

KIDS DOMAIN

POLICIES & PROCEDURES

TERMS & CONDITIONS

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PROGRAMME ENVIRONMENT

PHILOSOPHY

The programme aims to provide a safe and stimulating programme which caters for the children's different ages, sex and cultural backgrounds while attempting to encompass individual needs and interests.

The safety of the children is the paramount consideration during programme provision. These policies will be reviewed annually.

A copy of these policies are kept at each programme

CULTURAL AWARENESS POLICY

Being Flexible – changing to meet the needs of individuals, families and communities– changing to meet the needs of individuals, families and communities

Being Sensitive - to beliefs, practices and attitudes of individuals, families, community, and colleagues to beliefs, practices and attitudes of individuals, families, community, and colleagues

Trusting – acknowledging the need to develop trusting relationships– acknowledging the need to develop trusting relationships

Enrolment forms will have section asking parents/caregivers if they have any specific cultural needs.

BEHAVIOUR MANAGEMENT POLICY

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

At the beginning of each programme staff and children will formulate a set of rules for the programme and discuss the consequences of breaking these rules.

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 disobeying.

Positive reinforcement will be used at all times and a stimulating and varied programme will be provided to ensure against boredom.

When a child misbehaves or ignores programme rules staff will:

Remind the child in an assertive but not aggressive manner what is expected of them and the consequences of disobeying

If the behaviour continues the child will be reminded again and warned of the consequence that will result.

If the child continues to misbehave after 2 warnings the consequence will be enforced

Consequences must be appropriate and may include:

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 management (usually about five-ten minutes). Before the child returns to the group the staff member will review with them what behaviour is expected. (e.g. for disruptive or aggressive 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 misuses that piece of equipment).

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 management to plan a course of action.

If a child continuously behaves in a manner that endangers themselves or other children, despite the above measures, parents will be notified by management 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, abusive, demeaning or condescending comments.

At all times, staff will maintain a fair, consistent and positive approach to children's behaviour.

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 record all incidents and concerns in the concerns book for record purposes

ACTIVITIES POLICY

The service will provide a safe, varied and stimulating programme that meets the developmental, emotional, intellectual and physical needs of the children.

We have a high degree of free play where children can choose from a range of activities.

A weekly activity plan will be carried out during school term and a daily plan will be organised 3 weeks prior for holiday programmes

The following activities will be offered:

a planned arts and crafts project, child-directed use of arts and crafts material

an organised sport or active group game

an organised group quiet game or activity

free use of games and equipment

free outdoor play

Children will be encouraged to participate in planned activities but may choose not to, as long as they are not bored or disruptive.

Whenever possible alternative activities will be provided.

Equipment will be well maintained and will be age appropriate

PROGRAMME OPERATIONS

OPERATION POLICY

The programme will provide a well managed service that meets the needs of the local community

HOURS

STOKES VALLEY CENTRE:

The before and after school care programme will operate between 7.15am to 9.00am and 2.50pm to 6.00pm during the term time. School holiday programmes will operate from 7.30am to 5.30pm. The programme will not operate on public holidays.

LOWER HUTT CENTRE:

The before and after school care programme will operate between 7.30am to 9.00am and 2.50pm to 5.50pm during the term time. School holiday programmes will operate from 7.30am to 5.30pm. The programme will not operate on public holidays.

FEES POLICY

BEFORE AND AFTER SCHOOL CARE

All fees are a flat fee regardless if a child is collected early.

WINZ subsidies need to be completed by a supervisor and signed off. Declarations and Renewal forms are also to be signed off by the supervisor before the due date or subsidies can be cancelled by WINZ.

One account per family only.

Invoices are emailed out each week. If you require an invoice/statement to be mailed to you, there will be an extra charge of \$1.50 per postage.

Fees are paid directly to Kids Domain either by cash, bank deposit, automatic payment, bill payment. Cheques will not be accepted.

All parent fees are due in advance of the programme and are non-refundable.

An overdue fee of \$5 will be applied to overdue amounts at the end of the month

When the child is enrolled for a week that includes a public holiday, fees are payable for the day/s of that holiday. You are required to pay for all days your child is booked in regardless of absence (e.g public holidays, teacher only days, sickness, etc).

In the case of your child being away for 5 days or more consecutively, the fee is not payable as long as Kids Domain has been given 2 weeks notice. Notice is required in writing (this must be in the form of a hand written notice or via email, texts will not be accepted as notice)

Changes to bookings – 2 weeks notice is required in writing (this must be in the form of a hand written notice or via email, texts will not be accepted as notice) Please check with Kids Domain if you need to permanently cancel a day you have booked, but need book in another day. This is so we can confirm there is a placement available.

Emergency Closure of Centres – we are required to close our centres in certain circumstances e.g natural disaster, and must evacuate the premises in such an event. In the event of an emergency closure you will be required to collect your child as soon as possible. Fees are still payable for up to 2 working days if there is an emergency closure of the centre.

Permanently Cancelling Care - 2 weeks notice is required in writing (this must be in the form of a hand written notice or via email, texts will not be accepted as notice) to be given to Kids Domain if you are ceasing your child care booking. If notice is not given, 2 weeks care will be still payable.

Suspension of Care – if your child is suspended from care by Kids Domain, for example behavioural issues or overdue account, the fee is still payable for those days your child has been booked in.

Before and After School Care prices are subject to change without notice.

Late pick up penalty fees will apply – refer to drop off and pick up policy

HOLIDAY CARE:

The fee structure will be announced prior to commencement of the programme. All fees are shown on our website.

When the child is enrolled during the school holidays that includes a public holiday, fees are not payable for that public holiday.

Cancellations/credits/refunds - refunds and credits will only be given if 5 working days notice is received in writing (email or handwritten is accepted). Texts or verbal notice is not accepted. This will be date stamped by Kids Domain and held with your booking. A withdrawal fee of \$5 per day per child will apply to cover administration costs (this includes changes to your booking days). Activities are prepaid in advance and no refunds/credits will be approved if correct notice is not received. Unpaid fees will be placed with a debt collection agency and/or department of courts where parents/caregivers will be liable for collection fees incurred. Refunds and credits will not be applicable once the school holidays commence

Account Details - Fees are paid directly to Kids Domain either by cash (correct amount given), bank deposit, automatic payment, bill payment. Cheques will not be accepted. Winz applicants will be charged at the normal price rate (earlybird rate will not apply). Pickups from 5.30pm onwards will incur a late pickup fee of \$20 for the first 15minutes (5.30pm to 5.45pm) and \$20 per 5minutes after that. To qualify for earlybird rates, payment must be received within 2 working days of invoice date. For all other bookings late payment fees of \$1.50 per day will be charged. All invoices/statements are emailed. If you require these to be printed and/or posted there will be a fee of \$1.50 each time. If your child attends outside of the booking you will be charged for a full day. Invoices are emailed to you. If you require an invoice/statement to be mailed to you, there will be an extra charge of \$1.50 per postage.

