



Whangaparaoa School After School Care

39 Ladies Mile Whangaparaoa Ph. 424-9029 ext 218



424-9031 Karen Ph. 021705804 anytime

POLICY AND PROCEDURES – 2012 Condensed Version for Parents

PHILOSOPHY

Our Before / After School Care provides a safe, stimulating, accessible affordable and positive environment, with child focused activities. It is a program, where children are able to play and create their own fun under safe supervision. Children have the opportunities to learn new skills, play games, to relax as they would at home, watch TV, play with friends, read a book, create art, imaginative play, or to run around, and play with others inside or outside and swim in summer.

PROGRAMMING / ACTIVITIES A balanced, varied, but casual program that allows children to self select age appropriate child based activities, both Indoor and Outdoor.

ADMINISTRATION The Before / After School Care / Holiday Program is run under the oversight / control of the Whangaparaoa School Board of Trustees. Responsibilities are delegated for all operations to the Administrator who is employed by the School.

After School Care (ASC) Hours of Operation: Monday - Friday 3.00- 5.45pm. (or school finish time - 5.45pm)

Before School Care (BSC) Hours of Operation: Monday – Friday 7.30 am – 8.30 am

Holiday Program (HP) (if operating) Monday - Friday 7.30am – 5.45pm (to be decided at time of booking)

The program will not operate on public holidays. The Holiday Program will only operate if there is enough interest to cover all costs, as determined by the Administrator and Supervisors and will follow all criteria and procedures as Before and After School Care. All After School Care start times will be determined by Whangaparaoa Primary School Hours. All children between Y0 and Y6 will be welcome at our program. Special Arrangements may be made / trialed for older children on request. A staff to child ratio is set at 1 : 10 with a minimum of two staff present at all times on site, 1 : 8 off site, 1:6 around or near water, and 1 : 4 in water.

FEES For children attending BSC/ASC on permanent days the cost per child is set at \$4.10 including GST per hour. For children attending casually (no set days) cost per child is set at \$5.10 per hour payable on the day. A Minimum of \$4.10 or \$5.10 will be charged per day/ per session. A late charge may be charged of up \$40/hour after 5.45pm, generally calculated per 1/4hour. Children attending regularly on permanent days will be charged by Invoice, to be paid weekly unless other arrangements are made. Children attending casually will be required to pay at the time of collection or may be charged a booking and postage fee of \$1/day. If parents do not inform us of non-attendance of children on 'Booked in' days, a fee of at least \$4.10 or 5.10/day and up to \$17 may be charged for time/costs involved in locating child/ren. 24hr notification is required to cancel a booking without a fee charge. Holiday Care pre booking cancellation may not be entitled to a refund and may incur an cancellation charge. This includes sudden sickness or change of plans on the day. Holiday Program Fees: Will be determined each time to cover costs including Supervisors, equipment etc and, any outings will be charged as extras. All fees will be required to be fully paid before commencement of the Holiday Program. Refunds may not be issued or credited to account for non attendance. This will be determined by numbers attending or new enrolments. Payments can be Cash, Cheques or Eftpos. Cheques should be made payable to Whangaparaoa School After School Care. Payments can be made via Internet, account details are always noted on the invoice. Receipts will always be issued if payment is made direct to staff at Before/After School Care. Yearly receipts will be issued for those families upon request – a cost of up to \$10.00 may be charged to cover administration costs. Parents are responsible to check that payments made direct into our bank accounts are credited on their accounts. Before School Care Fees will be charged out on the same invoice as After School Care, Holiday care will be charged on a separate invoice and not available until the end of each week. The Booking Form will be the 'Invoice' on which to base charges.

OVERDUE ACCOUNTS Our program totally relies on Before and After School Care Fees to be paid on time, in order to continue to operate. We receive no outside funding. Accounts are to be paid weekly. We have a strict overdue credit limit and a maximum time limit required to pay. If accounts are not kept current, clients may lose their child/rens placement at Before and or After School Care and or Holiday Care. If Before/After School care payments are not current clients may be asked to pay at the end of each day, and may be also not able to attend the Holiday Program. Continued failure to pay account will result in the account being passed to a Collection agency for further action and will include penalty charges.

