

The Homework Club

Environment

“Environment” encompasses the social, emotional and physical aspects of The Homework Club. Staff interactions with both children and parents are the key to achieving an environment where everyone feels safe, secure and respected.

Positive and child-focused environment

The Homework Club aims to offer a friendly, family setting to enhance the emotional well being of the child and to ensure they are kept safe from harm. This is reflected throughout other policies, procedures and practices and all interactions with children and families. A positive and child-focused environment will ensure that all children feel welcome, included and important as individuals.

Cultural issues

The Homework Club will respond to, and meet the needs of, cultural diversity within the programme. Cultural issues could include those of an ethnic, social and/or religious nature.

Consideration will be given to:

- The Homework Club enrolment form will identify the cultural needs of children and their families.
- The staff will acknowledge and embrace any cultural differences by allowing and encouraging discussion at afternoon tea time and whenever appropriate.

The Homework Club provides a safe and positive environment with child-focused activities. There is adequate and appropriate space for active indoor and outdoor recreation.

- Input from and/or consultation with children and families will be encouraged;
- The Homework Club will be inclusive with the staffing, communication and the nature of the programme.
- Any special event of The Homework Club will be communicated to parents by the staff, the children, the newsboard or the termly newsletter.
- Where appropriate, the supervisor will contact www.ethnicaffairs.govt.nz to assist with concerns, queries and responses to cultural issues.

Activities

The Homework Club will provide a stimulating and varied programme of activities that meets the needs and abilities of the children. There is a daily timetable on display so that all staff, children and parents know what is happening.

There is a Weekly Plan for all children, parents and staff to see. This will outline the theme for the week, the art/craft activities and the homework activities. It will also highlight any important information for the parents.

See Section Two - Weekly Plan.

The Homework Club Daily Timetable

3.00 walk home / pick up from school / Go Kids Programme

3.30 register/afternoon tea/discussion time

3.40 group game / mental maths

3.50 homework groups / quiet time

4.30 art/craft activity or game/sports activity or free choice

5.30 pack away / tidy up / board games

5.45 programme closes

Below are some examples of the games, activities and afternoon tea options we offer:

Activity	Monday	Tuesday	Wednesday	Thursday	Friday
The Beginning Game	Octopus	Relay Games	Parachute Games	Ball game	Circuits
Afternoon Tea	Slice, Apples Sandwiches	Cookies, Bananas,	Savouries, carrot, B&B	Cake, Apples, Sandwiches	Muffins, Oranges,
A Circle Game	Buzz, Tomato Sauce	King of the Chair	Take a Photo	Heads Down / Thumbs Up	Rhythm Game
Homework Groups	Activity Cards	Handwriting Practice	Activity Books	Story Writing	Group Game Box
Sports	Scooters / Soccer	Parachute Games / Balls	Cricket / Small balls	Skipping Ropes / Four Square	Hopscotch / Dress Ups
End of the Day Game	Hangman / Pictionary	What's in the bag / It is / It's not	Memory Game / Guess Who	Charades / Cards	Singing / Scategories

The Timetable Considerations

The children will have the opportunity to share news and afternoon tea before completing their homework.

- The children will be encouraged to take part in the weekly art and craft project which will be based around a theme.
- 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 alternate activities will be provided to cater for the diversity of the group.
- Equipment will be well maintained and will be age appropriate.
- The programme will be reviewed at the end of each session by the supervisors and staff will be involved with planning on a weekly and termly basis.
- Individual needs of the children and special events of the year will be considered when planning.

The Planning

Planning enables staff to introduce children to new experiences and activities that assists in increasing the range of options and possibilities available to children as The Homework Club develops. There will be a weekly Monday Meeting with the Supervisors and Manager/Owner to outline the week ahead and to discuss any issues with the previous week. Planning enhances The Homework Club in many ways and should

increase choices. It captures ideas put forward by children, ensures The Homework Club covers a wide range of options and has resources and equipment available, reduces stress for staff and children when they know what to expect and helps parents understand what their children do at The Homework Club.

The planning will be documented:

- The Supervisors will have a meeting every Monday at 1.30pm.
- The whole staff will meet once a term for in house training.
- The parents will receive a newsletter at the beginning of each term.
- The Weekly Plan will be displayed on a clip chart every day.
- There is a noticeboard at The Homework Club.
- Daily notes from the staff will be kept in The Message Book for the Manager to respond to each week.
- Weekly notes from the Manager will be given to the staff every Monday and will be filed for all staff members to read.
- All the books and homework activity boxes will be rotated every term.

Space

“Adequate” space means that there is room for the children to play freely, including space for active recreation.

“Appropriate” space allows children to engage in a range of activities, including ones that are noisy and messy, or quiet and calm.

Adequate and Appropriate space is available at The Homework Club

- The Go Kids Programme or a game inside/outside area when the children arrive at The Homework Club to encourage all children to be active.
- Afternoon tea area in the hall area where all the children can sit in a circle and share special news before playing a circle game.
- Two homework groups where the children will have chairs to sit on and a table to work at.
- Areas for free choice and creative play, inside and outside.
- Art area which will be near a sink, with a daily art activity available.
- Outside area for a game or sports activity.
- Area where children can enjoy quiet activities where they are not interrupted.
- Store cupboard for all equipment to be safely stored.
- Kitchen for the safe preparation of food and cooking activities.

Regular hazard identification checks will ensure that outside areas used remain safe.

Refer to the Health and Safety Guide for more detail.

The Homework Club

Operations

The policy and procedures in this section guide the everyday operation of the programme and ensure The Homework Club operates safely at all times.

Enrolment

- An enrolment form and a Parent Contract will be completed and signed by parents for each child before they participate in The Homework Club.
- Parents are responsible for notifying The Homework Club of:
 - Changes to information given on the enrolment form.
 - Custody or access arrangements or protection orders that relate to the child.
 - Changes to attendance arrangements, eg. A child attending an extra session or not attending as expected.
- Parents must notify The Homework Club of any changes to information supplied to The Homework Club.
- Emergency contact numbers will be checked with parents at the beginning of every term by the supervisor.
- All children will be asked to complete a new enrolment form at the beginning of every year in order that all emergency details have been updated.
- The supervisor will check each enrolment form to ensure there are at least 4 emergency contact numbers for each child.
- The supervisor will ensure that there are at least two emergency contacts for each child who attends after school care in The Homework Club mobile phone.
- The supervisor at The Holiday Programme will ensure that every child has completed the enrolment form with emergency contact numbers.
- The supervisor at The Holiday Programme will ensure that every caregiver will give at least one contact number for each particular day.

See Section Two – Enrolment Form

The Homework Club have written policies to show what we do and written procedures to show how these policies are put into practice.

Collection of and access to children

- Children will only be released to people either authorised on the enrolment form or advised by parents.
- Staff will remain with children until they are collected.
- Children are signed into The Homework Club every day by staff and out every day by parents, the supervisor will ensure all parents know where the signing chart is kept.