Work and income: - a recent payslip or letter from your employer MUST be attached to your winz application/declaration. Winz will not process without this and you will be charged for the full booking. Winz payments can be delayed during the school holidays therefore Kids Domain do not receive payment straight away. If your winz form is not signed off by us within 2 working days of you booking your child in, the full fee will be payable by you and refunded by us once winz have made payment to us. Families applying for a winz subsidy that do not have an account with us (must have used Kids Domain within 1 year) are required to pay \$50 deposit within 2 working days of invoice. The \$50 deposit will be refunded as long as winz cover your full fee and/or the difference if any will be deposited into your nominated account. Winz do not backdate payments if your form has been returned late. If you are unable to get to a winz office we are happy to do this for you as long as we receive your completed forms before the school holidays start.

Suspension of Care – if your child is suspended from care by Kids Domain, for example behavioral issues or overdue account, the fee is still payable for those days your child has been booked in.

Holiday Programme prices are subject to change without notice.

Late pick up fees will apply – refer to drop off and pick up policy

DEBTS POLICY

Accounts that are not paid on time will be placed with a debt collection agency or department of courts where the parent/caregiver will be liable for any collection fees incurred on top of what is already owed to Kids Domain.

Any disagreement regarding fees is to be addressed to Management as soon as possible.

Fees remaining unpaid, will result in the family enrolment being suspended without notice. The weekly fee is still payable should your care be suspended because the placement has been permanently booked for your child/ren. Unpaid debts will be placed with a debt collection agency or Department of Courts and parents/caregivers will be liable for collection fees incurred. Kids Domain shall at all times have the right to withdraw the availability of care without notice for non-payment of fees.

ENROLMENT PROCEDURES POLICY

All families must complete an enrolment form and sign a parent contract before the child can participate in the before/after school and holiday programmes.

It is the parent's responsibility to inform management of any changes.

Enrolment forms must include the following information:

Child's name, address & home phone number, parent / guardian's names & work phone numbers emergency contact, names of adults authorised to pick up child, special instructions regarding access health problems, allergies, any other information necessary to provide proper care

Transportation consent form must be signed if transport to/from school is required or a taxi service is used.

Term Care - A deposit of 1 weeks (5 days) fees is payable to secure/hold a place for a child. A starting date is also required. The deposit is non-refundable should you decide to cancel the placement. The deposit will be used for your 1 weeks in advance payment.

CONFIDENTIALITY/PRIVACY POLICY

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

All forms, e.g. enrolment and staff information forms will state why information is collected and what will be done with the information i.e. for emergencies, birthdays, health and safety of a child, debt collection process.

No information is shared except with the owner's permission or as required by legislation, e.g. Health and Safety Act. Any information gathered may be viewed by the Ministry of Social Development for audit purposes

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

All personal information shared in discussions between staff or at meetings are to remain between those persons. All sensitive and personal conversations including telephone conversations shall be held discretely and in private.

DROP OFF & PICK UP POLICY

Parents are expected to sign their children in the before school programme, out of the after school programme and also in/out of the holiday programmes.

Parents are expected to contact management before the beginning of the programme if their child will not be attending.

The following steps will be taken if a child does not arrive at the after school programme:

Parents will be telephoned

If parents are unavailable, emergency contacts will be telephoned.

School may be contacted for absence information

Local Police will be contacted

Parents are expected to inform the supervisor if they will be dropping children off to the programme at a later time because they may have appointments etc. parents must make sure that the staff knows their child has been dropped off.

If a child is not collected at the end of a programme, the following procedure will be followed:

Two staff members will remain with the child.

Parents and emergency contacts will be contacted.

If there has been no contact with the parents or emergency contacts within one hour of the programme closing, the child will be taken to the nearest police station. A note will be left at the centre indicating where the child has been taken.

Parents will be charged a late pick up fee of \$20 for the first 15 minutes, then \$20 for every 5 minutes after that

Parents must inform staff if a person who is not listed on the child's enrolment form will be collecting the child.

Staff will not release a child to a person who is not identified on the enrolment form.

If an unauthorised person comes to collect the child, parents will be contacted for authorisation.

Written permission must be given for children to leave the programme unaccompanied, unless parents have contacted the supervisor prior to make arrangements

COMPLAINTS POLICY

In general if any parents have complaints about the programme or staff members they should:

Approach the supervisor or management who will attempt to rectify the situation.

Further complaints must be made in writing and must contain details of the grievance and desired outcomes.

Management will respond to the complaint within 14 days. Where possible a mutually agreeable outcome will be sought

CHILDREN WITH SPECIAL NEEDS POLICY

Children with special needs will not be excluded from the programme providing that management is confident that the child's needs can be catered for, without negatively affecting the other children and to ensure that the child will benefit from being at the programme.

Full information about the child's requirements including medication, diet and supervision requirements must be obtained from the parents and included with the child's enrolment form. It is management's responsibility to ensure that all staff and volunteers are fully aware of the child's requirements and that they feel confident to provide the necessary care.

If the child will require further special aids, for example modified facilities, extra staff or staff training management will make the final decision.

Each case will be considered individually and every effort will be made to include the child within the limits of the programmes resources

HEALTH AND SAFETY

The programme will take place in a safe and healthy environment, suitable for the care of children and for the needs of the staff and volunteers. At all times the well being and safety of the children is first and foremost. All relevant legislation will be adhered to.

HAZARDS AND RISK MANAGEMENT POLICY

The safety of children and adults at the programme will be ensured by:

Identifying and recording all potential health and safety hazards at the centre and any other venues used

Assessing the risk to staff and programme participants of all identified hazards. Putting controls in place to remove or minimise the risks e.g. providing safety equipment

Using healthy and safe work practices together with staff training

Regular inspections by staff to check that hazards have not changed, compliance with all relevant codes of practice and regulations (daily hazards check)

A sun-safe policy will be in place, which must be followed by children and staff

It is the responsibility of Management to ensure all procedures are in place to ensure the safety of staff and children at all times.

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

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

Kids Domain and staff will be free and clear of all liability in the event that any injury, damage or loss is sustained by your child or to personal affects.

SMOKE FREE POLICY

A Smoke Free policy will be adhered to at all times when the programme is operating.

