

2026 Seatoun School Before and After School Care / Holiday Programme

Policy and Procedures

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Before and After School Care Programme Philosophy

Our Before and 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 Before and 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. Management will ensure that staffing levels are appropriate for the number and needs of participants. All equipment provided will be age-appropriate and sufficient for the group size. The manager will regularly assess the environment and programme to maintain safety and support successful outcomes.

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.

Before School Care Programme Hours

The Before School Care programme operates from 7:45 am to 8:30 am, Monday to Friday during term time. Sessions are held in the School Library, which will be maintained as a quiet zone where children may draw, read, complete homework, or take part in suitable games. No food will be provided or consumed in the Library during this time.

After School Care Programme Hours

The After School Care programme operates from 2:50 pm to 6:00 pm, Monday to Thursday, and closes earlier on Fridays at 5:00 pm during term time. All afternoon sessions will take place in the Art Room, kitchen, or school hall, depending on the planned activities. Afternoon tea will be served at 3:00 pm in the kitchen, or in the courtyard on fine days.

Holiday Programme Hours

Programmes may be offered during school holidays, typically for one week each term break and for one to two weeks before school resumes at the beginning of the year. The exact

schedule will depend on term start and end dates. Normal programme hours will be 8.30am to 4.30pm with the option to drop off earlier or collect later for additional fees.

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. For Before School Care each child is \$10 per session. For the After School Care sessions; 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

All families must complete the online safety and enrolment form on Enrolmy before any student can participate in the 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 Before and 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

Adults authorised to drop off their child(ren) must sign them into the Before School Care programme in the Library, ensuring the student has everything needed for the school day. At the end of the session, the supervisor will sign all students out. Younger children will be escorted to their classrooms with their belongings, while students in Year 2 and above will be released to walk to class independently.

At the end of the school day, children attending the After School Care programme will be released from class to walk independently to the Art Room with their belongings. Younger or anxious children will be escorted by their teacher. At the start of each session, a roll will be taken to ensure all booked students are present. When collecting their child(ren), authorised adults must sign them out using the Enrolmy mobile app and inform staff that they are leaving.

Upon arrival at the Holiday Programme, parents are required to sign their child(ren) in using the Enrolmy app, which is monitored by staff. If a child who is booked to attend has not arrived by 9.30am, a text message will be sent to parents to confirm the child's safety and whether they will be attending.

If children arrive at the Holiday Programme unsupervised, a parent or guardian will be contacted to complete consent documentation allowing the child to arrive or leave unsupervised, with specific times outlined on the form. If consent has been provided for a child to attend unsupervised and the child does not arrive as expected, parents or guardians will be contacted immediately to confirm the child's safety and whereabouts.

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

1. If absent from Before School Care the parents will be phoned/texted. If parents are unavailable to answer then a message will be left to contact the programme.
2. For the After School session; staff will check with the school Office Manager/Administrator as to whether the student was at school or sent home at any time.
3. The classroom teacher will be contacted to see if they are aware of where the student would be.
4. ASC/HP Staff will conduct a thorough search of the immediate area, including outside play areas and front of school grounds.
5. Parents will be telephoned by the manager for unexplained absence.
6. If parents cannot be contacted then staff will start contacting the Emergency contact list for that child. If the student is still unaccounted for and there are serious concerns for a student's whereabouts and/or safety the Police will be notified. The 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 on the playground or fields.

Staff are not permitted to release children to people who are not on the authorised pick up list. Parents must inform the Before and 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 either in 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.

It is the responsibility of the parents to let the After School Care Manager know if regular session days and times change. If families go on holiday and forget to alert the programme of their child's absence they are liable for the session fees.

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.

All staff are trained in client confidentiality. All privacy matters are responded to, and serious privacy breaches are reported to the principal who is the schools chief privacy officer, who will report to the Privacy Commissioner.

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 catered for, without negatively affecting the other children in the programme.
- the student will benefit from being at the programme.

Full information about the student's requirements including medication, diet 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

Year 0 and 1 students will be collected from their classrooms and brought directly to the After School Care area. Staff will make every effort to learn the students' names quickly and will check in with them regularly throughout the session.

Staff will engage with the students, responding to their needs with understanding and support. The manager will communicate with parents to discuss how their child is settling in. Age-appropriate games and activities will be provided, and a designated play area will be available if needed. If a student is struggling to settle or becomes distressed, parents will be contacted, and strategies will be implemented to support a smoother transition into the programme.

Quiet Area

A designated quiet area will be provided for children who need some downtime, equipped with comfortable seating and blankets. The space is clearly visible through glass walls and sliding doors to ensure supervision at all times.

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 simple recipes.

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 Handling and Cooking in the Food Tech Room

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.

