



Beckenham Out Of School Care Organisation

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Charitable Status: CC40574

BOSCO INCORPORATED

(Trading As Beckenham Out Of School Care Organisation)

PROGRAMME POLICY AND PROCEDURES

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1. INTRODUCTION/PURPOSE

- 1.1 The purpose of BOSCO Incorporated is to provide quality care and recreation for children and youth aged between 5 and 13 years before school, after school and/or during the school holidays throughout the school year. It is also to meet the needs of Family/Whānau who work and/or wish for their child/ren to attend a before school, after school and/or holiday programme. Children come from Beckenham Te Kura O Puroto or South Intermediate (however these children make their own way to our programme). During the holidays we can take children from Thorrlington, St Peters, Cashmere, Hillview Christian and potentially other schools within the local area providing there is space available.

2. HISTORY

- 2.1 BOSCO Incorporated began in July 1993 as a response to an identified need by the Council for an After School Programme in this geographical area. While the impetus for BOSCO Incorporated came from the Council, the funding provided by them for this programme was an absolute minimum. BOSCO Incorporated therefore had a very insecure start in terms of clientele and funding. BOSCO Incorporated is reliant on fees and grants for its operation.

3. POLICY AND PROCEDURE DEVELOPMENT

- 3.1 This policy and procedure document will be reviewed and updated at least every two (2) years, or as deemed necessary to ensure the children's and Staff's safety and/or needs are being met. It will also be changed to incorporate necessary changes to any relevant legislation acts. E.g. but not limited to Health and Safety, Ministry of Social Development requirements and professional guidelines.
- 3.2 It will be the responsibility of the Manager, in line with the Chairperson and Management Board to ensure that this is carried out. Staff and Whānau will be advised of impending changes and asked for their input.
- 3.3 Any review and amendments to this document must be signed and dated by the Chairperson and the Manager.
- 3.4 It will be the responsibility of the Manager to ensure that changes are clearly explained to staff and changed processes are acted on. It will also be the Managers responsibility to ensure all Staff is aware of what is in this document and its meanings. Staff will receive an updated copy of this document for their reference and be required to sign an agreement of the changes made which will be placed on their employee file. The Manager will also be responsible for ensuring Family/Whānau are aware of changes in policies. An updated copy will be made available to Family/Whānau at BOSCO Incorporated and on the website and Facebook group.

SERVICE ENVIRONMENT

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

4. CULTURALLY-RESPONSIVE, POSITIVE AND CHILD-FOCUSED VALUES

- 4.1 BOSCO'S values are:

- a) To allow children to succeed whilst supporting them in their education and growth.
 - b) To support children to make wise choices in their out of school hours and make supportive and appropriate friendships.
 - c) To provide affordable out of school care whilst still providing a variety of activities.
 - d) To recognise the needs of all children and provide a variety of activities to suit all.
- 4.2 All BOSCO programmes will be delivered in a manner that has regard for the dignity, privacy and independence of the children. They will be delivered free from any discrimination, coercion, harassment, and sexual, financial or other exploitation.

5. PROGRAMME ACTIVITIES

- 5.1 The following activities will be offered on a daily basis. Programme plans will be displayed on the notice board for the Before School and After School Programmes or the whiteboard for the Holiday Programmes.
- A planned arts and crafts project;
 - Baking;
 - Child-directed use of arts and crafts material;
 - An organised sport or active group game;
 - An organised group quiet game or activity;
 - Free use of games and equipment;
 - Free outdoor play (weather permitting);
 - Supervised home learning time (after school programme only);
- 5.2 Staff will be briefed on the term's planned activities and what they will be participating in each week prior to the term beginning. The term plan will be located on the notice board for viewing and our website. Staff working on the Holiday Programme, will be provided with the programme plan and briefed prior to Holiday Programme beginning. All Staff will participate in brainstorming sessions to ensure a wide variety of activities are available for children.
- 5.3 Children will be encouraged to participate in planned activities, but may choose not to, as long as they are not bored or disruptive. Whenever possible, alternative activities will be provided. Staff will be expected to be involved with all activities to help encourage children to do the same.
- 5.4 At the end of each term and holiday programme we will give the children an opportunity to write (or verbally tell staff) their ideas for future activities and what they have and haven't liked. Staff will use this for future planning of activities. Every two years a survey will be sent to parents via the Manager asking for their feedback on how they feel the programmes are running. This feedback will also be used for future planning of programmes and staff training.

6. BUILDINGS AND FACILITIES

- 6.1 BOSCO Incorporated uses facilities provided by Beckenham Te Kura O Puroto for all its programmes. It is the responsibility of the school Board of Trustees to ensure that the building has a current warrant of fitness and that it complies with other relevant fire and safety requirements. The final responsibility lies with the Board of Trustees of the school however the Manager will liaise between the Principal and the Management Board of BOSCO Incorporated in the event of any problem.

- 6.2 Full cleaning of the programmes is the responsibility of programme Staff.
- 6.3 The Manager will notify the Principal of any identified hazards, breakages or maintenance issues.
- 6.4 The boundaries mentioned in our hire agreement between Beckenham Te Kura O Puroto will be clearly explained to children, staff and Whānau. A copy of the boundaries is in map form on the noticeboard for children and staff to view.

7. TOILET FACILITIES

- 7.1 Children needing to use the toilets may use the toilets available in the foyer of the BOSCO room or if required the toilet block in the West Hub can be used. If children are in the School Hall for any activity, the toilets located in the hall can be used. Children must notify staff if going to the toilet and let the staff member know when returned. A toilet pass will be available and required to be used if using any toilets other than in the BOSCO room. The children must also go in a buddy system.
- 7.2 Children using toilets off site must be accompanied by another child and Staff Member. The Staff Member must check toilet for safety first and ensure clear of public, and stand outside.
- 7.3 Staff may use the same toilets as the children, however a sign stating Staff use must be used if going.
- 7.4 Children will be encouraged to wash their hands after toileting.

8. FOOD AND FOOD PREPARATION

BOSCO Incorporated will follow all guidelines set out in the Food and Safety Act 2014 and any other guidelines relevant for us providing safe food handling procedures.

- 8.1 All Staff will be required to have clean hands. Children will be supervised in washing or sanitizing their hands before participating in food preparation and before eating. Hand sanitizer will be available next to the sign in register; we would prefer this to be used by all Staff, children and visitors when entering BOSCO premises, especially during winter months and/or coughing or blowing nose.
- 8.2 The food preparation/kitchen area will be kept clean and only for the purpose of food preparation. It is the responsibility of programme Staff to ensure a clean surface is maintained, as well as tables used for eating on.
- 8.3 All food requiring chilling will be stored in the fridge. Dry food will be kept in the pantry. Both fridge and pantry will be checked and cleaned on a weekly basis by the Supervisor or delegated staff member. All food in both the fridge and cupboard will be checked weekly for use by dates.
- 8.4 Family/Whānau are expected to provide sufficient food for their child during BOSCO Incorporated hours, however we do provide breakfast during the Before School programme and a small afternoon tea during the After School Programme. We also provide breakfast, morning and afternoon tea in the holiday programme. Where possible, the preparation of breakfast and afternoon teas will be incorporated in the daily programme, for example cooking. All breakfasts and afternoon teas will follow the Ministry of Health nutritional guidelines. Occasionally the children may be treated with biscuits and snack food. We provide water and milo for children to drink during BOSCO Incorporated hours. Children have access to drinking water at all times.

- 8.5 Tongs or gloves are to be used when serving food.
- 8.6 Occasionally Staff may give children sweet treats as part of an activity, such as sweets for prizes (unless requested by the Family/Whānau of child to do otherwise).
- 8.7 Family/Whānau must disclose in child's/ren's enrolment information, of any food allergies or nutritional requirements that their children have.
- 8.8 Family/Whānau are advised to provide a packed "healthy" lunchbox for the Holiday Programme.
- 8.9 Children will bring their own packed lunches for any excursion during lunchtime. Bags will be kept in a cool area when not in use to ensure food is kept cool.
- 8.10 Occasionally lunch will be provided by BOSCO Incorporated during the holiday programme. The above procedures will be in place if provided while at venue. If provided while on an excursion e.g. sausage sizzles, food will be transported in a chilly bin and kept in a cool area until needed. Food will be prepared prior to leaving e.g. bread buttered. Food will be cooked thoroughly using a gas bar-be-cue. The Supervisor is responsible for ensuring all utensils and things needed will be available. Gloves will be used at all times, and hand sanitizer will be available to ensure children's and staff hands are clean.
- 8.11 BOSCO Incorporated will maintain a "nut free" premises at all times, and will remind Family/Whānau of this via our Facebook group and with notices in programme.

9. PHONE SERVICES

- 9.1 The Supervisor will have access to a mobile phone which must be carried on them at all times during programme hours. This is for the use in an emergency, to contact Whānau, and for Whānau to contact the Supervisor during programme hours. The Manager will also have a phone which will be answered during business hours. Both phones will have the contact details of all Whānau and emergency contacts for every child. Both phones will also have access to all of BOSCO Incorporated files.
- 9.2 In the office is also a phone with its own extension. This may be used by staff in an emergency if the battery runs out or no coverage.
- 9.3 No excursion will be organised where mobile coverage and/or land line is unavailable.
- 9.4 Under no circumstances are Staff to make personal calls or texts during work hours, however should have phones on them in the event of an emergency to maintain contact with Supervisor and Manager.