March 2011

- Staff will sign the children in as they arrive for The Before School Care.
- Parents will sign the children in and out of The Holiday Programme.
- Parents can leave a message on the signing in sheet for the staff if someone else will be collecting the child on a different day.
- If a person not authorised comes to collect a child the supervisor will contact the parent and ask for verbal permission before the child is signed out.
- Children who have parental permission to leave The Homework Club unaccompanied must have this pre-arranged with the supervisor. It must be in writing from the parent and the supervisor will sign out the child at the time stated by the parent.

Children not at the designated meeting point when the taxi arrives to collect the children

- o The taxi driver will have an updated list of children to collect at the designated meeting point each day.
- o The supervisor will call Goldband Taxi at 2.30pm to inform of any changes or cancellations.
- o If a child is not at the meeting point, the taxi driver will call the supervisor by 3.10pm and report which child is missing.
- o The taxi driver will wait with the remaining children in the taxi until the supervisor calls back to report where the child is.
- o The supervisor will call the contact numbers to find out where the child is and will report back to the taxi driver.
- o If the child is at school but not at the meeting point, the supervisor will call the school and request that the child be found and taken to the meeting point.
- o If there is nobody at school who answers the telephone, the supervisor will call the taxi driver and request that the two eldest children will go to the school office to report the missing child.
- o The taxi driver will stay at school until the supervisor has informed him that it is ok to leave the school grounds.

Children not arriving at The Homework Club meeting point when expected

- After 10 minutes, go to the school office for absence information and inform the office that you cannot locate the child.
- Search the immediate area and ask all the children to help.
- Contact the parents after 15 minutes (before 3.30pm) using the mobile phone.
- Phone emergency contact and/or people authorised to collect the child.

March 2011

- Inform The Homework Club Owner/Manager that there is a problem.
- If nobody knows where the child is and the parents have been contacted, the supervisor will contact the police by 3.45pm and file a missing persons report.

Children not collected at the end of The Homework Club programme

- The supervisor will call the parents at 6pm to inform them that the programme has finished.
- Emergency contacts and/or people authorised to collect the child are contacted and asked to collect the child
- The Manager/Owner will be informed at 6.05pm and will ensure that two staff members can stay with the child until the parents arrive
- The police will be contacted at 7.00pm and the Manager/Owner will take over from the staff members
- The parents will be charged a late penalty fee as outlined in the finance policy

Transporting children

- Children will get to The Homework Club either walking with a staff member, by Gold Band Taxis, or if parental permission has been given, they will make their own way to The Homework Club by a certain time.
- Children are expected to arrive at the meeting point after 10 minutes of school finishing, before the missing child process is activated.
- Staff members will meet the children at school by the meeting point, by the play area or by the library if wet.
- Staff members will tick child's name as they greet them and will ensure all children on the list have been accounted for.
- If there is only one staff member walking the children back to The Homework Club they will ensure all children walk behind her/him at all times. However, when there are two staff members, the children will walk in between the staff, with one staff member walking at the front and one at the back.
- Transport for off-site visits will be on Leopard Coaches.
- Parents are informed of the transport arrangements by way of enrolments forms and termly newsletters, consent will be required for Gold Band taxi by signing the enrolment form.
- Off site visits involving Leopard Coaches will require a separate permission slip.

Transporting children for off-site visits

- Transport for off-site visits will be on Leopard Coaches.
- All the children will be fully aware of the behaviour expectation whilst

March 2011

travelling on the coach.

- Children will line up and be head counted as they get on the coach, first on will be encouraged to sit at the back.
- When children leave the coach they will be reminded to take all their belongings, including rubbish, with them.
- A staff member will get off the coach first and will organise the children to line up in a quiet and orderly fashion.
- If there has been an accident the staff will ensure that all the children are ok and the supervisor will record the accident on the Accident Form which will be available for all parents to see when they collect their child.
- If there has been a breakdown, the staff members will remain with the children until a replacement/repair has been made.

The Homework Club has a vehicle use policy that stipulates how private cars will be operated while transporting children. This policy is signed by the staff driver.

See Section Two – Vehicle Use Policy

Complaints

There will be a complaints procedure displayed on the notice board at The Homework Club which says :

“At The Homework Club we try to ensure that your child has a happy time. Every child will have the opportunity to make a start or complete their homework as well as having a fun time. If there is anything that you are concerned about please do not hesitate to discuss the issue with The Homework Club Owner/Manager. You can talk to them at any time during a session or can ring her to make an appointment at a time to suit you.

Alternatively, you could address your complaint in writing and a written reply will be returned to you within 2 weeks.”

- A record of complaints and their resolution will be kept in the daily folder
- Staff will report to The Homework Club Owner/Manager any complaints from parents or children by writing in the daily notebook or by telephone
- Staff can make complaints by talking to the supervisor or to the Owner/Manager, in writing or verbally, whichever is preferable.

Behaviour Management

There is a Behaviour Plan which all the staff will receive training and all the children will be made aware of the rules, expectations and consequences. Parents will be informed with any serious incidents. Staff will work with and communicate together as a team and with parents and children so that there everyone is aware of the expectations and outcomes.

Refer to The Homework Club Environment Guide.
Section 2: The Homework Club Behaviour Plan

Children with special needs

Children with special needs have a wide range of needs and abilities. Most can be accommodated easily within The Homework Club. Some children require special care and The Homework Club will adapt its programme accordingly, in consultation with the supervisor and the Manager or Owner. It may be a breach of the Human Rights Act to deny a child entry to The Homework Club purely because they have a disability. However, if The Homework Club is genuinely unable to cater for the child's need, eg. for reasons of safety, they are entitled to exclude them.

- Children with special needs will be included in The Homework Club whenever possible.
- The special needs of a child will be determined by the parent on the enrolment form and with discussion with the supervisor.
- The staff will decide if any special measures need to be taken for individual children and will communicate to all staff and record on Crucial Information Sheet at the front of the red, every day folder.

The Homework Club staff will discuss the needs of any special needs children and if there are any concerns will call a meeting with either or both the HWC Manager and Owner. It will be decided if any extra training, staff or measures are required to meet the needs of the child on an individual basis.

Policy Review

Policies are reviewed every two years by the HWC Manager, Owner and the supervisors.

Policies and Procedures Booklet Availability

Two copies of The Homework Club Policies and Procedures will be kept at The Homework Club by the signing out book. All parents and staff can refer to the policies and procedures at any time. Parents and staff may borrow the book to read at home after speaking to the supervisor. If this does occur the supervisor will record the date, the item that was borrowed and the name of the parent who borrowed it.

March 2011

Procedures Update

The supervisor will make a note of any procedure which needs updating in the daily notebook and will discuss ideas and suggestions at the weekly supervisor's staff meeting and also at the termly full staff meeting.

Additionally, the four core areas: Emergencies, Health and Safety, Child Protection and Behaviour Management will be addressed annually in a whole staff meeting.