A designated smoking area that is out of bounds to children may be provided at the request of staff.

FOOD POLICY

Hands must be thoroughly washed before food preparation and/or eating

Benchtops and food surfaces must be clean

Children must be seated while eating

Allergies list will be kept where food is prepared

Food will be kept in sealed containers

Perishable food to be kept in fridge

Food dates to be checked

PETS POLICY

Only caged animals will be kept at the programme centre.

These must be kept clean and disease free at all times.

The keeping of animals may not be allowed to compromise children's health for example in the case of allergies.

ANIMALS ON EXCURSIONS POLICY

Children are made aware of the rules before any excursion takes place.

They are informed that in the case an animal such as a dog approaches them, they are not to touch it or go near it.

A hazard check will be done to ascertain that it is safe for the children to play etc.

SUN SAFE POLICY

Children are encouraged to wear sunhats/sunblock. It is the parents responsibility to provide these.

Limited time is spent outside at the hottest part of the day.

TOILET FACILITIES POLICY

Staff and children share the toilet facility at the centre.

Staff must always knock first to make sure facility is vacant, and make sure door is locked when in use.

Children must get permission to go to the toilet.

ACCIDENTS/EMERGENCY PROCEDURES POLICY

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

The first aid kit will be stored out of reach of the children.

It is the responsibility of supervisors to ensure that it is maintained and well stocked.

At all times at least one staff member who holds a current first aid certificate must be on site.

In the event of any accident to either children or staff, the following procedure will be followed:
Staff will immediately inform management.

Appropriate first aid will be administered.

Accidents and incidents will be recorded by staff in the accidents/near miss book and parents notified at the end of the day (to be signed)

All accidents to staff and children, including near misses, will be recorded and investigated

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

Staff will calm the child

Parents will be contacted

For trauma of staff, Management will ensure that professional supervision is made available.

ILLNESS AND MEDICATION POLICY

Children who may have illnesses which are not infectious or notifiable shall not be discriminated against and shall have the same rights as other children to attend.

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

Medicine will not be administered unless a consent form has been signed by parents.

This form must include dosage and be signed by the staff member when they administer the medicine.

Parents must check this form daily.

All medicine must be labeled showing the child's name and dosage and stored out of reach of all children.

All staff must wear disposable gloves when administering first aid

Staff who have a notifiable disease must take appropriate precautions to prevent cross infection and not participate in administering first aid.

SUPERVISION

RATIOS POLICY

The staff/child ratio will be as follows: -at the centre 1: 10 - on excursions 1: 8 (depending on activity type) There will always be a minimum of two staff on duty

The supervisors are responsible for ensuring that all children are supervised at all times.

Children will be in view of staff at all times when appropriate.

Children will be informed of the boundaries they are expected to stay within at all times and must inform an adult when they are going to leave the area (to go to the toilet etc).

MISSING CHILD POLICY

Formal attendance checks and head counts will be made regularly and often during the day

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

Staff will conduct a thorough search

Parents will be contacted

If parent cannot be contacted emergency person will be contacted

If no-one can be contacted police will be contacted

All staff under 16 will be supervised by older staff.

Children will be within sight and sound of 1 staff member, at least 1 person over 20 will be onsite.

EXCURSIONS POLICY

Children will not be allowed to participate on an excursion unless parents/caregivers have signed a permission slip.

Parents will be notified in advance of all activities planned away from the centre and a planned schedule will be posted at the centre.

Parents will be informed of the mode of transportation.

The staff/child ratio on excursions will be 1:8.

Children will be put into groups with one adult whose primary responsibility will be the safety of that group.

Staff will carry a cell-phone for emergencies.

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

Staff will check the public toilet first to make sure it is safe.

If using public toilets an adult will stand outside.

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

A risk analysis will be made of all excursions. This will include emergency procedures and staff responsibilities during emergencies.

A risk assessment will be carried out which will determine any risks that can lead to injury or harm e.g. swimming

A contingency plan will be prepared beforehand for all excursions in case of bad weather.

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.

Parents will be informed before their children are transported in private vehicles.

Vehicles used to transport children must comply with all mandatory legal requirements.

All drivers must hold a current, clean drivers license and must agree to drive safely and maturely.

When on an excursion a note will be left describing the group's whereabouts and expected time of return.

BUILDINGS AND FACILITIES

It is Management's responsibility to check that the programme centre has a current building warrant and that it complies with other relevant fire and safety requirements.

The final responsibility lies with the owner of the building.

Management will liaise between the owner in the event of any problems.

PHONE ACCESS POLICY

For staff and emergencies to contact parents.

Cellphone must be taken on excursions.

Risk assessment must be done (phone coverage and to identify nearest landline available)

CLEANING POLICY

Management will devise a cleaning plan to ensure that all parts of the centre are kept clean and free of rubbish. This plan to include:

DAILY

sweeping/vacuuming all floors

emptying rubbish

washing kitchen and toilet floors

cleaning toilets and hand basins

wiping all kitchen benches/surfaces where food was prepared

washing all kitchen cloths

sorting and checking art area, toys, equipment etc

WEEKLY

cleaning fridge and any areas where food is stored

dusting

cleaning computer and tv equipment

KIDS DOMAIN
STAFF CLEANING SCHEDULE

DAILY

sweeping/vacuuming all floors

emptying rubbish

washing kitchen and toilet floors

cleaning toilets and hand basins

wiping all kitchen benches/surfaces where food was prepared

washing/drying of dirty dishes

washing all kitchen cloths

sorting and checking art area, toys, equipment etc

WEEKLY

cleaning fridge and any areas where food is stored

dusting

cleaning computer and tv equipment

EMERGENCIES

EMERGENCY & DISASTERS

Both fire and earthquake drills will be carried out once a term

Management will keep the fire department notified of programme hours and numbers of children.

Management will develop a plan of action for emergencies involving either fire or earthquake which is clearly displayed in every room and which includes:

how to recognise the nature of the emergency

how and where the children will collect outside

ensuring everyone is accounted

how to recognise the emergency is over

Supervisor to turn off electricity/water if required

Management to notify emergency department (e.g. fire service) 7 days prior to fire drill

The supervisors are responsible for keeping a record of each drill

Phone Calls/Texts to parents to collect children as soon as possible – plan made incase parents are unable to collect

EARTHQUAKE PROCEDURE POLICY

When shaking begins:

If you are inside have everybody go only a few steps to a safety spot you have already picked e.g. Stand or crouch under a strong supported doorway or get under a sturdy table/desk

Pick a spot away from windows and tall heavy furniture that can fall

If you are outside:

Find a clear spot away from buildings, trees and powerlines

If you are in the street:

Move into the shop doorway or crouch beside parked vehicles.