10. LOCATION/SPACE

- 10.1 BOSCO Incorporated will hold all its programmes (Before School, After School and Holiday) in a classroom block with two classrooms, foyer, toilets and office. As well as this we have access to Beckenham Park for playing (weather permitting) and use of Beckenham Te Kura O Puroto's junior playground area, surrounding grass, concrete areas and hall. We also have a sports shed outside which has all the sports equipment freely available to the children. Inside children have a

quiet area with beanbags, and use of tables/chairs etc. for activities. All equipment is freely available. We also have a craft section available.

10.2 All equipment will be stored in boxes or shelving. All kitchen equipment will be stored in cupboards/shelving in the kitchen. Anything up high will be secured as well as all shelving units to be earthquake proofed.

SERVICE OPERATION

The safety and wellbeing of all children is paramount to us, and at all times BOSCO Incorporated will operate safely and within our guidelines. BOSCO will provide programmes in a manner consistent with section 6 of the Children, Young Persons, and Their Families Act 1989 (CYP&FA), that reflects the principal that the welfare and interests of the child or young person are the first and paramount consideration.

11. ENROLMENT PROCEDURE

11.1 All Family/Whānau must complete an online registration for both themselves and their child/ren on AimyPlus Plus and agree to our terms and conditions. Once completed Family/Whānau can complete a booking. It is the Family/Whānau responsibility to update as required to ensure we have current contact, health and other information as required. It is the responsibility of the Manager to ensure this information is correct.

Registrations must include the following:

- Child's name, address and home phone number;
- Child's date of birth;
- Parent/guardian name/s, address/es and phone numbers during programme hours;
- Names and contact details for two emergency contacts;
- Names of adults authorised to pick up child from programme;
- Any access or custody arrangements and/or protection orders;
- Any cultural needs Staff need to be aware of;
- Any health or medical conditions and/or allergies, dietary requirements, including medication or assistance required. (Medicine will not be administered to any child without the written consent of their Family/Whānau);
- Name and phone number of child's family doctor;
- Agreement of terms and conditions;

11.2 The completed enrolment information and any custody/protection orders will be available to all Staff at all times, and Family/Whānau can access information held on file anytime via their AimyPlus portal.

11.3 The Manager will also remind Family/Whānau to keep their enrolment details updated via the Facebook group. The Manager is responsible for ensuring relevant changes are documented.

11.4 Parents can view and change information on record at any time via their AimyPlus portal.

12. ATTENDANCE

12.1 Family/Whānau are expected to contact the Supervisor before the beginning of the enrolled programme via the BOSCO Incorporated mobile or via email if their child will not be attending. Normal fees will still apply.

12.2 An attendance register will be completed on a daily basis via tablet. For Before School Programme, Whānau are required to sign children in (or contacted staff, notifying child will arrive by themselves), in which case the Supervisor will sign them in. After the 8.30am bell

Staff will let children go to their classes. Children in years 0-2 will be walked to their class by the Supervisor. For After School Programme, Staff will sign children in by ticking the names of children attending on register. The person picking up the child/ren on that day is required to sign their name upon collection. If children leave for home unaccompanied, they will leave at a specified time, or when notified by parent, Supervisor to ensure they leave and sign them out. Whānau are required to both sign in and out children for the Holiday Programme (or notified staff that child will arrive or leave on their own) in which case the Supervisor will sign in or out. Supervisor to ensure these details are completed and explained to new families.

- 12.3 Attendance information of children including their contact details must be taken during an evacuation or excursion; this is the responsibility of the Supervisor. This information will be held on the tablet and both Supervisor and Manager's phone. All information is password protected.

13. CHILDREN THAT DON'T ARRIVE AT PROGRAMME

- 13.1 The following steps will be taken if a child does not arrive at the Before School Programme:

- a) The Family/Whānau will be contacted for absence information.
- b) If Family/Whānau are unavailable, emergency contacts will be telephoned.
- c) If still not located by 7.50am (or 10mins after child's normal arrival time if child is known to attend later) the Supervisor will contact the police.

- 13.2 The following steps will be taken if a child does not arrive at the After School Programme:

- a) The school will be contacted for absence information.
- b) The Supervisor will take steps to locate the child within the immediate area.
- c) If a child has not arrived by 3.15pm the child's Family/Whānau will be telephoned.
- d) If Family/Whānau are unavailable, emergency contacts will be telephoned.
- e) If still not located by 3.30pm then the Supervisor will contact the police.

- 13.3 The following steps will be taken if a child does not arrive at the Holiday Programme:

- a) The Family/Whānau will be contacted for absence information.
- b) If Family/Whānau are unavailable, emergency contacts will be telephoned.
- c) If still not located 20mins after normal arrival time the Supervisor will contact the police.

14. MISSING CHILDREN

- 14.1 If a child goes missing during the duration of a programme, the following procedure will be followed:

- a) Staff will take steps to locate the child within the immediate area.
- b) The Family/Whānau will be contacted.

- c) If Family/Whānau are unavailable, emergency contacts will be telephoned.
- d) If still not located within thirty (30) minutes the Supervisor will contact the police and the Manager.
- e) At least two (2) Staff members will remain on site to look after remaining children; or if programme has ended one (1) Staff member will remain to ensure someone is there if child returns.
- f) The Manager will ensure the Management Board is informed of this.

15. COLLECTION OF AND ACCESS OF CHILDREN

- 15.1 Staff will not release a child to a person who is not identified on AimiPlus Plus. If an unauthorised person comes to collect the child, Family/Whānau will be contacted for authorisation at a charge to the Family/Whānau by the Supervisor. Staff are made aware of this when starting and shown where to locate these details for children on each child's profile. The Supervisor will request formal identification from any person arriving to collect a child who is not recognised by Staff. Parents can add photos of anyone authorised to pick up a child so staff can easily identify. Refusal to provide identification will result in that person being asked to leave. If that person refuses to leave, the Supervisor will contact Police.
- 15.2 Family/Whānau must inform the Supervisor or Manager if a person who is not listed on the child's profile that they will be collecting the child. The Supervisor or Manager will need to make sure the Family/Whānau notes it onto their profile and notify Staff to be aware of someone else collecting child. Family/Whānau are asked to inform the Supervisor or Manager if someone other than the usual person will be collecting child (even if noted on profile).
- 15.3 If a parent is not authorised to collect a child, a copy of this must be provided at time of enrolment e.g. Custody, access or protection order. The Manager will ensure a copy of this is loaded onto child's profile.
- 15.4 If a child leaves unaccompanied this must be in writing via text or email or letter. The child will then be signed out by programme Staff. Copies of texts, emails and letters will be saved.
- 15.5 Staff have a duty of care to all children and will not leave until all children have been collected. When down to last few children at least two staff must be present.

16. CHILDREN NOT COLLECTED AT END OF PROGRAMME

- 16.1 If a child is not collected at the end of a programme, the following procedure will be followed:
 - a) Two Staff Members will remain with the child.
 - b) Family/Whānau will be contacted and if unavailable emergency contacts will be contacted.
 - c) If there has been no contact with the Family/Whānau within one (1) hour of the Programme closing, the child will be taken to the nearest police station by the Supervisor and another staff member and contact will be made with Child Youth and Family. A note will be left at the centre indicating where the child has been taken. The Supervisor will ensure the Manager and Management Board is informed of this

- d) Extra charges will apply.

17. TRANSPORTING CHILDREN

All Family/Whānau will be made aware of intended transportation. No child will be removed from the programme without the Family/Whānau written consent.

- 17.1 Transportation for most excursions will be by a hired bus. Vehicles used to transport children must comply with all mandatory legal requirements i.e. current warrant of fitness and registration. All drivers must hold a current and clean full driver's licence. All drivers must abide by all transport laws.
- 17.2 Excursions within the local area e.g. Beckenham Park, or South Library will be by walking. One Staff member will stay in front of group and one at the back, regular head counts will be done, to ensure all children are together. A Staff member will stand on road when children are crossing to ensure traffic is clear/stopped.
- 17.3 In the event of an accident or break down, alternative transport will be arranged through the original provider if possible, or through a reputable taxi service. In the event of an accident Whānau will be contacted. All Staff will remain with the children, and ensure children are kept safe and within boundaries until alternative arrangement has been arranged and arrived. Staff will act responsibly until alternative transport arrives and will ensure all children remain in sight and well supervised during this time.
- 17.4 If an outing group is not returned within thirty (30) minutes of expected return, contact will try to be made with the driver of the vehicle, or the Supervisor or any attending Staff members. If no contact can be made Family/Whānau will be notified and police will also be notified. School administration staff will be made aware of our leaving and return times. The tablet will be left at venue in case of emergency, so the list of current children can be viewed.
- 17.5 The Supervisor will have mobile phone on them which has access to all children attending excursion. A written list of all children attending will also be held in case of mobile phone not working.

18. COMPLAINTS

- 18.1 All BOSCO Incorporated users should be made aware of the complaints procedure through the website or the Manager.

Definition of a Complaint or Concern – the following constitutes a complaint: -

Any verbal or written concern/observation that call into question the actions, behaviour or activities of any person involved with the Organisation, or any aspect of the Organisation's environment, which impinges on the rights, safety or health of any person at BOSCO Incorporated.