Behaviour Management Policy

The Homework Club has a policy demonstrating how behaviour will be managed in a positive way that enhances children's development and self-esteem. Children are not to be physically punished, disciplined or treated in a way that is degrading, humiliating or causes fear or anxiety.

Staff will receive in-house training on The Homework Club behaviour plan:

The Homework Club Rules

1. Use kind words
2. Keep your hands and feet to yourself
3. Listen to the adults
4. Respect the equipment and the property

If you keep to the rules and follow the Behaviour Plan: (Green Level)

- You will receive a dollar on The Dollar Chart. Staff will reward all children who are following the rules. (This is operational only at some Homework Clubs)
- At the end of every term there will be a shop at The Homework Club where you can shop with the dollars you have earned!

The child may also receive a place on the Fantastic 50 sheet. This is composed of fifty squares and once it is full, a few numbers are drawn out of the hat and the winners are able to choose an item from the prize box.

If you do not keep to the rules and do not follow the Behaviour Plan:

The different Behaviour levels and consequences of each level are below.

Behaviour levels, Indicators and consequences:

Green Behaviour: All children start at Green Behaviour everyday, staff will encourage all children to stay at this level. The Homework Club four rules will apply (as stated above). Consequences at this level include: the Fantastic 50, and where applicable the dollar chart system.

Yellow Behaviour: When a child causes minimal disruption examples are calling out, talking back, not listening. Consequences are: a verbal apology and verbal warning from staff.

March 2011

Orange Behaviour: When a child persists in Yellow behaviour, indicators or causes what is deemed as more serious disruptions or distractions. Some Consequences of this behaviour include: mediation and a reflection sheet.

Red Behaviour: When behaviour are reflecting the smooth running of The Homework Club, or when a situation occurs that causes serious disruption, distraction or distress. Some examples of this include: damage to property, stealing or defiant behaviour. Consequences of this behaviour may include: mediation, reflection sheet, Serious Incident Sheet, Temporary exclusion.

Black Behaviour: When a staff member feels they are unable to restrain a child and the other child's safety is compromised. Some examples of this Behaviour include: Acts of violence, intentionally leaving the group, aggressive or threatening Behaviour or language. Consequences of this behaviour include and are limited to: Permanent exclusion.

Please note: Children's individual needs and the individual circumstances of the incident will be taken into account and the consequence applied will depend on the perceived seriousness at that time.

Serious incidents:

If you have had a serious incident, you will be asked to be excluded from The Homework Club for a time agreed on by the parents and the Supervisor, (Red Behaviour).

- any outburst of physical violence or aggressive behaviour is a serious incident and will be recorded. A Reflection sheet will be completed before you go home and parents will be informed. An exclusion time from the HWC will be arranged.

Exclusion as a result of a reflection on black Behaviour level will result in permanent exclusion. Staff will record the incident on the Staff Detailed Incident Record and will discuss with the manager.

The child and family will be asked to complete the reflection sheet and sign the incident form in the red every day folder.

See Section Two – Accident and Incident Form
Staff Detailed Incident Record.

Policy for Difficult Children

- Divide and Conquer!! Separate the trouble maker from the others and deal with individually – give the child a verbal warning.
- If the problem persists ask the child / children what the problem is and let

March 2011

them have their say.

- Then explain how their behaviour is unacceptable and in what ways they have broken the four Homework Club rules/ Behaviour levels.
- Ask the child to write a reflection sheet and/or apology letter in a separate / quiet place and to think about how they can improve their behaviour until the adult comes back to them.
- The adult will decide if the child is ready to join the others and if any apologies are necessary or if more detail is required on the reflection sheet/ a longer time out period is required
- If another problem arises with the same child in the same session the child will be asked to write an apology letter which will be shown to their parents.
- If the child has had a reflection sheet and or written an apology letter and is "out of control" the supervisor will call the parents to collect the child and will also inform the Manager and/or Owner

See section 2: Behaviour Plan

Policy for Difficult Situations

- One adult to ask all children to sit on mat area and start the rhythm copying game ensuring all children are looking, listening and copying the adult. Praise all children who are copying, reward with dollars on the Dollar Chart and/or Fantastic 50 sheet
- Other adult to deal with difficult child / children in a separate area but within sight and sound of another staff member. Staff to deal firmly with the main culprit and get any other involved children to join in with the copying game (Divide and Conquer!)
- Adult to follow Policy for Difficult Children when dealing with the child/children involved
- When all remaining children are calm, quiet and listening, choose a child to play a different game.
- When the adult feels like control has been regained, the children can go back to their planned activities.

Every day at The Homework Club is a new day and the slate will always be wiped clean to encourage everyone to have a fresh, positive start to every session.

Health and Safety

Health and Safety legislation promotes the health and safety of everyone at work and of other people in or around places of work. At The Homework Club the legislation ensures that workplaces are safe for everyone who is on the site or taking part in The Homework Club. This includes children, staff, volunteers, parents and visitors. The legislation also recognizes that employees have a valuable contribution in making workplaces safe.

Staff training

- Staff will receive training in The Homework Club Policies and procedures and practices every term that ensure the safety of children and adults (eg. supervision, operations procedures, child protection).

The training will largely concentrate on four core areas, with one being allocated to each term. These areas include: Emergencies, Health and Safety, Child Protection and Behaviour Management.

- All new staff members are to be informed by the supervisor of The Homework Club's health and safety policies.

- Staff are to be adequately trained in the safe use of all equipment that they may be required to use.

Induction training for new staff will include:

- Relevant policies and procedures for the operation of the programme.
- How to carry out the job in a safe and healthy manner.
- Job Descriptions and an Induction Sheet
- Information on hazards and how they are managed.
- Reporting of accidents or incidents in The Red Every Day Folder.
- Emergency procedures.
- Any other health and safety information for specific children relevant to the new staff, for example, The Crucial Information sheet.
- The Crucial Information for new staff to HWC document
- Procedures for walking, Collecting children
- The HWC top ten things to do/ not to do
- Behaviour Plan, reflection sheets etc
- The Homework Club Code of Conduct
- The HWC Contract
- Police Vetting forms

Staff members will be made aware of the different levels of risk involved in various activities with the children, eg. cooking, craft, outdoor activities, higher risk activities, and of safety systems that are in place to manage them. There will be a limit of 8 children aged over 8 years and a limit of 6 children aged between 5-7 years in any activity which is of higher risk.

The Homework Club complies with all relevant health and safety legislation to ensure that children, staff, volunteers and visitors are protected from risk.

- Staff are to be involved and trained in the ongoing process of improving health and safety at least on an annual basis.

Risk analysis

Hazard identification

The Homework Club will assess the environments for hazards, including the venue, equipment and the activities that regularly take place. The Homework Club will also consider anything that may cause harm if there is long term exposure to it, eg. cleaning chemicals, computer work.