You will need to call out instructions to the children – many will forget what to do and will need direction. If you can, talk to them through the shaking to reassure them.

After the shaking stops:

Be prepared for aftershocks

Reassure children they are safe and that their parents will collect them (if it is a large scale earthquake)
Check for injuries and give first aid if required

Inspect for damage and ascertain if you should evacuate

Remain with the children until all are collected (there may be considerable delays)

FIRE AND EXPLOSION PROCEDURE POLICY

Raise the alarm – call fire if there is no alarm

Evacuate the children by giving instructions e.g. Ok everyone leave the building quietly and wait outside (in front of the house – next door to the second hand shop), do not run etc

As the children are leaving making sure they all go

Take the roll/sign in/out sheets with you

If it is a small fire, put it out

Ring 111 unless it is a drill

Assemble at the pre-arranged spot, check immediately that you have everyone

Make sure everyone stays together until you can go back in or all are collected

COMMON SENSE PREVAILS!!!

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. A minimum of two staff will supervise the programme at all times.

Programme staff will be provided with a code of conduct, 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 in the following way:

If a child discloses abuse, staff will record any incidents/observations and what the child says in the concerns book

Any suspicion that abuse is occurring will be reported to management

Management will consult with CYFS to ascertain what steps will be taken.

Staff and Kids Domain will not assume responsibility beyond our level of expertise.

All adult visitors will be supervised and visible to staff when onsite

RESPONDING TO SUSPICIONS OF CHILD ABUSE POLICY

The programme staff will act on all suspicions of child abuse

Record incidences and observations and at the same time, report suspicions to Management.

**DO NOT ACT ALONE, DO OR SAY ANYTHING TO ANYONE WITHOUT CONSULTING
MANAGEMENT**

CODE OF BEHAVIOUR FOR OSCAR WORKERS AND THE PREVENTION OF CHILD ABUSE POLICY

KIDS DOMAIN is committed to the prevention of child abuse and to the protection of children.

The well-being and safety of the children is the primary goal of KIDS DOMAIN out of school care and recreation programmes.

The following policy and code of behaviour are a means of achieving this objective.

This commitment means that the interests and welfare of the child will be the prime consideration when any decision is made about a child suspected of being abused.

KIDS DOMAIN supports the roles of statutory agencies (the Police and CYFS) in the investigation of abuse and will report cases of suspicion of abuse to these agencies.

KIDS DOMAIN will maintain a good working relationship with the Care and Protection Division of the CYFS and be familiar with the law which serves to protect children from abuse.

We will consult with the CYFS and with other appropriate agencies who have specialist knowledge to help us protect children from child abuse.

We will not assume responsibility beyond the level of our own expertise.

KIDS DOMAIN will respond to suspicions of child abuse by recording all observations, impressions and communications about children suspected of being abused.

No staff member will act alone about suspicions but will consult with senior staff who will be committed to taking action and arranging for consultation with appropriate agencies.

KIDS DOMAIN will act on recommendations made by relevant agencies and the CYFS concerning the official reporting of the suspected and abuse and on the consulting of families.

At no time will we regard ourselves as having the child's parent's permission to consult or report.

While we individually or collectively suspect that child abuse has been perpetuated by a staff member or other person helping in our organisation, we will not collude with or protect that person or the organisation but promptly report the matter to the management and statutory authorities.

The suspected staff member will be prevented from having further access to children during any investigation and will be informed fully of their rights.

Children, families and staff involved in the investigation of allegations of child abuse will have support and we will attain knowledge of individuals, agencies and organisations in our community that we can refer them to for support.

KIDS DOMAIN employment procedures include a thorough examination and checking of applicants' previous work history and we make contact personally with both referees and some past employers. This will be done with the applicant's consent.

Our prime consideration in choosing staff will be ensuring that they will have skills and attributes which contribute to the children's safety and health, physical, emotional, intellectual and social development and will not put children at risk of abuse.

KIDS DOMAIN will ensure that its staff is well supervised and visible in the activities they perform with children.

Opportunities for staff to be alone with children will be kept to a minimum.

Children will not be taken on outings without parental approval in writing or by phone and will be accompanied by more than one adult.

In the case of an emergency every attempt will be made for a child to be accompanied by two adults.

KIDS DOMAIN has established a set of rules about acceptable touching of children.

All adults working in our organisation will be made aware of these rules.

This organisation encourages staff to keep their personal and professional lives separate and we do not encourage the fostering of close personal relationships and/or care-taking activities with children and families outside the work environment.

We will, on a regular basis, collectively review our child abuse policies and evaluate our performance in meeting the standards outlined by them.

If parents have any concerns about the treatment of a child by any of our staff they are encouraged to make these known and we will ensure that the matter will be fully investigated and acted on if necessary and will use an advisor and mediator from outside the organisation if independent investigation or arbitration is indicated.

Parents and family are welcome to visit the programme at any time.

All staff will sign a declaration of criminal records.

Apart from toilets and bathrooms the programme will have an open door policy, staff should be aware where all children are at all times.

If abuse is suspected staff/management will record incidents/observations and what the child may say.

No staff member will act alone, they must advise management of their concerns/suspensions.

Management will seek advice from CYFS to ascertain what steps are required.

Staff and Management must act in the best interest of the child concerned.

Kids Domain expects staff to be supportive, non abusive and to present themselves as a positive role model. Many children have affectionate natures and express themselves freely. Regardless of the situation and child's culture and nature staff must avoid inappropriate physical contact.

In making physical contact with children, adults should be guided by management that they will do so solely in order to meet the child's physical or emotional needs. Touching should not be initiated to gratify adult needs. Children should not be asked to take care of adult needs, physical or otherwise.

If a child initiates physical contact in the seeking of affection, reassurance or comfort it is appropriate to respond in a manner suitable for that child's developmental stage and needs. It is not appropriate to force any form of unwanted affection or touching on a child.

The physical contact of children during changing or cleansing must be for the purpose of that task only and not be more than is necessary for that job. Children should be encouraged to take care of themselves to the limits of their ability.

Staff should avoid being alone with a child. Staff must be aware of where all children are at all times.

Supervisors should ensure volunteers and visitors are never alone with a child or group of children.

STAFF AND MANAGEMENT

PROGRAMME MANAGEMENT POLICY

The programmes will be run in a manner which keeps control of day to day finances and shows accountability to the management committee, families who use the programme and the community.

Over-all supervision of the programme is the responsibility of Management.