Family/Whānau will be informed on enrolment that there is a complaints procedure. This will be included in information given to Whānau at enrolment and clearly displayed at the centre. This information will include the contact details of Child Youth and Family, should Whānau or Staff wish to report a serious concern or not satisfied with how a complaint has been handled.

- 18.2 Complaints Procedure

- a) If any Whānau or Staff has complaints about the programme or Staff Members:
- b) A verbal or written complaint or concern should be discussed with the Supervisor or Manager. If this is inappropriate, the concern/complaint may be made to the Chairperson of the Management Board. If any Staff member or Board member is aware of any complaints, they should discuss this with the Manager or Chairperson immediately.
- c) The Chairperson will then take the complaint to the Management Board, in which they will respond to within fourteen (14) days. Where possible, a mutually agreeable outcome will be sought.
- d) A record of all complaints and their resolutions will be kept on file, held by the Manager with each party receiving a copy.
- e) If a person makes a complaint about BOSCO Incorporated to any outside authority, s/he is required to advise the Manager or Management Board as soon as possible in the interest of the well-being of others at the programme.
- f) The Manager/Supervisor or any staff or board member will keep the Management Board informed of any verbal complaints received.
- g) Details of the complaint, including the identity of the complainant, must be kept confidential to those concerned, unless requested otherwise by the complainant.
- h) The complainant has the right to have a support person or advocate present when making a complaint.
- i) If the complainant feels that their complaint has not been handled correctly or is unsatisfied with the outcome of the complaint, they have the right to take the matter to an external agency, e.g. Privacy Commission, Ministry of Social Development or the Police.

REPORTING A SERIOUS CONCERN TO ORANGA TAMARIKI – MINISTRY FOR CHILDREN

Contact Details: ORANAGA TAMARIKI

Open Hours: 24/7 (From 5pm – 8 am Monday to Friday, weekends and public holidays, social workers will only assess emergency situations. But we encourage you to call if you're unsure.)

Phone: 0508 326 459 (0508 FAMILY)

Email: contact@ot.govt.nz

19. BEHAVIOUR MANAGEMENT

19.1 Children are expected to abide by the following code of behaviour:

- To behave in such a manner that does not impinge on the rights and enjoyment of others, or damage equipment or property;
- To abide by requests/instructions from programme Staff;
- To abide by the rules of BOSCO Incorporated (including school rules);
- To remain in the environment of the programme unless authorised by their Family/Whānau or Staff to leave;
- To come straight to BOSCO Incorporated after the school bell rings.

19.2 At all times Staff will maintain a fair, consistent and positive approach to children's behaviour. At no time will children be physically punished, disciplined or treated in a way that is

degrading, humiliating or cause fear or anxiety. Children will only be physically restrained if their immediate safety or the safety of others is at risk and verbal commands have failed. A second Staff member must be present.

19.3 Children, with help from Staff, will decide on the rules at BOSCO Incorporated at the beginning of each year, and will be reviewed each term or when a child starts and Holiday Programme period. These will be located on the wall for children, Family/Whānau and Staff to see at all times.

19.4 To encourage appropriate behaviour Staff will incorporate a reward scheme that works best for majority of the children and suit a variety of ages. This will vary depending on what works best for the children and staff. The focus of the scheme will be on reinforcing positive behaviour.

19.5 When children are in conflict with each other, Staff will act as mediators where possible to help the children to resolve the situation themselves and aid them by making suggestions on how to do so to ensure the situation is resolved in a safe and healthy environment. If children cannot resolve the conflict, they will be removed from the situation, for example they will not be allowed to play with the toy or with each other.

19.6 If a child displays unacceptable behaviour, permitted discipline measures include:

- Verbal reprimand with preferred behaviour stated;
- Removal of privileges; e.g. not allowed to go on chrome books or other such limits related to incident leading to reprimand;
- Reparation; e.g. picking up what has been thrown down;
- Time Out – the child is instructed to sit on a chair for an appropriate time (i.e. one (1) minute per age) to consider their behaviour and will be expected to come up with an idea, or discuss how they could have handled the situation differently;
- Writing out the rules or writing a letter of apology explaining what they did wrong and what they will change to ensure this behaviour won't happen again;
- Where behaviour endangers self or others, the Family/Whānau is to be contacted immediately to collect the child.

19.7 All disciplinary procedures are to be recorded on an Incident Form by Staff (in consultation with the Manager), signed and placed in the child's incident and accident file. The Manager or Supervisor will discuss the behaviour with the Family/Whānau when they come to collect the child and have the Family/Whānau sign the Incident Form.

19.8 If disciplinary procedures fail to manage the unacceptable behaviour (for example, the behaviour occurs again in any one day or frequently) then the Manager will notify the Board and contact the Family/Whānau the same day to arrange a meeting with a member of the Board to discuss the child's on-going enrolment at BOSCO.

19.9 A meeting with the Family/Whānau, Manager, Supervisor and the Chairperson regarding a child's on-going enrolment may result in the following outcomes:

- a) A behaviour management plan may be implemented by the Manager in consultation with the Family/Whānau and with approval from the Management Board. The plan must include desired outcomes and a timeframe. A copy of this is to be kept on the child's file and a copy given to the Family/Whānau.
- b) A recommendation is made to the Board to suspend the child for a fixed period of time after which time the child will be allowed to return to the program. The decision to

suspend a child is taken only after all other options have been explored with both the Family/Whānau and the child. The Family/Whānau must receive written notification of the suspension from the Manager.

- c) A recommendation is made to the Management Board to terminate the enrolment of the child.

The decision to terminate enrolment is taken only after all other options have failed or the safety of the other children or Staff at the program is threatened. The Family/Whānau must receive written notification of termination of enrolment from the Manager.

20. RESPONDING TO CULTURAL NEEDS

- 20.1 The Supervisor and staff will incorporate games and activities from different cultures and nationalities.
- 20.2 Staff will acknowledge and embrace individual children and their Whānau cultural differences.
- 20.3 On registration profiles will ask Whānau to notify Staff of any cultural needs of children, e.g. ethnic, social and/or religious.
- 20.4 The programme Facebook group will notify Whānau of any particular focus to a different culture being represented in an upcoming programme. Family/Whānau will be able to give Staff their input for the programme and others in the future.

21. CHILDREN WITH SPECIAL NEEDS OR DISABILITIES

- 21.1 Children with special needs will not be excluded from the programme, providing that the Manager and staff are confident that the child's needs can be catered for without negatively affecting the other children, and also to ensure that the child will benefit from being at the programme.
- 21.2 Full information about the child's requirements including medication, diet and supervision, must be obtained from the Whānau and included with the child's profile. It is the Managers responsibility to ensure that all Staff are fully aware of the child's requirements and that they feel confident to provide the necessary care.
- 21.3 If the child requires further special aids, for example modified facilities, extra Staff or Staff training, the Manager will consult with the Management Board, who will make the final decision. Each case will be considered individually and every effort will be made to include that child within the limits of the resources of the programme. This will be reviewed on a term to term basis to allow for the needs of the child and/or resources of the programme changing.

22. RECORD KEEPING

Information will be kept as per relevant legislation and may include, but is not limited to, the Privacy Act 1993, Public Records Act 2005, Goods and Services Tax Act 1996 and the Electronics Act 2002

- 22.1 The Manager will get parents to review their profiles yearly and update as required.
- 22.2 Whānau are to be notified regularly via the Facebook group to keep their profiles updated. They can view/access and change any of their information held on file via their AimyPlus portal

- 22.3 The tablet will be located on sign out table near door, all sensitive information will be password protected on this, as well as both Supervisor and Managers mobile phones and laptops. All Staff personnel files are to be kept in locked filing cabinet in Office.
- 22.4 All attendance records can be accessed via AimeyPlus. The daily list of children will be kept on the tablet and accessible to all staff.
- 22.5 It will primarily be the Managers responsibility to maintain all records of BOSCO. The Supervisor will help with child registrations and sign in/out registers where needed. The Manager will maintain complaint records and Staff files.
- 22.6 All information is kept in Office which will be locked at night or when Manager leaves. Supervisor will have a key to office but not to the filing cabinet with staff records.
- 22.7 All records will be held for 7 years and stored securely. This will be the responsibility of the Manager. Majority of our information will be held on both AimeyPlus Plus and Xero. Both these systems will be password protected and changed often. Access given to Staff as required as approved by the Management Board. Any information in paper form to be destroyed when no longer needing to be held will be shredded and disposed of securely.

23. CONFIDENTIALITY

The programme will ensure Staff and child confidentiality. At all times the programme will comply with the requirements of the Privacy Act 1993 and the Protected Disclosures Act 2000.

23.1 All forms, such as enrolment and Staff application or 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. All files holding confidential information will be kept away from the access of unauthorised persons however will be available for authorised Family/Whānau, Staff and management to check for accuracy at all times.

23.2 All personal information shared in discussions between Staff is to remain confidential unless legally required. Confidentiality will only be breached if there is suspected harm.

23.3 All sensitive and personal conversations including telephone conversations shall be held discreetly and in private.

24. PROGRAMME HOURS

24.1 BOSCO Incorporated operates from 7.30am – 8.30am in the Before School programme. 3.00 pm to 6 pm in the After School programme. These both operate during the Beckenham Te Kura O Puroto term time, Monday to Friday (forty (40) weeks of the year). BOSCO Incorporated operates from 7.30am to 6 pm in the holiday programme. This operates Monday to Friday (ten (10) weeks of the year). BOSCO Incorporated will not operate on public or Ministry of Education holidays.