Hazard and Risk Management

The safety of students and adults at the programme will be ensured by the following measures:

Before each session, the manager will inspect all areas of use for potential hazards. Any hazards identified will be recorded and managed promptly and appropriately to minimise or eliminate risk. Control measures will be put in place as required, such as providing safety equipment or additional staff training in safe work practices. The manager completes the hazard, accident, and event diary daily and documents any incidents that occur.

All programme staff are trained to remain vigilant, identify potential risks, and report them to the senior member of staff on duty, who is responsible for taking appropriate action. Health and safety matters are regularly discussed at staff meetings to ensure staff are informed of current policies, procedures, and regulatory requirements.

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

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).

Seatoun School complies with all relevant codes of practice and regulations. A sun-safe policy is in place and must be adhered to by both children and staff.

Refer to the school staff internal website known as The Hub, where you will find:

General Outdoors Hazard Register

General Indoors Hazard Register

General Classroom Hazard Register

Missing Child Emergency Response

Educational Visits Outside the School Grounds

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

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, in writing 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.
- Notify the New Zealand Police of any criminal events occurring on the property.

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.

Technology used during Before and After School Care for schoolwork will be supervised by staff to ensure children do not access inappropriate sites or take photos or videos of other BASC students. Students will only use school owned devices. The school's Wi-Fi is restricted to help protect students and maintain a safe online environment.

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 SPF30+ broad sun spectrum

block for students who have misplaced theirs. Students will be encouraged to seek shade and drink lots of water.

A Smoke-Free Environment

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

Guidelines on Pets / Public Animals on School Grounds

Pets are not permitted to attend the After School Care programme. The supervisor will ensure that any animals encountered on school grounds are managed appropriately to maintain the safety of both children and staff.

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

- Alert a staff member immediately if they become aware of the animal.
- Do not approach the animal.
- Walk calmly and follow all instructions given by staff.

Staff will educate children on safe and responsible behaviour around animals, in line with SPCA guidance. This includes never approaching animals, not running near them, not throwing balls or equipment towards them, not teasing animals, and understanding appropriate behaviour around animals.

If necessary, students will be calmly and quietly returned to the school building under staff supervision. All staff are required to be familiar with and trained in these procedures.

In the event that a student is bitten or attacked by an animal, immediate first aid or medical attention will be provided, and parents or caregivers will be notified as soon as possible.

Accidents / Emergency Procedures

A first aid kit will be kept in both the After School Care (Art Room) 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.

All accidents and incidents will be recorded by After School Care staff in the school management system (Hero). Parents will receive an automated notification, and they will also be informed in person when collecting their child(ren) at the end of the day. All accidents involving students and staff, including near misses, will be documented, investigated, and reviewed. Where required, incidents will be referred to the Principal and the Board of Trustees.

If a student experiences emotional trauma, staff will follow this procedure:

1. Calm and reassure the student.
2. Inform the Principal and classroom teacher.
3. Contact the parents or caregivers.
4. Seek professional support if necessary from Child Adolescent and Families Mental Health services.

If a staff member experiences trauma, the manager will ensure that appropriate professional support is provided.

Illness and Medication

If a student becomes ill, they will be made comfortable, put into a quiet area (if appropriate) and supervised. The manager will notify 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.

Emergency and Disaster Procedures

Fire, earthquake, and tsunami drills are carried out on a rotational basis for all staff and students at Seatoun School. Drills are conducted and documented once per term for the Before and After School Care programmes and once during each Holiday Programme week. Evacuation points are clearly displayed in all areas used by the programme.

All staff are trained in the school's Emergency Procedures Guidelines.

Earthquake Action Plan

Follow the school procedures. During an earthquake, staff and students will move to a safe position where possible, sheltering under tables or chairs and adopting the “turtle” position (knees together, hands clasped firmly behind the head, face tucked into arms, head protected, and eyes closed). Everyone will remain inside the building until staff give the all-clear. Staff will check for hazards and provide further instructions. If the earthquake is prolonged or evacuation is required, the building will be exited using the nearest safe exit.

Seatoun School’s tsunami safe zone is located above the school field, up the tsunami steps to the ridgeline. Once there, a roll call will be conducted to account for all children and staff. Everyone will remain in the safe zone until the all-clear is given by NZ Police or via official radio announcements. Grab bags, including the iPad, will be taken, and where possible, students and staff will bring warm clothing.

The manager holds a school key that provides access to the ammunition bunker on the ridgeline, which contains emergency supplies.

Fire Action Plan

In the event of a fire, one staff member will evacuate all children from the building and contact the Fire Service. If it is safe to do so, the senior staff member on duty will check all rooms used by the programme to ensure they are clear. Evacuation routes and assembly points are clearly displayed in all programme areas.

Staff and children will assemble at the designated assembly point on the school field. An attendance roll will be taken to account for all students and staff. The go bag, including the tablet, will be taken during the evacuation.

All students and staff will remain at the assembly point until the New Zealand Fire Service gives the all-clear to move.

