



2024 Seatoun School After School Care / Holiday Programme Policy and Procedures

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After School Care Programme Philosophy

Our After School Care programme aims to provide a safe and stimulating programme for students of different ages, genders and cultural backgrounds. We work hard to encompass individual needs and embrace opportunities to work with parents as partners.

This programme is an extension of our school. In short, we would expect it to operate with the same expectations on staff and students as the normal classroom environment.

The safety of the children is the paramount consideration during programme provision.

These policies/procedures will be reviewed under the school review timetable or if the policies are found to be deficient. It is the responsibility of the Principal and the Board of Trustees to ensure that this is done.

A copy of this policy is stored on the school's website.

The After School Care programme is run under the auspices of the school, who employ and oversee all staff.

Operation

The programme will provide a well-managed service that meets the needs of Seatoun School, its students and families. The day to day operations of the programme are delegated to the Programme Manager and staff.

Attendance

While any student of primary school age living within Seatoun School's enrollment zone may attend Seatoun School, we reserve the right to cease an after school care enrollment of a student if they are not following the direction of our manager or staff. This would be a 'last-resort' after first discussing concerns with the parents and student and working on positive solutions.

Programme Hours

The After School Care programme will operate from 2:50 pm to 6:00pm Monday to Thursday. Friday's has earlier closing at 5pm during term time.

Programmes may be offered in school holidays. Most likely one week of every term holidays and two weeks before school returns at the beginning of the year.

Fees

The fee structure will be clearly shown and described on all programme information.

Fees are paid either directly to the school's bank account, via an invoice generated by Enrolmy receipts are issued to parents thereafter.

Invoices are sent out at the end of each week for sessions attended. Sessions that students have been absent for due to sickness will be credited to the family's account. See current Enrolmy booking site for current session fees. Families can receive a discount for multiple children enrolled on the same day. First child \$30, second child \$25, third child \$20.

We appreciate that there will be extenuating circumstances when a parent is late to collect their child and we will accommodate this. If, however, a parent is late on a number of occasions, we reserve the right to charge late fees at the following rates.

First 15 mins late = \$20, every 5 minutes after is extra \$10. When this happens, it is paid to the school and a receipt is issued to the parent(s).

A late booking fee of \$20 is applied to each student booking that is made on the same day after bookings have closed, this is to cover additional admin costs.

We are accredited with OSCAR and as such, eligible families can apply for a subsidy through WINZ. Contact the ASC Manager for information.

Parents will be informed of fees in arrears initially verbally by the manager, then by written invoice if no action has been taken to pay the money owed. If fees continue to remain unpaid, then a meeting will be called with the parent(s) to arrange a suitable payment schedule. The student may be excluded from the programme until satisfactory arrangements have been made.

Enrolment Procedures

Being part of the school, we have up-to-date information on each child and use our database. We will still require each child that takes part in the after school care programme to complete an additional enrolment. This is so that all relevant information is available to the staff running this programme.

It is the parent's responsibility to inform the manager of any changes of details and if these relate to the school day, also inform the school office. The enrolment form will ask parents and the learner to confirm acceptance of the terms and conditions of the after school care programme.

Wait-List Criteria

If there is no space available on the day(s) you are requesting, then your child's/children's name will go onto our Wait List once an application form is completed via Enrolmy. Clearly state which days you are requesting, and your preferred start date. If you have an end date, do record it as this is helpful information.

Priority is given to siblings, and students already in the programme looking to change days. After that a "first in, first served, and as space permits" policy will apply. This is carried out in a fair manner and by moving names up the queue as space becomes available. In the event a student is offered a place for a day(s) and they are unable to take it, the place shall be offered to the next person on the Waitlist and so on until the position is filled.

The school operates separate Wait Lists for each day of the week. Students who are offered but decline a place will be removed from the waitlist(s) for the day(s) they have declined. This will not affect your place on the waitlists for other days. If you wish to return to the WaitList for a day(s) you have declined, you will need to indicate this by completing a new application for that day(s).

You will be informed as soon as a space becomes available. Unfortunately, we are unable to guarantee a place, or predict when a place will become available. Please note that your child(ren) may not be accepted into the programme on all of your requested days. If you no longer require a place on the WaitList, it is helpful for us to know in order to keep the list accurate.