BOSCO Incorporated operates an annual closedown period over Christmas and New Year's. Dates will be given 1 month from end of year. This is generally two (2) weeks.

HEALTH AND SAFETY

BOSCO Incorporated will meet all current legislation including but not limited to Health and Safety at Work Act 2015 and Food and Safety Act 2014.

25. HEALTH AND SAFETY LEGISLATION

25.1 BOSCO Incorporated will take place in a safe and healthy environment, suitable for the care of children and for the needs of the Staff. At all times the well-being and safety of the children is foremost. All relevant legislation will be adhered to.

26. SAFETY MANAGEMENT SYSTEM

- 26.1 The safety of children and adults at the programme will be ensured by;
- a) Assessing the risk to Staff and programme participants of all identified hazards, identifying and recording all potential health and safety hazards at the centre and any other venues used;
 - b) Putting controls in place to eliminate minimize or isolate risks, for example, providing safety equipment;
 - c) Using healthy and safe work practices, together with Staff training;
 - d) Regular inspections by Staff to check that hazards have not changed;
 - e) Compliance with all relevant codes of practice and regulations;
 - f) Having a sun-safe policy in place which must be followed by children and Staff.
- 26.2 It is the responsibility of the Manager to ensure all procedures are in place to ensure the safety of Staff and children at all times.
- 26.3 Health and safety information will be discussed and minuted at Staff meetings where Staff are informed of all health and safety policies and regulations.
- 26.4 Weekly Hazard Identification checks will be carried out by the Supervisor, alongside other Staff Members. All children will be notified of these hazards each week verbally when appropriate; it will then be filed in the hazard folder. All records of these hazards will be kept on premises.
- 26.5 A Safety check will be carried out daily by the Supervisor, and records of this kept on premises.
- 26.6 A food safety check will be carried out weekly by the Supervisor, records of this will be kept on premises.
- 26.7 All Staff will undergo Health & Safety training as listed on pg.18 section 40 (either internally or externally).

27. RISK ASSESSMENTS

- 27.1 A risk assessment will be carried out by the Supervisor in consultation with the Manager for any off site visits, or any new activity for all programmes that pose's some degree of risk to either children or Staff involved. All Staff will be required to read the assessment and sign they agree with it.
- 27.2 As part of the Risk assessment, Staff to Child ratios will be assessed depending on risk level. We have a minimum of 1:10 while on site and 1:8 on excursions deemed low risk. Any

activity that has a higher level of risk, i.e. swimming etc. will have an even lower staff to child ratio.

- 27.3 As part of the risk assessment carried out the Supervisor will state what to do in case of emergency including but not limited to bus breakdown or crash, serious injury to staff or child.

28. ACCIDENTS AND INCIDENTS

- 28.1 A written record will be kept of every accident to children, Staff and visitors. These will be located in the “Accident and Incident” folder, under child’s, Staff or visitors name. The record will be written on the appropriate form (refer to sample forms manual following this policy for a copy). The Supervisor will be responsible for ensuring Staff fills these out correctly and that Family/Whānau are notified at the end of each day. All accidents to Staff, children and visitors, including near misses, will be recorded and investigated. These will all be notified to the Manager for follow up where required.
- 28.2 If a “serious harm” occurs, the Manager will notify Occupational Safety and Health Services (OSH) and the Management Board as soon as possible and the prescribed accident form submitted to OSH. This will be done within seven (7) days of the injury.
- 28.3 In the event of any accident to children, Staff or visitors, the following procedure will be followed; all first aid will be performed by a trained first aider.
- a) All Staff must wear disposable gloves when administering first aid.
 - b) Staff will immediately inform the Supervisor, who will notify the Manager.
 - c) Appropriate first aid will be administered.
 - d) If a child needs medical attention, Family/Whānau will be contacted to ascertain if they would prefer to take the child themselves or if they would prefer Staff to take the child to the nearest medical centre at the Family/Whānau cost. If Family/Whānau or emergency contacts are unavailable, the child will be taken to the nearest available medical facility by the Manager or Supervisor at the Family/Whānau cost.
 - e) If serious injury occurs, Family/Whānau will be notified and an ambulance called.

29. EQUIPMENT AND FURNISHINGS

- 29.1 All play equipment shall be checked for safety and suitability by the Manager, or delegated person, and shall be checked each term and maintained as far as practicable. If equipment is substandard a corrective action plan will be completed and submitted to the Management Board.
- 29.2 An inventory of stock must be kept at all times, and checked at the end of every term to ensure stocks are well replenished. It will be the responsibility of the Manager, or delegated person to ensure this is done.

30. CLEANING

- 30.1 A variety of cleaning products will be maintained to ensure all cleaning practices can be carried out effectively by Staff. All cleaning supplies will be kept in kitchen away from children. A cleaning cupboard is also available in office.

- 30.2 Staff will ensure the cleanliness and tidiness of all BOSCO areas at all times. This includes wiping all benches and doors down, vacuuming and mopping floors daily (or as required) and removal of all rubbish to skip. Toilets must be cleaned daily. A full breakdown of cleaning required is located on staff noticeboard.
- 30.3 Children will help with the washing up of dishes under the supervision of a Staff Member present. All sharp knives etc. will not be touched by the children.
- 30.4 All games/toys must be checked and cleaned at the end of each term for cleanliness and safety. Majority of toys will be cleaned by bleach or washing for pillows and dress ups.
- 30.5 Hot water will be accessible to Staff and children (under supervision) for use in cleaning.
- 30.6 All tables and benches must be wiped down thoroughly with disinfectant prior to preparing food or eating. Regularly clean door handles. All ice packs must be cleaned with bleach when contaminated (e.g. direct skin contact/blood) and on a weekly basis.

31. UNWELL CHILDREN/STAFF

- 31.1 If a child becomes unwell during any of the programmes, they will be made as comfortable as possible in the office where they can be constantly observed and the Family/Whānau must be notified. It is expected that a sick child is collected within thirty (30) minutes of staff notifying them. If a Staff Member becomes unwell during any of the programmes, they will be sent home and replacement cover will be sorted if required.
- 31.2 If a child or Staff member has been unwell, in line with Community Public Health guidelines and out of consideration to other children and Staff, children or staff will not be allowed to return to BOSCO Incorporated until 48 hours after any diarrhoea or vomiting has passed. Children will not be able to attend if they have any contagious diseases such as swine flu, impetigo (school sores), chicken pox or, until after infectious stage, or after treatment (for further information on contagious diseases, please notify the Manager for a copy of contagious diseases chart). Family/Whānau will also be advised on enrolment to let Supervisor know if child is unwell.
- 31.3 If necessary the Manager or Supervisor will notify an ambulance or take to nearest medical facility if Family/Whānau cannot collect child. If an ambulance is not available or Family/Whānau is unable to collect child, they may be transported via a Staff member's vehicle.
- 31.4 Rooms being used must be well ventilated to avoid other children and Staff getting sick also.
- 31.5 All Staff will be encouraged to have the flu shot available from their doctor each year to help avoid them getting sick. BOSCO Incorporated will pay up to \$40.00 for Staff to receive the flu shot each year, by way of reimbursement upon receipt to the Manager.

32. FIRST AID

- 32.1 All permanent Staff Members must have a current first aid qualification (volunteers and relief Staff it would be preferable, but not necessary). Only Staff with a current first aid certificate may carry out first aid.
- 32.2 A first aid kit will be available at all times and will contain a minimum of;
- Plasters – assorted sizes; Conforming bandages – assorted sizes;
 - Sterile gauze swabs; Non-Stick sterile dressings;

- Triangular bandage;
- Sterile eye pads;
- Antiseptic wipes;
- Scissors;
- Safety pins;
- Glad wrap;
- Accident Record Book;
- Sterile saline solution 30ml;
- Dettol;
- Disposable gloves;
- Tweezers;
- Snap lock plastic bags;
- First aid manual;
- Sun block;

32.3 It is the responsibility of the Manager to ensure that the first aid kit is maintained and well stocked. This must be checked and re-stocked on a monthly basis by the Supervisor or delegated person.

32.4 This must be stored away from children at all times, and taken on any outing/excursion/activity away from venue.

32.5 All staff must carry bum bags on them at all times with a minor first aid kit in it, as well as walkie talkies to ensure communication with all staff is maintained.

33. MEDICATION

33.1 Medicine will not be administered unless Family/Whānau have signed a written consent form. This form must include dosage and administering instructions etc. All staff will be made aware of any affect medication may have on a child.

33.2 Medication will be administered by the Supervisor/Manager only or noted that children can administer themselves. When medication is administered, a daily medication form must be signed off by the Supervisor and another Staff Member who will be present when medication is administered, parent will also be required to sign when collecting child. Both the Supervisor and a Staff Member present to check medication is swallowed. The Manager will be responsible for checking medication forms are reviewed prior to programmes beginning.

33.3 All medication is to be kept in a secure box in the Office, or in fridge for anti-biotics. All medicine must be labelled, showing child's name and dosage.

33.4 Nurofen/Panadol will be available for use by Staff members and/or children with signed permission forms by Family/Whānau only. This will be kept in the above mentioned box. A signed medication form must be completed if for a child.