Management must approve all policy, financial reports and budgets. monitor expenditure and set limits on how much spending can be delegated.

A record of each child's attendance must be kept by Management.

It is Managements responsibility to:

Keep clear financial records

Ensure government funding is accounted for separately from other income

Set the budget

Arrange for the annual reviewing and/or audit of accounts

Follow up debts with collection agencies

Payment of tax, wages and ACC levies

Liaise with the accountant

STAFF AND VOLUNTEERS POLICY

The programme will ensure quality care is provided through fair and consistent recruitment procedures, and the supervision and training of all staff including relievers and volunteers. All relevant legislation will be adhered to.

Police Vetting must be completed every 2 years.

Management will receive vetting information and will be stored in a locked file.

Only management and the staff member whose file it is will have access to it.

CYFS will sight copies when requested.

All staff will have an employment agreement – stored in their file

Training and in-house training (when available through OSCAR) will be provided to staff and management

Supervision of volunteers is the responsibility of the supervisors.

Volunteers must undergo the same security checks and induction as paid staff.

They should not be expected to undertake the same level of responsibility as paid staff. Efforts should be made to include volunteers in planning and training as appropriate.

Any agreement regarding reimbursement of expenses must be made in writing.

RECRUITMENT POLICY

The selection and recruitment of staff is the responsibility of Management.

All paid staff will be recruited according to the following procedure:

All positions will be advertised and a short list of applicants drawn up for interviewing
Interviews will be carried out by Management

All applicants will be required to provide at least two referees. It is managements responsibility to contact the referees for verification of the applicants experience and suitability to work with children

Applicants will be informed of the decision in writing

All workers including volunteers must:

Release details of their police record to Management (police vetting will be done). No person with a conviction for sexual crimes or crimes of violence against children may be employed at the centre. Sign a statement that they will abide by centre policies

Staff will be provided with a job description on appointment that states responsibilities, skills, certification and standards required (refer to staff and management section for copy)

A written employment contract clearly setting out wages and conditions of work must be signed by the employee

Copies of CV's and interview records will be kept.

Staff will be interviewed by Management. The interview process will consist of a stated set of questions and referee checks

Where relevant, staff will be offered training opportunities. Staff will be compensated for attending staff meetings and/or training.

TRAINING AND SUPERVISION POLICY

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

Staff training needs will be reviewed during staff appraisals or as required and opportunities provided for further training as needed.

Management is responsible for ensuring that all staff, including volunteers are sufficiently trained in first aid, emergency procedures, child management and all centre policies to ensure the safety of the children at all times.

New, young or less experienced staff will receive adequate support and supervision.

In house training will be provided and recorded in staff files.

All staff will have to read and sign that they have understood policy and procedures.

GRIEVANCES AND COMPLAINTS POLICY

Staff complaints against other staff members must be referred to Centre Manager or Management
Refer to employment agreement - IEA Schedule 1 employment relationship problem resolution process

PERFORMANCE APPRAISAL POLICY

Appraisal of the staff will be the responsibility of Management.

Performance appraisals will be carried out annually for each staff member with the sole intention to increase awareness of their performance and to ensure a high standard of care at the programme.

The appraisal will be based on the job description; establish individual and group strengths and identify areas for personal development. It will consist of a self-appraisal and interview with Management. Objectives will be set for the next term of employment.

All appraisals will be confidential

CODE OF BEHAVIOUR FOR STAFF POLICY

The purpose of this Code of Conduct is to assist you to know and understand the minimum standards of conduct and behaviour expected of you as an employee of Kids Domain

This reflects the basic requirements of professionalism, integrity and courtesy needed to ensure that we provide a quality service to our families, and that a pleasant and safe working environment exists for all staff children and families. The Code applies to all employees of Kids Domain including permanent, temporary, and casual employees. This Code forms part of your employment with Kids Domain.

The Code of Conduct establishes three principles of conduct which all staff are expected to observe:

- You should fulfil your lawful obligations to Kids Domain with professionalism and integrity.
- You should perform your duties honestly, faithfully and efficiently, respecting the rights of the child, Kids Domain community and your colleagues.
- You should not bring Kids Domain into disrepute through your activities, whether inside or outside Kids Domain. Activities outside Kids Domain are not likely to be acceptable if they:
 - damage the standing or reputation of Kids Domain because of the position you hold in it;
 - interfere with the proper performance of your duties.

Kids Domain expects you to:

- work within the law with honesty and integrity;
- comply with all lawful and reasonable instructions;
- comply with the policies and procedures of Kids Domain
- work diligently and meet the requirements of your employment agreement;
- respect the rights of colleagues, children, families and the community.

Obligations of Kids Domain to Staff

As a good employer, Kids Domain are committed to meeting the following staff expectations:

- opportunities for equal employment, including recognition of:
the employment needs of Maori, Pacific Island, ethnic or minority groups, women, and people with disabilities;
- fair rates of remuneration for skill, responsibilities and performance;
- adequate training and equipment to perform your duties;
- effective communication of information;
- good and safe working conditions;

- freedom from harassment or discrimination in the workplace;
- appropriate disciplinary and dispute procedures and the opportunity for redress against unfair or unreasonable treatment by the Kids Domain.

Codes of Behaviour

If you have any prior criminal convictions, you are required to inform Kids Domain about them before accepting employment with Kids Domain. If you do not disclose this information or are not truthful about it, disciplinary action could be taken against you which could lead to dismissal.

You are to avoid any activity, either work-related or private, which could reflect badly on Kids Domain in its relationships with families and the community. This means that you are to inform your manager in writing if:

- any criminal charges or convictions that may occur while you are employed by Kids Domain are of such a nature that it would be inappropriate for you to continue to be employed in the same capacity by Kids Domain. This may include but not limited to, for example, charges that involve loss of trust between you and Kids Domain, or charges that damage the reputation of Kids Domain;
- secondary employment – permission from Kids Domain – doesn't interfere with primary duties.

Performance of Duties

Employees are expected to carry out their duties in an efficient and competent manner.

This means that you are expected to:

- comply with the law;
- comply with all lawful and reasonable instructions and work as directed by Kids Domain or their duly delegated representative;
- perform your duties according to the legislation, policies and procedures of Kids Domain
- perform your work to a high standard;
- show proper and reasonable care when using Kids Domain property, resources or funds;
- contact Kids Domain Management before the beginning of the working day if you are to be absent from work due to sickness or an emergency.

You are also expected to obtain permission from Kids Domain to:

- be absent from your workplace during work hours;
- enter into any contract or agreement on behalf of Kids Domain. Kids Domain will not accept responsibility for any unauthorised action.