Casual Basis and Extra Attendance

Parents must contact the After School Care Programme Manager via email asc@seatoun.school.nz as soon as possible if they wish for their child(ren) to attend on a day they do not normally attend. If the roll-on that day is full, parents will be informed that their children must be collected at the end of the school day at 2.55pm. This will be confirmed by 2pm. If you do not hear back from the manager, then no position is available on that day. If the child can be booked into the programme at late notice then there is an additional late booking fee of \$20 for that session. We will always endeavour to reply to your request on the day. Our ASC Manager works between 1 - 6.15pm. The Manager will not be responding to emails or text messages outside those hours.

Students who are registered in full time After School Care will not be charged during School Camp weeks.

Cancellation Policy

Where a child is unable to attend the programme parents are expected to contact the After School Care Programme manager as soon as possible, either by phone or email by 9am on the morning of the programme asc@seatoun.school.nz or 022 328 3785.

If a child is unable to attend the programme due to illness and the parent has notified the school by 9am then a credit will be issued to the parents account for that day. If no notification of absence has been received then the day will be charged to the parents account.

Where a parent wishes to withdraw, cancel or alter their booking, notice must be given at least 24 hours in advance so we can offer the place to another family on a waitlist and keep our staff to child ratios correct.

It is extremely unlikely that we would be able to accept last minute drop offs into the programme. This will be at the discretion of the manager.

Holiday Programme - Refund Policy:

Cancellations made 10 working days or more in advance will receive a full refund.

Cancellations made less than 10 days but before 2 days of the programme commencement will receive a credit to transfer to another day in the holiday programme.

Transfers can only be made where there is availability during the same school programme.

If cancellations are made within 48 hours of the programme start then no refund will be possible as staffing and resources will have been put in place. Absences due to sickness will be credited back to the parents account.

Drop off and pick up

Roll is taken at the beginning of each session and parents are responsible for signing their child(ren) out of the After School Care programme (using Enrolmy mobile app).

Staff are not permitted to release children to people who are not on the authorised pick up list. Parents must inform the After School Care manager if a person who is not listed on the student's enrolment form will be collecting the student. This can be done in either, writing or verbally. If an unauthorised person comes to collect the student, parents will be contacted for authorisation before allowing the student to leave with this person.

Students are expected to meet in the Art Room directly after being released from the school day.

The following steps will be taken if a student does not arrive at the programme:

1. Check with the school Office Manager/ Administrator as to whether the student was at school.
2. Classroom teacher will be contacted to see if they are aware of where the student would be
3. Parents will be telephoned by the After School Care manager for unexplained absence
4. Emergency contacts and thereafter, the Police will be contacted where there are serious concerns for a student's whereabouts and/or safety. Principal will be contacted if this occurs.

In all circumstances, parents must sign their child out with one of the staff who will use the Enromy software, regardless of being inside the building, outside in the playground or off the school's grounds.

It is the responsibility of the parents to let the After School Care Manager know if regular session days and times change.

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

1. Two staff members will remain with the student.
2. Parents and emergency contacts will be contacted.
3. If there has been no contact with the parents or the emergency contacts within one hour of the programme closing, the student will be taken to the nearest Police Station. A note will be left at the school indicating where the student has been taken. The Principal will be informed if this is the case.

Parents may be charged a late pick-up fee of \$20 from 6:00pm – 6:15pm, and \$10 every 5 minutes thereafter. This is paid to the school and is receipted.

Confidentiality

The programme will ensure staff, student and parent confidentiality. At all times the programme will comply with the requirements of the Privacy Act 2020 and the school's policy on privacy.

All forms, such as enrollment and staff information forms, state why information is collected and what will be done with the information.

No information is shared except with the owner's permission or as required by legislation, for example, The Health and Safety Act. 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 is to remain between those persons.

All sensitive and personal conversations including telephone conversations shall be held discreetly and in private, such as the school's office / reading recovery room.

Expectations of Parents

The parents are expected to be mindful that the staff endeavour to provide a high quality programme in the most cost-effective manner possible.

Parents are expected to be courteous to staff and understand that the harmony of the whole group is important.

The staff are able to raise safely and confidently, issues about student behaviour with parents; parents should be co-operative when working through issues with the manager.