33.5 The Manager and Supervisor are the only staff to have the key for the medication box.

34. ANIMALS

34.1 BOSCO Incorporated has a no pet policy.

34.2 If an animal is onsite, the Supervisor will notify animal control immediately. Staff will ensure safety of children is maintained and will keep them away until animal is removed by animal control. The Manager will remind Whānau of this policy via the Facebook group to ensure they don't bring family pets onto the premises.

35. SMOKE-FREE

35.1 The intent of the Smoke-free Environments Act 1990 is to prevent, so far as is reasonably practicable, the detrimental effects of smoking on the health of any person who does not smoke or does not wish to smoke, inside any workplace or in certain public enclosed areas.

- 35.2 BOSCO Incorporated aims to provide a healthy environment for all staff, children and members of the public who enter our space.
- 35.3 BOSCO Incorporated's entire premises, is smoke-free at all times. This includes all buildings, the car-park and vehicles the organisation may use from time to time. Additionally, smoking is prohibited on the road immediately outside our premises and at any place on or immediately outside the premises where the person smoking may be in view of the children.
- 35.4 No staff, parents or members of the public are permitted to smoke in these smoke free areas. All staff, parents and visitors are expected to abide by the requirements of this Smoke-free policy.
- 35.5 All persons applying for positions with the Organisation will be informed of our policy on smoking.
- 35.6 All complaints regarding any alleged breach of these requirements shall be put in writing to the Manager.

36. SUN SAFETY

- 36.1 All children will be required to bring and wear a hat and sun-block while outdoors during terms 1 and 4 for both the After School and corresponding Holiday Programmes. BOSCO Incorporated Staff will ensure that sun-block is applied before children are permitted outside during the hours of 10am – 4pm. BOSCO Incorporated will have sun-block on hand for children that don't have their own.
- The sun protection policy is implemented during terms 1 and 4 and corresponding Holiday Programmes;
 - All Staff, children and Family/Whānau are to be informed off the sun protection policy and its intended practices;
 - All children wear a broad brimmed hat when outside;
 - Children not wearing a hat are required to play in allocated shade areas prior to 4pm especially;
 - The use of a broad spectrum SPF 30+ sunscreen is compulsory when outdoors during terms 1 and 4 for both After School and Holiday Programmes. BOSCO Incorporated provides a broad spectrum SPF 30 for use by all children and Staff when not covered during after school programme, and often during the holiday programme when outside most of the day;
 - The use of sun protected clothing is encouraged e.g. Sleeves and collars;
 - Staff are expected to act as role models by practicing Sun smart behaviours and wear hat provided with uniform;
 - The sun protection policy is reflected in the planning of all outdoor activities;
 - Outdoor activities whenever practical are to be undertaken under the school sunshade sails or Beckenham park trees;
 - All children are encouraged to leave a hat in the hat box at BOSCO Incorporated for easy access.

EMERGENCY PLANNING

All staff and volunteers are trained in fire, earthquake drills and other emergency procedures.

37. EMERGENCIES AND DISASTER PROCEDURE (PHYSICAL)

- 37.1 In the event of a fire, the fire alarm will be turned on and left to ring continuously. The fire extinguisher is to be used only when all the children have been safely evacuated and if can be

done so safely. The Warden (most senior staff member on site) will contact the fire brigade after all children are accounted for.

37.2 Staff will supervise the children's evacuation in a calm and orderly manner, using the quickest and safest escape route.

37.3 Assembly point is in Beckenham Park for all programmes (including Before, After school and Holiday programme).

37.4 Supervisor (or most senior staff member) is to collect tablet and mobile phone and designate a Staff Member to check that the toilets, BOSCO rooms, office, sports shed and playground areas are evacuated. Also that water, gas and power are turned off (when safe to do so). All Staff are made aware on induction what area they are responsible for in an emergency. Copies of emergency procedures are located near the door; a diagram will also be located next to written procedures including emergency exits marked. This will be regularly explained to children. Emergency kit and first aid kit are to be taken if safe to do so and once all children have been accounted for.

37.5 The Supervisor (or most senior staff member) will check off the names of the children against the attendance register and visitor note book to ensure all children, visitors and Staff are accounted for. The Attendance register and visitor sign in notebook must be in easy access of the Supervisor at all times.

37.6 Children will assemble in two rows and remain seated until instructed otherwise.

37.7 All Staff will be trained in fire, earthquake drills and other emergency procedures by the Manager, and know the location of fire alarms and extinguisher's. All permanent staff will have current first aid certificates.

37.8 Upon an earthquake tremor, all children and staff are to seek shelter under tables or in doorways and hold on. If no cover is available move to an interior wall. Turn away from windows, kneel alongside the wall, and cover both sides of head with elbows and clasp hands behind neck. Protect the face and encourage children to close eyes and remain quite. If outside, move to the middle of Beckenham Park, or where available away from trees/power lines glass etc. if on an excursion. When tremor ceases, follow evacuation procedure as above. Staff will assist.

37.9 Evacuation drills will be performed at least once a term for Before and After School Programmes and once per week for Holiday Programmes. Records of each drill will be kept including date of drill and name of Staff members participating in drill and their role. The signal for a drill is the whistle blown 3 times.

37.10 In the event BOSCO Incorporated becomes affected by a storm (high winds, heavy rain etc.) during programme hours, Staff will open a window on the side away from the wind and close all curtains. Staff will ensure all children stay away from doors and windows and shelter children in middle of venue. After storm, Staff will ensure all children are collected.

37.11 In the event BOSCO Incorporated becomes affected by flooding, Staff will ensure children are kept calm and dry as much as possible. All items will be as high as possible off the floor.

37.12 Once emergency is over and appropriate people contacted, Staff will bring children back inside, providing it is safe. If building is not safe, Whānau will be notified to come and collect children or taken to nearest civil defence post (Beckenham Te Kura O Puroto Hall) where Staff Members will stay with children until collected. The Manager will contact Family/Whānau if venue is not likely to reopen as usual and either notify of temporary venue

or closure. All Staff will be given roles to carry out, e.g. designated first aider, keeping children occupied, feeding and water for children and staff. The Manager will maintain contact with the insurance company to ensure replacement of equipment happens as soon as possible.

- 37.13 In the event the School is closed for any reason including e.g. earthquake/snow/flooding, sickness etc. BOSCO Incorporated will not open; the school will contact the Manager who will notify the Chairperson and other staff. If during holiday periods BOSCO Incorporated closes the Manager will ensure all Whānau and staff are aware of closure.
- 37.14 An emergency contact list will be maintained by the Manager and readily available for all Staff, including, Staff and emergency contact details, Management details, school principal details, medical centre etc.
- 37.15 The Manager will ensure an emergency kit is maintained and located at the door each session.

38. EMERGENCY AND DISASTER PROCEDURE (PERSONAL)

- 38.1 In the event of a death of either a child or staff member either onsite or off, all Staff will remain calm and help keep children calm. Staff and Management will work closely with the school and or Trauma Support team to ensure the best interests of children are met, Staff will not advise children of a death unless instructed to do so and will be well supported by the Management Board. Support will be available for all Staff afterwards.
- 38.2 In the event that the Supervisor is unavailable to open the program, the Manager will have the necessary keys and access codes to ensure that the program continues to run as normal. Beckenham Te Kura O Puroto admin staff also have all keys and access codes to all BOSCO areas.

39. LOCKDOWN

- 39.1 Direction will be given via either the bell intermittently ringing for 20 seconds or direction from staff. At this direction any staff and children indoors are to remain indoors and any staff and children outdoors are to move to BOSCO room (or nearest classroom if unsafe to do so). Staff are to ensure all doors and windows are locked and curtains/blinds closed. Staff are to endeavour to keep children calm. Notification of end of close down will be when Supervisor or most senior staff member on site has declared the situation safe.

At no time are children to be allowed any technology that connects to the internet (this includes phones and chrome books). Staff are not to access or view any information that may be deemed inappropriate whilst on lockdown with children. Supervisor or most senior staff member will have access to their phone to maintain contact with outside parties as required (i.e. police, senior school staff).

CHILD PROTECTION

BOSCO Incorporated is committed to the recognition and prevention of abuse of children and young people. We follow all aspects of the Children Act 2014.

40. STAFF TRAINING

- 40.1 Permanent Staff will be required to undergo the training listed below:
 - Induction;
 - Health and Safety;

- Behaviour Management;
- Emergency Procedures;
- Recognising and responding to suspected child abuse as well as prevention and reporting;
- Comprehensive or Workplace First Aid.

40.2 All Staff will receive written procedures for BOSCO Incorporated health and safety policies.

40.3 All volunteer and casual Staff will be required to undergo induction training, Health & Safety and Child Protection training with the Manager.

41. PREVENTION

41.1 Children will remain within boundaries at all times. Staff will ensure they are aware of what children are doing at all times as well as aware of where all Staff are and what they are doing at all times.

41.2 Staff will ensure they are not in a position where they are left alone or behind closed doors with a child.

41.3 All visitors and temporary staff (approved by the Manager prior to entering building) are to be signed in and out of the programme, so that Staff know at all times who is at the programme. Copies of police vet's must be made available to the Manager. Sign in will be done at the Beckenham Te Kura o Puroto office.

41.4 In addition to the general safety policies outlined, Staff will ensure that volunteers and other adults visiting or working at the programmes are well supervised and visible in activities performed with children.

42. EARLY INTERVENTION

42.1 Staff will be well trained in understanding early warning signs of abuse or neglect, and will be encouraged to listen to children and associated community (e.g. parents/siblings) carefully about their concerns. This will include the associated community e.g. parents/siblings etc.