BEHAVIOUR Programs will be designed to ensure that children and families experience an environment where they are safe, secure, respected and their dignity is protected Every child will be given positive guidance and directed towards acceptable behavior, with praise freely given and blame and admonition kept to a practicable minimum. At no time will a child be punished by hitting, withholding drinks, isolation from the group, abusive, demeaning or condescending comments. **However, it is also noted that children at times can misbehave therefore ..**

If a child misbehaves or ignores program rules staff will remind them: in an assertive but not aggressive manner, what is expected and the consequences of disobeying, Set Time Out - if continued misbehavior (usually 5 minutes in quiet place away from other children). Further discussion of incident and removal of privileges. Enforce the consequence if the child continues. Challenge the children to change their behaviour perhaps by keeping a daily notebook, rewarding with stickers for a good day, with parents being encouraged to participate as well with comments and signatures and other appropriate treats Inform Parents advising of incident, punishment, and discussion to encourage the child to behave. Request Incident Book be signed by parent. NB. Any notable incident will be recorded in the Incident book and all parents / caregivers will be asked to sign the report. Discussion as to further action would also be written on this report. If continued misbehavior occurs the supervisor and parent will meet to discuss a suitable course of action and may incur Official Warnings. Depending on the seriousness of the incident a written official warning will be given to the parents and child explaining nature of incident, course of action, punishment and reaction of child, a copy will be kept in Incident Book and one given to School Principal and parent/caregiver. After three 'official written' warnings (depending on the seriousness of the behavior) the Parents/caregivers will be asked to collect their children immediately and be asked not to attend our program until further notice. If a child's behavior becomes uncontrollable or unacceptable the parents/caregiver will be asked to collect their children immediately and asked not to attend our program until further notice. No warnings will be given and a report will follow a copy to parents and school Principal. NB: Unacceptable 'serious behavior' is anything that is intimidating, violent, abusive, destructive, potentially harmful to others or selves, or blatantly disobedient. No warnings will be given. At all times, parents/caregivers are informed of unacceptable behavior and are expected to sign an incident report. As it is not compulsory for children to attend our Before /After / Holiday Program we will not tolerate unacceptable behavior and/or language therefore Whangaparaoa School Before / After School Care and or Holiday Program retain the right to cancel any child's booking, and or attendance to any of programs stated, without notice. It is with this statement in mind that every child and parent are required to sign the BSC ASC HP Pupil Behaviour Contract. And agree to collect a child that has become unacceptable, dangerous, or inappropriate in behaviour. Discussion and reflection on issues of inappropriate behavior arising from daily attendance will be required to ensure staff are understanding of conflict management and effective ways of defusing

supervisors. This may be done by way of group discussion, meetings after work or pre work and or by phone if required.

SPECIAL NEEDS CHILDREN Unless enrolment of a special needs or disabled child causes major disruption, BSC ASC HP is able to accept children on a trial basis of a period of up to one month. Parents/caregivers will need to give as much information as possible regarding the child and the disability to ensure the child can receive the best possible care. (A separate information sheet would be required to be completed on enrollment). If the child's needs require dedicated assistance for reasons of sociability etc., it may be necessary to employ an extra supervisor qualified to work with appropriate needs. Due to the incurred costs, this would result in an extra charge to the parent.

ENVIRONMENT Whangaparaoa Primary School Before/After School Care and Holiday Care will generally operate in the school hall with the exception of school requirements as regulated by the School Principal. The boundaries of outside play area will be set by the supervisors of the day and supervisors will be with children at all times. Supervised care of all areas will be constant. **PETS / ANIMALS- NO ANIMALS ARE ALLOWED AT BEFORE/AFTER/HOLIDAY SCHOOL CARE AT ANY TIME.**

Hazard identification is used to control the area of use daily and problems dealt with by means of Isolation Minimizing or Elimination.