Parents wishing to discuss with the manager matters relating to the programme will be expected to arrange a mutually suitable time for the discussion.

Children With Special Needs

All information stored, and conversations had, will remain confidential.

Students with special needs will be included in the After School Care programme, providing that the manager is confident that:

- the student can be safely cared for.
- the student will benefit from being at the programme.

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

If a student requires further special aids, for example modified facilities, extra staff or staff training, the manager will consult with the Principal who will make the final decision.

Each case will be considered on an individual basis and every effort will be made to include the student within the limits of the resources of the programme.

Settling Five Year Olds into the Programme

The New Entrants will be collected from their classrooms and taken directly to the After School Care area. The staff endeavour to learn the new student's names as quickly as possible and continually check on them during the session.

The staff will talk with them and be understanding of their needs.

The manager will talk to the parents about how the student is settling in.

There will be games and activities appropriate to their level.

New Entrants students will have available, if necessary, a designated area for them to play.

If students are having trouble settling at the After School Care programme or are distressed, the parents will be contacted and solutions sought to make the transition easier.

After School Care Programme Content

The After School Care programme will provide a safe, varied and stimulating programme that meets the developmental, emotional, intellectual and physical needs of the students within the constraints of staffing and resource allocations.

The following activities are offered:

- student-directed and planned arts and crafts material
- an opportunity to complete home learning
- an organised sport or active group game
- group or individual quiet games or activities
- use of games, IT, various equipment and books. Very limited access to BYOD / iPads
- supervised outdoor play opportunities.

Cooking in Food Technology classroom

Students will be encouraged to participate in activities but may choose not to, as long as they are not bored or disruptive. Whenever possible, alternatives will be offered.

Equipment will be well maintained and age-appropriate.

The programme will be reviewed at the end of each Term by the staff and reported to the Principal.

Food

Staff will observe appropriate hygiene procedures.

Students will be provided with a basic afternoon tea – this is included within the pricing plan.

Afternoon tea will be based around healthy food options such as, but not limited to: cut-up fruit and toast. As per our enrolment procedures, parents are expected to brief staff fully on any food allergies or nutritional requirements that their child(ren) has.

If a student has an extreme allergy, parents must discuss this with the manager.

Students are able to bring their own additional items for afternoon tea.

The After School Care manager ensures that all food and hygiene-related matters are adhered to by all After School Care programme members of staff.

Health and Safety

The programme will take place in a safe and healthy environment suitable for the care of students and for the needs of the staff and volunteers. At all times the well being and safety of the students is paramount. All relevant legislation and School policies such as: EOTC and Risk Management are adhered to.

Notifiable Events

WorkSafe Notifiable Events

As a **PCBU (person conducting a business or undertaking)**, the board must notify WorkSafe of certain work-related notifiable events.

Notifiable events may be a:

- death
- notifiable illness or injury
- notifiable incident.

A notifiable event must arise from work (the conduct of the business or undertaking). This may include the condition of the work site, the way the work activity was organised, or the way equipment or substances were used.

Notifiable events may apply to all affected workers, students, visitors, and contractors if they are injured while involved in school activities (on or off school grounds), work being done on behalf of the school, or using the school grounds and equipment. It also applies to school activities that take place off school grounds, such as Education Outside the Classroom (EOTC). If multiple PCBUs are involved, one should be nominated to notify WorkSafe. However, all PCBUs are responsible for ensuring a notification is made.

PCBUs must work out whether an event is notifiable – see WorkSafe's What events need to be notified.

At Seatoun School, reporting to WorkSafe is delegated to the principal, who ensures the board chair is also informed. If the principal was involved in the event, reporting to WorkSafe becomes the responsibility of the board chair.

If a notifiable event occurs, we:

- take all reasonable steps to preserve the site where the notifiable event occurred (we note that preserving the site doesn't prevent us from helping an injured person, removing a deceased person, making the site safe to avoid further injury, or following police or WorkSafe directions)
- notify WorkSafe immediately by phone on 0800 030 040 (24/7) if the event is a death
- notify WorkSafe as soon as possible using the Notify WorkSafe tool for all other notifications
- investigate what happened and identify what actions need to be taken to minimise risks for the future
- keep records of notifiable events for at least five years after the date WorkSafe was notified.