The supervisor will record all hazards on a daily basis on the Daily Hazard Sheet, which is filed in the Red Everyday Folder. These will be reviewed at the end of every term and will include:

- Any hazards which may cause injury or harm.
- Evaluate whether the hazard is significant.
- Indicate what steps will be taken to eliminate (get rid of the hazard altogether), isolate (limit access to it), or minimise (develop routines to lessen the risk) significant hazards.

See Section Two - Hazard Identification Form.

It is The Homework Club's obligation to inform the HWC Owner or the HWC Manager of any hazards or maintenance issues. The contact numbers are on the Contact list page filed in the front of the Red Everyday Folder. The supervisors will then report any hazards involving maintenance and repair of the venue to the property person, for their particular centre. The name and telephone number of the property person for each centre is also filed at the front of The Red Every Day Folder on a contact list and also at the front of the communication book which is kept in the kitchen.

Safety checks

The Homework Club will carry out regular safety checks of the venue. There will be a Daily Hazards checklist to be completed daily by the supervisor.

The items on this list have usually been identified in the hazard identification and a plan made to manage them. The checklist will ensure that the plan is being followed and that any problems can be easily identified and remedied.

See Section Two - Daily Hazard Checklist.

Risk assessment

Risk assessment is the process of analysing the risks of an activity that may involve more risk than usual. It should be used for any off site visit, or for new activities that pose some degree of risk.

This process should identify the risks posed by the activity, environment, people, equipment, etc. and involves finding ways to manage these risks to ensure the safety of all concerned and plan for emergencies. The detail of the risk assessment will depend on the nature of the activity.

Risk assessments will be documented and will be reviewed each time the activity takes place. All documentation will be filed in the Red Everyday folder by the supervisor.

The Homework Club will use a RAMS (Risk Analysis and Management Systems) form to document the analysis.

A RAMS form will be completed by the supervisor for every off site excursion.

When the children play outside in the car park/playground area, there will be a visible line to ensure that no cars will enter the play area and that no children will enter the car park area. This line will be at eye level and could be string with painted milk containers threaded onto it.

See Section Two - RAMS forms.

SAP Forms: (Safety Action Plans) these forms will be completed by the supervisor where and when necessary.

Accidents and incidents

A record will be kept of every accident or incident to children, staff and visitors on the accident/incident sheet in the daily folder. Staff will inform parents of the accident and the documentation will be signed and dated. These records will help The Homework Club identify any risks, hazards or trends and to act to reduce their reoccurrence. The forms will be filed in

The Every day Folder.

A record will include:

- Name of person injured.
- Time and date of the accident/incident.
- A description of where and how the accident/incident happened.

March 2011

- The nature of the injury.
- How the injury was treated.
- Name and signature of staff member completing record.
- Signature of parent.

The staff will also use the "Child Detailed Incident Record" sheet to record what happened. This will be kept separately as an individual record for each child, (one child per sheet). This sheet has the name of the child concerned, date, refectio sheet/what happened, action taken, staff signature and name, parent informed and whether or not the manager was informed.

"The Staff detailed Incident Sheet" will be for the staff to keep a confidential record of what happened and will allow the staff to add in more detail about the incident/accident that took place. This sheet has the name of the child concerned, date, what happened, action taken, staff signature and name and whether or not the manager was informed.

See Section Two - Accident/Incident form and both The Child detailed Incident Record and the Staff detailed Incident Record sheets.

Health and safety legislation also requires that incidents (near misses) that may have cause serious harm are recorded, so steps can be taken to reduce the chances of the incident causing harm on another occasion. These will be recorded in the same way as an accident.

If "serious harm" occurs, The Homework Club is required to notify Occupational Safety and Health Services (OSH) as soon as possible. There is a form that needs to be completed and submitted to OSH within seven days of the injury. OSH will be able to help define serious harm and provide information about how to report it.

First aid kits

The Homework Club will have a well equipped first aid kit that is easily accessible both on and off site. It will be regularly checked and updated with the date of the check recorded. It will have a checklist of everything in the complete first aid kit.

See Section Two - First Aid Kit Checklist.

Toilet facilities

- There will be different toilets to be used by children and staff.
- The Homework Clubs will ensure the safety of children when using toilet facilities that are accessible to the public by requesting that the child asks permission to go to the toilet and the toilet is within sight of the staff.

March 2011

- When at the park or on a trip, the staff will check the toilets first before the children have permission to go.

- A staff member will wait outside the public toilet until the child leaves the facility.

If a staff member takes a child to the toilet facilities they will inform the Supervisor and/or other staff members and will ensure that at least one other child is present.

The staff member will not enter the toilet facility while the child is using it, they will wait outside.

Food preparation

- There is a food preparation area that is kept clean and for the purpose of preparing food.

- Staff will wash hands before preparing food and will ask children to wash hands before eating afternoon tea and also before completing any cooking activities.

- Prepared food will be covered with a cloth and all other food will be stored in The Homework Club afternoon tea cupboard.

- Savouries will be served hot and will be heated thoroughly as per cooking instructions before being allowed to cool under the cloth.

- Afternoon Tea will be served to children on plates/bowls when all children are sitting down after washing their hands.

- Children will remain sitting whilst eating and drinking.

Medication

Medication may be required to be administered to children whilst at The Homework Club. This may occur for a short period of time eg. antibiotics; occasionally, eg. for an allergic reaction; or regularly because of a medical condition, eg. diabetes. All medication administered must be recorded. All care will be taken to ensure that the correct dosage is given at the prescribed time.

- Parents are made aware of their responsibility to inform The Homework Club of any medical conditions that affect their child, including information of treatment and medication required.

- Medication is not given to any child without parent's prior written consent.

- Medication required is available, labelled and stored securely and appropriately.

- All staff are made aware of any conditions that may affect children during their time at The Homework Club and the necessary action to be taken. This will be recorded on the Crucial Information Sheet filed in The Red Every Day Folder. The Supervisor will need to sign this sheet and inform all other staff of any such requirements.

A medication form that is filled in by parents in advance and signed by the staff member when the medicine has been administered will include:

- Name of child.
- When medicine is to be administered (for a particular time or circumstance, eg. allergic reaction).
- Type and dosage of medication.
- Signature of staff member.
- Signature of parent.

See Section Two - Medication form and The Crucial Information Sheet.

Animals

There will be no pets at The Homework Club. If animals, which are potentially unsafe and are not under The Homework Club's control, are encountered, both on and off site, the children will be asked

- Not to approach the animal
- Not to stroke or hold out a hand to the animal
- Tell a staff member about the animal
- Staff member to ensure animal is either returned to owner or kept away from all children.

Cleaning

As cleaning equipment is available to staff during The Homework Club's operating hours it is essential that dangerous cleaning materials are stored so children do not have immediate access to them. It needs to be recognised that children will be allowed to assist with tidying the equipment, washing the dishes and sweeping the floors, under supervision.