FOOD After School Care children will be provided with a light afternoon tea on completion or enrolment procedures. Parents will need to inform supervisors of any children with food allergies Occasionally the staff may give children sweet treats as part of an activity or prize. Cooking biscuits, scones / popcorn/ piklets etc. may be part of the afternoon/holiday program and children could be included in the preparation. All children and staff are taught safe handling of food practices, hands washed, and 'doctors hands' encouraged when preparing food. If children are seen being unclear they are required to wash again and reminded of safe handling of food procedures and gloves may be issued. Where possible, children only touch/prepare the food they will eat. We recommend that parents pack an extra afternoon tea for their children for After School Care. Unless stated in Holiday Program information sheets, all parents will be required to pack food and drinks each day for their children ensuring; there is adequate food and drinks to last for Morning Tea. Lunch and Afternoon Tea.

SUPERVISION OF CHILDREN All children will be supervised at all times and be within sight and sound of any supervisor at all times ensured by Set boundaries of play for children and ensure they are reminded regularly, Rules and regulations are discussed before play commences. Positions of staff to ensure wide view and reasonable distance to assist or intervene if necessary. To ensure that 'walkie talkies' are available to staff who may be out of easily accessible/ sighted areas to ensure communication between all areas are constant. If areas of play are away from general area names will be taken of children and a copy left in the 'main office area in hall'.

EMERGENCY Our staff are all aware and trained to handle emergencies. In the case of a serious accident involving your child the staff will contact you and take your child to the nearest medical facility. In a civil emergency, unless it is not safe to stay, the staff will remain at the center until all children are collected. All parents will be rung at appropriate time and asked to collect the children if no other safe area is found. Children will not be left alone at any time and counseling services will be arranged if required. **Tsunami** In the case of a known tsunami is predicted, children will be evacuated to higher ground either by walking up Ladies Mile or in Cars as determined by the supervisors of the day. All documentation, first aid kits and medical requirements, as above will be taken and upon safe arrival at a destination, parents / caregivers will be contacted and advised. The group will not return to the school until such time that the Civil Defence Authority has deemed emergency to be cancelled.

SICKNESS / ILLNESS / MEDICINES Medicine will not be administered to any child unless there is written permission from the parents/caregivers and a Medical Consent Form completed by parent. Under no circumstances will Ritalin be administered or be held on site at Before /After School Care and Holiday Care if your child is required to have this medication parents/caregivers will be required to visit the program at appropriate scheduled time. Sick children or a child who becomes sick during the 'care' time will be required to be collected by parents/caregivers immediately. If the parent is unable to collect child within a reasonable time a staff member will be bought in to care for the child away from the program and the parent may be charged up to \$20/hour, until the child is collected.

ENROLMENT PROCEDURES As the program is school based any children at Whangaparaoa School are welcome to attend our programs. The School Enrolment Package includes forms (stated below) and a Parent Condensed version of the Policies and Procedures. The parents are invited by the school Principal to attend the programs. Forms are also available also in the school Office. Parents are required to contact the Administrator prior to requiring care to ensure placement available and forms forwarded through the school office to a folder marked AFTER SCHOOL CARE, which is collected daily the staff. Childrens names are placed on the Roll or recorded on the roll for addition to roll the following week. Casual care is available in emergencies and if a form has not been or able to be completed the school office will print an information of contacts etc relevant to the child/ren for our requirements. A contract is signed upon collection by the parent. Newly enrolled children will be collected from classes, informed by the office of parents requirements, or bought directly by the teacher. Children will be welcomed, advised of rules and regulations and boundaries of play and buddy'd with a regular attendee.

FORMS All parents will be required to, read, complete and sign an Information Sheet and an After School Care Contract (copies available at the school office (9 am – 2.45pm Mon – Friday) and at Before/After School Care, before registering their children.

Student Information Form - is required as an accurate record of children's names, days of attendance, address, telephone numbers, parents/caregivers names address, phone numbers or work and cell phones, emergency contacts naming relationship to child and phone numbers – in case of not being able to contact parents in emergency situations, medical details, permission for after school activities, swimming in school pool, and details of authorised people allowed to collect children from Before/After/Holiday School Care or any other relevant information.