Child Protection (Vulnerable Child / Oranga Tamariki)

In addition to the general safety policies outlined, the Before and After School Care and Holiday 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. (See below)
2. All incidents and observations will be recorded in a designated book for such purposes.
3. Although Before and After School Care/ Holiday Programme 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

Our Child Protection Policy and supporting procedures place student welfare at the centre of all decision-making. We are committed to safeguarding students from abuse and neglect by encouraging concerns to be identified, shared, and responded to through clear and effective systems.

We support student wellbeing and hauora by creating positive learning environments and promoting respectful relationships between students and staff. A designated Child Protection Person is in place as the primary contact for all child protection concerns; at Seatoun School, this role is held by the Principal. We work collaboratively and aim to intervene early to support student safety and wellbeing.

Students are encouraged to speak up if something feels wrong or if they are being mistreated. Programmes such as *Keeping Ourselves Safe* are used to help students understand healthy and unhealthy relationships. Our whole-school wellbeing approach is outlined in *Supporting Student Wellbeing*, and staff follow established procedures for responding to wellbeing concerns.

Responding to Concerns

If there is immediate danger:

- Call Police on 111.
- Take steps to ensure the student's immediate safety where possible.
- Inform the designated Child Protection Person.
- Record all actions taken.

If there is no immediate danger:

- Record a factual account of concerns or disclosures.
- Consult the designated Child Protection Person, who will work with relevant staff and external agencies as needed.
- Decisions about sharing information externally, including referral to Oranga Tamariki, are made in consultation with the Principal and Board where appropriate.
- When a concern does not require notification to Oranga Tamariki, the school may work with social service providers to support the student.

Decisions regarding informing parents or caregivers are made in consultation with Oranga Tamariki where applicable. All actions and decisions are documented and stored securely in a child protection file, with clear records of decision-making processes.

Recognising abuse

Child abuse is defined as harm (whether physically, emotionally, or sexually), ill-treatment, abuse, neglect, or deprivation of any child or young person (Oranga Tamariki Act 1989, s. 2). Neglect is the most common form of abuse, and is defined as the persistent failure to meet a child's basic physical and/or psychological needs.

Abuse and neglect are more likely to be recognised through observations of behaviour or physical indicators than through direct disclosures. We ensure that staff are able to identify signs of abuse and neglect, and encourage concerns to be shared with the designated child protection person.

Indicators of abuse may include a child disclosing harm or showing unexplained injuries, fear of caregivers, or wariness of certain adults. Behavioural signs can include aggression, withdrawal, excessive compliance, anxiety, low self-esteem, regression such as wetting or soiling, sleep disturbances, difficulties with relationships, or fear of conflict. Children may display age-inappropriate sexual behaviour or knowledge, experience physical symptoms such as pain, injuries, headaches, or stomach aches without clear cause, and show changes in eating habits or school performance. Other indicators can include secrecy, unexplained gifts or absences, isolation from family or peers, violent outbursts, or aggressive language, all of which may signal exposure to physical, emotional, sexual abuse, or family violence.

Seatoun School employment procedures include a thorough review of each applicant's work history and reference checks with two referees, completed with the applicant's consent. The primary consideration when selecting staff is ensuring they possess the skills, attributes, and professional standards that promote children's safety, wellbeing, and physical, emotional, intellectual, and social development, and that they do not pose any risk of harm or abuse to children.

Behaviour Management

Programmes will be designed to provide a safe, secure, and inclusive environment where students and families are respected and dignity is upheld. Staff establish clear programme rules and discuss expectations and consequences with students, with rules grounded in respect for others and for equipment. Student input is encouraged at the beginning of each year when agreeing on After School Care rules and expectations.

Staff support positive behaviour by clearly outlining expectations, using positive reinforcement, and providing a stimulating, responsive programme that encourages positive behaviour choices at all times.

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 and Supervision

The staff/ child ratio at Before and After School Care and Holiday Programmes is as follows 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). This information along with evacuation points is displayed in the Before and After School areas.

During Before and After School Care and Holiday programme 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.

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, receipt collection 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 Before and After School Care Programme and Holiday 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 ensures quality care through fair and consistent recruitment processes, including appropriate supervision and training for all staff, relievers, and volunteers. All relevant legislation will be followed. Volunteers are required to complete the same police vetting and security checks as paid staff.

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 sign 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's name has not changed, or if it has, verification of the change with a primary form of identification.

Obtaining information from any relevant professional, licensing, or registration body, if applicable.

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. The principal will respond to the complaint within 14 days.
3. If the parent remains unsatisfied, then they should contact the Board of Trustees. Where possible a mutually agreeable outcome will be sought.

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 school 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.

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

Cleaning

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/Sweeping 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 if needed.

Washing blankets

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

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

Updated and reviewed in December 2025

Next review date will be December 2026.