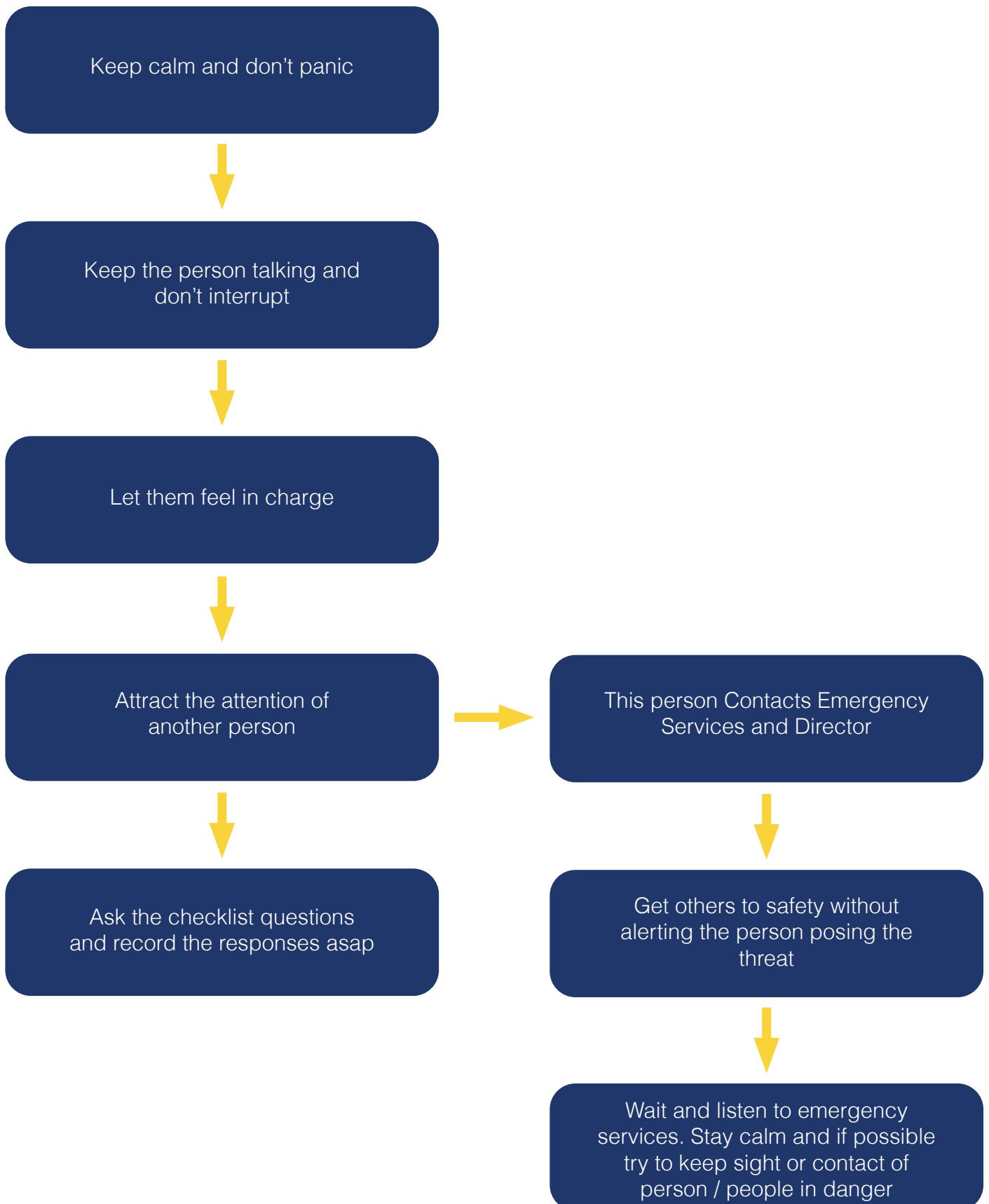
Staff Action:



Director Action:



# BOMB/ARSON THREAT PHONE CALL EMERGENCY



# **BOMB/ARSON THREAT QUESTIONS**

- Where did you put the bomb?
- What does the bomb look like?
- What will make the bomb explode?
- When will the bomb explode?
- What is your name?
- Where are you?

Try to remember the exact wording of the threat.

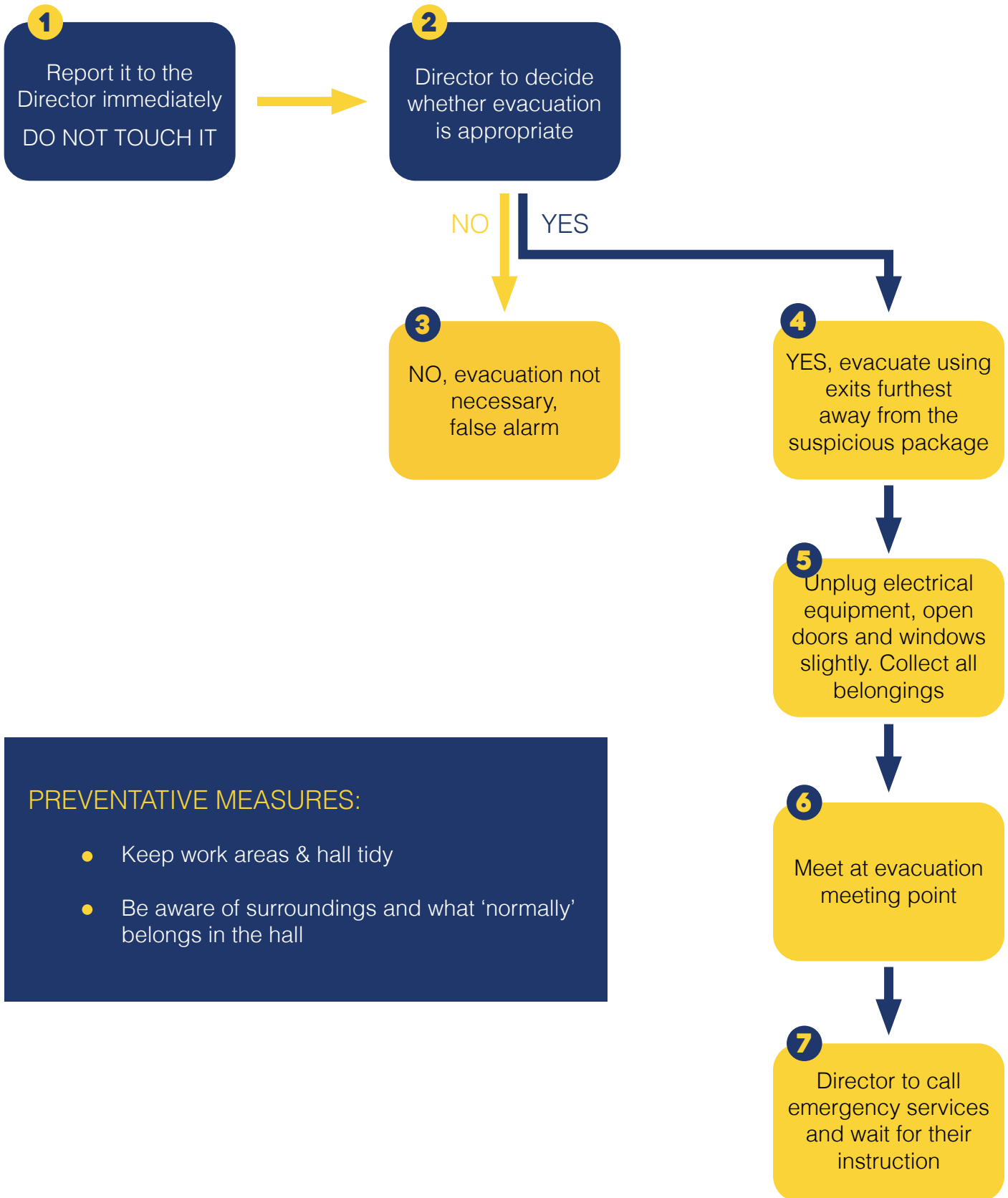
**REPORT THIS CALL TO 111 IMMEDIATELY**

Take note of background noise, gender, estimated age, time and duration of call.

Keep calm and don't hang up!