Before /After School Care and Holiday Pupil Behaviour Contract This form is to be signed by all students and parents as required before care begins.

Special Needs Children This information is required to allow the supervisors at Before /After School Care and Holiday to be knowledgeable about the special needs, care and attention the child/ren required while attending our programme – please see more information in our policy covering SPECIAL NEEDS CHILDREN.

Parent / Before / After School Care / Holiday Care Service Contract This form covers the relevant terms and conditions for Before/After School Care

The above described forms will be completed each year and updates should be made to it as the contact details and circumstances change. It is the responsibility of the parents/caregivers to keep the **Before /After School Care and Holiday programs** current with this information for the safety of their children. When the child no longer attends the programme or the school and the account has been settled in full, the above contract and information forms will be destroyed.

Before School Care will run every morning from 7.30am in the school hall in the same manner and

children into Before School Care; responsibility for the child's care is started when the parent drops the child into the hall and completes the sign in procedures. If for unforeseen and unexpected occurrences where the supervisor has not arrived, parents should not expect to leave children unattended. Children will be supervised inside the hall only. Children will be released at 8.30am. All other details of Contracts / Info Behaviour etc. are the same and incorporated with After School Care as written.

SIGN IN PROCEDURES Parents will bring their children into Before School Care/ Holiday Care; responsibility for the child's care is started only when the parent brings the child into the hall and completes the 'sign in' register.

Casual attendance is sometimes available while numbers remain under our allowable limit set by the auditing organisation, to children whose parents require care occasionally. Parents must inform the Before / After School Care previously or you may bring your child into the Before School Care on the morning of care and complete the sign in procedure however if child to adult ratios are exceeded then you may not be able to leave your child in care.

Attendance records will be completed on a daily basis to record names of regular and casual children attending. Regular checks will be made on correct numbers present. There will be a staff / child ratio of 1 : 10 with a minimum of two staff supervising the program at all times at Before School Care.

NB: It is important that we are advised previously of children's enrolment arrangements so we may accurately ensure correct ratio of adult to child are in attendance for the safety of all parties. A minimum of two staff will be in attendance.

ABSENCE FROM A PERMANENTLY BOOKED OR CASUALLY BOOKED SESSION If any child booked on the permanent list is going to be absent, parents / caregivers should inform the Administrator or school supervisors as soon as possible. By way of: phone call or text message to the administrator, anytime. Directly advising the school supervisors prior to absence, a phone call from 7.30am – 8.15am or 2.45 – 3pm to Ph 424-9029 ext 218 on the day of the scheduled attendance. Due to high numbers and the requirement of correct adult to child ratios, a 24 hour pre-notification is required to Before or After School Care to permanently cancel a booking, or advise of a child's absence. Failure to make this notification will result in a charge of at least \$4.10/child/day. If your child becomes ill during the day or you collect your child early without the required 24 hr prior notice the charge will be still be enforced. If parents do not inform us of non-attendance of children on Permanently booked days an extra fee of up to \$15 may be charged for time/costs involved in locating child/ren.

AFTER SCHOOL CARE PROCEDURES Children will come into the hall area at school finishing time, a roll will be checked and head count taken. If any child on our permanent roll book, or children booked in for the day, has not arrived by 3.10pm, the school will be searched by way of: checking with the classroom teacher, a physical search of the school grounds and classroom, a message put over the school intercom, a phone call home, in some cases - drive to the child's home, if we suspect they have gone home, (in which case the child will be returned to school if no parent home), finally if the child is not found, a phone call to parents/caregivers immediately, if no contact is made, a phone call to the police - at this point After School Care responsibility ceases. Attendance records will be completed on a daily basis to record names of regular and casual children attending. Daily Attendance Rolls will have colour added to the day children are permanently attending as an extra check to ensure each child has been checked off. Once all children have arrived into the After School Care venue, a head count will be taken to ensure all signed in children match the children counted. The Roll will then be checked by another senior supervisor to double check all children booked in are attending and have not been missed. The appropriate 'day box' will have recorded if signed in, if absent, advised, notified or located safe. A departure time will be recorded at the end of the day. Any booking, pre-booking and information relating to attendance will be added to the back of the current weeks roll for addition to the next weeks attendance roll. Regular checks will be made on correct numbers present. If a child is found missing the supervisors will conduct a thorough search of school and surrounding areas phone home / or drive to child's home. We will contact parents to notify them and if necessary the police will be contacted.