Programme Supervision

The staff/ child ratio is as follows:

- at the After School Care programme 1:15.

We will not leave the school grounds for excursions.

There will always be a minimum of two staff on duty. The manager is responsible for ensuring that staff are rostered so that all students remain supervised. Students will be in view of staff at all times where appropriate. Students 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 (such as retrieving a lost football).

During After School Care sessions, one student at a time will be allowed to use the toilet and students will be checked on after five minutes if they have not returned. This will be done in a manner that retains the student's dignity.

An attendance roll will be marked at the beginning of the session and head counts will be made during the session at various times to ensure all students are accounted for.

Educational Visits Outside the School Grounds

We will remain within the school grounds. No exceptions will be made.

Hazards and Risk Management

The safety of students and adults at the programme will be ensured by:
identifying and recording all potential health and safety hazards at the school 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, for example, providing safety equipment using healthy and safe work practices, together with staff training
regular classroom, playground and hazard inspections
compliance with all relevant codes of practice and regulations
Following school sun-safe policy in place which is followed by students and staff.

It is the responsibility of the Principal and Board of Trustees to ensure all procedures are in place to ensure the safety of staff and students at all times.

All employees will be involved in hazard identification, and information on identified hazards will be relayed to the school's Principal for action (refer to school Hazard Registers on the Hub).

Health and safety information will be discussed at staff meetings (minutes kept), and shared electronically where the school's principal informs managers of all Health and Safety policies and regulations.

Refer to the school staff internal website know as [The Hub](#), where you will find:

[General Outdoors Hazard Register](#)

[General Indoors Hazard Register](#)

[General Classroom Hazard Register](#)

[Missing Child Emergency Response](#)

Digital Technology and Online Safety

Seatoun School is committed to providing a digital and online environment that is physically and emotionally safe, inclusive, and free from racism, discrimination, and bullying (Education and Training Act 2020, National Education and Learning Priorities (NELP), and Health and Safety at Work Act 2015). We recognise the vital role of **digital technology** in learning and how it impacts student wellbeing, so we take all reasonably practicable steps to ensure its safe and responsible use. Our strategies aim to **prevent digital incidents** and maintain student wellbeing and safety both at and outside the school.

Our digital technology policies and procedures apply to every member of the school community using digital technology, including staff, students, parents/caregivers, volunteers, contractors, visitors, and the board. They apply to digital technology owned by the school or owned privately and used at school or any other location for a school-based activity. They also include off-site access to the school network if applicable.

Our approach to digital technology aims to reduce barriers to education for all students (NELP: Objective 2). Seatoun School keeps records about student access to digital devices at home and supports families to access the resources needed for their children to participate in online learning. We recognise that even though a student may have a device, their internet access may be limited.

For full information refer to School Docs.

Being Sun Smart

Parents are encouraged to provide sun block, sun hats and sun smart clothing. Where the parents do not provide their children with sun hats and sun smart clothing, then measures will be taken to keep students out of the sun. The staff will have a sun block for students who have misplaced theirs. Students will be encouraged to seek shade.

A Smoke-Free Environment

A smoke-free environment will be adhered to at all times when the programme is operating. Staff may not smoke while on duty or on school property or at any time in sight of the students.

Guidelines on Pets / Stray Animals

Pets are not able to attend After School Care

If an animal is roaming in the area unrestrained, the students will;

1. Not approach the animal
2. Walk in a sensible manner
3. Return quietly to the After School Care room (Art Room)
4. All staff are to be aware and trained in this procedure.

In the event of a student being bitten or attacked by an animal, immediate first aid treatment or medical attention will be sought and the parents notified.

Buildings and Facilities

It is the Principal's responsibility to check that the school has a current building warrant and that it complies with other relevant fire and safety requirements. The final responsibility lies with the Board of Trustees on behalf of the owner of the building.

Students are not to be in the non-after school care parts of the school unless given specific permission from a member of staff

The Manager and staff will ensure that all parts of the school used for the After School Care programme are kept clean and free of rubbish. This includes:

Daily:

vacuuming floors as required

emptying rubbish

wiping all kitchen benches / surfaces where food is prepared

washing all kitchen cloths and tea towels etc.