42.2 All cases of suspected abuse must be responded to in a manner which best ensures children's and/or associated communities immediate and future safety. All Staff will be advised during induction that their notebooks located in their bum bags are to be used for documenting concerns, observations, incidents or if someone discloses abuse (with abbreviations, not full name). This information must be dated. This will be discussed with the Manager or the Chairperson if not appropriate.

42.3 Making a decision;

- Believe the child;
- Do not investigate the child;
- Reassure the child they have done the right thing;
- Do not question or counsel the alleged offender or child;
- Do not make decisions alone, the Manager and Management Board must be informed;
- If your suspicions have not been confirmed as significant, continue to monitor the situation closely in consultation with the Manager and/or Management Board.

BOSCO Incorporated supports the roles of statutory agencies, the Police and Oranga Tamariki in the prevention and investigation of child abuse.

43. REPORTING CONCERNS TO A STATUTORY AGENCY

- 43.1 Any Staff Member has the right to report suspected abuse to the police or Oranga Tamariki; however, no Staff Member should act alone and should advise the Manager and/or Management Board.
- 43.2 The Manager will notify the school Principal and the Chairperson of any notifications they make to Oranga Tamariki or the police in the best interests of the child/ren.
- 43.3 When abuse is suspected BOSCO Incorporated will consult and follow the advice of the following agencies: Oranga Tamariki or the Police and follow their advice.

***Section 15 of the CYP&FA states: “Reporting of ill-treatment or neglect of child or young person – any person who believes that any child or young person has been, or is likely to be, harmed (whether physically, emotionally, or sexually), ill-treated, abused, neglected, or deprived may report the matter to an Oranga Tamariki social worker or a member of the police.”**

- 43.4 A receipt of acknowledgement of notification must be held on file located on Managers computer alongside all other supporting documentation. This file will be maintained by the Manager to ensure all documentation relating to child and or the associated community is held together. Any follow up information will also be held on file.
- 43.5 Following discussion with Staff Members involved, support from within or outside BOSCO Incorporated will be identified and provided where required.

REPORTING A SERIOUS CONCERN TO ORANGA TAMARIKI – MINISTRY FOR CHILDREN

Contact Details: ORANAGA TAMARIKI

Open Hours: 24/7 (From 5pm – 8 am Monday to Friday, weekends and public holidays, social workers will only assess emergency situations. But we encourage you to call if you're unsure.)

Phone: 0508 326 459 (0508 FAMILY)

Email: contact@ot.govt.nz

44. RESPONDING TO SUSPICIONS AND ALLEGATIONS AGAINST A STAFF MEMBER

44.1 If you Suspect Abuse by a Co-Worker, follow the same procedure as in sections 41 & 42. Staff and the Management Board will act in the best interest of the child concerned and not act to protect the organisation. The Staff member involved will be well supported and treated fairly following full investigation. Staff will be advised to seek independent legal advice.

43.2 All Staff members and affected families will be well supported when abuse is suspected and reported. At all times confidentiality will be maintained.

45. STAFF BEHAVIOUR

- 45.1 All Staff will receive a copy of the employee handbook and Management Board and volunteers will be provided with a code of conduct document, which outlines appropriate behaviour, supervision, discipline, and the prevention, detection and reporting of child abuse. (Please refer to these documents for further information). Handbook must be signed by Staff prior to employment beginning and signed copy kept on their employment file. Management Board and volunteers will also be required to sign their copy of code of conduct and this also kept on their file.
- 45.2 Training is provided to all Staff in recognising and responding to suspected child abuse. A copy of Child Matters “How can I Tell?” will also be provided to all Staff at time of employment. A flow chart on responding to suspicions of abuse is also available for staff in staff bookshelf located in Office. This book also states signs of what to look for in various types of abuse.
- 45.3 Staff are guided in keeping their personal and professional lives separated and to maintain an acceptable professional distance.

46. DUTY OF CARE

- 46.1 All Staff have a duty of care in respect to the children enrolled in all BOSCO programmes until they are collected from the programme. This means they have a duty to use care towards others in order to protect them from unnecessary risk of harm. All possible care must be taken to ensure the children’s wellbeing and safety and to act without negligence.

47. SAFE TOUCHING

- 47.1 All physical contact with children, needs to be guided by the principle that its done so only in order to meet the child's developmental, physical or emotional needs.
- 47.2 If a child initiates physical contact in the seeking of affection, reassurance or comfort, it is appropriate to respond in a manner suitable for that child's developmental stage and needs.
- 47.3 Staff should ensure that children never touch another child's private parts, also that children are not subjected to unwelcome affection or touching of any kind.
- 47.4 Staff should encourage children to be independent when dressing after swimming.
- 47.5 If checking injury requires the removal of a child's clothing, two Staff Members need to be present. Likewise, if a Staff member is required to help change a child.

48.1 APPROPRIATE LANGUAGE

- 48.1 Adult topics of conversation must not be held in front of the children or young persons. Sexist language must not be used to refer to a child, young person, a group of children, or group of young persons. Staff must not allow children to use sexist language, verbally or in writing. Staff shall not use abusive or foul language in their dealings with other Staff, the Management Board nor any parent/caregiver of BOSCO or any other person associated with BOSCO while working for BOSCO or in the course of BOSCO dealings. It should be remembered at all times that all Staff are representatives of BOSCO and their behavior reflects back on BOSCO’s reputation.

SUPERVISION

49. PROGRAMME SUPERVISION

- 49.1 The Manager or Supervisor will always be in attendance at the venue at all times.
- 49.2 BOSCO Incorporated will not employ Staff or have volunteering Staff under the age of seventeen years. All High School Helpers employed under this age are not included in Staff:Child Ratios.
- 49.3 Children will be informed of the boundaries they are expected to stay within at all times and must inform an adult when they are going to leave the area (e.g. to go to the toilet). No children will be near a car park at all. Staff will ensure they are aware of any children playing near the boundaries of BOSCO Incorporated to ensure no child goes outside the boundaries.
- 49.4 Formal attendance checks and head counts will be made regularly and often during the session. If a child is missing, the procedure stated in section 14 page 7 will be followed.
- 49.5 Staff will be expected to position themselves in a way to have a wide view of all children where they can intervene if necessary. They will be required to be aware of all children.
- 49.6 Staff will be required to participate in all activities (including swimming, baking etc.) to encourage children to do likewise and to help maintain supervision. However, Staff will not change into swimming togs while children are in the changing rooms. Staff should wear appropriate swimming attire and clothing during employed hours.
- 49.8 Staff will be required to maintain regular contact with the Supervisor and other Staff during a session to ensure everyone knows where everyone is.
- 49.9 A minimum of two staff will always be on site.

50. MANAGEMENT AND SITE SUPERVISION

- 50.1 Overall supervision of the programme is the responsibility of the Manager in association with the Supervisor (who will both be 20 years or over) who reports directly to the Management Board.

51. STAFF TO CHILD RATIOS

- 51.1 The Staff/child ratio is 1:10 (Staff Member must be seventeen or older) or 1:8 for excursions or 1:4 for any excursions to beach, public pool (for children under 8 years of age) or 1:6 for children over 8. The Manager is responsible for ensuring that enough Staff is rostered on so that all children are supervised at all times. Children will be within sight and sound of Staff at all times. For any activity that poses high risk staff:child ratios will always be checked when completing RAMS forms, these could vary depending on the risk involved.

52. EXCURSIONS

- 52.1 Children will not be allowed to participate on an excursion unless Family/Whānau have agreed to this when booking in for an excursion day. Family/Whānau will be notified in advance of all activities planned away from the centre and a planned schedule will be posted at the centre. Whānau will be informed of the mode of transportation via written letter.

- 52.2 The Staff/child ratio on excursions will be 1:8 (Staff will be seventeen or older). Children will be put into groups with one adult whose primary responsibility will be the safety of that group. As per section 50.1 ratios could vary from this depending on Risk assessment.
- 52.3 Where there is access to a swimming place, the Staff/child ratio will be 1:4 for less than 8yrs and 1:6 for over 8yrs at all times by an adult who holds a current first aid and resuscitation certificate. All Staff will be required to be in the pool with the children. A senior staff member won't be in the pool, to help maintain overall supervision and to check toilets for children needing etc. As per section 50.1 ratios could vary from this depending on Risk assessment.
- 52.4 The Supervisor will carry a mobile phone for emergencies on all outings. All other Staff will also carry mobile phones (not to be used for personal calls or texts) to maintain contact with Supervisor if their group gets separated. All staff will also carry walkie talkies on them to maintain contact with all staff.
- 52.5 Instructors with recognised qualifications and/or recognized agencies will be used to instruct all high risk outdoor pursuits.
- 52.6 Staff will only allow children to go to the toilet in pairs. If using public toilets, an adult will stand outside. The Staff Member will check the toilets first to check for safety and cleanliness.
- 52.7 A first aid kit will be taken on all excursions. Staff will also carry their personal mini first aid kits with them. The Supervisor will have all access to children information via AimyPlus Plus (accessed via phone). This will include a list of all children on day of excursion as well as a list of all medical and emergency contact information.
- 52.8 A risk analysis will be made of all excursions. This will include emergency procedures and Staff responsibilities during emergencies. Will also include a review of staff:child ratios.
- 52.9 A contingency plan will be prepared beforehand for all excursions in case of bad weather.
- 52.10 The children will be organised into a "buddy system" when on walks and will walk double file with at least one adult in the rear and one adult leading. Where there is a road to cross, pedestrian crossings will be used, if they are available. Two adults will stand in the middle of the road to ensure traffic is stopped before children begin to cross and will remain there until all children are safely across the road.
- 52.11 Vehicles used to transport children must comply with all mandatory legal requirements. All drivers must hold a current, clean driver's licence.
- 52.12 When on an excursion the tablet with daily list of the children participating will be left at the centre along with a whiteboard at door describing the group's whereabouts and expected time of return.
- 52.13 All children will have name tags with their name and BOSCO Incorporated's mobile number on them. If swimming, this information will be written on their arms with permanent marker.
- 52.14 Prior to any excursion a Risk Management will be completed by the Supervisor in consultation with the Manager this check will list all possible causes that could go wrong and preventions put in place to avoid anything happening. All Staff will be required to sign this to acknowledge they understand what is expected of them. This check will also ensure appropriate Staff to Child ratios are maintained for the outing/activity.