Casual attendance is sometimes available to children whose parents require care occasionally – provided the number remains below the allowable limit set by the auditing organisation. (See policy below) Parents must inform the school office of attendance on that particular day or book at the After School Care Hall office. Supervisors are able to inform or collect children from classes. A phone call must be made to the Administrator first to ensure that there are places available and then ring the school to advise reception, staff and children. If a child does not know that they are to attend that day the child/ren will be called to the school office before the 3pm bell to advise them they will attend After School Care and details will be recorded in the After School Care Folder in the school office. All new children attending will be introduced to each staff member and advised of Rules and Regulations Boundaries and Behaviour. They will be 'buddied up' with another child who is either older, or a regular at BSC ASC or HP. Parents are required to complete sign out procedures before any children leave the After School Care program. Authorisation will be regularly checked. Their will be a staff / child ratio of

1 : 10. At ASC there will always be an appropriate number of staff supervising for the first hour and then, when ratios are at an appropriate level down to a minimum of two supervisors. There will always be a minimum of two staff supervising the program at all times at Before /After School Care and Holiday. Any inquiries, concerns, or complaints in the first instance should be through the Administrator, either by phone or by written advice. Any correspondence may be sent via Whangaparaoa Primary School Office – addressed to Karen - After School Care. Children's Information sheet will be checked regularly to ensure details are up to date – Parents/Caregivers will be reminded, verbally or via a newsletter, to notify us of any changes to details. A Student Information Form and Contract will be required to be completed each year of attendance.

HOLIDAY CARE PROCEDURES Holiday Care will run in the school hall in the same manner, same rules, procedures, regulations and expectations as Before/After School Care. Parents will bring their children into Holiday Care; responsibility for the child's care is started only when the parent brings the child into the hall and completes the 'sign in' register. If any child is on the daily roll is going to be absent parents /caregivers should inform the school office by 3pm the previous day or by phone call to Karen – Administrator at her home the previous evening or by Answer phone at Before School Care phone extension 218 or a phone call from 7.30am – 8.15am on the day of the scheduled attendance. A recovery fee could be charged for time and costs spent locating children. Attendance records will be completed on a daily basis to record names of children attending. Regular checks will be made on correct numbers present. If a child is found missing the supervisors will conduct a thorough search of school and surrounding areas phone home Drive to child's home. Contact parents to notify. If necessary the police will be contacted. Daily Attendance Rolls will have only children attending that day listed. Once all children have arrived into the After School Care venue, a head count will be taken to ensure all signed in children match the children counted. Regular head counts will be taken during the period. The Roll will then be checked by another senior supervisor to double check all children booked in are attending and have not been missed. The appropriate 'day box' will have recorded if signed in, if absent, advised, notified or located safe. Any trips / excursions will be pre arranged and advertised as part of the Holiday Program. Parents will be required to sign permission on the enrolment form for each trip before attendance is allowed by child. The route taken to and from the trip or excursion will be pre arranged and a map left at the school office and Holiday Program. The route will be checked (where possible) on the day for hazards roadwork's etc and any alterations will be published before departure. There will be a staff / child ratio of 1 : 10. With a minimum of two staff supervising the program at all times. The ratio for trips / excursions is 1:8 with a minimum of two staff. A minimum of 1 : 6 around water and 1:4 in water. The supervisors will discuss with all children the rules and regulations ensuring they all understand behavior requirements etc. The children will walk with 1 supervisor in front of group 1 in middle and 1 at end of group. The supervisor at the front of group will check roads, and when safe stand in middle, while children cross and will wait at either side of road for whole group when crossing the supervisor will take the First Aid Bag, Folder with Phone Numbers, Permission Slips and Contracts, List of Children's Names / Taken to Trip to be left on Trolley and in School Office. Roll check for correct numbers will be taken every ½ hour. Toilet visits: kids to buddy up, 1 adult to check inside toilets first if all clear stand outside toilets while children in at least pairs go inside and wait until children out. The usual mode of transport will be walking. However, if vehicles will be used, proof of adult's driver license current WOF and