There is a cleaning schedule attached to the job descriptions so that all staff are fully aware of the cleaning expectations every day. These include

- _ Clean the toilets and hand basins every day
- _ Hoover the carpet areas at the end of every session
- _ Sweep the hall every Friday and as required
- _ Clean the kitchen bench tops every day
- _ Clean the kitchen floor every Friday and as required
- _ Empty the bins and throw away any rubbish every day.
- _ Ensure all equipment is packed away at the end of every day and on a Friday stored in a different location, until it can be taken out again on a Monday.

Unwell children

Parents should be contacted to collect an unwell child as soon as possible. They will be put into a quiet area and will be made as comfortable as possible until the parent arrives.

If there has been an injury to a child or staff member at The Homework Club,

- Parents or emergency contacts will be notified.
- An ambulance will be called if necessary.
- If it is not possible for a parent to collect the child, the child/staff member may be transported in a private vehicle to a medical facility and wait with the child/staff member until a parent arrives.
- All remaining children at The Homework Club will stay in one room with one staff member. The HWC Owner or the HWC Manager be informed and they will organise another staff member to assist at The Homework Club.

Smoke-free Legislation requires that all public buildings, early childhood centre and school grounds are smoke free.

The Homework Clubs has a smoke-free policy that ensures:

- Staff, parents and visitors are aware that The Homework Club is smokefree.
- There is no smoking by the staff in any outside areas accessible or visible to children.

Sun safe

The Homework Club will ensure that all actions are taken to ensure children and staff are always kept safe in the sun. These will include:

- Wearing sunhats, appropriate clothing and approved sun screen outside in Terms 1 and 4.
- Limiting time spent in the sun and organising outdoor activities to avoid the hottest part of the day.
- Opting to carry out activities in the shade.
- Staff modelling appropriate sun safe behaviour.
- Staff responsible for applying sunscreen to children in their group at The Holiday Programme at set times throughout the day.
- Sunscreen to be applied at least three times a day at The Holiday Programme.

For more information contact:

OSH www.osh.govt.nz 0800 209 020

The Ministry of Health www.moh.govt.nz 04 496 2000

Child Protection

Staffing and Supervision policies and procedures will ensure that The Homework Club employs appropriate staff and operates in a safe environment with safe supervision practices and staff management. The policy and a robust process for dealing with suspicions of abuse are essential.

- The Homework Club supports the roles of statutory agencies, the Police and Child, Youth and Family, in the prevention and investigation of child abuse.
- When abuse is suspected the staff will consult with either or both The Homework Club Owner and Manager and follow advice from these agencies.
- The wellbeing and safety of the child will be the primary concern when any decision or action is taken regarding suspected abuse. Staff do not need parents permission to report suspected abuse to the Police or Child, Youth and Family.
- Staff will not assume responsibility beyond their level of expertise.
- All staff will receive training in recognising indicators of abuse and in The Homework Club policy and procedures for dealing with suspected abuse, at least on an annual basis. The in house training will also involve an annual whole staff meeting which will address this particular aspect of The Homework Clubs Policies and Procedures.
- Staff are expected to follow the organisation's reporting processes. Staff are encouraged to discuss any concerns and record their concerns on The Child Protection Sheet filed in The Red Every day Folder. The supervisor should be aware of any concerns and the concerns should be discussed at the weekly supervisors meeting.
- Any person, including staff, has the right to report suspected abuse directly to Child, Youth and Family or the Police if they feel the child's immediate safety is threatened (Section 15 CYP&F Act).
- All adult visitors to The Homework Club will be supervised and visible to staff when on site. Moreover, all visitors/persons visiting The Homework Club will be asked to sign in/out of a visitors book, which is by the signing in sheets at all centres.

Responding to suspicions of abuse

The Homework has a policy for responding to suspicions of abuse or situations that raise concern about a child's safety. It is usually The Homework Club supervisor who will discuss with the manager or the owner the areas of concern and will keep a diary of documentation under The Child Protection Sheet, which is filed in the Red Everyday

Folder and available for staff only. This will then be used as evidence when reporting suspected abuse cases to appropriate agencies.

The Homework Club is committed to the recognition and prevention of abuse of children and young people.

- If abuse is suspected, or a child discloses abuse, staff will record incidents, observations or what the child says.
- No staff member should act alone but will advise senior staff, management or the Child Safety Advocate of the suspicions.
- The supervisor will take responsibility to seek advice from Child, Youth and Family or the Police and ascertain what steps should be taken after discussing the situation with either or both The Homework Club Owner or Manager.
- Suspicions of abuse will be reported to Child, Youth and Family or the Police in a written dated document when at least three entries for one child have been entered, or when a staff member feels it is necessary to report.

See Section Two - Child Protection Sheet

The child, Youth and Family Call Centre (0508 FAMILY) can be called for advice without identifying children, the caller, or making an official notification.

See Section Two - Response to suspicions or abuse

Responding to suspicions and allegations against a staff member:

- If staff suspect that another member of staff has abused a child, the incident will be recorded by the suspecting staff member.
- The staff will contact either or both The Homework Club Owner and Manager for a meeting.
- Staff and management will act in the best interest of the child concerned and not act to protect the organisation.
- Either or both The Homework Club Owner and Manager and the supervisor/another staff member will interview the accused staff member before any decisions are made.
- Staff will be advised of their rights to seek independent legal advice.
- Confidentiality of all parties will be requested.

Guidance will be given to staff about acceptable professional distance, encouraging staff to keep their personal and professional lives separate. All staff will be asked to read and sign The Code of Conduct.

See Section Two - Code of Conduct

The Staff and Management Standard ensures that appropriate staff are employed, after reference checks and police vetting have occurred. All staff will be expected to sign The Employment Contract and The Code of Conduct. This will clearly outline appropriate behaviour, supervision, discipline, and the prevention, detection and reporting of child abuse. All staff will receive in-house training on Child Protection Policies and Procedures. As stated previously, this in house training will also involve an annual whole staff meeting which will address this particular aspect of The Homework Clubs Policies and Procedures.

An appraisal system for all staff will occur at least once a year, allowing the opportunity for feedback and to discuss any area of professional conduct. The Supervision Standard ensures that there is always a minimum of two staff at all times at The Homework Club After School Care, and that staff are aware of children's whereabouts at all times.

Supervision

Clear supervision procedures ensure that children are supervised appropriately and protect both children and staff from accusations.

Adequate staff numbers for the activities offered enables choice for children and allows them to actively participate safely. Although this standard sets staffing levels, they should be seen as minimum. There are activities that offer greater risk and will therefore need a greater number and/or specialist staff. Developmental needs of children should also be considered when determining staffing ratios. At all times the maturity, experience, training and qualifications of staff should be considered when ascertaining appropriate staff for the nature of The Homework Club and activities available.