# BOMB THREAT VIA MAIL OR SUSPICIOUS PACKAGE

Suspicious package found:



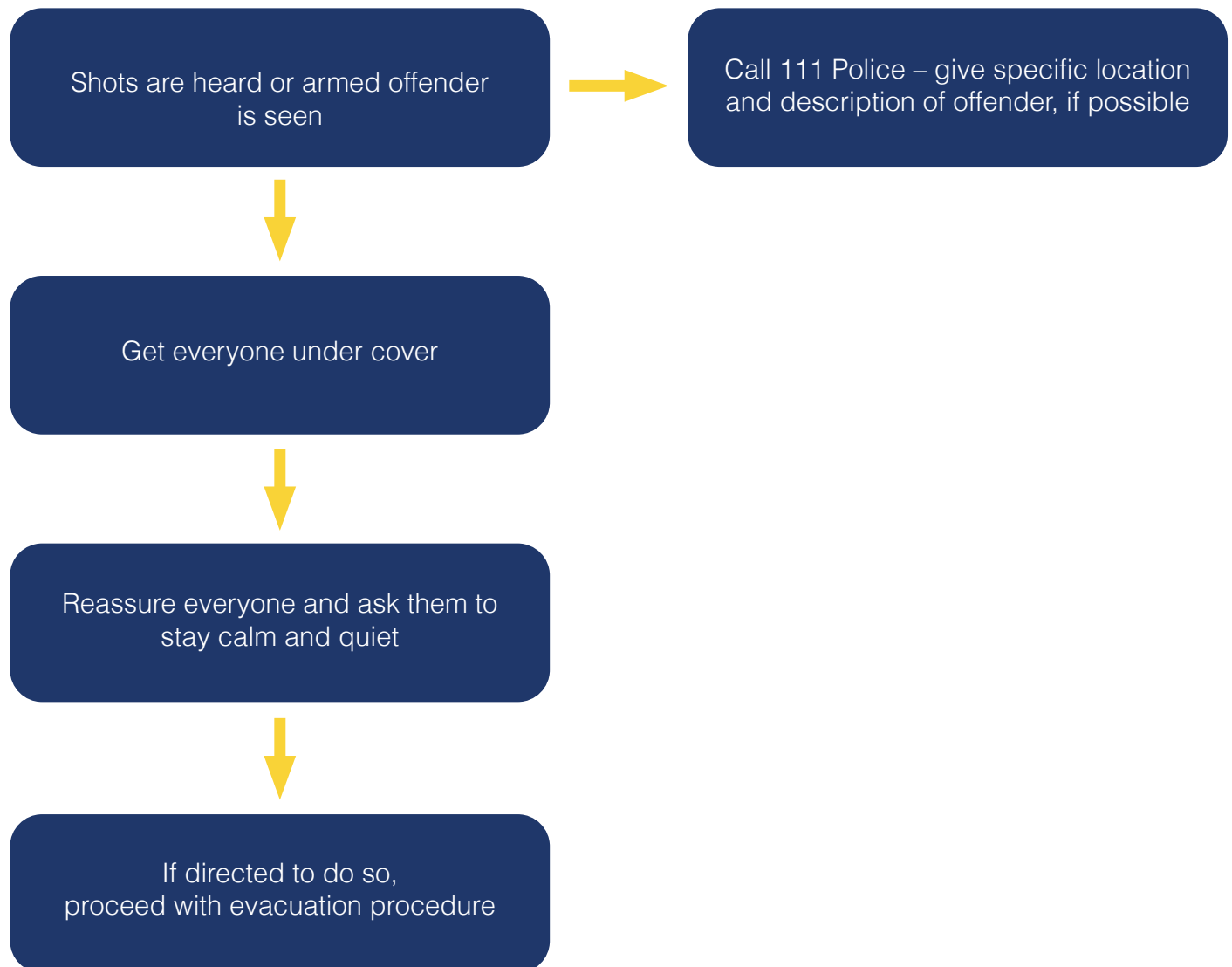
## PREVENTATIVE MEASURES:

- Keep work areas & hall tidy
- Be aware of surroundings and what 'normally' belongs in the hall

# VIOLENCE/PERSONAL THREAT RESPONSE



# ARMED INTRUDERS INCIDENT EMERGENCY RESPONSE



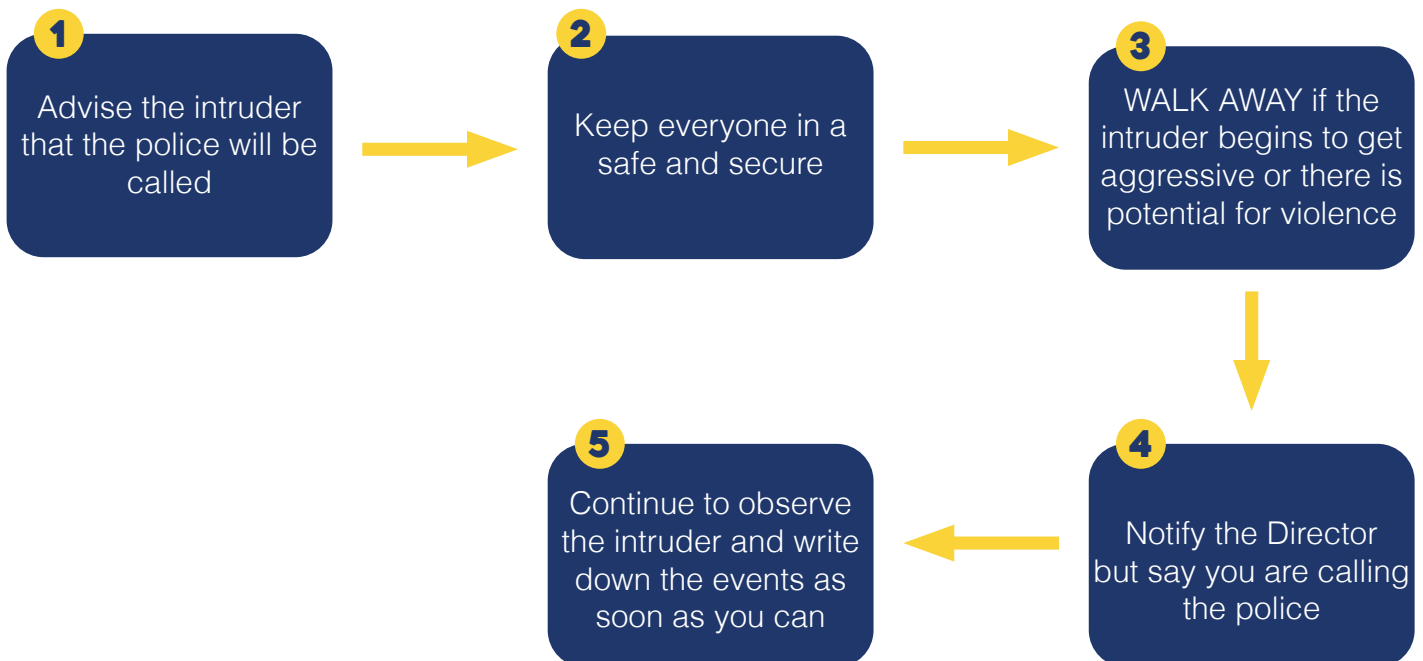


# INTRUDER INSIDE BUILDING EMERGENCY RESPONSE

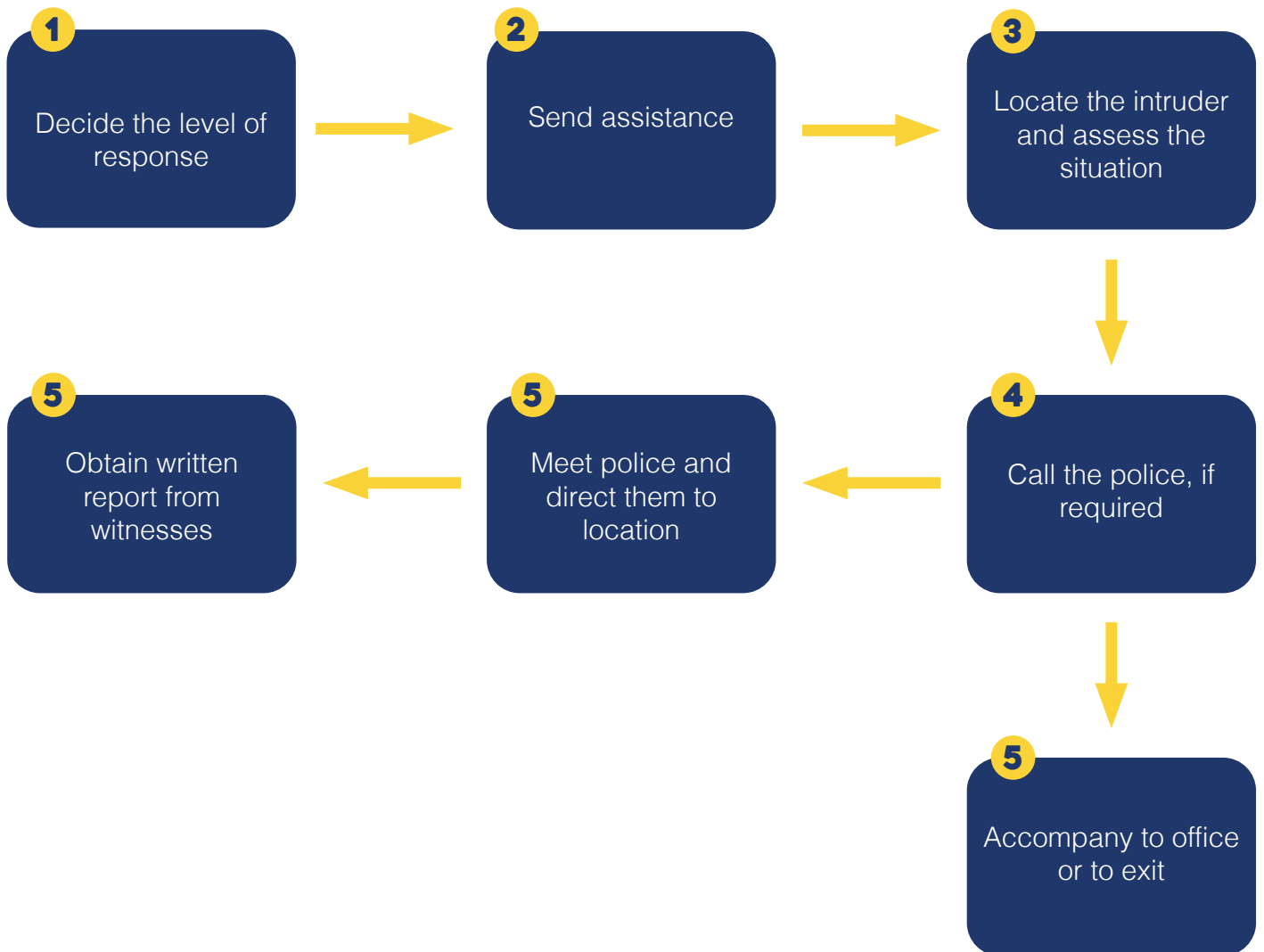
Staff Action:



If the intruder refuses to leave:

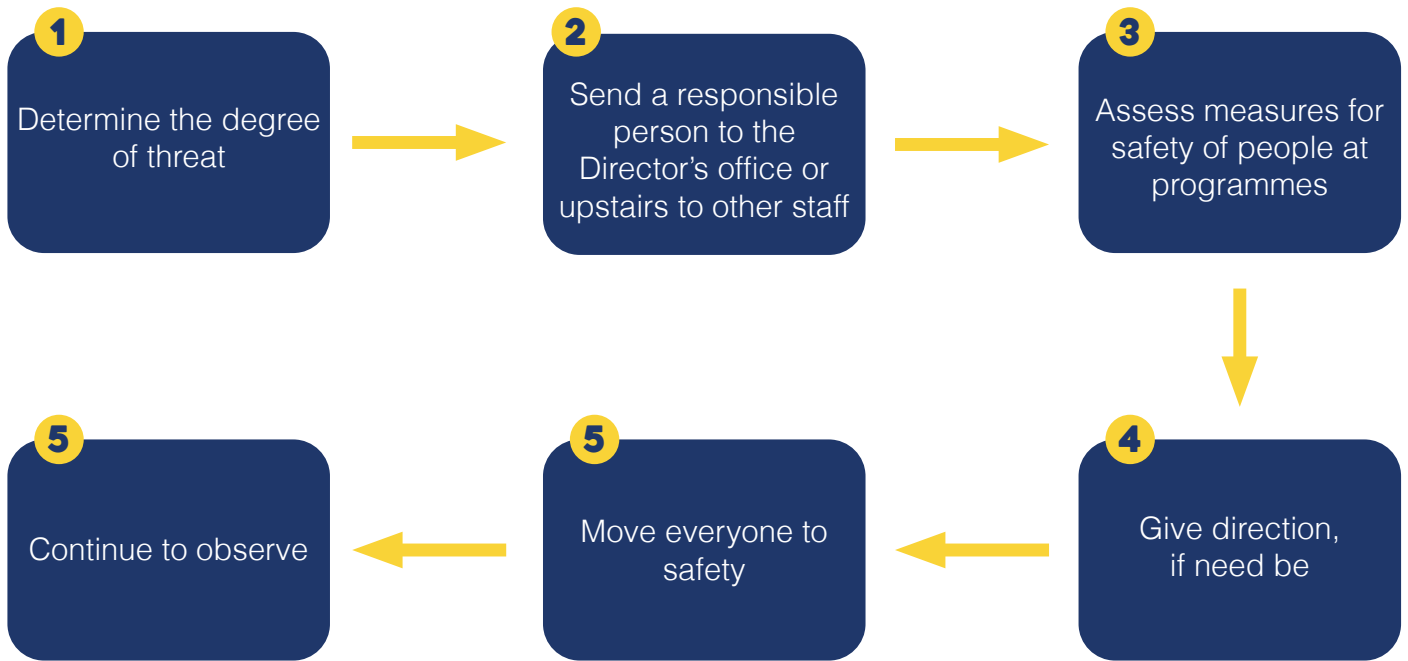


Director Action:

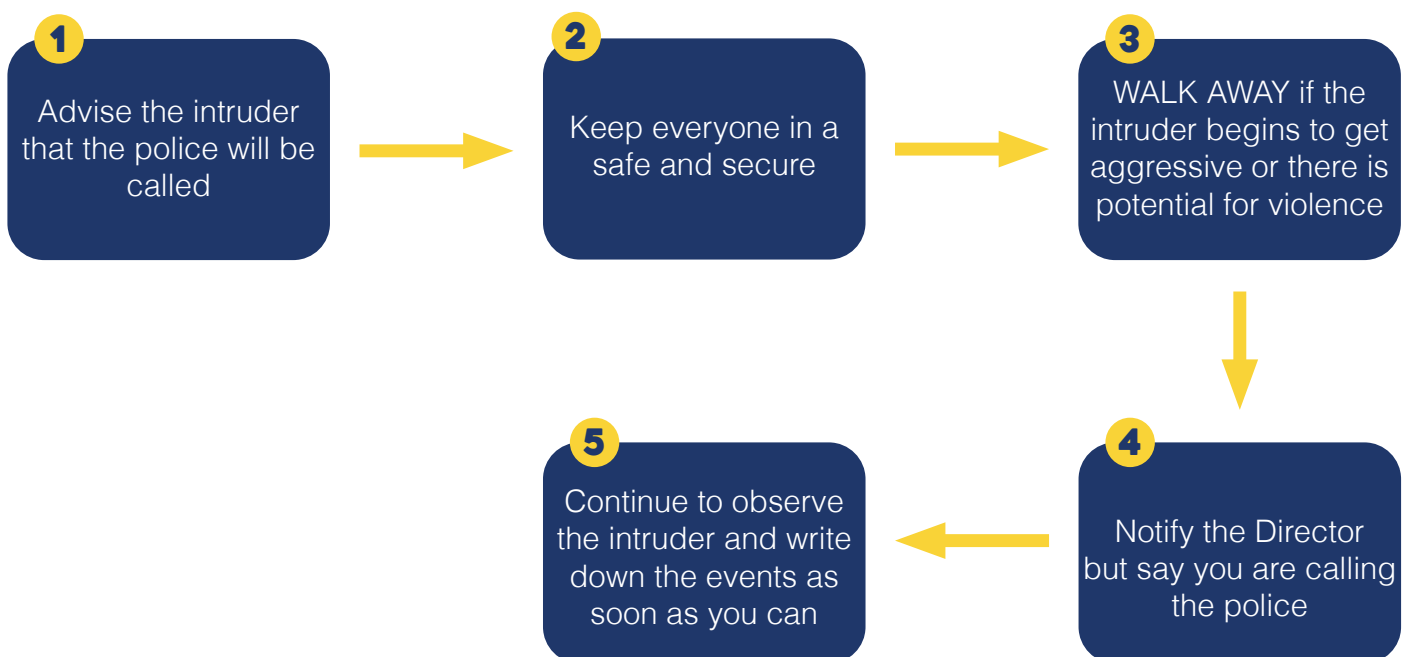


# INTRUDER OUTSIDE BUILDING EMERGENCY RESPONSE

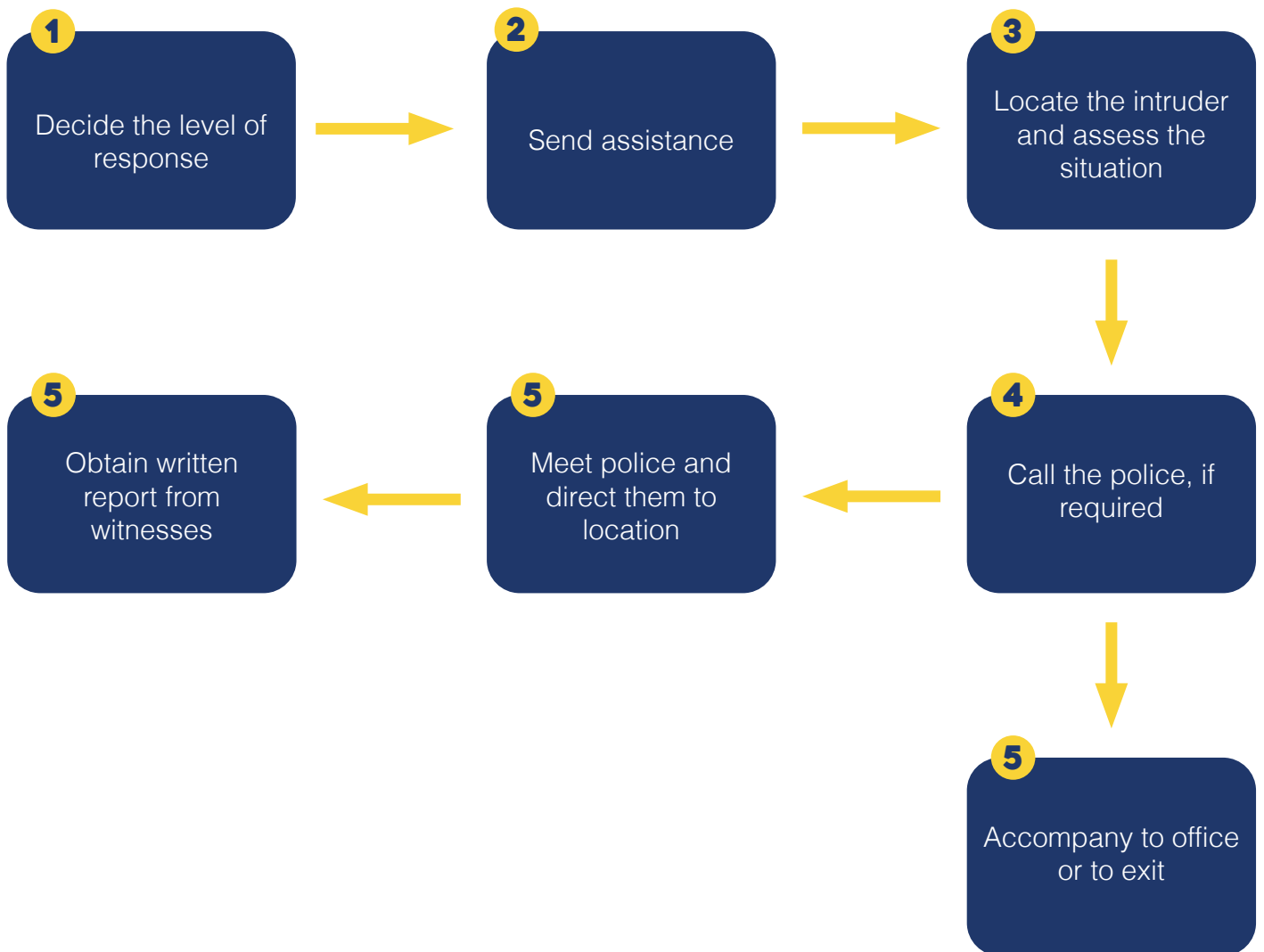
Staff Action:



If the intruder refuses to leave:

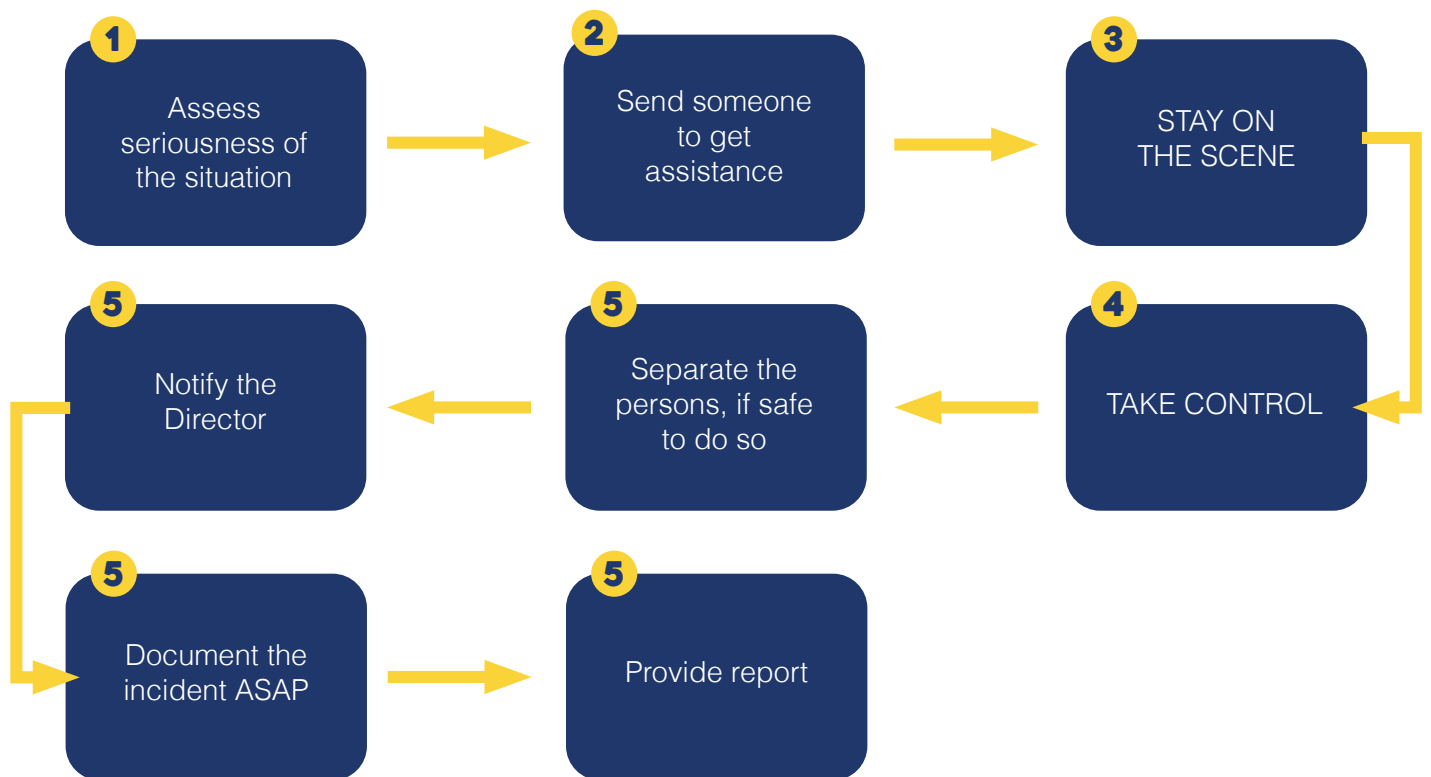


Director Action:

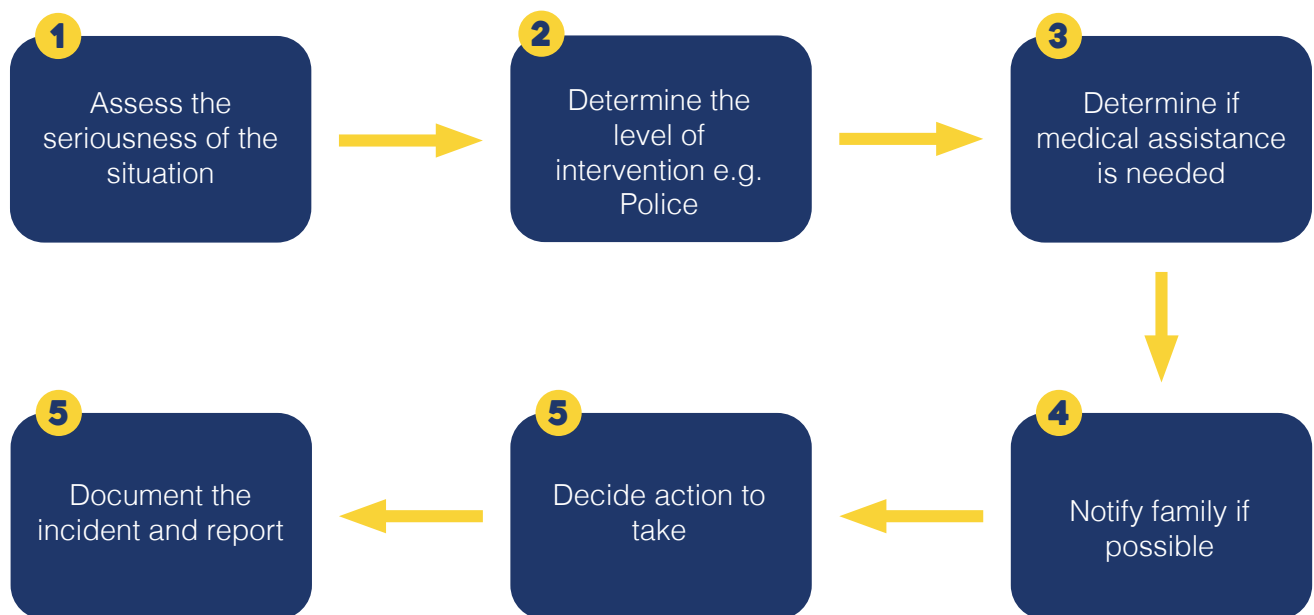


# PHYSICAL ASSAULT EMERGENCY RESPONSE

Staff Action:

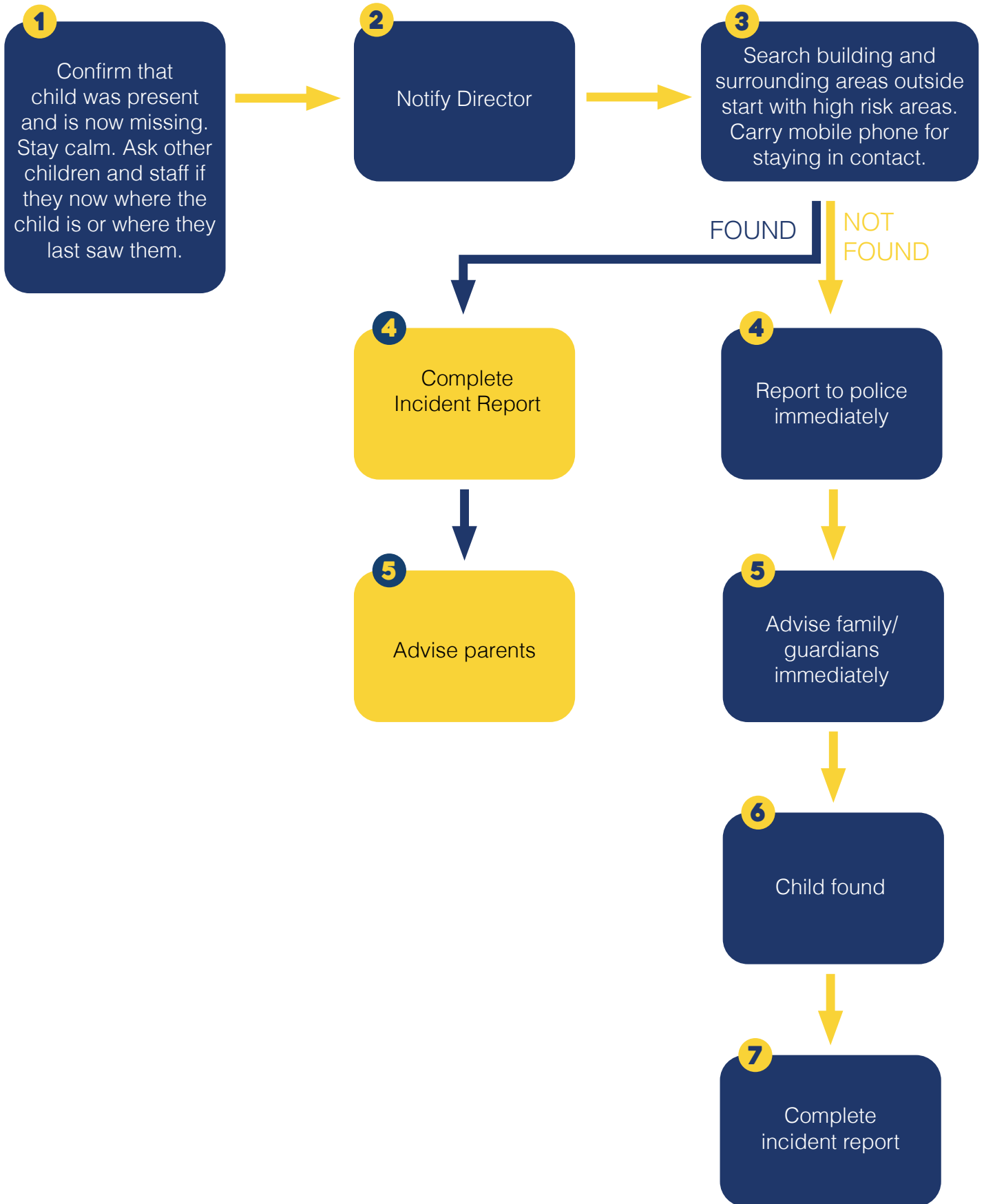


Director Action:



# MISSING CHILD EMERGENCY RESPONSE

Staff Action:





## VISITORS

PACT will ensure visitors are supervised at all times.

### Procedures

- All visitors to the programme will be required to sign a Visitor Sign In/Out Sheet with the time they arrived and left the programme.
- The Holiday Programme Coordinator or Supervisor will make sure visitors are made aware of any current identified hazards.
- Staff will ensure visitors are visible at all times and are never left alone with the children.
- All visitors will use the staff toilets (disabled toilets).
- Visitors will be asked to leave the programme if they become a distraction to staff or are interfering with the programme structure.

#### **Who is and isn't a visitor to a PACT Holiday Programme?**

Examples of who is a Visitor:

- Third Party venue maintenance workers
- Entertainers and activity providers e.g. magician on a holiday programme
- Staff who are not rostered onto the programme to work who are at the venue for longer than 5 minutes
- Parents/Grandparents of children that visit their children while on the programme and stay longer than 5 minutes
- Any relations or friends of staff that are not part of the programme staff structure

Examples of who is **not** a Visitor:

- PACT Director



## 27. STAFF & MANAGEMENT

### RECRUITMENT AND SAFETY CHECKING

#### Policy

All staff and volunteers of PACT will be recruited in accordance with the recruitment policy detailed in this document.

- a. All staff and volunteers will be vetted in accordance with the Vulnerable Children Act 2014
- b. Criminal convictions policy

In this document volunteers (unpaid staff) are referred to as staff. The Holiday Programme Coordinator, Supervisor and Director are all paid permanent PACT staff.

#### Procedure Regarding Recruitment

- When recruiting staff and volunteers PACT will comply with all legal obligations, including but not limited to those found in the Employment Relations Act 2000, Human Rights Act 1993, NZ Bill of Rights Act 1990, Minimum Wage Act 1983, Holidays Act 2003, the Criminal Records (Clean Slate) Act 2004, Vulnerable Children Act 2014
- When placing advertisements for staff or volunteer positions at PACT, PACT shall be mindful to comply with all legal obligations including but not limited to the anti-discrimination provisions found in the Human Rights Act 1993
- When recruiting staff and volunteers PACT will comply with the provisions of the Trust Deed dated December 1994 creating PACT
- The Trustees, together with the Director, are ultimately responsible for the recruitment of staff
- The Director and permanent Staff Members are responsible for the recruitment of volunteers

#### Procedure Regarding Vetting

- Nominated referees contained on the application form will be contacted
- In accordance with Section 25 of the Vulnerable Children Act 2014 a Request and Consent Form to the Vetting Service of the NZ Police will be completed
- PACT will ensure that each staff member and volunteer whom it employs or contracts with, is safety checked within 3 years after the date of the latest safety check of the person

# RECRUITMENT AND SELECTION POLICY

## 1. Interpretation

- 1.1 **PACT** is the Papatoetoe Adolescent Christian Trust
- 1.2 **Trustees** means the trustees of PACT
- 1.3 The **Director** means the director of PACT
- 1.4 **Staff** means any employee of PACT that receives monetary compensation for their work at PACT
- 1.5 **Volunteer** a person willingly undertaking any work for PACT who does not receive any monetary compensation for their work at PACT. This includes interns and graduates of PACT programs who wish to be involved in an ongoing way
- 1.6 **Trust Deed** means the trust deed dated December 1994 creating PACT
- 1.7 **Selection Committee** shall be the Director and two or more Trustees

## 2. Recruitment Process for Staff

- 2.1 The Director or the Trustees may decide that there is a need to hire new staff at PACT
- 2.2 When it is decided that there is a need to hire a new staff member for a particular position, the position may be advertised anywhere the Director deems appropriate, including but not limited to newspaper, internet and within churches
- 2.3 In the first instance, expressions of interest shall be received by the Director. The Director shall provide applicants with:
  - a. An Application Form to be completed and returned;
  - b. A Request for Criminal Conviction Information Form to be completed and returned. It is noted that this form is subject to the provisions of the Criminal Records (Clean Slate) Act 2004, and any subsequently enacted applicable legislation;
  - c. A job description
- 2.4 Upon receipt of the completed application forms and criminal conviction declarations the Director shall meet with the candidates that may be appropriate for the role. After this initial meeting/interview, all those applications which he/she considers may still to be appropriate for the role advertised to the selection committee
- 2.5 The selection committee shall shortlist applicants referred to them by the Director, taking into consideration the selection criteria at 3 below
- 2.6 The selection committee, or a member thereof, may contact any referee of any applicant who is shortlisted
- 2.7 The selection committee shall determine whether any of the shortlisted applicants are required for interviews and if so, conduct the interviews
- 2.8 During applicant interviews the selection committee may ask each interviewee any question they consider relevant, for example:

- a. What do you consider are your personal weaknesses?
  - b. What do you consider are your personal strengths?
  - c. What do you believe young people need today to feel part of their community?
  - d. Why have you chosen to apply for this position?
  - e. If a youth in our care hit you, what would you consider the best way of dealing with the behaviour?
  - f. Where would you like to be in your career, five years from now?
- 2.9 Subsequent to the interviews the selection committee shall discuss and determine which of the applicants, if any, is the best fit for the particular position, considering the selection criteria at 3 below. After discussion, the selection committee shall either:
- a. Select a single applicant and make a recommendation to the Trustees that PACT employ that person or;
  - b. Decide to conduct further interviews, whether subsequent interviews with the same interviewees or interviews with other applicants or;
  - c. Decide to seek further applicants for the position, whether by further advertising, approaching specific people, or otherwise, before making any other decisions;
  - d. Postpone the making of any decision until a specific future time
- 2.10 Where a recommendation is made to the Trustees, the Trustees shall consider whether to ratify the appointment of the chosen applicant to the position
- 2.11 Once an applicant is ratified in accordance with 2.9 above an offer of employment shall be made to the applicant

### 3. Recruitment Process for Volunteers

- 3.1 Where a staff member identifies a position that requires one or more volunteers, then the staff member who is or would be responsible for the oversight of that position (**the Staff Member Responsible**) shall request permission from the Director to recruit a volunteer
- 3.2 Where the Director decides to appoint one or more volunteers, or approves a request made under 3.1, the Director shall discuss with the Staff Member Responsible the process that will be undertaken to recruit a volunteer for that position, subject to clause 3.3 below. It is acknowledged that the process undertaken to select a volunteer may vary on a case by case basis depending on the nature of the position
- 3.3 The recruitment process for selecting volunteers shall in all cases include the provision of the following document to each potential volunteer:
- a. An application form to be completed and returned; and
  - b. A Request for Criminal Conviction Information Form to be completed and returned. It is noted that this form is subject to the provisions of the Criminal Records (Clean Slate) Act 2004, and any subsequently enacted applicable legislation
- 3.4 Once a process for appointing a volunteer to the position is determined (the Volunteer Recruitment Process), it shall be carried out either by the Director or the Staff Member Responsible
- 3.5 When selecting a volunteer, the Director, or the Staff Member Responsible, shall have regard to the Selection Criteria in section 4

- 3.6 Where the Volunteer Recruitment Process is carried out by the Staff Member Responsible and a particular volunteer identified as suitable, the Staff Member Responsible shall make a recommendation to the Director that that particular person be appointed to the position
- 3.7 Following completion of the Volunteer Recruitment Process the Director may extend an offer to work as a volunteer at PACT to a particular person or persons

## 4. Selection Criteria

- 4.1 Staff and volunteers shall be selected based on the criteria set out below (in no particular order):
  - a. The applicant's belief in and adherence to the PACT Statement of Faith contained in page 10 of the Trust Deed
  - b. The applicant's ability to meet the requirements of the job description; and
  - c. The applicant's ability to work within a Christian framework; and
  - d. The applicant's ability to work effectively with other PACT staff; and
  - e. How the applicant's particular skill set could contribute to PACT
- 4.2 At the discretion of the Director and the responsible Staff Member, a volunteer who does not meet criteria a. above may help at PACT if either:
  - a. The role is not client facing (e.g. helping with admin) or
  - b. The Director and Staff member are confident that their lifestyle is consistent with PACT's values, there is additional supervision by a staff member and; that the volunteer role will encourage them/progress them towards Christian faith.

## 5. KOPPS Documents & Induction

- 5.1 The Director will ensure that all new staff are given the opportunity to read and understand the Key Operating Policies, Procedures and System Controls (KOPPS) documents. This shall include the opportunity to ask the director, or other staff member delegated by the director, any questions about any of the KOPPS documents
- 5.2 The Director will ensure that all new staff go through the Staff Induction Process as set out in Standard 9: Staff and Volunteer Induction and Training of KOPPS Documents
- 5.3 The Staff Member Responsible for appointing a volunteer will ensure that that volunteer goes through the Volunteer Induction Process as referred to in Standard 9: Staff and Volunteer Induction and Training in KOPPS



## VETTING OF STAFF AND VOLUNTEERS

### Policy

PACT will have procedures in place to ensure that unless there are exceptional circumstances approved by the Board of Trustees, no person with a criminal conviction for sexual crimes or crimes of violence against a person is employed in a paid or voluntary capacity.

### Procedures

- Nominated referees contained on the application form will be contacted
- In accordance with Section 25 of the Vulnerable Children Act 2014 a Request and Consent Form to the Vetting Service of the NZ Police will be completed
- PACT will ensure that each staff member and volunteer whom it employs or contracts with, is safety checked within 3 years after the date of the latest safety check of the person

## STANDARD 7B: CRIMINAL CONVICTIONS POLICY

### Policy

7b. PACT will have procedures in place in the event the vetting process alerts PACT of any criminal convictions.

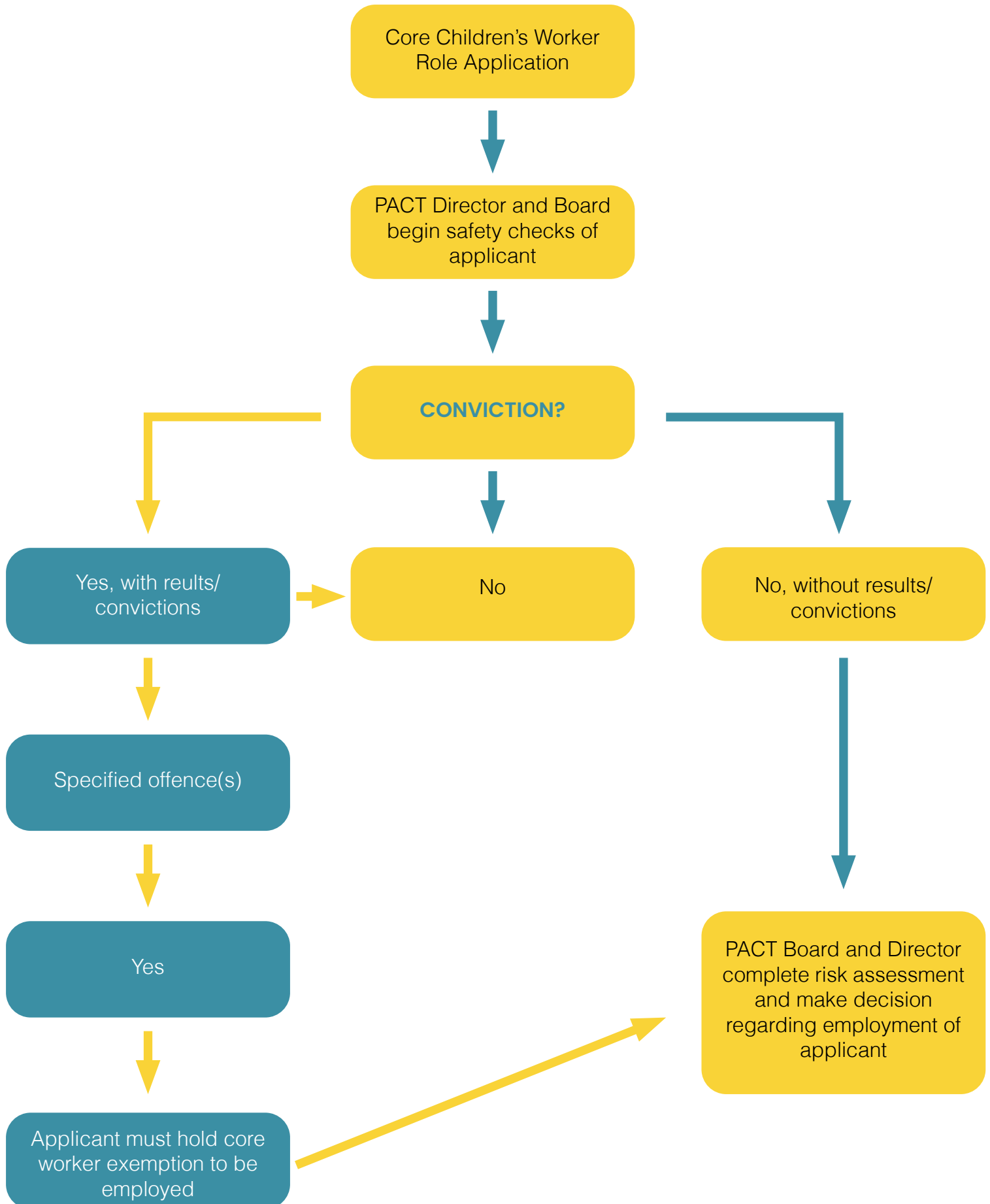
### Procedures

- All PACT staff and volunteers are required to undergo a Police Safety Check declaring criminal convictions, to ensure the safety and well-being of children / young people is of paramount importance at all times
- Potential PACT staff or volunteers are to be safety checked before they start working for PACT
- Unless there are exceptional circumstances approved by the Board, no person with any conviction(s) for sexual crimes or crimes of violence are to be employed by PACT (including a voluntary capacity). No person with a conviction for dishonesty, e.g. fraud, is to be involved in the finances of the organisation
- Exceptional circumstances criteria are an Oranga Tamariki and Board matter. Employed staff with specified convictions will need to apply for a Core Worker Exemption to the Ministry of Social Development.