The school caretaker cleans the toilets, hand basins, and toilet floors.

Weekly:

cleaning fridge and any areas where food is stored

general cleaning check

sorting and checking art area, toys, equipment etc.

Termly:

washing paint work

washing blankets

washing floor cushions, soft toys, sun hats, dress ups etc.

Accidents / Emergency Procedures

A first aid kit will be kept in both the After School Care and First Aid Room. It is taken on excursions along with a full set of emergency contact numbers. The first aid kit will be stored out of reach of the students. It is the responsibility of the manager 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 students or staff, the following procedure will be followed:

1. Staff will immediately inform the Manager.
2. Appropriate first aid will be administered.
3. If a student needs medical attention, parents will be contacted to ascertain if they would prefer to take the student themselves or would they prefer staff to take them to the medical centre of their choice. If parents or emergency contacts are unavailable, the student will be taken to the nearest available medical facility by taxi or private vehicle at the parent's cost.

4. If serious injury occurs, parents will be notified and an ambulance called. If it is not possible to be allocated an ambulance then the student(s) may be transported in a private vehicle to the nearest medical centre or hospital.

Accidents and incidents will be recorded by the After School Care staff in our SMS (Hero). An automated notification is sent to parents. Parents must also be notified at the end of the day when picking up their child(ren). All accidents to staff and students, including near misses, will be recorded and investigated. An accident will be investigated and referred to the Principal and the Board of Trustees.

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

- 1) Staff will calm the student.
- 2) Inform the Principal or classroom teacher.
- 3) Parents will be contacted.
- 4) Professional help will be sought if required.

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

Emergency and Disaster Procedures

Fire, earthquake and tsunami drills are carried out on a rotational basis for all staff and students at Seatoun School. The School Guidelines for Emergency Procedures are followed.

The manager is responsible for:

ensuring that new staff/volunteers are aware of the procedures.

Earthquake Action Plan

Follow the school procedures. If it is long and strong, be gone! All staff and students exit to the Tsunami Safe Zone above the school field and remain there until given the all-clear by NZ Police/Radio etc.

Manager has a school key which gains access to the 'Ammunition Bunker' on the ridgeline which has some emergency supplies.

Where possible, students and staff to take warm clothing with them.

Go Bag must also be taken (include Tablet)

An attendance roll is taken to account for all students and staff.

Fire Action Plan

Evacuate all people from the building.

Assemble at assembly point on the school field
An attendance roll is taken to account for all students and staff.

Go Bag must also be taken (include Tablet)

All students remain at the gathering point until told to move.

Illness and Medication

If a student becomes ill, they will be made comfortable, put into the First Aid Room (if appropriate) and the manager notifies the parent(s).

Medicine will not be administered unless parents have signed a consent form. This form includes dosage and must be signed by the staff member when they administer the medicine. All medicine must be labelled showing the student's name and dosage and must be stored out of reach of all students. Parent(s) will be informed of any administered medicine when they come to pick up their child(ren).

Students who have notifiable diseases will be excluded from the After School Care programme for the appropriate infectious period.

All staff must wear disposable gloves when administering first aid.

Staff with notifiable diseases must take the appropriate precautions to prevent cross infection. For example, they will not participate in the administering of first aid and medication and/or will not work during the infectious period.

Child Protection (Vulnerable Child / Oranga Tamariki)

In addition to the general safety policies outlined, the After School Care programme manager will ensure that the staff and other adults visiting or working at the programme are well supervised and visible in activities performed with students. A minimum of two staff will supervise the programme at all times.

The programme staff will act on all suspicions of child abuse in the following ways:

1. The school's Guidelines for Child Protection will be observed. (Refer to School Docs)
2. All incidents and observations will be recorded in a designated book for such purposes.
3. Although After School Care staff members are legally entitled to refer issues to Child, Youth and Family or the Police, our school policy advises that any suspicion that abuse is occurring should be reported to the manager and the School Principal to be dealt with.
4. The Principal will inform the Chairperson of the Board of Trustees.
5. The Principal will investigate and refer the incident or observation to Child, Youth and Family.

Behaviour Management

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

Staff formulate rules for the programme and discuss the consequences of breaking these rules with the students. Programme rules will be based on respect for each other and equipment. It is common practice to receive student input at the start of each year when agreeing the ASC rules and expectations.