- When children are being transported in a vehicle, it is acceptable for children to be with one adult in the vehicle.
- There is a minimum ratio of 1 staff member to 10 children on site, and 1 staff member to 8 children off site.
- All staff under 16 will be supervised by older staff.
- The supervisor will be 20 years or over and will be on site at all times. The supervisor will have overall responsibility for the supervision of staff and children at the Homework Club.
- All children are in sight and sound of a staff member. Children will need to be reminded of the boundaries and where they can and cannot play to ensure they are within sight and sound.
- Children will not be permitted to play in the car park.
- Staff will need to actively supervise the children if they are outside and position themselves so that they have a wide view of the children and stay within sight and sound of the staff.
- Staff will be encouraged to actively participate which will help maintain general supervision.
- If the supervisor feels more supervision is required at any time, The Homework Club Manager/Owner will be on call and will ensure that extra staff will be provided upon request.

Children are always within sight and sound of a staff member at all times.

- Play boundaries and The Homework Club rules will be continually enforced to ensure that all children understand what is expected of them.
- Youth staff, under 16 year olds, will be provided with support and supervision from the supervisor and will not be counted in the staff ratio.
- Staff need to communicate their whereabouts and actions to each other, noting that they should not be alone with an individual child.

- Visitors will be supervised and remain within sight of the staff at all times.

Visitors will be asked to sign in to The Homework Club using the visitors book, which will be at each centre. (See Child Protection Guide).

Attendance records will enable staff and emergency services to see exactly which children and visitors are at The Homework Club at any time. Staff should be familiar with children and through good communication with both children and staff know where children are and who is supervising them.

Emergencies

It is vital that everyone at The Homework Club knows exactly what to do in the case of an emergency. Most (but not all) emergencies will require that the building can be evacuated quickly and safely.

- The Homework Club has an Emergency Evacuation Policy and an Earthquake Policy displayed on the noticeboard.
- All staff must be trained in emergency procedures and the evacuation plan.
- When emergency drills occur (at least once a term for before and after school care and once a fortnight for a holiday programme) a record of each drill is kept under the safety checklist and filed in The Every Day Folder.
- The supervisor is responsible for notifying the local fire department seven days before a fire drill unless the building has a warrant of fitness.

An Evacuation Plan belongs to the building no matter who is using it. It identifies all exits and an assembly point.

Emergency procedures address what action The Homework Club will take in an emergency.

Emergency drills practice the emergency procedures.

- In case of fire the smoke detector will make a noise and the emergency policy should be followed.
- In case of an earthquake children should "drop" and take cover under tables, if advised by schools or just 'drop and staff will stand in the doorways if there is not enough room under the tables. The supervisor will advise when it is safe to evacuate the building.
- The emergency signal will be three sharp, short blows of a whistle or 'fire, fire' or 'earthquake'.
- The supervisor is responsible for contacting the appropriate emergency service.
- The fire exits will be clearly labelled above the doors and an Evacuation Plan will be clearly visible by the exit door.

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

- On hearing the emergency signal, all children will remain calm, will stop what they are doing and will walk in an orderly fashion to the nearest fire exit door.
- The supervisor will assemble all the children in two lines, boys and girls, at the meeting point, on the gravel at the back of the car park.
- The assistant will ensure all the children have left the building and will take the role to the meeting point.

- The supervisor will take the role and will advise when it is safe to go back into the building.

Emergency procedures and the evacuation plan are clearly displayed at The Homework Club and emergency exits are marked.

Attendance sheets

Accurate sign in/sign out sheets are vital to ensure all children who are at The Homework Club at any given time can be accounted for in an emergency. A list of all children who are at The Homework Club must be accessible at all times.

See Section Two - Attendance sheet.

First aid

At least one staff member working with the children will have a current first aid certificate. A copy needs to be attached to the staff members' files.

For more information contact:

Civil Defence www.civildefence.govt.nz 0800 222 200

New Zealand Fire Service www.fire.org.nz

The local fire service headquarters (also for gas emergencies).

The Homework Club Emergency Procedure

Rationale

- To ensure there is a procedure and basic supplies for dealing with an emergency that is consistent with the Civil Defence guidelines

Objectives

- To ensure that every person knows how to leave the venue in a safe and orderly way and that parents know the whereabouts of their children in the event of an emergency.

Procedures

Fire, earthquake and emergency drills will be carried out once a school term

- All Fire Exit doors will be clearly displayed
- The emergency alert will be 'fire fire' or 'earthquake' or 'tsunami'
- The radio station we will report to is Radio ZM, the telephone number is 0800342956
- The Met Service to contact for updated information is www.metservice.co.nz
- The Supervisor will ensure that a record of the drill has been recorded in the red every day folder under Hazards and Cleaning on the Daily Hazards Sheet.

Earthquake

- 'Drop, cover and hold' will be called by the teachers
- Children and staff will be encouraged to go under the nearest tables or doorframes and hold on to table legs.
- If children are outside they all need to assemble at the place designated by the supervisor.
- If the building is damaged, follow evacuation procedures outlined below.

March 2011

- If the building has not been damaged the children will go outside to meet at the meeting point.
- The Supervisor will take the daily signing in sheet, the emergency back pack and the mobile phone, will liaise with civil defence if necessary and will start the evacuation procedure for earthquake only.
- The assistant will ensure all the children are exiting through the emergency exit doors.
- The Supervisor will seek advice from civil defence. If civil defence inform that it is safe to return, we will return to the meeting point. Parents will be informed of our whereabouts.
- Parents can collect their child only.
- Staff who are also parents will remain with all the children at the centre.

Tsuanami

- If civil defence have alerted us to a Tsuanami warning staff will say 'tsuanami, tsuanami' and children will be encouraged to leave the building and assemble at the meeting point.
- If civil defence advise of Tsuami warning then we will walk to higher ground. Cashmere will stay put, Barrington will walk along Barrington Rd and up Hackthorne Rd, Beckenham will walk along Landsdowne Terrace and up Dyers Pass Rd, St Martins will walk along Albert Terrace and ascend up the steps behind the school.
- We will follow evacuation procedures as for earthquake.

Fire

- 'Fire fire' will be called by the teachers.
- Children will assemble at the meeting point, Barrington is at the back of the car park, Cashmere is out on the field, Beckenham in the car park by the clothing bin, St Martins to meet by the front gate on Wilson's Rd.
- The Supervisor will take the signing in sheets, the emergency back pack and the mobile phone and will check all children have left the building.
- After the role, the Supervisor will advise if it is safe to re-enter the building.

If parents or caregivers cannot be contacted or cannot collect their children:

- Staff will remain with the children until they are all collected.
- If children cannot be collected from the Homework Cub then the staff will make an informed decision whether to go the civil defence meeting point at Cashmere High School, or go to the local school or to stay at the Homework Club with the children, depending on the safety of the venue.
- Parents will be informed of our whereabouts, notice will be left at The Homework Club.
- The safety of children is the number one focus at all times

Frequently Asked Questions

What to do if an earthquake occurs when you are at the school/meeting point:

If in an open outside area: The supervisor will call out Earthquake the children and staff will “drop, cover and hold” wait for the earthquake to stop. The supervisor will then decide whether they need to relocate where they are standing, or whether it is safe to stay put.