Unacceptable Behaviour

Failure to observe these standards of conduct by a staff member may result in disciplinary action, which could include but not limited to termination of employment.

Examples of behaviour that would be considered unacceptable by Kids Domain include but not limited to:

- ignoring lawful and reasonable instructions from Management/Kids Domain;
- being under the influence of alcohol, drugs or solvents impeding your performance during working hours;
- giving false information (eg: stating you have a driver's licence when you don't; making a false claim for expenses);
- failing to declare information that is requested when you apply for employment with Kids Domain(eg: having a revoked driver's licence or a criminal conviction);

Appropriate Relationships with Children

You should recognise the sensitivity of the situation of children under Kids Domains care and control and show respect for and protect their dignity.

- No employee is to have a sexual relationship with any person under the age of 16 or any child of Kids Domain.
- No employee is to have a sexual, familial or financial relationship with a child or young person with whom they have a professional relationship arising from their employment with Kids Domain.

- You must inform Kids Domain if a person to whom you are related, or with whom you are having or previously had any personal, sexual or financial relationship, comes within the ambit of your professional responsibilities.

Respect for the Rights of Others

While you are employed by Kids Domain you have a duty to treat your colleagues, children, families and the public with courtesy and respect. This means that you are expected to:

- Avoid behaviour that might distress other employees or disrupt the workplace.
- Ensure that any workplace relationships do not have a negative effect on your work performance.
- Respect the privacy of individuals when dealing with personal information.
- Be non-judgemental by not harassing or discriminating against your colleagues or child on the basis of their gender, age, disability, marital status, and ethnicity, religious or ethical beliefs or sexual orientation.
- You must not have or bring into the workplace any material that may be viewed as racist or sexist, that is pornographic, or that is otherwise offensive to Kids Domain or its staff.

Unacceptable Behaviour

Failure to observe these standards of conduct by a staff member may result in disciplinary action, which could include but not limited to termination of employment.

Examples of behaviour that would be considered unacceptable by Kids Domain include but not limited to

- the use of abusive, obscene or threatening language or behaviour to your colleagues or the public;
- misuse, abuse or improper use of your position or of any statutory authorities or powers that may be delegated to you.

Conflicts of Interest and Integrity

You are expected to be honest, fair and impartial when you perform your duties. This means that:

- You should not show bias to an individual child. Everyone should be treated fairly.
- In general, you are not to approve anything that will result in expenditure in respect of yourself (eg: increased salary, travel expenses, a training course, your own overtime).
- You are not to lend money to, or borrow money, or otherwise enter into financial relationships with staff, child or child's family. The amount of money lent or borrowed could imply indebtedness that could lead to a conflict of interest in formal work relationships.
- You must inform Kids Domain if you are involved in, or have a personal or financial interest or commitment to, any activity that may conflict, or could be seen by others to conflict, with the performance of your duties and the goals of Kids Domain.
- You should consult with Kids Domain before taking up other paid/unpaid employment where that other paid/unpaid employment could conflict with the performance of your duties at Kids Domain

You should speak to Kids Domain if you are unsure whether or not a particular situation is, or could be seen to be, a conflict of interest.

Gifts and Rewards

You may not seek any form of reward (including gifts, favours, prizes or fees) for performing your duties as an employee. Gifts or rewards can be seen as bribes or inducements that put you under an obligation to someone other than Kids Domain. While it is acceptable to receive a gift of a low value, if you are offered any form of reward or gift valued at \$50.00 or more, you should inform Kids Domain who will decide the appropriate response.

Unacceptable Behaviour

Failure to observe these standards of conduct by a staff member may result in disciplinary action, which could include but not limited to termination of employment.

Examples of behaviour that would be considered unacceptable by Kids Domain include but not limited to

- approving expenditure for yourself, a family member, or a business that you have an interest in;
- failing to declare activities that you are involved in that could be seen to be in conflict with your work;

- soliciting, and/or accepting gifts or rewards, or using Kids Domain services/resources for personal advantage or gain;
- failing to disclose a personal relationship with a child or their family when you have a professional relationship with that person.

Smokers

- No smoking in front of the children, in the Centre building or programme areas, this includes vaporizers and electronic cigarettes

Clothing

- Clothing should facilitate job performance (i.e. be appropriate for participating in activities, be safe, be appropriate for role modeling to children).

Staff Medication

- Staff medication must be labeled and stored out of reach of the children.

Security/Confidentiality

You are expected to maintain the highest standards of confidentiality and security in the workplace.

This means that you are not to:

- use Kids Domains' computer systems in any way that may corrupt or disrupt their normal function;
- access, or attempt to access, machines or networks by unauthorised means – for example unauthorised use of dial-in modems;
- use information related to Kids Domains' systems for anything other than authorised purposes;
- bring into the workplace via the email or Internet system, or by any other means, any material that is pornographic, or that may be viewed as racist or sexist;

Ownership of Information

Kids Domain owns all data including on computer systems and devices. Management has the right to access and view this information at any time.

The network is being continually monitored and staff found using the system inappropriately may face disciplinary action.

Data Storage on Computer Systems and Servers

Only business information can be stored on computer systems. You are not permitted to store any personal data on the computer system, including documents, spreadsheets, databases, games and jokes.

Computer Software

Only software authorised by Kids Domain can be loaded onto Kids Domain computer systems. Any software loaded onto any Kids Domain equipment must have a valid licence with proof of ownership. No software owned by Kids Domain may be copied and used on another PC or taken home and loaded onto a personal device, as this contravenes software licensing laws.

Use of the Email System

The email system is for Kids Domain purposes and must not be misused. While it is acceptable to send or receive business messages from outside Kids Domain, users should be aware that this information might not be secure outside Kids Domain. This needs to be considered before you send email. Personal information, such as documents, spreadsheets, databases, games, jokes and other non-business-specific email must not be circulated via the email system.

Internet

Use of the Internet is for Kids Domain purposes only. You are not to retrieve, distribute or store unapproved or non-business-related material from the Internet. You must have approved access and this is provided on an individual basis.

Retention of Data

Kids Domain is required to retain information in accordance with the Archives Act 1957. This means that you cannot delete business-critical data from the computer system or devices without permission.

Unacceptable Behaviour

Failure to observe these standards of conduct by a staff member may result in disciplinary action, which could include but not limited to termination of employment.

Examples of behaviour that would be considered unacceptable by Kids Domain include but not limited to

- misuse, abuse or unauthorised use of Kids Domain funds, resources or property (including telephones, fax machines, Internet, email, photocopiers, computers, credit cards, taxi cards and vehicles);
- falsifying Kids Domain records (eg: inaccurate or false recording of your time sheet).