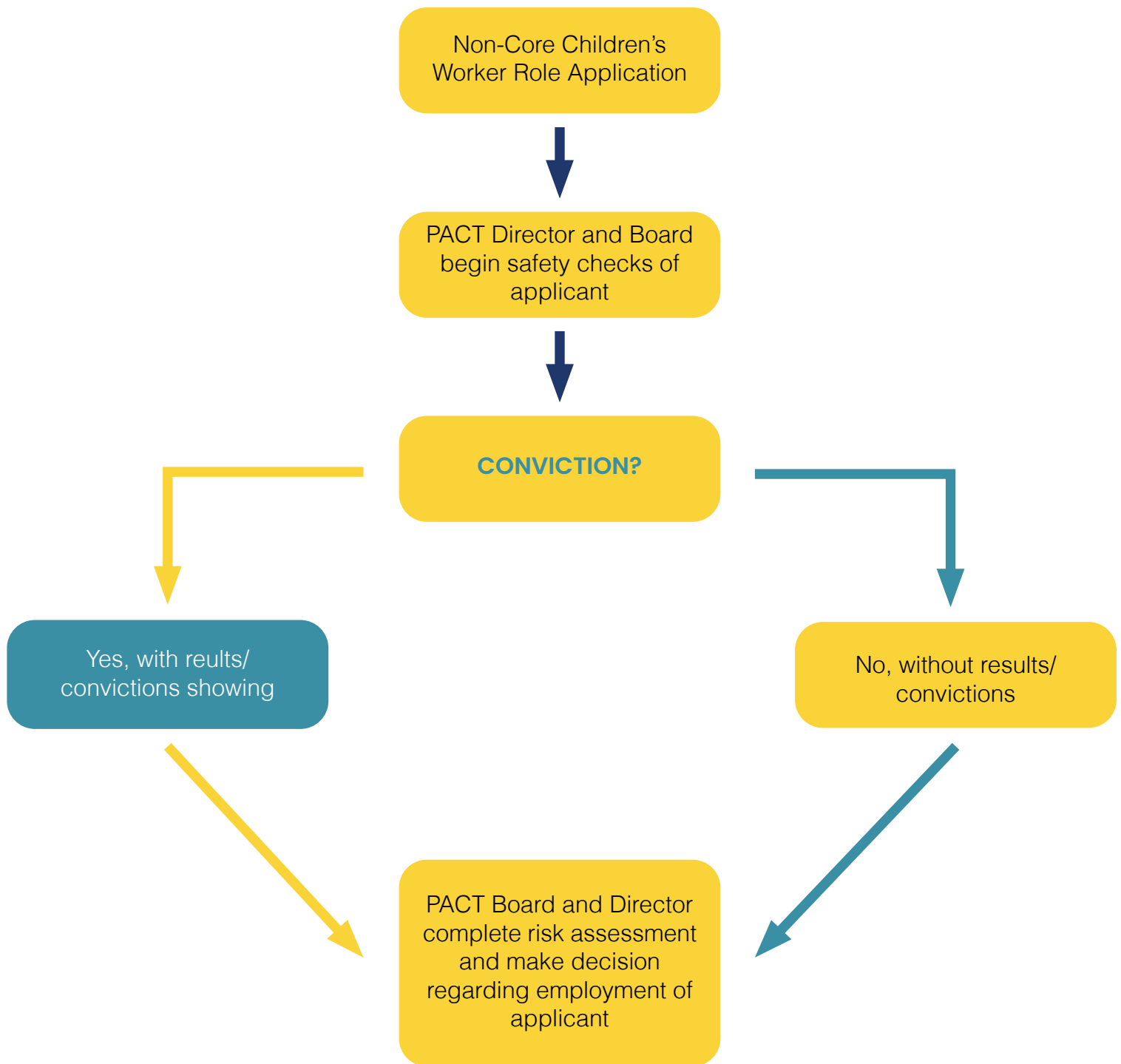
### Formal process for when Police Vet show results

The following process is used to determine whether a core worker exemption is to be applied for when a police vet comes back with results. This process is also used to determine what action PACT will take in the even police vets come back with results.

# Core Children's Worker



## Formal process for when Police Vet show results Non- Core Children's Worker Process





## JOB DESCRIPTIONS & EMPLOYMENT CONTRACTS

### Policy

PACT Holiday Programme staff will have Job Descriptions detailing their responsibilities and an Employment Contract for paid staff or an agreement of service describing roles and responsibilities for volunteers.

### Procedures

- Job Descriptions will detail responsibilities and expectations of their work.
- Job Descriptions will be reviewed on an annual basis by the PACT Director.
- The following Job Descriptions are to be used:
- Holiday Programme Coordinator
- Holiday Programme Supervisor
- Holiday Programme Staff (agreement of service)

## CODE OF BEHAVIOUR

### Policy

PACT staff will honour the Code of Behaviour.

### Procedures

- The staff code on behaviour will be adhered to by all staff and feedback will be welcomed.
- Meet their 'duty of care' obligation to all children enrolled in the programme. This means staff will use all due care towards children in order to protect them from unnecessary risk of harm. All possible care must be taken to ensure children's wellbeing and safety and to act without negligence.
- Act in a positive, supportive and caring manner towards children.
- Act as role models.
- Treat all children as individuals, with dignity and sensitivity, avoiding favouritism, respecting their culture their home background, their beliefs, their age and their physical and mental abilities.
- Respond to the needs of all children.
- Never handle a child, unless they reasonably believe it is necessary to prevent imminent harm to the child or another person.
- Avoid being alone with a single child

- Never smoke (including electronic cigarettes or vaping devices) in or around the programme area.
- Keep private information about children, parents/caregivers and staff confidential at all times.
- Ensure conversations of an 'adult' nature are not discussed in front of children.
- Respond to any suspicions of child abuse.
- Maintain a professional relationship with children and parents/ caregivers.
- Find out if children have any special needs or medical requirements.
- Work as a team and support fellow staff.
- Conduct yourself in a manner keeping with Christian principles and ethics.
- Follow conflict resolution procedures as per employment agreement
- Not allow mobile phones to be a distraction

## TRAINING

### Policy

All staff working at PACT Holiday Programmes will be trained through a induction programme and provided with ongoing training as required.

### Procedures

- All new staff will be provided with access to a PACT's Holiday Programme Policies and Procedures

The following will be covered in the induction process:

- Supervision
- Child Protection
- Emergencies
- Collection of and Access to Children
- Complaints
- Staff Code of Behaviour
- Privacy of Information
- Behaviour Guidance Techniques
- Food Safety
- Health and Safety and Incident Reporting
- A record of the induction process for each staff member will be made.
- The Holiday Programme Coordinator and Supervisor will have a current First Aid qualification and have completed appropriate Child Abuse preventative training.

## 10. BUILDINGS & VENUES

### BUILDING WARRANT OF FITNESS

#### Policy

PACT holiday programmes operates in a building that complies with all relevant legislation.

#### Procedures

- The PACT Director is responsible for ensuring the PACT building has a current Building Warrant of Fitness.
- The final responsibility for maintaining a Building Warrant of Fitness lies with the building owner.

## 11. RECORD KEEPING

### PRIVACY OF INFORMATION

#### Policy

PACT will collect, use and store all records and information in accordance with the Privacy Act 2020 and other relevant legislation.

#### Procedures

##### Collection, use and storage

- PACT Holiday programmes treat the handling of personal and confidential information very seriously, and all staff have a responsibility to protect privacy and to prevent unlawful disclosure. All information collected about children, families, staff and management is kept confidential unless the health and safety or wellbeing of an individual or the public is compromised.
- Parents and caregivers or other users of our services are required to provide certain personal information of themselves and their child(ren) during the booking process to ensure the programme has the required information to help operate safely.
- PACT will not share personal or confidential information with any third party without the written consent of the person concerned, except in the case of 47.1 above, the situations outlined in our Privacy Policy, and for programme approval requirements through the Ministry of Social Development.