STAFF AND MANAGEMENT

BOSCO Incorporated will at all times follow and be guided by all relevant legislation in regards to recruitment and staffing. These include but are not limited to Children Act 2014, Employment Relations Act 2000, Minimum Wage Act 1983, Holidays Act 2003, Privacy Act 1993, Health and Safety at Work Act 2015, Protected Disclosures Act 2000 and Human Rights Act 1993.

53. DEFININATION OF STAFF AND MANAGEMENT

- 53.1 Management Board (including Chairperson, Treasurer, Secretary, subcommittee etc.) are all volunteers of parents past and present to oversee the operation of BOSCO Incorporated. They are responsible for all the governance, planning, organisational decision making including client planning.
- 53.2 Staff are Staff that are paid by the Management Board to implement their plans for the organisation. This includes, Manager, Supervisor, all assistants and relief assistants.
- 53.3 Volunteers are any person who is not paid by the Management Board but comes in to help in the Organisation. This could include any temporary staff from an agency who are paid by the Management Board, however will be treated like a volunteer in regards to how they look after children within the programme.
- 53.4 High School Helpers, is any person under the age of 17 paid by the Management Board, however not to be included in staff:child ratios due to age.

54. MANAGEMENT BOARD

- 54.1 BOSCO Incorporated is managed by a voluntary Board of Family/Whānau past and present.
- 54.2 BOSCO Incorporated is an Incorporated Society and has Charitable Status and the Management Board is responsible for the overall management of BOSCO Incorporated in terms of the Rules document, a copy of which follows this Policy document.
- 54.3 All Members of BOSCO Incorporated Management Board must complete a police vet (or Ministry of Justice clearance) before being accepted on the Board in any role, and be re-vetted every three years. They must also complete an induction training with the Manager and Chairperson.
- 54.4 The Management Board will work with the Manager to ensure that policies and procedures are appropriately written and maintained. Any policy issues will be dealt with at the monthly meeting of the Management Board. A copy of the Policy will be kept on the premises at all times for reference by Staff and will be made available to concerned parties, at their request. It is also available on our website.
- 54.5 The BOSCO Incorporated Management Board and Manager meet monthly and interested family/Whānau are welcome and encouraged to attend these meetings. Please contact the Manager for further information in regards to date, time etc.

55. RECRUITMENT

- 55.1 No staff member under the age of seventeen will be employed by BOSCO Incorporated. High School Helpers employed under the age of seventeen will not be included in Staff:Child ratios and will be actively supervised by supervising staff.

55.2 For detailed position descriptions for all Staff and Management Board Members refer to Manager.

55.3 The selection and recruitment of Staff is the responsibility of the Manager and Supervisor in consultation with the Chairperson or employment subcommittee if required. We follow the policies outlined in the Children's Act 2014 in regards to recruitment. All Staff (regardless of paid or voluntary) will be recruited according to the following procedure:

- a) Workers should have at least a basic knowledge in the following areas:
 - Child Development;
 - Recreation/Play;
 - Effective Communication;
 - Conflict Resolution (with children);
 - Relevant childcare qualifications or experience and training;
 - Demonstrate a high level of maturity.
- b) All positions will be advertised and a shortlist of applicants drawn up for interviewing. All shortlisted applicants will be sent an application form and position description from the Manager to complete before the interview. All interested applicants must provide a copy of their curriculum vitae and cover letter prior to be considered for an interview. Following this, shortlisted applicants will be interviewed by the Manager, Supervisor and/or Board member from the employment subcommittee. The interview will consist of a stated set of questions (copy of which is available from the Manager). Copies of successful applicant's curriculum vitae's, interview records and all reference checks will be kept on Staff Members file, unsuccessful applicants will have all records destroyed. The Manager will do a search on social media of all shortlisted applicants.
- c) All applicants will be required to provide the names of at least two work related referees. It is Managers responsibility to contact the referees for verification of the applicant's experience and suitability to work with children. All reference checks must be undertaken within the framework of the Privacy Act 1993.
- d) Applicants will be informed of the Board's decision in writing, email or by phone whether successful or not.
- e) Offers of employment will not be finalised until a police vet has been confirmed, referees contacted and all employment documents are signed. Documents include employment agreement, position description, and code of conduct, employee details form, tax code declaration form and kiwi saver enrolment forms.
- f) Any staff/volunteer/high school helper that is employed that is known to the Organisation will have this documented on their employment records.
- g) A Risk Assessment completed by the Manager prior to any offer of employment being given will be placed on employee's file. This assessment includes but is not limited to copy of interview questions, review of anything found on social media, referee checks, notes from discussion held between interviewing panel, notes from any trail day proof of past 5 years' employment history (or written on risk form why there's missing information or not yet 5 years' experience). No core employee will be employed who has a conviction for a specified offence under Schedule 2 of the

Children's Act 2014 unless an exemption is held. Proof of Identity must also be sort as part of Risk Assessment. This risk assessment will be completed every 3 years for all current staff.

56. EMPLOYMENT AGREEMENTS

- 56.1 Staff will be provided with an employment agreement. This will clearly state the following:
- Names of both the employer and the employee;
 - A description of the work;
 - Commencement date of employment;
 - Hourly wage and when and how payments will be made;
 - Hours of work;
- 56.2 Both parties will have a copy of this. A copy will be maintained on employees file. It will be signed by both the employee and the Manager on behalf of BOSCO Incorporated (or Chairperson for Managers). Employees are advised to seek advice if they have questions regarding their employment agreement.
- 56.3 Volunteers will be expected to sign an agreement of service and undergo all procedures as listed previously.

57. JOB DESCRIPTIONS

- 57.1 Staff will be provided with a full job description that clearly states tasks and responsibilities, skills, certification and standards required.
- 57.2 Staff will be asked during appraisals if they feel their job description needs to be changed. It is the responsibility of the Manager to ensure these adequately reflect the nature of the job. If the Manager feels any changes should be made these will be notified to the Management Board for approval.

58. TRAINING AND SUPERVISION

- 58.1 New Staff Members will undergo induction training with the Manager and/or Supervisor. This will be arranged prior to employment outside programme hours. Constant support and supervision will be given to new, young or less-experienced staff to ensure they receive the help they need. This will also help the Manager and Supervisor to easily identify any training needs. This includes a monthly 1 on 1 with the Manager to address any issues from the previous month.
- 58.2 All Staff will have experience and/or training in school-age childcare and/or recreation. Staff training needs will be reviewed during Staff appraisals or as required and opportunities provided for further training as needed.
- 58.3 The Manager is responsible for ensuring that all Staff, including volunteers, are sufficiently trained in emergency procedures, child protection, health and safety, behaviour management and all centre policies as well as undergo an induction training, to ensure the safety of the children at all times. They will also ensure all Staff including themselves are sufficiently trained in first aid and hold a current first aid certificate. New, young or less-experienced Staff will receive adequate support and supervision. All references to training will be held on Staff Members files.

59. PERFORMANCE APPRAISALS

- 59.1 Appraisals of each Staff member will be the responsibility of the Manager in consultation with the Supervisor. Performance appraisals will be carried out near the end of term 4 for each Staff Member, with the sole intention being to increase awareness of their performance and to ensure a high standard of care in the programme. The Manager will have theirs at this time; this will be the responsibility of the Chairperson.
- 59.2 The appraisal will be based on the Staff members job description and will establish individual and group strengths and identify areas for personal development. It will consist of a self-appraisal (done prior to appraisal) and an interview with the Supervisor, Manager and/or Chairperson. Objectives will be set for the next term of employment. All appraisals will be confidential. An overall report will be written and if required, followed up with a corrective action plan. Appraisals must be noted to the Management Board at the next meeting and copies given to Chairperson for Employees file, and any issues followed up on. Copies also need to be kept in appraisal file for easy reference at next appraisal.
- 59.3 Any one on one held between Manager and staff or Manager and Chairperson will be documented onto employees file to show this has occurred.

60. POLICE VETTING

- 60.1 All Staff, including volunteers, and Management Board must:
- a) Release details of their police record to the Management Board. No persons with a conviction for sexual crimes or crimes of violence against another person may be employed at the Programme unless an exemption is held. Details of their personal information held by the Police Licensing and Vetting Centre will be sought and provided to the Management Board. Any employee or Board member who has a police report attached will have their employment discussed in a Board meeting and copies of discussion around why or why not employed will be minuted.
 - b) Be re-vetted every three years. A new risk assessment will also be completed at this time.
 - c) Police Vets will be maintained on employees file. Management Board, Ministry of Social Development Assessors, BOSCO Incorporated chosen lawyer and any other relevant parties will have access to view completed Police Vets, as agreed to in writing on Staff members "employee details" form.