Official Information

The disclosure or release of official information is subject to the Official Information Act 1982.

Information related to Kids Domain its suppliers or the users of its services is to be treated at all times as confidential to Kids Domain and is to be used by employees for official purposes only.

Employees of Kids Domain are also subject to the provisions of the Privacy Act 1993. The main object of this Act is to promote and protect personal information and it seeks to give individuals some measure of control over personal information about themselves. Any information gathered may be viewed by the Ministry of Social Development for audit purposes

Release of Official Information

Official information must only be released by authorised employees, and only in accordance with the procedures as stated in the Official Information Act. Kids Domain instructions about the release of official information must also be followed.

It is not to be released to the media or the public without the proper authorisation. For example, staff may not remove or copy Kids Domain documents or records for external use without approval from their manager. It should never be used for personal motives.

Unacceptable Behaviour

Failure to observe these standards of conduct by a staff member may result in disciplinary action, which could include but not limited to termination of employment.

Examples of behaviour that would be considered unacceptable by Kids Domain include but not limited to:

- providing information outside Kids Domain without proper authority;
- using Kids Domain information for unauthorised purposes;
- using Kids Domain information to support personal motives;
- breaching the Privacy Act in respect of employees, suppliers or users of Kids Domain services.

Public Comment

Staff members should not respond to requests from the media for comment on matters relating to Kids Domain. Only authorised staff members should respond to media requests for comment on such matters. If the media makes an approach to you, inform your Management so they can respond to the media request.

Unacceptable behaviour

Failure to observe these standards of conduct by a staff member may result in disciplinary action, which could include but not limited to termination of employment.

Examples of behaviour that would be considered unacceptable by Kids Domain include but not limited to:

- publicly commenting on matters relating to individual children and their families
- giving the impression that you are expressing the views of Kids Domain when you are actually stating your own personal views;
- making a personal attack on a fellow staff member.

Breaches of the Code of Conduct

This Code of Conduct describes the standards of behaviour expected of staff. As outlined in the Code, behaviour or actions that are considered unacceptable by Kids Domain may result in disciplinary action against the employee concerned, which could include but not limited to termination of employment.

Disciplinary Action

Disciplinary action is about problem solving. Kids Domain is concerned to identify problems associated with performance or behaviour, and to make sure that the process for fixing those problems is prompt, consistent and fair. In general, disciplinary procedures include but not limited to informal or formal disciplinary action along the following lines:

1. Informal Disciplinary Action:
 - discussion of the problem;
 - assistance to help overcome the problem;
2. Formal Disciplinary Action:
 - oral warning;
 - written warning;
 - suspension (with or without pay);
 - dismissal with notice;
 - dismissal without notice.

Other options may be considered, depending on the circumstances of the case.

Whether disciplinary action is informal or formal, Kids Domain will make sure that the disciplinary procedures are fair. This means that:

- You must be told of your right to request, legal or other assistance and/or representation.
- You must be told of the specific behaviour or performance that is causing concern, and given a reasonable opportunity to provide an explanation.
- You must be told, where appropriate, of the action that is required to amend or improve your behaviour or performance, and be given a reasonable opportunity to do so.
- We must undertake an appropriate investigation before any substantive disciplinary action is taken.
- If the offence is sufficiently serious, an employee is to be placed on suspension pending investigation.
- An oral warning would usually precede a written warning, depending on the seriousness of the misconduct.

It is a requirement that the process and result of any disciplinary action are recorded in writing, read and signed by you (the employee), and then placed on your personal file.

KIDS DOMAIN SUPERVISORS JOB DESCRIPTION

LOCATED: Dependant on centre

REPORTS TO: Centre Manager (directly) & Director/Management

FUNCTIONAL RELATIONSHIPS: Other staff, Director/Management, Parents and families of our children, school community, Child Youth & Family Services/MSD

KEY RESPONSIBILITIES

Ensuring the safety and well-being of the children is paramount, and the policies and procedures are adhered to at all times.

1. Assist with the delivery of Programmes

- Transport or pickup children to and from school to the programme as required, checking that all children are securely seat-belted and defensive driving is adhered to at all times.
- Open centre and setup as required
- Be a role model and motivator of the children
- Ensure a high level of quality customer service at all times
- Assist with planning in advance as required
- Ensure the correct and proper processes and quality management procedures for the programmes are observed at all times
- Undertake risk analysis management for programme delivery for off-site trips as required
- Set up and dismantle equipment and/or materials as required
- Assist with the security of facilities and equipment maintenance.

2. Reporting and Accountability

- Participate in meetings as required
- Maintain a high level of communication with the other staff and centre manager
- Ensure all relevant information, discussions, incidents, etc are documented
- Meet all accountability requirements
- Demonstrate good time management techniques, meet deadlines

3. Team Participation and Development

- Help to foster good team dynamics and attitude maintaining positive and productive working relationships
- Participate in team meetings and ensure a high level of internal communication, contribute ideas for planning and maintain good positive and productive working relationships
- Assist as a support role to other staff members
- Support and encourage staff to meet their professional requirements, including compliance with the Staff Code of Conduct
-

4. Administration and Other Duties

- Keep facilities clean and tidy
- Inform the centre manager when amenities and stock requirements are low
- Update the programme roll on a daily basis – check for bookings and cancellations
- Follow up on absentee children as a top priority
- Monitor dietary requirements and allergies of children and ensure food is stored and prepared safely and hygienically

- Prepare afternoon tea/cookups and tuckshop as required
- Ensure any children who are being transported arrive at the venue safely and in a timely manner
- Maintain a positive relationship with other facility users and school staff and other agencies
- Respond to parent complaints, as per the programme complaints policy
- Carry out other programme duties as required to ensure the smooth running of the programme
- Ensure all incidents/accidents are documented and reported
- Evaluate emergency drills as required
- Undertake general housekeeping duties as required
- Assist with and supervise other sports and recreational activities as required
- Homework supervision

5. External Liaison and Promotion

- Assist with the promotion of activities as required
- Assist with planning for future programme development as required
- Maintain courteous public relations and effective communications with childrens parents and families, schools, local communities and other agencies and providers
- Be an approachable point of contact for all parents, to receive feedback or concerns
- Assist with facebook updates and the distribution of promotional brochures and advertising as required

KIDS DOMAIN SUPERVISORS JOB DESCRIPTION

PERSON SPECIFICATION

Experience

- Preferably a minimum of one year working with groups of children in recreation or childcare
- Experience and a passion to work with children

Skills

- Child development and behavioural management knowledge and skills
- Sensitive to child's needs and experience with children who have special needs
- Understanding of quality management procedures, risk management and safety procedures
- Computer literacy would be an advantage
- Good delivery skills
- Good interpersonal skills and teamwork
- Good numeracy and literacy skills
- Ability to drive a manual van preferred

Behaviours

- Commitment to Kids Domains missions, values, social and strategic objectives
- Integrity and honesty
- Commitment to maintain confidentiality at all times
- Motivational behaviour
- Strong on common sense and problem solving
- Good health
- Honest, punctual and reliable
- Excellent team member
- Sense of humour and flexible attitude
- Be innovative
- Ability to communicate in a warm and responsive manner
- Professional presentation style; be a role model.