Staff encourage students by outlining what is expected of them to encourage positive behaviour choices. Positive reinforcement is used at all times and a stimulating and responsive programme will be provided to help encourage positive behaviour choices.

When a student misbehaves or ignores programme rules, staff will:

- Remind the student in a positive way of what is expected of them.
- If the behaviour continues, the student will be reminded again and warned of the consequence that will result.
- If the student continues to misbehave after two 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 student will be made to sit away from the group in a clearly visible spot for a period determined by the manager (usually about five minutes).
- Having physical play boundaries reduced (for example, when a student continually leaves the defined boundaries).
- Not being allowed to play with a certain piece of equipment for an appropriate length of time (for example, when a student continually misuses that piece of equipment).

In all cases, before the student returns to the group the After School Care manager will review with them what positive behaviours are expected (for example, refraining from disruptive, rude or aggressive behaviour).

If a student continually misbehaves, parents will be notified when they pick up their child and asked to support the staff in their attempts to encourage positive student behaviour. If disruptive behaviour continues, parents will be asked to meet with the manager, and if necessary the school Principal to plan a course of action.

If a student continually behaves in a manner that endangers themselves or others (including students or staff), despite the above measures, parents will be notified by the Principal and asked to remove their child with immediate effect.

Punitive Discipline/Measures

At no time will punitive discipline be used. This includes punishing children by physically hitting, withholding food and drink, being abusive, demeaning or condescending with comments or by placing a student in isolation.

At all times, staff will maintain a fair, consistent and positive approach to student behaviour. When students are in conflict with each other, staff will encourage the students to resolve the situation themselves and aid them by making suggestions on how to do so. If students cannot resolve the conflict they will be removed from the situation, for example they will not be allowed to play with either the toy or each other until such time as they can manage to successfully.

Restraint Guidelines

Children will only be physically restrained if their immediate safety or the safety of others is at risk and verbal commands have failed. If this was required, then the appropriate incident report form would be filed in and given to the Principal. Parents would be informed of any such incident and a plan would be developed for the future. Restraining a child will only be done as a last-resort.

Programme Management

The After School Care Programme is run in a manner that is professional and welcoming, as well as being financially sound. It demonstrates accountability to the School and the families who use the programme.

Day to day supervision of the After School Care Programme is delegated to the Programme manager. Overall supervision of the programme is the responsibility of the Principal and School Board of Trustees. The Board of Trustees must approve all policy, financial reports and budgets, monitor expenditure and set limits on how much spending can be delegated. All income received is banked in the first instance. The Trustees may delegate certain tasks as appropriate, for example, collection receipting and banking of fees.

A petty cash allowance is given to the After School Care manager to perform the purchasing of food and resources each term. Any amount exceeding this allowance must be approved by the Principal. Receipts for all expenditure must be kept and provided. Where ever possible, purchases will be through the New World account and coded appropriately.

The Programme manager keeps a record of each student's attendance.

The responsibilities of the Programme manager will be clearly delineated in the job description.

The Programme manager will be responsible for the day-to-day running of the programme and in attendance at each session. When this is not able to happen, i.e. sickness, the senior assistant or someone designated by either the Programme manager or the school Principal will take over the manager's role.

It is the Programme manager's responsibility in liaison with the Principal and the School Finance Administrator to:

- keep clear and accurate financial records
- ensure that the After School Care Programme is a separate form of income
- set the budget, for approval by the Board of Trustees

Staff and Volunteers

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

Recruitment

The selection and recruitment of staff is the responsibility of the Principal, in consultation with the manager. All paid staff will be recruited according to the following procedures:

The Principal and a designated Appointments Committee will conduct interviews to appoint an After School Care Manager.

The Principal and the Manager will interview and appoint Supervisors.

Positions will be advertised and applicants interviewed.

The interview process will consist of a stated set of questions and referee checks.

All applicants will provide information required under the Vulnerable Children's Act, including two forms of identification, a C.V. that outlines a chronological work history for at least the previous five years, and the names of at least two referees. It is the Principal's responsibility to contact the referees for verification of the applicant's experience and suitability to work with children.