If under a veranda: the Supervisor will call out: Earthquake and the staff and children will “drop, cover and hold” wait for the earthquake to stop and then move to an open area, once the supervisor has declared that it is safe.

Supervisors and staff responsibilities:

It is important that if there is an earthquake while we are operating that all staff stay until all of the children have been accounted for and picked up. If no parents are contactable try the other emergency contact numbers for that child. If this fails and the child/children are unable to be collected then a staff member will stay until a parent or family member can collect the child.

If a staff member or children are injured call the appropriate emergency number: 111 and the staff member who is trained in first aid, if possible, will be able to assist where necessary.

If the earthquake occurs while schools are in operation:

The HWC Manager and/or the HWC owner will contact all staff to let them know whether or not we will operate if there has been an earthquake/aftershock. Obviously for smaller ones it is likely to be “business as usual” but if it is more severe it is unlikely we will operate. If schools are closed due to an earthquake then the HWC will NOT operate that day. All children will be the school’s responsibility if the earthquake happens during school time.

Earthquake Song:

Stop, drop

Be like a turtle

Under the table away from the window.

Stay still

Under the table

Wait til the shaking stops

Staff and Management

Staff at The Homework Club have a “duty of care”, meaning that all possible care must be taken to ensure children’s wellbeing and safety and to act without negligence. This obligation continues until the child is collected and signed out of The Homework Club, not just when The Homework Club hours finish.

The Homework Club will provide quality care through thorough and consistent recruitment practices, supervision and training to all staff including volunteers. There is a commitment to comply with all relevant legislation.

Recruitment

Staff and volunteers are required to be supportive, non-abusive and present themselves as positive role models. When appointing staff all aspects of a candidate’s background must be considered carefully, including maturity, experience and training.

- Interviews will be carried out by either or both The Homework Club Owner/Manager in order to ascertain the most suitable person available for the position.
- A job description will be discussed with the applicant at the interview to establish clear expectations of what is involved.
- Applicants will be expected to visit The Homework Club to observe interactions amongst the children and the staff.
- Reference checks verifying the candidate’s suitability to work with children will be carried out by either or both The Homework Club Owner/Manager and filed in the confidential Staff Folder.
- The Homework Club Owner/Manager will notify all applicants of the final decision. Both successful and unsuccessful candidates will be notified.

Note: The Human Rights Act states that it is illegal to refuse employment on the grounds of sex, marital status, religious beliefs, ethnicity, age, disability, employment status, sexual orientation, family status or political opinion.

See Section Two - Referee check and Staff Information Sheet.

The Homework Club has a sufficient body of qualified and competent staff both to deliver and support the service.

Police vetting

Police vetting is required for all staff 17 years and older, including people involved in the management of The Homework Club or having regular contact with children, eg. cleaners, administrative staff etc. Offers of employment cannot be finalised until police vetting confirms a candidate’s suitability. Police vetting must be completed every two years.

Police vetting must be carried out by the Police Licensing and Vetting Service Centre. As police vetting is specific to a particular position and employer, police

vetting will not be accepted from other agencies, eg. Teachers, Church, Teacher Registration Board.

Child, Youth and Family must sight all police vets.

See section Two -Police Vetting Form

Either The Homework Club Owner/Manager will be responsible for completing all police checks. These will be filed in the confidential Staff Folder.

Important Note: Under 17-year-olds cannot be police vetted. The Homework Clubs will need to ensure their recruitment and selection processes are thorough to ensure minimal risk to children.

Employment Agreements

All staff must have an Employment Contract and a Code of Behaviour.

See Section Two – Employment Contract and Code of Behaviour

All minimum terms of employment are set out in legislation. These still apply whether they appear in an employment agreement or not. An employment agreement is negotiated by both parties and employees are encouraged to seek advice if they have questions. The agreement will need to be signed by both parties with each retaining a copy.

Employment agreements are in writing and contain:

- Names of the employer and the employee.
- A description of the work.
- An indication of when and where the employee is to work.
- Wages or salary and reimbursement of expenses, when and how payments will be made.
- Hours of work.
- A disputes procedure and a description of the services available for helping with employment relationship problems.

Job descriptions

A good job description clearly states a staff member's responsibilities, limits to their authority and expectations of their work.

Written procedures should address how job descriptions will be compiled and who will ensure that employees receive and understand them.

Code of behaviour

- Staff are required to be professional with their behaviour and interaction with children. Children will maintain their personal space and staff will be asked not to cuddle children or have them sitting on their knee.
- Staff are required to be professional with their behaviour and interaction with other staff. They will be asked to keep their personal feelings to themselves and will be asked not to discuss inappropriate issues at the HWC.
- Staff are required to actively supervise the safety of children at all times.

March 2011

Staff will be asked to join in with and initiate the games.

- Staff are required to be trained in the prevention, recognition and reporting of child abuse. Staff will be expected to attend in house training and will get paid the hourly rate for the time of the training.
- Staff are aware of the implications of serious misconduct. All staff will have access to The Homework Club Message Book and will be encouraged to write any queries or concerns here or to call The Homework Club Owner/Manager at any time. The weekly staff notes will outline any issue that may be of concern. The Homework Club Owner/Manager will speak to individual staff members if there is a serious problem.

Training

All staff will be trained in The Homework Club's policies and procedures relevant to their position. A record of the training received will be kept in the Staff Training Folder. Further training should be made available where appropriate. Performance management systems will help identify areas where further development or training is needed.

There will be a section in the Staff Training Folder to outline

- What training is required for staff.
- Where training undertaken will be documented.
- How and by whom initial induction training will be carried out.
- Which staff have received training and what the training entailed.

Performance management systems

A performance management system is intended to increase staff awareness of their performance. Performance Appraisals are the most common performance management system used. These are based on job descriptions and outline both accomplished areas of performance and areas that require development.

- Staff performance will be noted by The Homework Club Owner/Manager at least once every year.
- Feedback will be given and received on an informal, verbal basis.
- The Homework Club Owner/Manager will document the feedback and record it in the Staff Folder.
- The Homework Club Owner/Manager is responsible for ensuring appraisals take place and will discuss with the supervisor to ensure identified issues are followed up.
- Volunteers will be organised by The Homework Club Owner/Manager, including their selection, reimbursement, supervision and limits to their responsibility.
- For the process of dealing with accusations of serious misconduct against staff please refer to Child Protection policy.
- The Homework Club Owner/Manager will be responsible for undertaking any disciplinary action regarding staff.

Buildings and Facilities

Potential hazards to the safety of children are repaired, removed or made inaccessible.

Evacuation

There is an Emergency Evacuation Plan and an Earthquake Plan on the noticeboard, clearly visible to staff, children, parents, caregivers and visitors. There is also an Emergency Evacuation Plan by the exit doors, and exit doors are clearly marked. See the Emergencies Guide for information on evacuation plans.