## Privacy Officer

- PACT Director will fulfil the role of Privacy Officer for the programme ('Programme Privacy Officer'), and are responsible for ensuring the programme complies with the Privacy Act 2020 and its Principles.

The Programme Privacy Officer will:

- Take steps to prevent or fix potential privacy issues before they become serious problems;
- Deal with any complaints from parents/caregivers or other customers about possible privacy breaches;
- Deal with requests for access or correction to personal information held about a person;
- Act as a liaison between the programme, the Head Office Privacy Officer and the Office of the Privacy Commissioner in the event of a privacy breach or complaint.

## Privacy Breach

- If the Programme Privacy Officer suspects there has been a privacy breach that either has caused serious harm to someone, or is likely to do so, they will notify the Head Office Privacy Officer immediately. The information and facts regarding the breach will be assessed and the following steps taken:
  - **Contain:** find out what happened and take steps to stop the breach getting worse.
  - **Assess:** make an assessment of the seriousness of the breach (using the online privacy tool [www.privacy.org.nz/notify-us](http://www.privacy.org.nz/notify-us)).
  - **Notify:** if deemed a serious privacy breach, the Office of the Privacy Commissioner will be notified as soon as possible.
- If a notifiable privacy breach occurs, the Programme Privacy Officer will work together with the Head Office Privacy Officer and follow the instructions/directions of the Office of the Privacy Commissioner to:
  - Notify affected people as soon as possible after becoming aware of the breach to allow them to take action to protect themselves (e.g. change passwords, or cancel a credit card).
  - Resolve the privacy breach as quickly as possible and then take steps to prevent future breaches.

## Programme Safeguards and Operations

- If staff are contacted by a third party asking for information about a child/ren (e.g. Police or OT), staff will pass the request on to the Programme Director who will establish that the third party are who they say they are. This can be done by asking for a number to call them back on, by going through their call centre or asking for the request to be put in an email, before supplying information.
- The Holiday Programme Coordinator/Supervisor is responsible for ensuring all information about children, families, staff and management that is stored at programme venues is kept secure.
- On outings, staff will ensure rolls containing sensitive and contact information of children are kept on them at all times.

- If staff are contacted by a third party asking for information about a child/ren (e.g. Police or OT), staff will pass the request on to the Programme Director who will establish that the third party are who they say they are. This can be done by asking for a number to call them back on, by going through their call centre or asking for the request to be put in an email, before supplying information.
- The Holiday Programme Coordinator/Supervisor is responsible for ensuring all information about children, families, staff and management that is stored at programme venues is kept secure. On outings, staff will ensure rolls containing sensitive and contact information of children are kept on them at all times.
- Staff will dispose of personal information and any other printed material containing sensitive and contact information of children into a secure destruction bin, or through a document shredder.
- Information shared in conversation between staff and parents/caregivers will remain confidential unless staff believe a child's safety or wellbeing is compromised.
- All information about staff including interview responses, training, employment agreements and pay history will be kept securely in staff files by the PACT Director.
- From their date of creation, records are to be kept for the following period of time: Financials (7 years); Staff Files (6 years from date of resignation or termination); Health & Safety (5 years); Food Safety Records (4 years); Attendance Records (2 years).
- If the Holiday Programme is closed down, any paper forms not relating to financial records, attendance records, staff records, health & safety or food records will be destroyed and/or disposed in a way that will not give access to anyone else about the information.

## ATTENDANCE

### Policy

PACT Holiday Programme will keep accurate attendance records for all programmes.

### Procedures

- All children will be signed in and out each day on the programme
- The Programme Coordinator or Supervisor is responsible for keeping attendance records and providing them to the Programme Director at the end of each programme.
- The PACT Director is responsible for keeping Attendance Forms for a period of two years.

# 12. ADDITIONAL COMPLIANCE

## FINANCE

### Policy

PACT Holiday Programme will use competent financial management.

### Procedures

- The PACT Director is responsible for the overall financial management of the programme.
- Programmes will meet all legal business requirements e.g. TAX, PAYE, ACC and GST.
- The PACT Director is responsible for paying wages on a weekly or fortnightly basis to programme staff.
- Financial records will be kept in a clear, trustworthy and accountable manner.
- Any funding received will be recorded separately from fees.
- All financial reporting including audits as required for funding requirements will be met.
- Accurate records will be kept for all revenue and expenditure.
- All cash payments received will be receipted and a copy of the receipt provided to the customer immediately. Payments will be banked on a weekly basis.
- The Holiday Programme Coordinator will prepare a programme budget on an annual basis.
- The Programme Director will organise the preparation of Annual Financial Statements by a registered chartered accountant. Annual Financial Statements will be audited by an independent auditor in line with Government funding requirements.
- Staff must receive approval from the Programme Coordinator before purchasing any goods for the programme.
- Staff will be fully reimbursed if required to pay for a programme expense from their own monies.



# **APPENDIX 1: JOB DESCRIPTION/AGREEMENT OF SERVICE FOR PACT HOLIDAY PROGRAMME VOLUNTEER**

- Arrive by 8.15am on the 1st day of the programme and by 8.40am on the remaining days.
- Be directly responsible to Programme Supervisor - who will give you tasks for the day.
- Prepare as required special equipment and materials for activities.
- Help with supervision of children and their activities, ensuring children are safe and supervised at all times
- Help with preparation of morning teas and lunch - also cleaning up of same.
- Leave rooms used during programme in a clean and tidy manner each day.
- Treat children on the programme as individuals and with respect.
- Participate in the team de-brief meetings each day after 3.15pm. (1/2 hour duration)
- Help with final clean up of building at completion of the week's craft activities (normally Thursday afternoon until 4.30pm).
- Be available for training nights.



## **APPENDIX 2:**

# **JOB DESCRIPTION FOR PACT HOLIDAY PROGRAMME SUPERVISOR**

- Arrive by 8.15am for prayer meeting on the 1st day of the programme and by 8.30am on remaining days.
- Arrange for name tags to be ready each day for children, staff & volunteers.
- Ensure pre-programme & daily safety checks are completed. Undertake head counts on a regular basis e.g. on or off transport, in or out of venues or at fixed times during the day.
- Take overall responsibility for ensuring the safety and complete supervision of all children, volunteers and staff, at all times.
- Workbook must contain:
  - Programme, information and contact numbers relating to the same (eg. Bus contacts, contact people and phone numbers for outings etc).
  - Any items noted that are required for specific tasks e.g. equipment for craft work  
Lunch menus - purchasing, who is responsible for preparation etc.
  - Full list of children's names & ages & any medication required.
  - Contact phone numbers for parents.
  - Groups children should be in and the person in charge of the group.
- Supervise & support staff and volunteer workers to carry out their duties in accordance with programme policy.
- Be overall responsible for First Aid equipment and ensure that it is taken on outings.
- Oversee the clean and tidy up of the community centre at the end of each day.
- Maintain discipline and have respect for children.

## **APPENDIX 3:**

# **JOB DESCRIPTION FOR PACT HOLIDAY PROGRAMME COORDINATOR**

- Arrive by 8.15am on the 1st day of the programme and by 8.30am on remaining days.
- Ensure all children are enrolled correctly, enrolment forms are complete and are signed & dated and any additional information provided (eg health, food, access information) is listed and collated.
- Collate enrolment forms and information from these into a workbook which must be held by co-ordinator and available to staff at all times during the programme.
- Workbook must contain:
  - Programme, information and contact numbers relating to the same. (eg. Bus contacts, contact people and phone numbers for outings etc).
  - Any items noted that are required for specific tasks e.g. equipment for craft work
  - Lunch menus - purchasing, who is responsible for preparation etc.
  - Full list of children's names & ages & any medication required.
  - Contact phone numbers for parents.
  - Groups children should be in and the person in charge of the group.
- Arrange for collection of fees - also receipting and banking of same.
- Meet and greet children and their parents/caregivers on arrival.
- Ensure all children are signed into the programme each day by their parents/caregivers or by the supervisor if children have permission to come to programme unaccompanied.
- Ensure that parents/caregivers receive the holiday programme timetable and that the permission slips for off-site activities are completed, signed, dated & returned.
- Oversee the safe storage & dispensing of any medication required by children. Ensure that medication consent forms are completed, signed and dated, for each child requiring medication during the programme by their parent / caregiver.
- Support staff and volunteer workers to carry out their duties in accordance with programme policy.
- Ensure that all children are signed out of the programme each day by their parents/caregivers or by people authorised to collect them or by the supervisor if children have written permission to leave the programme unaccompanied.

# Holiday Programme