Registration will be required. Once again permission from parents will be essential and information will be pre-issued to parents. Parents are required to complete sign out procedures as per ASC / HP procedures below, before any children leave the Holiday Care program. Any inquiries, concerns, or complaints in the first instance should be through the Administrator, either by phone or by written advice. Any correspondence may be sent via Whangaparaoa Primary School Office – addressed to Karen - After School Care. Forms A student Information Form and Contract will be required to be completed each Holiday care attendance. There will be a minimum number of children (advised at time) per day to operate any holiday program. The Holiday program will be constructed and advertised at least 3 or 4 weeks previous and will be confirmed two weeks in advance. All money owing will be prepaid and no refunds unless agreed with the Administrator for extenuating circumstances, and only if all costs are covered for the day/period in question.

SIGN OUT PROCEDURES / LATE PICK UP ARRANGEMENTS Children will not be permitted to leave After School Care until collected by authorised adult caregivers and sign out procedure is completed. If you require other arrangements this must be discussed with the administrator and a signed note by parents/ caregivers taking all responsibility, must be received and attached to the child's agreement. BSC ASC will not take any responsibility for the child/ children once they have left our care arranged time. NB. BSC ASC HP will not accept any child's verbal statement regarding non attendance on a particular day, so please ensure that you personally discuss or let us know by signed letter. (Thankyou) Staff will not release children to people not identified on the Information sheet. If an unauthorised person comes to collect the child the parents / caregivers will be contacted first for permission. If no contact is made the child will not be released to the person. NB. It is therefore important to update any information and 'authorised persons' on your child/ren's information form. If the child has not been collected by 5.45pm, penalty charges of up to \$34/child/hour will be incurred and any charges incurred by way of phone calls, transporting, etc will be charged as per Administrators discretion. Parents/caregivers/emergency contacts, will be phoned, if no contact is made the Supervisor will determine what action is to be taken. This could include previous arrangements discussed with supervisor and / or if after 6.30pm the child will be taken to the police station at Whangaparaoa or Orewa. Information will be left on the door of the hall to this effect.

HEALTH AND SAFETY Child safety is paramount... There will be at least one worker present at all times with a current recognised first aid qualification. The First Aid Kit and 'trip bag' is kept in a locked cupboard in the Kitchen. The 'trip bag' first aid kit, will be taken outside when going to outside play areas. The Supervisor must keep these stocked and take on any outing. All staff will use disposable gloves when administering first aid.

SUN SAFE It is our intention to ensure all children and staff are safe while outside in the sun. We will require the wearing of sun hats and sunscreen by children and staff. The use of an approved sunscreen, especially during the summer months, will be required when going outside.

ACCIDENTS/ INCIDENTS will be written in the appropriate labeled book, providing full details, date, treatment of injury and what action taken. Parents/caregivers will, at all times be informed of any accidents/incidents. All accidents will be discussed and signed by parents upon collection of child/ren. Appropriate first aid will be administered, if a child needs medical attention, parents will be contacted for action to be taken eg. Parents taking child upon arrival, or supervisor takes child to doctor etc. If serious injury occurs, an ambulance will be called and then parents notified. All accidents will be investigated by the Administrator / Supervisor and recorded in the accident folder – the appropriate form will be filled out. The Administrator will contact OSH where necessary for further information on investigations.