Facilities

Health and safety processes will identify hazards at the venue and risks involved in particular activities or equipment. Maintenance of the building and facilities is the responsibility of the owner of the buildings which The Homework Clubs rent, but there is an obligation for The Homework Club staff to inform the building owner or property person of any identified hazards, breakages or maintenance issues. The contact numbers are kept in The Homework Club Red Every Day Folder and are programmed into The Homework Club mobile phones. There is also a message book for the Property owner/s and the staff to communicate any concerns. If the Property owner/s does not act on this information the supervisor should contact The Homework Club Owner/Manager to follow up the concerns.

See the Health and Safety Guide for information about identifying and managing hazards.

Phone access

There is a landline phone easy accessible to staff and parents at each of The Homework Club centres:

- Staff, to use for emergencies and to contact parents.
- Parents, to contact The Homework Club during operating hours for emergencies and should they need to change any arrangements, eg. for collection of children, etc.
- The cell phone must be taken with The Homework Club whenever they are off site.

All of The Homework Club venues are safe and comply with all relevant legislation as well as local city or district council requirements.

- The cell phone will always be answered between the operating hours of 2.30pm – 6.00pm.

There may be times where there is limited or no cell phone coverable and no landline available. As part of a written risk assessment, The Homework Club will identify poor phone coverage and make plans to ensure that contact can be made

March 2011

quickly with emergency services. This will be outlined on the RAMs sheet. This may involve identifying the nearest landline, or cell phone coverage area and planning transport to that point to make calls, or by having some other means of communication, like radio transmitters.

Record Keeping

The collection and use of information about children, families, staff and management is governed by the Privacy Act 1993 which ensures confidentiality and access by individuals to information relating to them. (Note that Principal 10 and 11 of the Privacy Act provides legal coverage to release information if the health and safety, or wellbeing of an individual or the public is compromised.)

- The Homework Club will comply with requirements of the Privacy Act 1993 and any amendments.
- That all information gathered on staff, management, families and children is only used for the purpose it was collected, will be stored securely and made available to the individuals concerned when requested.
- Information will not be shared without the owner's (ie. the person whom the information is able) permission unless required by legislation. (Note the use of Principal 10 of the Privacy Act in the first paragraph above.)
- Personal information will be kept secure, but available to staff, management or families to check or change their own information.
- The supervisor is responsible for updating information on an annual basis.
- Parents will be notified of their responsibility to inform The Homework Club of any changes to their circumstances by way of reminders in the termly newsletters.
- Guidance for staff in the job descriptions, to ensure that conversation and information shared between staff and with parents remains confidential.

Attendance

Attendance records must be kept, including a sign in and out system to ensure that in the case of an emergency The Homework Club has an accurate record of children at the programme

Enrolment forms

The Homework Club will have enrolment forms that are filled in and signed by parents.

The enrolment form will include:

The Homework Club maintains records in accordance with the Privacy Act 1993 and other relevant legislation.

- Child's name, address and contact phone number.
- Parents names, home address, all daytime phone numbers.
- Names and contact details of two emergency contacts.
- Names of people authorised to collect the child from The Homework Club.
- Any health, or medical conditions, including what treatment is required, or if the child is self-medicating, as in asthma.
- Any access or custody arrangements and/or protection orders.

March 2011

One enrolment form per child will be expected and will be filed in The Enrolment Folder alphabetically under the child's Christian name.

See Section Two - The Homework Club Enrolment Form.

The Homework Club has a written agreement that parents sign that includes information about The Homework Club, hours, how to contact The Homework Club, how to voice concerns and outlines expectations The Homework Club has of parents.

See Section Two - The Homework Club Parent Contract

Medication

A written record of all medicine administered to children at The Homework Club must be kept. This will be filed in The Every Day Folder.

See the Health and Safety Guide for more details.

Finance

Competent financial management is essential to The Homework Club's viability. It is the owner's responsibility to ensure The Homework Club meets all legal requirements. The Homework Club Manager/Owner is responsible for:

- Recording parents fees and other income.
- Issuing parents with invoices and statements.
- Payment and recording of expenses.
- Banking.
- Provision of petty cash and limits on staff spending.
- Following up debts.
- Payment of tax, wages and ACC levies.
- Preparation of verified annual accounts.
- Preparation of an annual budget.

Financial responsibilities should be stated clearly in staff job descriptions.

The APT accounting system used provides sufficient information to ensure that financial decisions can be made that will safeguard the on-going viability of The Homework Club. This will depend on factors such as the size of The Homework Club, or its management structure etc. The Homework Club will produce an annual budget and financial statement carried out by a chartered accountant.

All financial transactions must be accurately recorded and records kept up to date.

The Homework Club uses APT for accounting purposes and all transactions are entered on a weekly basis. Parents are given a Financial Statement every fortnight and are encouraged to pay on receiving the statement. Payments can be made by cheque or automatic/internet payments.

The Homework Club accounts are prepared by an independent accountant and are independently reviewed.

Reviewing will include:

- Looking at the reasonableness of the figures.
- Questioning any figures that appear strange.
- Looking for understated or overstated figures.

Finances are managed competently.

- Spot-checking the accuracy and completeness of the supporting documents.
- Making sure that the accounts are set out properly.

Policy for Payment of Fees

- All fees will be paid in advance and/or no more than two weeks in arrears.
- Fees can be paid to the supervisor as a cheque only, with the child's name written on the back of the cheque.
- The Homework Club will not accept any cash payments unless special permission has been given to pay at the Colombo Street office.
- Parents can make direct debit or automatic transfers via internet banking, the account number is on the statement.
- The Homework Club Manager/Owner will contact all parents with outstanding fees and will advise them before they are passed on to a debt collection agency.
- Any additional costs incurred by the debt collection agency will be added to the account to be paid by the parents.
- There will be a 10% discount offered for three or more children from one family attending and if a child attends full time both morning care and after school care.
- Statements will be issued every fortnight via email unless requested otherwise.
- Receipts will be issued at the end of the financial year, unless otherwise requested.
- Any booked sessions that are cancelled before 2.30pm on The Homework Club mobile will only pay half the usual session rate.
- Any sessions not cancelled will incur the full payment.
- Any parent who is late collecting their child will incur a late pick up fee, \$10 for every 10 minutes after 6pm.
- Parents can ask The Homework Club Manager/Owner for a statement of their account at any time.
- Parents can discuss any financial concerns with the supervisor or can contact The Homework Club Manager/Owner at any time.
- Where a parent qualifies for a WINZ subsidy, they will be expected to pay the full rate until the subsidy has been approved.
- Any credit will be paid back to the parent by cheque at the end of each term, unless requested otherwise.
- There will be no refunds due to cancellations for The Holiday Programme as outlined in the Contract and Parent Information and on the Holiday Programme enrolment form.