61. GRIEVANCE AND COMPLAINTS

- 61.1 The Management Board is responsible for undertaking 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 problem 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 time frame in which this is to occur. If there is not sufficient improvement, the Staff Member may be dismissed.
- 61.2 Staff may be suspended on full pay pending further investigation if they are accused of:
- Striking or sexually abusing a child
 - Failing to observe programme rules leading to a child being injured or placed in serious danger

If the complaint is upheld, the Staff Member may be dismissed. Following a dismissal of this nature, the Management Board, in consultation with the Manager, will prepare a follow up report recommending any changes needed to avoid the situation recurring.

61.3 Staff complaints against other Staff Members must be referred to the Manager and/or the Chairperson. If no agreement can be reached, the complaint will be taken to the Management Board. The Management Board will be informed of any serious complaints involving Staff. If it is clearly inappropriate to approach the Manager, Staff may contact the Chairperson of the Management Board. Staff grievances against the Management Board will be resolved in accordance with the provisions of the Employment Relations Act 2000 and its amendments.

61.4 More detailed information on this will be notified to Staff through their individual Employment Agreements.

62. VOLUNTEERS

62.1 Supervision of volunteers is the responsibility of the Manager and Supervisor. Volunteers must undergo the same security checks and induction as paid Staff. They should not be expected to undertake the same level of responsibility as paid Staff. Efforts should be made to include volunteers in planning and training as appropriate. Any agreement regarding reimbursement of expenses must be made in writing.

63. STAFF AND VOLUNTEERS

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

63.2 All Staff have a responsibility of care that continues until the last child has been collected.

63.3 In the event a temporary Staff member is required. The Manager or Supervisor will contact an employment agency and organise one. A copy of their police vet will be required.

64. STAFF WISHING TO ENROL OWN CHILD/REN

64.1 Any preschool age child of any Staff member, including relievers and volunteers, must be aged four (4) or over.

64.2 The child must be able to take directions from other staff members and follow all aspects of the programme. The child must not rely on the parent for any assistance (e.g. toileting). Any child and/or relative of a Staff member must not be shown favouritism by the Staff member and/or other Staff members. Any behavioural issues or accidents must be referred to another Staff member (i.e. Staff member must not get involved with any behavioural methods or do first aid).

64.3 The parent must have an alternative plan in the event the child gets sick/hurt during operating hours (i.e. cannot leave premises in the event the child gets hurt), this also occurs to staff who have children in care outside of BOSCO.

64.4 Normal enrolment procedures will occur. ½ fees are applied for any permanent Staff member with a child, unless entitled to Work and Income subsidy, whichever is cheaper for Staff Member.

- 64.5 Child is to be counted in Staff to Child ratios (however not when requesting funding, unless they are a school age child).

FINANCAL MANAGEMENT

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

65. FEES

- 65.1 Fees are to be kept to a minimum to allow access to BOSCO Incorporated by children from families with a range of incomes and circumstances.
- 65.2 Fees may be paid by the day, week or fortnight and may be paid in advance. Full fees apply for any notified and un notified absences. A fee will also incur if Staff are not notified of an absence.
- 65.3 On enrolment Whānau will be asked to accept our terms and conditions allowing BOSCO Incorporated to contact Baycorp to retrieve any unpaid fees. This contract also makes Family/Whānau accountable for the 25% fee incurred for collection costs. An individual enrolment will be required for any person responsible for paying the account.
- 65.4 If fees remain unpaid for one month, the Management Board will be notified. A written letter advising of impending referral to Baycorp will be sent. If account still remains unpaid for a further two weeks and no contact or payment arrangement has been entered into, the account will be forwarded to Baycorp with a 25% administration fee added. Removal from the programme may occur. In this event, the Family/Whānau will be notified firstly in writing. Non-payment of fees puts the operation of BOSCO Incorporated at risk.
- 65.5 Family/Whānau will be invoiced weekly for any fees or charges incurred during previous week. A statement of account will be emailed monthly.
- 65.6 All payments will be recorded weekly on to each child's account by the Manager.
- 65.7 If a Family/Whānau wishes to appeal the full payment of fees (current or outstanding) due to financial hardship or other special circumstances, they must submit a written request to the Manager or Treasurer. Any appeals will be presented to the Management Board for consideration.
- 65.8 If an account remains unpaid and the Family/Whānau is entitled to a Work and Income subsidy, the Manager will contact Work and Income for further information to try and recover fees, however the account remains the responsibility of the Family/Whānau and the above debt management policy will still apply.
- 65.9 Any permanent Staff member with a child/ren attending BOSCO Incorporated will pay ½ fees, or full fees if entitled to Work and Income subsidy. Accounts will remain current otherwise the discounted rate will be suspended immediately.
- 65.10 Fees for the Before and After School Programmes will be charged at 50% to clients who normally attend, or are booked in for, the days affected by an unexpected closure. Fees for the Holiday Programme will be charged at 50% up to a maximum of three days, to the clients who are booked in for, the days affected by an unexpected closure.

66. RECEIPTING AND BANKING

- 66.1 Manual payments should be receipted by the Manager or Supervisor who will place payment in an envelope with the receipt number, date, child's name, and amount on it, the envelope will then be placed in the locked money box. Any cheques will be stamped "non-transferable" on receipt.
- 66.2 Payments may be made by direct credit to the BOSCO Incorporated account if the Family/Whānau prefers details of which the Manager or Treasurer will have. These payments will be recorded on the monthly statement as well as payments made by Work and Income.
- 66.3 The Manager will bank the money at least once a week from the money box. All details off the envelope will be noted into Xero, as well as having the Deposit Book stamped by the bank teller.
- 66.4 Monthly reconciliations will be performed by the Manager and then the Treasurer. This will be noted to the Management Board and variances will be followed on a timely basis.

67. ACCOUNTS/CHEQUES

- 67.1 The Manager will record and action all income and expenses into Xero each week.
- 67.2 Accounts of more that \$500 will be presented to the Management Board for authorisation. All other invoices will be paid by the due date specified. If payment is due of an account over \$500 outside a Board meeting, account will be paid and a supplier ledger report will be presented at next Board meeting.
- 67.3 The Chairperson, Treasurer and the Manager will be signatories on all cheque accounts and will also have access to internet banking. Dual signatures will be required. Any additional purchases made by Manager or Supervisor that are not on account or cannot be paid by cheque/eftpos will be reimbursed in the next pay period on presentation of receipt.
- 67.4 BOSCO Incorporated will maintain at least three (3) accounts. One for all income and expenses relating to all programmes, a savings account and a third for petty cash.
- 67.5 No cheque will be pre-signed under any circumstances.
- 67.6 A copy of all receipts and/or invoices will be maintained for seven (7) years as per Inland Revenue requirements.
- 67.7 All invoices and receipts issued by BOSCO Incorporated will be recorded with our GST number.
- 67.8 All payments must be tracked through the bank statements, receipts or petty cash records. No unauthorised cash withdrawals to be made by staff members or Board members.
- 67.9 Any cheques written will be stamped "non-transferable" before being sent or presented.

68. ACCOUNTING SYSTEMS

68.1 BOSCO Incorporated uses Thank You Payroll for all payroll duties including payment of PAYE and Kiwisaver contributions etc.

68.2 BOSCO Incorporated uses Xero and AimyPlus for all other accounting uses. Including all Treasurer's reports, invoicing, GST payments, budgets etc.

69. FINANCIAL AUDITS

69.1 BOSCO Incorporated accounts are audited at the end of each financial year by an accredited auditor as chosen by the Management Board at the AGM.

69.2 It is the responsibility of the Manager in consultation with the Treasurer to prepare all accounts and relevant paperwork etc. for them to be audited.

70. BUDGETS/REPORTS

70.1 The Manager will be required to prepare income and expense budgets for each programme which will then be presented to the Management Board and a copy given to the Treasurer. The Manager will also be required to prepare a monthly report for the Management Board.

70.2 The Manager will be required to prepare annual income and expense budgets at the beginning of each financial period. They will also be required to present to the Management Board a finance report each month advising of current bank balances, outgoing expenses and incoming payments. Any variance will be timely explained. These will be entered into Xero to be able to track as the year progresses.

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

70.4 All outgoing expenses must be accounted for by either invoice and/or receipts and filed accordingly.

71. PETTY CASH

71.1 A petty cash allowance will be available to the Manager and the Supervisor for day to day use. This will be done by petty cash limit transferred to the EFTPOS/Debit cards from the Treasurer at the end of each fortnight period. Amounts over this allowance must be approved by and obtained through the Management Board. The Manager must keep a record of money spent by providing receipts and filling in the petty cash book for Treasurer to sign off each fortnight. If for some reason EFTPOS is not available, cash may be withdrawn, but all receipts relating to this must be provided.

SIGNING

This Policy and Procedure document has been updated in line with BOSCO Incorporated Policy guidelines as well as OSCAR and Ministry of Social Development requirements. It has been presented to the Management Board for reviewing and has been accepted as reasonable.

Chairperson_____

Manager_____

Updated March 2020