TOILET There are designated Girls and Boys toilets on the side of the Hall accessed by a glass/wooden door. We practice a 'Safe Toilet' plan: Only one child is allowed in the toilet area at any time. The child signs a toilet board and collects a toilet pass at the kitchen area (this ensures we know in emergency where all children are and who, if anyone is in the toilet area) the toilet pass is stuck onto the door at the toilet entrance inside the hall and after collects the pass and signs out.

The School is a SMOKE FREE AREA A smoke free policy will be adhered to at all times when the program is operating or in school grounds. Staff may not smoke while on duty or when in sight of the children. 'No smoking' signs are displayed in the hall.

CHILD PROTECTION POLICY The program staff will act on all suspicions of child abuse in the following way: All incidents and observations will be recorded. Any suspicion that abuse is occurring will be reported to the Administrator. The Administrator will then consult with the School Principals and/or Associate Principal and further contact will be made to the Child, Youth and Family to ascertain what steps will be taken.

PEER ABUSE This organisation will ensure that the safety of the child or young person is paramount and no form of physical, sexual or verbal harassment or violence from peers will be sanctioned or minimized in any way.

SUPERVISORS / ASSISTANTS/ HELPERS / VOLUNTEERS All staff involved in our program will have an interest in, and a capacity for enjoying children. Be able to discern the feelings and needs of children and deal with them with sensitivity and understanding. **POLICE VETTING** Employees are required to complete the necessary Police Vetting check and generally have First Aid Certificates.

ACCOUNTING PROCEDURES The Before / After School Care / Holiday Program is run under the oversight / control of the Whangaparaoa School Board of Trustees. Responsibilities are delegated for all operations to the Administrator who is employed by the School.

While the Whangaparaoa School Before/After School/Holiday Care is a self funding, Not for Profit, program, that has a separate bank account and IRD accounts from the school, all property funds and assets will be handed over to Whangaparaoa School upon request or completion of operation.

COMPLAINTS PROCEDURE if you have a complaint about our Before or After School Care or Holiday Programs you should : Discuss with the Senior Supervisor who will attempt to rectify the situation immediately. If the parent/caregiver is not satisfied, inquiries, concerns, or complaints should be directed through the Administrator, either by phone or by written advice. Any correspondence may be sent via Whangaparaoa Primary School Office – addressed to Karen - After School Care. Further complaints must be made in writing and must contain details of the grievance and desired outcomes. The Administrator and School Principal will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.

The senior supervisor will, in all situations, record, date, sign and inform the Administrator of any verbal complaints received on the day of occurrence. Wherever possible the requests of parents will be incorporated in program planning and design. A Copy of any Complaint, Resolve and change to policy will be given to the School Principal at all times.

TREATY OF WAITANGI POLICY It is the aim of Whangaparaoa School After School Care to be sensitive and caring towards any Culture and reflect the bicultural heritage of New Zealand. It is our intention to value the Treaty of Waitangi. To ensure the Maori Knowledge, understanding, and activities respect and show sensitivity to the values of Maori. The program will reflect a welcoming atmosphere for parents/whanau. The Maori community will be welcome to become involved in our After School Care Program.

CELL PHONES or ELECTRONIC GADGETS ETC The use of cell phones at Before/After School Care/Holiday Care is not permitted, in case of inappropriate use, theft or damage. If parents require their children to have cellphones they must be given to the Staff and Supervisors to hold until home time. Parents are welcome to call the school number at anytime during Before/After School or Holiday Care to speak to their children. PSP's, Camera's etc must not be used at BSC/ASC/Holiday Care, no responsibility will be taken if these items are damaged or stolen.

POLICIES AND PROCEDURES Updates/changes A complete document is kept on file at Whangaparaoa After School Care based in the Whangaparaoa School Hall, School Principal Office and the home office of the Administrator and is available to parents / caregivers on request. (A condensed version is given to parents with enrolment) The Policies and Guidelines are regularly read and updated by the Administrator to reflect current practice annually, with an updated copy given to the School Principal / Board of Trustees. The Parents condensed version updated at this time
Updated 201008