Qualifications

- Current First Aid Certificate preferred
- Clean Full Drivers License preferred

KIDS DOMAIN ASSISTANT SUPERVISOR JOB DESCRIPTION

LOCATED: Dependant on centre

REPORTS TO: Centre Manager (directly) & Director/Management

FUNCTIONAL RELATIONSHIPS: Other staff, Director/Management, Parents and families of our children

KEY RESPONSIBILITIES

Assist the supervisors and centre manager in the delivery of the Programmes ensuring the safety and well-being of the children is paramount, and the policies and procedures are adhered to at all times.

1. Assist with the delivery of Programmes

- Assist the supervisors and centre manager with the delivery of the programme
- Be a role model and motivator of the children
- Ensure a high level of quality customer service at all times
- Ensure the correct and proper processes and quality management procedures for the programmes are observed at all times
- Set up and dismantle equipment and/or materials as required

2. Reporting and Accountability

- Participate in meetings as required
- Maintain a high level of communication with the other supervisors and centre manager
- Ensure all relevant information, discussions, incidents, etc are documented
- Meet all accountability requirements
- Demonstrate good time management techniques, meet deadlines

3. Team Participation and Development

- Help to foster good team dynamics and attitude maintaining positive and productive working relationships
- Assist as a support role to centre manager and other supervisors

4. Administration & Other Duties

- Keep facilities clean and tidy
- Inform the centre manager when amenities and stocks of specific stationery requirements are low
- Undertake general housekeeping duties as required
- Assist with and supervise other sports and recreational activities as required
- Prepare afternoon tea/cookups and tuckshop as required

5. External Liaison and Promotion

- Maintain courteous public relations and effective communications with participants, parents, schools and other community agencies and providers
- Ensure all incidents/accidents are documented and reported

KIDS DOMAIN ASSISTANT SUPERVISOR JOB DESCRIPTION

PERSON SPECIFICATION

Experience

- Experience, affinity and passion to work with children

Skills

- Understanding of quality management procedures, risk management and safety procedures
- Good interpersonal skills and teamwork
- Good numeracy and literacy skills

Behaviours

- Commitment to Kids Domains missions, values, social and strategic objectives
- Integrity and honesty
- Commitment to maintain confidentiality at all times
- Motivational behaviour
- Strong on common sense and problem solving
- Good health
- Honest, punctual and reliable
- Excellent team member
- Sense of humour and flexible attitude
- Be innovative
- Ability to communicate in a warm and responsive manner
- Professional presentation style; be a role model.

Qualifications

- Current First Aid Certificate preferred but not necessary
- Clean Full Drivers License preferred but not necessary

TRANSPORT POLICY

We believe that children traveling to and from excursions have the right to be safe. We will ensure that all modes of transportation undertaken will be safe and comply with all the required regulations.

RATIOS POLICY

When children are transported in a vehicle off the programmes base, correct staff / child ratios are maintained, parents / whanau are kept informed, and the safety of the children is paramount.

TRAVEL BY MOTOR VEHICLE

Excursions out of the Centre environment will require an adult: child ratio of 1:8.

The staff member in charge must carry the name and address of the programme, a contact telephone number, names of all the children on the excursion, with their parent/whanau contact number.

All vehicles used by the centre will comply with the appropriate road and transport regulations, and have at least third party and comprehensive insurance.

A minimum of two adults must accompany children for all excursions.

All staff or volunteer drivers will hold the appropriate drivers license for the vehicle they are driving and have been police vetted.

Before traveling in the vehicle the staff member will ensure that all children wear a seat belt suitable for their age and size.

Exemption to this rule is when the children are traveling on public transport, bus/train where seat belts are not available.

At all times the children must sit down in their allocated seat.

Sharing of seats is strictly forbidden.

Children will be required to remain seated and not behave in a dangerous or distracting manner. When traveling in a van/coach the 1:8 adult to child ratio should apply.

When picking up and dropping off children, the vehicle should park in a location, which does not require children to cross a road.

If after leaving the vehicle the children have to cross a road this must be done under strict supervision of an adult.

On-going monitoring of children while on excursion must take place.

The supervisor that is responsible must take a list of all children attending the excursion for roll call at necessary intervals (sign in/out sheets or roll)

Each adult must continuously monitor the children in their care/supervision.

Secondary school helpers (who will be 16 years or older) can be counted in the ratios where there is at least one other adult staff member with them.

A detail of where the Staff will be taking the children is written on the sign, with departure and return times.

If there are insufficient adults to meet adequate ratios, the excursion will be cancelled. When transporting children ensure that the safest route is taken.

The following must be taken on excursions out of the Centre:

First Aid kit

Any medication to be administered while on the excursion. Medication is to be named and dosage required recorded and signed by parent/whanau.

Sunhats, coats, etc as necessary.

Drinking water and food as necessary.

VEHICLE BREAKDOWN POLICY

The staff member in charge will:

Phone the centre to inform the supervisor of the situation.

The supervisor and the staff member will discuss suitable alternative transport and organise for this to be undertaken. Ensure that the children are safe at all times.

The supervisor will inform the parents/whanau of the breakdown if necessary.

VEHICLE ACCIDENT POLICY

The staff person in charge or the driver will:

Check to see if any children or staff are hurt, conduct first aid. Organise a phone call for an ambulance/police.

Comfort and calm the children.

Ensure that the children are safe at all times.

Take the required details of the other driver/people involved; Name, contact, registration number, drivers license, insurance details, and any damage made to either vehicle.

Take down details of any witnesses to the incident.

Phone the centre to inform the supervisor, and organise alternative transport if necessary.

Make an accident report on return to the centre and advise management.

Inform the parents/whanau of the accident.

CONSENT POLICY

Parent/whanau must have given written consent for each excursion (other than regular planned outings), which must be checked before children can go on an outing.

Holiday programmes will provide parents with an itinerary of outings so that they can give written consent for all outings