Staff must be over 16 years of age and volunteers must be 13 years of age or over. All workers, including volunteers, must:

Release details of their police record to the Principal. No person with a conviction for sexual crimes, crimes of violence against the person or for any offence involving harm or exploitation of children may be employed at the school. No position is offered and/or permanent until a successful Police Check is returned by the New Zealand Police Vetting Service.

Sign a statement that they will abide by the policies and code of conduct.

After School Care staff will be provided with a full job description that states responsibilities, skills, certification and standards required.

The employee must sight a written employment contract, clearly setting out wages and conditions of work, as per declaration on the Staff Information Sheet.

Every three years existing staff will be subject to the following safety checks as per the Vulnerable

Confirmation that the staff member has not changed their name, and if so confirmation of that change with a primary form of identification.

Seeking information from any relevant professional body, licencing or registration body if relevant

Completion of a New Zealand Police Vet

Evaluation of the above information to assess the risk the children's worker would pose to the safety of children.

Training and Supervision

All staff will have experience of, or interest in, training or working with school-age children and/or recreation. Staff training requirements will be reviewed as required and opportunities provided for further training as needed.

The Principal and After School Care manager are 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 students at all times. New or less-experienced staff will receive adequate induction, support and supervision from the After School Care manager.

Staff Disciplinary Procedures

The Principal and the Board of Trustees Personnel Committee are responsible for supervising disciplinary action and for ensuring that it is in accordance with all relevant legislation. If a staff member is not performing adequately every reasonable effort will be made to help them understand the issue and to improve. Staff will be given two verbal warnings and one written warning clearly stating the problem, the measures required to improve performance and a timeframe in which this is to occur. If there is not sufficient improvement the staff member may be dismissed. A staff member may only be dismissed with the agreement of the Board of Trustees.

Staff may be suspended on full pay pending further investigation if they are accused of:

- striking or sexually abusing a student
- failing to observe programme rules so that a student is injured or placed in serious danger.

If the complaint is upheld, the staff member may be dismissed, with the agreement of the Board of Trustees. Following a dismissal of this nature the Board, in consultation with the Principal and manager, will prepare a follow-up report recommending any changes needed to avoid the situation recurring.

Complaints' Procedure

Parents will be informed on enrolment that there is a complaints' procedure in place. This will be included in the information given to parents at enrolment and clearly displayed in the school's After School Care location.

In general, if any parents have complaints or concerns about the programme, students or staff, they should:

1. Approach the manager who will attempt to rectify the situation. (The Principal may be approached initially if preferred).
2. If the parent remains unsatisfied, then they should then contact the Principal.

Making a Formal Complaint or Serious Allegation

Seatoun School provides a procedure for Raising Concerns, but if concerns are not resolved or for more serious matters, a formal complaint can be made. A concern may be considered a serious allegation if it involves illegal or harmful behaviour, or serious professional misconduct.

Formal complaints may be about an employee of the school, a parent or caregiver, a student, or any matter within the school's responsibility. If you have a complaint about the conduct or competence of a teacher, the complaint must be made directly to the employer (board). In **some cases**, a complaint may be made directly to the Teaching Council.

Formal complaints should be made in writing (i.e. email or letter) to ensure the school is able to meet its legal and ethical obligations, including complying with the requirements of natural justice. If formal complaints or serious concerns received by the school are not made in writing, the person who receives the complaint may make a written record of the complaint.

If it is unclear whether someone is making a formal complaint, the school may clarify this by asking if it should be considered as a formal complaint. The person who receives the concern or an appropriate staff member may:

- ask the person raising a concern to provide more information to clarify the level of concern
- explain the process for responding to a formal complaint.

Any person may have a **support person** with them when raising a concern or complaint. To ensure the safety and wellbeing of those involved when a concern is raised, it may be appropriate for the person receiving a concern to limit communication about the concern until a facilitated session occurs or until a third party is present.

All parties should respect privacy and confidentiality, including avoiding the use of social media to promote a point of view.

How to make a complaint

Put your specific complaint(s) in writing and include your preferred contact details. Give as many facts and details as possible, including the names of people involved and dates of events, as well as any steps you have taken to resolve the matter. It will not usually be possible to effectively investigate complaints that are made **anonymously**. If you have any specific concerns about your identity being disclosed then please include these with your formal complaint so they can be discussed with you directly.

The letter or email should be marked "confidential" and sent to:

- the principal, if the complaint is about a staff member, student, parent or caregiver, or other member of the school community
- the board chair, if it is about the principal, or is about the conduct or competence of a teacher and is serious in nature
- a member of the board, if it is about the board chair.

Contact details for the principal and board chair are available at the school office or online.

What happens with your complaint

The principal or board chair will check that your complaint has come to the correct person and then send you an acknowledgement of receipt within 5 working days.

First steps

Depending on the nature of the complaint, the first steps may include:

- asking you for more details about your complaint so that your concerns can be investigated effectively
- suggesting possible alternative options for informal or low-level resolution
- referring the matter to the board for consideration at an in-committee meeting, so that the board can determine the next steps
- conducting preliminary investigative steps or enquiring into the facts
- consulting external advisors (e.g. legal advice, NZSTA).

After raising the initial concern, parties involved in the complaints process should not communicate about the matter with each other until all parties agree to an appropriate way to discuss or resolve the matter. This applies at all times, both in and out of school.

Decision to investigate

After receiving a formal complaint, the school will need to decide whether an investigation is necessary or otherwise appropriate. It is likely that your written complaint will be disclosed to the person complained of at an early stage. This is to ensure fairness and meet the requirements of natural justice. Where a complaint is being investigated the person complained of will usually be informed of the intended investigation process. If the person complained of is an employee of the school they must be advised of the complaint and be given an opportunity to provide explanations and comments before the school makes any decision that is likely to affect the employee's continued employment.

- If your formal complaint **does not** justify a formal investigation, the principal or board will consider the issues raised and all of the relevant information, and provide you with a written response.
- If your formal complaint **does** justify a formal investigation, see **Formal investigation process** below.

Before starting an investigation, the New Zealand School Trustees Association (NZSTA) or legal advisors should be contacted for advice. The school's insurer may need to be notified. It may also be necessary to liaise with other external agencies, such as Oranga Tamariki – Ministry for Children and/or the New Zealand Police, before starting an investigation.

Formal investigation process

If a formal investigation is required, subject to privacy, confidentiality, or other ethical and legal requirements, we may keep you informed about the investigation process and the expected timeframes, including confirmation of when the matter is concluded.

- Relevant collective employment agreement provisions for dealing with complaints about staff members must be observed, including protecting the staff member's dignity and mana, advising them of their right to seek support and representation before responding to complaints, and giving them a reasonable opportunity to take that advice.

- A full documentary record of any formal complaint is completed and stored confidentially in a secure location.

See [Investigating a Formal Complaint or Serious Allegation](#).

School Records Retention and Disposal

Seatoun School preserves schools records as valuable assets for the short- and long-term operation of our school. We have effective records management systems to meet the requirements of the Public Records Act 2005, which includes complying with other relevant legislation. The Public Records Act provides a framework for ensuring accurate record keeping of public records, including school records.

We comply with the guidelines set out in the **School Records – Retention and Disposal Schedule** (the Schedule), which covers all possible records a school may create. The Schedule provides further details about how long to keep school records, why records need to be kept, and what happens to them when they are no longer useful to our school. See **School Records – Retention and Disposal Schedule** . We also follow the **standard** issued by Archives New Zealand

Refer to [School Docs](#) for full information

Performance Appraisal

The principal will be responsible for the manager's annual appraisal, and the manager will be responsible for the permanent staff's annual appraisal. Performance appraisals will be carried out for each staff member, with the sole intention of increasing awareness of their performance and ensuring a high standard of care at the After-School Care programme.

The appraisal will be based on the job description, will establish individual and group strengths and identify areas for personal and professional development. It will consist of a self-appraisal and interview with the Principal and/or the manager.

Objectives will be set for the next term of employment. All appraisals will be confidential.

Volunteers

Supervision of volunteers is the responsibility of the After School Care manager. 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 will be made to include volunteers in planning and training as appropriate. Any agreement regarding reimbursement of expenses must be made in writing.

Adopted at the Board of Trustees Meeting, December 8, 2022

Updated and reviewed at August 2023 Board of Trustees meeting

Updated and reviewed at May 2024 Board of Trustees meeting